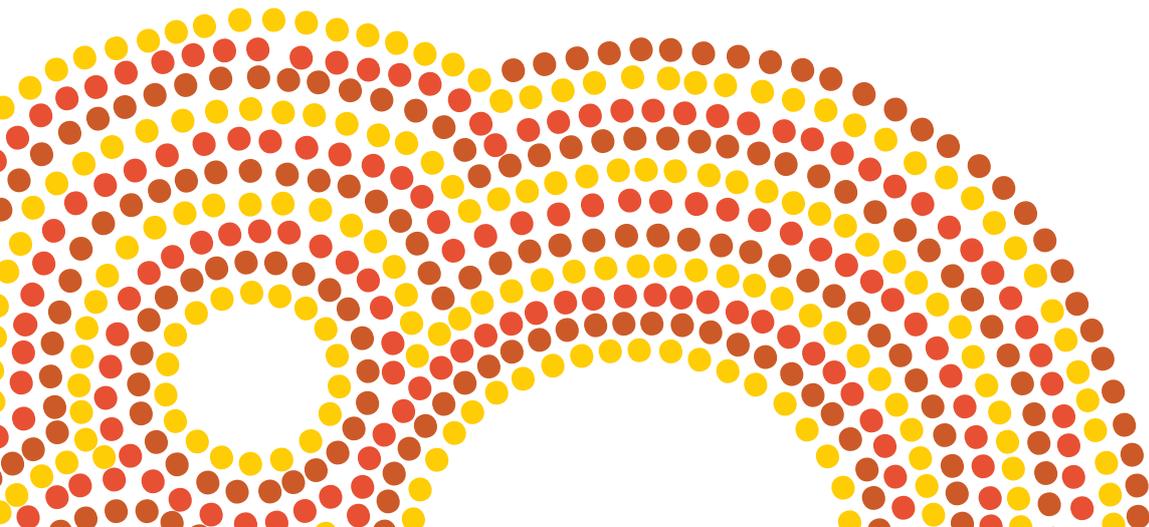




Elevate
Reconciliation Action Plan
FY20 Progress Report

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Measuring our RAP progress



Our FY20-22 **Reconciliation Action Plan (RAP)** is focused on achieving fourteen outcomes that embed Reconciliation throughout our organisation and improve the financial wellbeing of Aboriginal and Torres Strait Islander customers and communities. Against each outcome are a number of timely and measurable commitments and actions to be achieved over the three-year period.

This report outlines our progress in achieving the fourteen RAP outcomes and the specific actions we have taken within the financial year.

In addition, each year in our Annual Report we report our progress against total annual Indigenous procurement spend; total Indigenous representation across our workforce; and Indigenous Customers Assistance Line call numbers. In FY22 employee completion of our cultural capability training program will be included in our **Annual Report**.

Our Elevate leadership

As a member of the Elevate RAP Program we have four leadership priorities, each aligned to Reconciliation Australia's **Dimensions of Reconciliation.**

1.

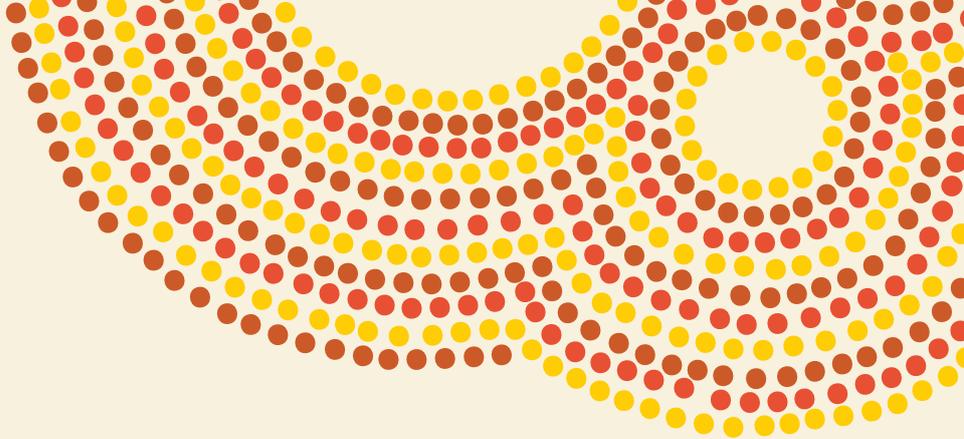
Promote and advance the rights of Indigenous Peoples.

Our main Elevate leadership initiative is to promote and advance the rights of Indigenous peoples, in line with the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP). In doing so, we have committed to review relevant business policies and assessment procedures to enable us to consider and appropriately manage the impacts of lending, investment and business decisions on Indigenous peoples and communities.

As part of our FY20-22 RAP, we are focused on foundational elements of the framework namely:

- Embedding UNDRIP in lending criteria/impact assessments and policies to avoid knowingly causing or contributing to negative impacts on Aboriginal and Torres Strait Islander customers and communities through our business activities and address any impacts when they do occur in a culturally informed way; and
- Strengthening CBA's Indigenous engagement strategy, to enable consultation and participation with Aboriginal and Torres Strait Islander peoples in decisions that impact them and their communities.

We made a reference to UNDRIP in the 2019 Group's Environmental and Social Framework; have continued to work to ensure a stronger focus on the development of Indigenous employees through our Indigenous careers strategy; and extensively engaged Aboriginal and Torres Strait Islander businesses, customers and communities during the 2020 COVID-19 pandemic to inform our response in light of the impacts they experienced.



As we move into the second year of our RAP, we will action the next phase of work to further advance the rights of Indigenous Peoples. This will include:

1. Understanding potential further policy inclusions and the investment/lending assessment tools needed to ensure that we do not knowingly cause or contribute to the forced removal or relocation of Indigenous peoples from their lands, territories or waters, or the destruction or misappropriation of Indigenous, language culture or spiritual property.
2. Developing a Group-wide Indigenous Engagement Strategy that outlines the approach to engage Indigenous peoples, including drafting guidelines for seeking appropriate input and advice from Indigenous peoples who are likely to be impacted by lending and investment activities and achieving free, prior and informed consent (FPIC); and
3. Identifying the most effective and appropriate approach to receiving feedback from Aboriginal and Torres Strait Islander customers and communities in a culturally appropriate manner.

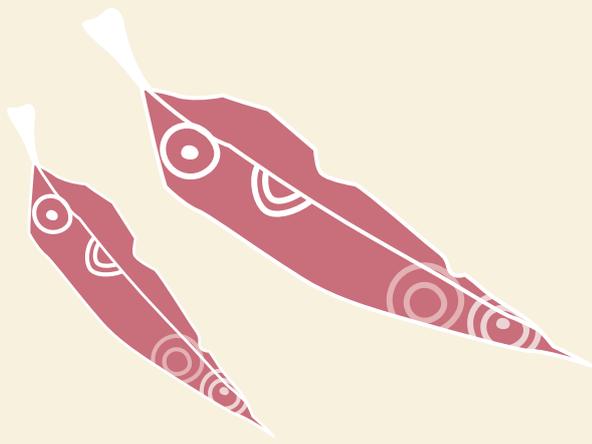
2.

Achieve parity for Indigenous representation across our workforce and supply chain.

As part of our FY16-19 RAP, we set an interim milestone target of 1.5 per cent Indigenous employee representation by December 2020, with a parity target of 3 per cent by December 2026. In 2019, we reached our interim target of 1.5 per cent Indigenous employee representation.

As part of our FY20-22 RAP, CBA committed to a target of 3 per cent of total annual domestic contestable spend being with Indigenous-owned businesses by FY24. The FY20 target was set at 0.5 per cent of spend or \$3.5m; with a total spend of \$4.4m achieved, an increase of \$1.1m on the previous year.





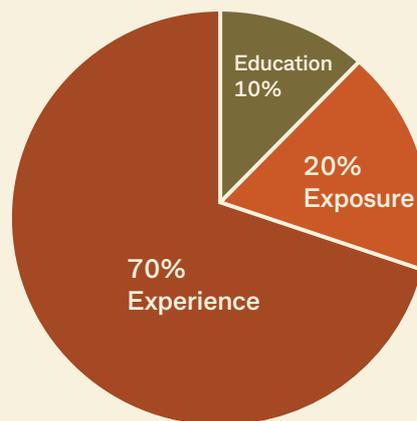
3.

Advocate the importance of cultural capability and engagement.

Ensuring Aboriginal and Torres Strait Islander histories, cultures and rights are a valued and recognised part of a shared national identity is a main priority under our RAP program.

Our overall cultural capability program consists of education, experience and exposure learning and immersion opportunities. We encourage our employees to complete our cultural awareness e-learning and/or BlackCard cultural capability training. We also encourage our employees to grow their understanding and engagement with Aboriginal and Torres Strait Islander histories, cultures, and communities through experiences such as Jawun and exposure opportunities such as Yana Budjari made available to them through the Bank and externally.

In 2016, we worked with BlackCard to develop the Bank's cultural capability framework and assess our position against the BlackCard cultural continuum before launching the BlackCard training program to our people. The Bank was ranked within the first quartile of the BlackCard cultural continuum. In FY21, we are partnering with Social Ventures Australia and BlackCard to analyse our progress against the continuum and the result of BlackCard's training across the Bank. This work will also support BlackCard to offer a wider suite of services to other corporate partners.



Education

- BlackCard cultural capability training
- Indigenous cultural awareness e-learning
- Review resources available through the BlackCard learning portal
- Review CBA's internal Reconciliation Knowledge Hub resources
- Complete Reconciliation Australia's Share Our Pride training

Exposure

- Join Yana Budjari the Bank's reconciliation network on Yammer and become a RAP champion
- Attend reconciliation events organised by the Bank
- Immerse oneself in Indigenous owned media and content that captures the lived experiences of Aboriginal and Torres Strait Islander peoples
- Coordinate a Lirrwi Yolgnu Cultural Immersion tour

Experience

- Apply for a Jawun secondment
- Become an Australian Indigenous Education Foundation mentor
- Join Supply Nation's JumpStart program and provide pro bono support to Indigenous businesses
- Drive reconciliation outcomes through a Business Unit or team
 - Support the Indigenous Careers team to achieve Business Unit employment targets
 - Support the Supplier Diversity team to achieve Business Unit employment targets
- Attend local community events and volunteering opportunities
- Acknowledge Country at team events
- Organise a Welcome to Country to be performed at events



4.

Collaborate to address important issues affecting Aboriginal and Torres Strait Islander communities.

In 2019, we supported with the reestablishment of the Financial Services Reconciliation Network. The network brings together other financial institutions with Reconciliation commitments, industry and regulatory bodies to meet quarterly to understand opportunities to collaborate on initiatives that support Indigenous peoples.

Working with other financial institutions, we continue to support Social Ventures Australia (SVA), to launch a solution that reduces the financial hardship experienced by many Aboriginal and Torres Strait Islander peoples when farewelling a loved one. To achieve this, we are now supporting Tender Funerals Australia to expand to provide meaningful funeral options that meet the cultural needs of Aboriginal and Torres Strait Islander communities.

The new financial product is a savings product that includes a philanthropic 'top-up' payment for those who pass away before reaching \$5,000 in savings – this 'top-up' provides both a safety net and an incentive to save. The funeral saver plan will be available nationally from mid-2021, with a focus on communities where there is a strong network of community partners such as Tender Funerals. There are currently seven communities in the process of establishing a Tender Funeral service. In addition to Tender Illawarra, the first sites to establish will be NSW Mid-North Coast and Canberra/Queanbeyan, followed by sites in Far North Queensland, NW Tasmania, Perth and the Newcastle region. Over the next 10 years, we will seek to support approximately 10-15 communities across Australia to access more affordable funerals and 10,000-12,000 customers to start saving with the ethical financial product.

While the solution is a long-term one, we are confident that together we will support families and communities to farewell loved ones in a meaningful way, without experiencing financial hardship or distress.



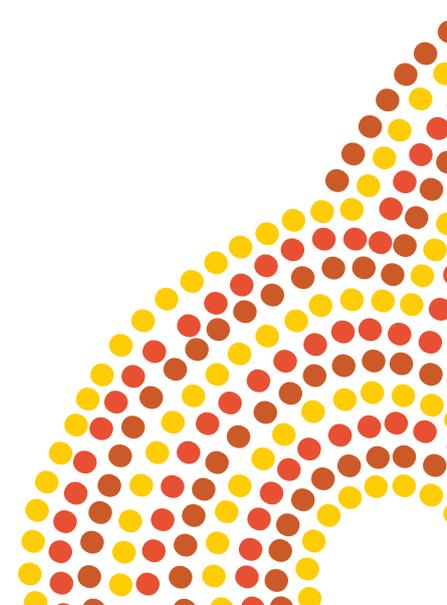
FY20-22

Reconciliation Action Plan

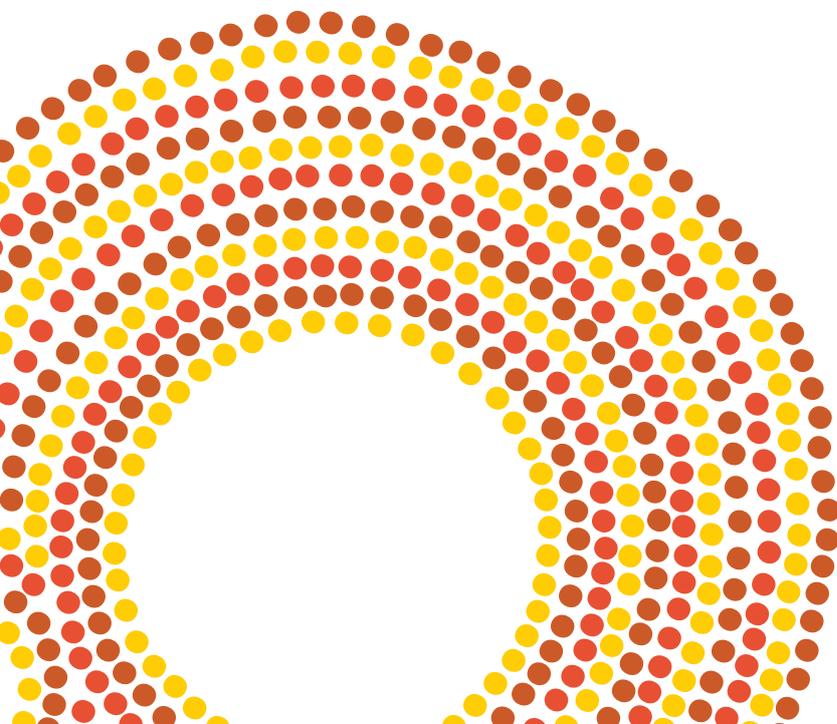
Cultures and Community.

We recognise the inherent right Aboriginal and Torres Strait Islander peoples have to be involved in decisions that affect their community. We will continually improve the way we consult with Aboriginal and Torres Strait Islander peoples and communities and raise awareness of the aspirations, cultures, rights and achievements of Aboriginal and Torres Strait Islander peoples.

Outcome	Our Commitments and Actions	FY20 Lessons and Progress
<p>The impacts of lending and investment decisions on Indigenous peoples and communities are considered and managed.</p>	<p>1. Review relevant business policies to ensure they reflect the importance of zero tolerance in business decisions that negatively impact Indigenous peoples' rights by:</p> <p>1.1. Reviewing the Modern Slavery and Human Trafficking Statement to provide guidance and direction on how business decisions might negatively affect the rights of Indigenous peoples (P1, P2).</p> <p>1.2. Incorporating in the ESG risk assessment process and lending criteria, a zero tolerance on lending and investment activities that result in the forced removal or relocation of Indigenous peoples from their lands, territories and waters (P2, P6).</p> <p>1.3. Working with the IAC to develop a position paper outlining requirements to identify, understand, and assess the human rights and environmental impacts of lending and investment activities on Aboriginal and Torres Strait Islander peoples and communities. The paper will include:</p> <p>a. Guidelines for seeking appropriate input and advice, including free, prior and informed consent (FPIC), from Indigenous peoples who are likely to be impacted by lending and investment activities, including Traditional Owner groups, to inform lending and investing criteria, due diligence and impact assessment processes (P3, P5, P6, P7).</p> <p>b. Domestic and international laws and standards relevant to Indigenous peoples' connections, use, access and ownership of their traditional lands, territories and natural resources (P6).</p> <p>c. Recommended policies and procedures aimed at preventing investment in companies whose activities violate, damage, misappropriate or destroy Indigenous cultural, language and spiritual property (P3, P4).</p>	<ul style="list-style-type: none"> An internal working group across the relevant business units has been formed to support the delivery of the overall outcome. Given the subject matter expertise required to achieve the actions under this commitment, in FY21 we will engage a consultant to progress.



Outcome	Our Commitments and Actions	FY20 Lessons and Progress
<p>The impacts of lending and investment decisions on Indigenous peoples and communities are considered and managed.</p> <p>(continued)</p>	<p>2. Ensure our business policies are consistent with international standard development by:</p> <p>2.1. Monitoring international human rights reports relevant to the rights of Indigenous peoples (P8).</p> <p>2.2. Sharing insights internally to support amending policies, procedures and guidelines (P8).</p>	<ul style="list-style-type: none"> In 2020, the Indigenous Affairs portfolio moved into the Sustainability team, allowing for greater exposure to human rights considerations and international standards of business practice. Additionally, the development of a cross-business unit working group has supported the sharing of resources and implementation of best practices.
<p>The impacts of lending and investment decisions on Indigenous peoples and communities are considered and managed.</p> <p>(continued)</p>	<p>3. Ensure we are equipped to receive feedback from Aboriginal and Torres Strait Islander customers and communities in a culturally appropriate manner by:</p> <p>3.1. Reviewing existing internal and external processes and grievance mechanisms to resolve customer complaints and promoting access to the grievance mechanism internally, on our website and with community partners (P1, P7).</p> <p>3.2. Establishing an appropriate forum to seek external Aboriginal and Torres Strait Islander perspectives into Bankwest customer and community matters (P2, P5, P7).</p>	<ul style="list-style-type: none"> Due to COVID-19, the FY20 focus shifted to implementing an appropriate and timely mechanism to understand the impacts on COVID-19 with respect to providing accessible banking for regional and remote customers. During the early stages of the pandemic, through to the easing of restrictions for remote Indigenous communities, a COVID-19 Indigenous customer and community working group provided guidance. The working group initially met weekly and comprised representatives from Retail Banking (branch network), Indigenous Customer Assistance Line, Indigenous Business Banking, Indigenous Supplier Diversity, Community and Customer Vulnerability and Indigenous Affairs. <p>The working group was tasked with discussing directly with customers, community organisations and stakeholders the impact of the pandemic on Indigenous customers' ability to bank and overall financial wellbeing. The working group was responsible for progressing appropriate solutions or sharing community feedback with the relevant internal and external stakeholders.</p> <p>Lessons from this approach will support the establishment of an Indigenous customer and community feedback mechanism, which will be progressed in FY21.</p>



Outcome	Our Commitments and Actions	FY20 Lessons and Progress
<p>Aboriginal and Torres Strait Islander histories, cultures and rights are a valued and recognised part of a shared national identity.</p>	<p>4. Achieve 70 per cent participation (of 37,137 Australian employees) in cultural learning across our domestic workforce over the next three years by:</p> <p>4.1. Providing face to face BlackCard cultural capability training, including training on domestic laws relevant to Indigenous peoples' rights to their lands, territories and natural resources, to at least 2000 CBA employees and community partners (P1, P2).</p> <p>4.2. Providing all employees in remote CBA branches with BlackCard training via a webinar delivery model (P1, P2).</p> <p>4.3. Promoting the CBA cultural e-learning program to employees to achieve 60 per cent completion rate (P1, P2).</p> <p>4.4. Providing 300 Bankwest employees with face to face cultural capability training, focusing on frontline teams, people managers with Aboriginal and Torres Strait Islander employees and those working with Aboriginal and Torres Strait Islander customers or community stakeholders (P1, P2).</p> <p>4.5. Promoting Bankwest's cultural e-learning program to employees to achieve 15 per cent completion rate (P1, P2).</p> <p>4.6. Encouraging Bankwest senior leaders to complete cultural capability training and/or on-Country experiences and promote the programs to their broader teams (P1, P2).</p>	<ul style="list-style-type: none"> As of 30 June 2020, 4847 CBA and 140 Bankwest employees had participated in the Group's Indigenous cultural e-learning program. As of 30 June 2020, 1827 CBA employees had completed BlackCard training and 223 Bankwest employees had completed Bankwest's cultural awareness and competency training facilitated by Indigenous Consulting Group. <p>Due to COVID-19, the delivery of BlackCard was converted from a full day in-person workshop, to a three-hour virtual workshop. The virtual model has been highly effective in increasing completion of the training across our regionally located teams.</p> <p>As a result, we will continue to offer virtual and in-person BlackCard training.</p>
<p>Aboriginal and Torres Strait Islander histories, cultures and rights are a valued and recognised part of a shared national identity.</p> <p>(continued)</p>	<p>5. Raise internal awareness of Constitutional recognition and the importance of truth-telling in the reconciliation process by:</p> <p>5.1. Providing information on the proposed changes and referendum process to our people through our internal Reconciliation Knowledge Hub (P7).</p> <p>5.2. Hosting at least 12 information sessions across Australia to ensure our people are aware of the national discussion to change the Constitution and understand why the changes are being proposed (P7).</p> <p>5.3. Working with RAP partners, particularly the property managers of our branches, corporate precincts and technology campus, to raise awareness of Constitutional recognition to customers and the broader community (P7).</p>	<ul style="list-style-type: none"> In FY20, with the effects of COVID-19, the Government indicated that a constitutional referendum is unlikely to occur before the end of term. <p>In October 2019, Indigenous Affairs Minister Ken Wyatt announced a co-design process to develop a Voice to Parliament proposal.</p> <p>The co-design committee was tasked with formalising a process to establish a local, regional and national Voice to Parliament structure. It is likely a consultative process will take place with the public in response to the proposal. Once more is known on this consultative process, we will provide information and resources to our people, including our Indigenous employees.</p>

Outcome	Our Commitments and Actions	FY20 Lessons and Progress
<p>Aboriginal and Torres Strait Islander histories, cultures and rights are a valued and recognised part of a shared national identity.</p> <p>(continued)</p>	<p>6. Acknowledge Country in a meaningful way by:</p> <p>6.1. Inviting a local Traditional Owner to provide a Welcome to Country at a minimum of 10 significant events each year (P3, P6).</p> <p>6.2. Providing resources and advice on wording for Acknowledgements via our internal Reconciliation Knowledge Hub, which is accessible via desktop and mobile device (P3).</p> <p>6.3. Continuing to provide Acknowledgement wording on all lecterns to encourage employees to deliver this ancient cultural practice (P3).</p> <p>6.4. Encouraging CBA branches, corporate precincts and the technology campus to acknowledge the Traditional Owners, including local acknowledgements where possible (P3).</p> <p>6.5. Encouraging our people across Bankwest to Acknowledge Country in a meaningful way by providing resources, advice and encouraging discussion to raise understanding of the ancient cultural practice and ensure our people connect personally with each acknowledgement (P3).</p> <p>6.6. Inviting local Traditional Owners to provide a Welcome to Country at a minimum of 5 significant internal or external Bankwest events each year (P3, P6).</p>	<ul style="list-style-type: none"> We have continued to communicate the importance of Acknowledging Country and have encouraged our people to research further the traditional owners of the area they work and live during key periods of the year, like National Reconciliation Week. <p>COVID-19 restrictions on physical gatherings resulted in the Bank having a significant decrease in in-person events. Even as the restrictions eased, it seem prudent to ask Elders to travel to complete a Welcome to Country.</p> <p>During this time, we focused on empowering our people to deliver Acknowledgments of Country (AoC) and created a resource on how to complete an AoC virtually. This was distributed to all CBA employees.</p>
<p>Aboriginal and Torres Strait Islander histories, cultures and rights are a valued and recognised part of a shared national identity.</p> <p>(continued)</p>	<p>7. Through the Yana Budjari employee network, engage our people in National NAIDOC Week by:</p> <p>7.1. Encouraging Yana Budjari RAP Champions, Indigenous Employee Network members and other employees to attend at least 20 external, local events celebrating NAIDOC Week (P3).</p> <p>7.2. Sponsoring the National NAIDOC Ball and providing a \$20,000 bursary for the NAIDOC Person of the Year (P3).</p>	<ul style="list-style-type: none"> NAIDOC was promoted and celebrated across the Group, including through sharing of information on external community events that our people could attend. <p>The Bank continued its sponsorship of the NAIDOC Ball and the NAIDOC Person of the Year bursary in July 2019.</p>
<p>Aboriginal and Torres Strait Islander histories, cultures and rights are a valued and recognised part of a shared national identity.</p> <p>(continued)</p>	<p>8. Increase opportunities for our people and the broader community to learn more about Aboriginal and Torres Strait Islander cultures, histories, rights and achievements by:</p> <p>8.1. Activating CBA's communication channels to promote days of celebration and to raise awareness of reconciliation across the community (P3, P4).</p> <p>8.2. Promoting reconciliation by collaborating with at least 15 RAP and other like-minded organisations to implement ways to advance reconciliation (P3).</p> <p>8.3. Recognising and celebrating the peoples and cultures of the local area through artwork, information sheets and/or acknowledgements (P3).</p>	<ul style="list-style-type: none"> We have maintained a strong presence of reconciliation related stories on our internal communication channels. Across all our stories, we ensure the objective of truth telling is the focus. <p>Additionally, throughout the year we celebrated and promoted significant events and amplified our Indigenous employee stories across our social media channels.</p>

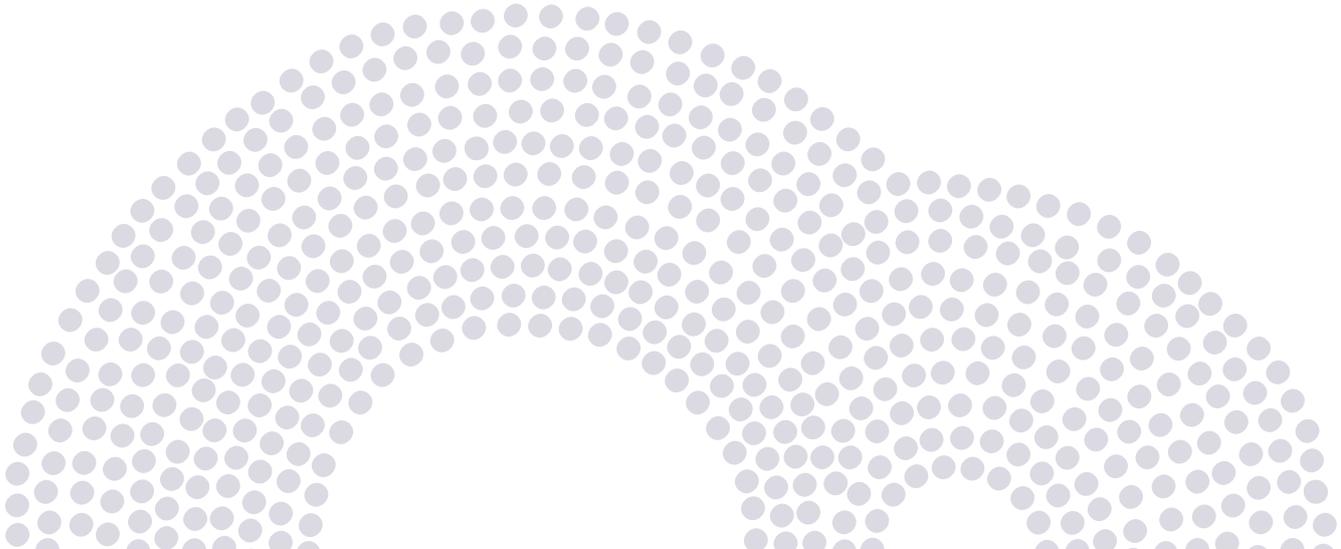
Outcome	Our Commitments and Actions	FY20 Lessons and Progress
<p>Aboriginal and Torres Strait Islander histories, cultures and rights are a valued and recognised part of a shared national identity.</p> <p>(continued)</p>	<p>8.4. Identifying RAP supporters and building a community to support Bankwest activity during key calendar events, including NRW and NAIDOC Week (P3).</p> <p>8.5. Curating appropriate content for internal Bankwest social media channels with culturally appropriate themes (including place, kinship and land) (P3, P4).</p>	
<p>Our employees build positive two-way relationships, based on trust and respect, with Aboriginal and Torres Strait Islander customers and communities.</p>	<p>9. Through the Yana Budjari employee network, engage our people in National Reconciliation Week by:</p> <p>9.1. Attending, along with the RAP Working Group, at least 10 external community or partner events (P3).</p> <p>9.2. Providing resources, posters and branch activation packs to support Yana Budjari members to host at least 20 internal events throughout National Reconciliation Week (P3).</p> <p>9.3. Registering all events via Reconciliation Australia's NRW website (P3).</p>	<ul style="list-style-type: none"> In 2019, we elected the CBA Yana Budjari Reconciliation Network Committee, which includes employees across all states and territories that are responsible for taking a leadership role in supporting the Bank's Reconciliation program. The committee is inclusive of Indigenous employees, and representatives are from different business units. This approach allows us to be more targeted with communications to specific regions and teams.
<p>Our employees build positive two-way relationships, based on trust and respect, with Aboriginal and Torres Strait Islander customers and communities.</p> <p>(continued)</p>	<p>10. Support teams nationally to develop trusted and respectful relationships with local Aboriginal and Torres Strait Islander customers and communities by:</p> <p>10.1. Establishing and continually improving guiding principles for engagement in order to support our people to develop mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders (P7).</p> <p>10.2. Maintaining an internal CBA Reconciliation Knowledge Hub to provide resources, cultural knowledge and advice on engagement with local community members, organisations and Traditional Owners to encourage all employees to drive reconciliation outcomes (P2, P7).</p> <p>10.3. Working with at least 10 CBA branches a year to develop and implement community engagement plans aimed at strengthening relationships with local communities (P2, P5).</p> <p>10.4. Establishing an internal Bankwest Reconciliation Knowledge Hub to provide resources, cultural knowledge and advice on engagement with local community members, organisations and Traditional Owners (P2, P7).</p>	<ul style="list-style-type: none"> In 2019, CBA created a National Reconciliation Week (NRW) resource folder, which is a permanent feature on our Reconciliation Knowledge Hub. The NRW folder, along with the Knowledge Hub, hosts all reconciliation content for our people to access throughout the year. Bankwest also created a Reconciliation Hub page in 2019, which connects employees to resources and guides and encourages employees to get involved in reconciliation initiatives. Indigenous Affairs has played a key support role to the branch network when engaging in meaningful relationships with community. A number of retail branches and business centres have excelled in engaging the local community and their success will feature as case studies in the Bank's Indigenous engagement toolkit to be developed and launched in the 2021 calendar year.

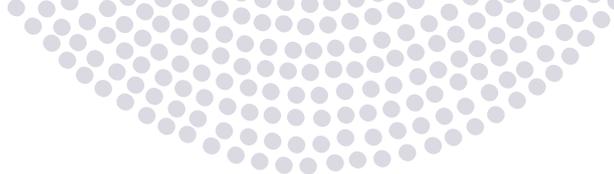


Education and Careers.

We will achieve Indigenous employment parity (3 per cent of our domestic workforce) by December 2026. In achieving this target, we will invest in education and career pathway opportunities to ensure Aboriginal and Torres Strait Islander peoples have equal access to roles that will make up the workforce of the future, while ensuring our workplace is open, inclusive and respectful.

Outcome	Our Commitments and Actions	FY20 Lessons and Progress
<p>The impacts of lending and investment decisions on Indigenous peoples and communities are considered and managed.</p>	<p>11. Support Aboriginal and Torres Strait Islander students to finish high school at the same rate as their peers by:</p> <p>11.1. Effectively communicating CommBank Foundation's grants program to organisations in remote and regional locations to encourage applications for grant funding (P4).</p> <p>11.2. Supporting AIEF to provide scholarships for Indigenous students to access secondary and tertiary/higher education (P4).</p> <p>11.3. Supporting AIME to deliver its mentoring program to schools and universities across Australia (P4).</p>	<ul style="list-style-type: none"> • Our strong and meaningful partnerships with AIME and AIEF continued throughout FY20. • The promotion of our CommBank Bush Fire Grants through the Aboriginal and Torres Strait Islander community saw Mia Mia properties Inc successful in receiving a \$50,000.00 grant to support the reconstruction of Illaroo Farm, enabling the reinstatement of school camps, workshops, fundraisers and cultural learning experiences for Indigenous and non-Indigenous peoples.
<p>The impacts of lending and investment decisions on Indigenous peoples and communities are considered and managed. (continued)</p>	<p>12. Support Aboriginal and Torres Strait Islander youth to achieve their personal and career aspirations by:</p> <p>12.1. Supporting Just Reinvest to deliver youth leadership programs in Western NSW (P4).</p> <p>12.2. Providing at least 8 mentors annually for the AIEF and AIME mentoring programs (P4).</p>	<ul style="list-style-type: none"> • In 2019, we extended on our commitment to support Aboriginal and Torres Strait Islander youth achieve their personal and career aspirations by ensuring our CareerTrackers alumni are provided the flexibility to continue to support the CareerTrackers program by volunteering to speak and mentor Indigenous youth. • Additionally, the Financial Services business unit committed \$50,000 to the University of Queensland's endowed Indigenous scholarship fund.





Outcome	Our Commitments and Actions	FY20 Lessons and Progress
Our workplaces are inclusive and Aboriginal and Torres Strait Islander employees feel safe to be themselves.	13. Ensure a culture across CBA that is inclusive of Aboriginal and Torres Strait Islander employees by: 13.1. Encouraging senior leaders to complete BlackCard cultural capability training and promote the program to their broader teams (P1, P2). 13.2. Providing Senior Leaders (General Managers and above) with the opportunity to participate in Inclusion Conversations to support them to make more inclusive decisions when determining the recruitment, progression and development of culturally diverse employees (P1, P4). 13.3. Encouraging at least 1750 employees from across the business to participate in Reconciliation Australia's biennial Workplace RAP Barometer (P4, P8).	<ul style="list-style-type: none">• In 2019, BlackCard CEO Mundanara Bayles delivered an intensive BlackCard cultural capability session to more than 1,000 Bank Branch Managers. The opportunity has enabled each and every Branch Managers to gain an insight into our nation's true history, and learn of the Bank's Reconciliation Action Plan program.• The Inclusion and Diversity team launched the COVID-19 hub, including support information for Aboriginal and Torres Strait Islander employees and people leaders. The objective was for all employees to be aware of the disproportionate impact of COVID-19 on Indigenous peoples and for people leaders to understand the unique challenges for consideration during the height of COVID-19 to ensure the safety of Indigenous employees and their families.• The COVID-19 resources form part of the Inclusion and Diversity objective of developing content to equip people leaders with tools to support Aboriginal and/or Torres Strait Islander team members or colleagues in a time of need.
Our workplaces are inclusive and Aboriginal and Torres Strait Islander employees feel safe to be themselves. (continued)	14. Ensure a culture across Bankwest that is inclusive of Aboriginal and Torres Strait Islander employees by: 14.1. Launching an internal Bankwest employee network for Aboriginal and Torres Strait Islander colleagues and supporters, with a colleague-led committee to provide direction and a self-determining voice on internal matters of relevance (P1, P2). 14.2. Establishing an Indigenous colleague-only channel to connect and provide peer support (P2, P7). 14.3. Understanding current colleague experiences and identifying any insights or actions to improve psychological safety and wellbeing of Aboriginal and Torres Strait Islander employees (P1, P4).	<ul style="list-style-type: none">• In 2019, Bankwest launched the Koort Wangkiny network and on-boarded the network committee. Since the launch, the committee has delivered the following:<ul style="list-style-type: none">• Yearly activities held for Survival Day, National Reconciliation Week and NAIDOC• Indigenous colleague network created with regular lunches held and a Koort Wangkiny networking space established• Indigenous colleague feedback interviews on Koort Wangkiny network impacts with learnings identified and incorporated into strategy• Indigenous maps of Australia rolled out across all Bankwest head office locations and floors• Koort Waangkiny logo development began in June 2020 and is due for launch in November 2020.

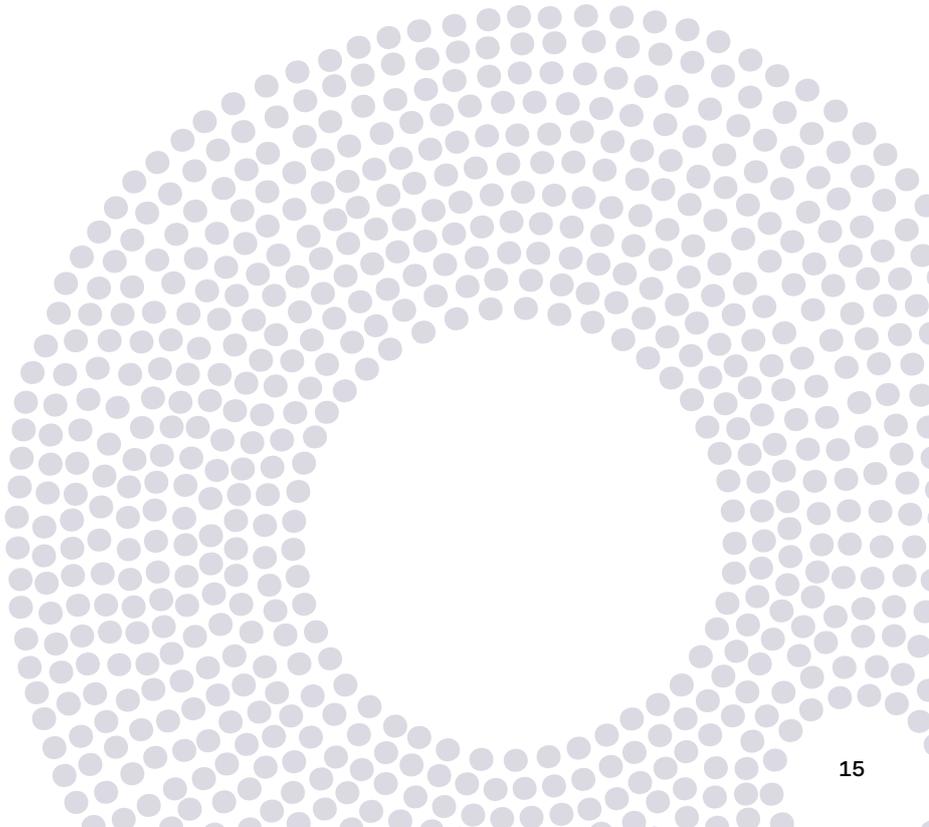


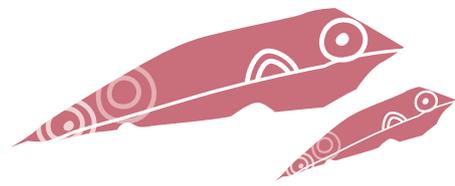
Outcome	Our Commitments and Actions	FY20 Lessons and Progress
<p>Aboriginal and Torres Strait Islander peoples have equal opportunities to develop a career in the financial services sector.</p>	<p>15. Meet our commitment to achieve a domestic workforce comprising 3 per cent Indigenous representation by December 2026 by supporting each division to create tailored employment opportunities including:</p> <p>15.1. In partnership with CareerTrackers, providing at least 25 university internship opportunities annually and achieving at least 60 per cent conversion to permanent roles or graduate program positions on graduation from university (P4).</p> <p>15.2. Providing at least 70 School Based Traineeship positions annually (35 trainees in their first year of the program and 35 trainees in their second year at any given time) and achieving at least 30 per cent conversion to permanent roles or Full-time Traineeship positions on completion of the traineeships (P4).</p> <p>15.3. Providing at least 15 Full-time Traineeship positions annually and achieving at least 60 per cent conversion to permanent roles on completion of the traineeships (P4).</p> <p>15.4. Supporting progress towards an annual direct hire target of 150 Aboriginal and Torres Strait Islander employees across CBA (P4).</p>	<ul style="list-style-type: none"> In FY20 our Indigenous workforce made up 1.5 per cent of our total workforce. In FY20, we provided 29 CareerTracker Internships, with 77% conversion of eligible participants to employment. The Bank's School Based Trainee (SBT) program is a two-year program. In January 2020, 29 SBTs commenced and are due to graduate at the end of 2021. In January 2019, 36 SBTs commenced with completion dates at the end of 2020. <p>Completion and conversion rates of SBTs who commenced in January 2018 and graduated in December 2019 include:</p> <ul style="list-style-type: none"> 52 per cent completion rate 50 per cent conversion of School Based Trainees to permanent roles or full time traineeship <ul style="list-style-type: none"> The Bank's Full-time Trainee (FTT) program is a one-year program. <p>The commencement, completion and conversion outcomes of the 2019 and 2020 cohorts include:</p> <ul style="list-style-type: none"> In FY19, 33 full-time trainees (FTT) commenced The conversion rate for the 2019 FTT cohort completing traineeships prior to 30 June 2020 was 32 per cent In FY20, 14 FTT commenced and are due to complete their traineeship in 2021
<p>Aboriginal and Torres Strait Islander peoples have equal opportunities to develop a career in the financial services sector.</p> <p>(continued)</p>	<p>16. Strengthen our internal capability to attract, recruit and retain Aboriginal and Torres Strait Islander employees by:</p> <p>16.1. Working with the Indigenous Employee Network to understand factors that promote successful recruitment and retention of Aboriginal and Torres Strait Islander employees (P4).</p> <p>16.2. Developing and launching the pilot of the Guaranteed Interview Scheme for Indigenous Talent and contingent on successful pilot, roll out the scheme nationally (P4).</p> <p>16.3. Advertising positions in accessible places, including through Indigenous media and Indigenous employment and recruitment partners (P4).</p>	<ul style="list-style-type: none"> In FY20, we launched the Direct Hire Trainee Program. The difference between the direct hire traineeship and other traineeship programs, is that CBA directly employs the trainees instead of sourcing through a group training organisation (GTO). <p>The benefits of this approach is a more attractive salary, access to CBA employee benefits and an increased likelihood of conversion to a full-time permanent role due to a position already being created at the start of the traineeship.</p>



Outcome	Our Commitments and Actions	FY20 Lessons and Progress
<p>Aboriginal and Torres Strait Islander peoples have equal opportunities to develop a career in the financial services sector. (continued)</p>	<p>17. Provide tailored training opportunities for Aboriginal and Torres Strait Islander peoples seeking employment in Information Technology and Operations (IT&O) industry by:</p> <p>17.1. Continuing to innovate the Indigenous Training Academy (P4).</p> <p>17.2. Collaborating with relevant community, IT industry and ES representatives to provide innovative pathways for Indigenous peoples into meaningful IT&O Careers (P4).</p> <p>17.3. Presenting quarterly updates to ES Indigenous Employment Steering Group to continually enhance the ES Indigenous Employment Program (P4).</p>	<ul style="list-style-type: none"> • The Enterprise Services Academy provides an opportunity for either a trainee (cert III/IV), intern (work part time while completing a degree), or cadet (degree or IT diploma qualified) to be employed directly by the Bank on a fixed-term contract between 12 and 18 months, with the view of converting to a permanent role on completion. <p>To date the ES academy has achieved:</p> <ul style="list-style-type: none"> • 57 hires • 30 participants receiving a Cert III/IV • 2 participants receiving a Diploma • 25 conversions to permanent roles, with 17 still completing the program <ul style="list-style-type: none"> • Conversion to permanent rates continue to increase year on year, with 25 per cent of the 2019 academy converting to permanent roles (NB 75 per cent of Academy were still completing training as at 30/06/2020)
<p>Aboriginal and Torres Strait Islander peoples have equal opportunities to develop a career in the financial services sector. (continued)</p>	<p>18. Increase Aboriginal and Torres Strait Islander representation across Bankwest by:</p> <p>18.1. Evaluating existing Bankwest pilot employment and internship programs for scalability (FY19 intake) and use as input into FY20 pilot intake (P4).</p> <p>18.2. Utilising the internal Bankwest employee network as a foundation of peer support and mentoring for future hires (P4).</p>	<ul style="list-style-type: none"> • One of the major lessons across Indigenous careers over the last 12 months, has been that where possible a traineeship, internship or cadetship is likely to yield better results for the individual if they are directly employed by the Bank, rather than a third party. This is mostly due to direct engagement with CBA regarding employment arrangements (rather than third party employer), provides enhanced alignment with CBA and its strategies and values. • In FY20, Bankwest welcomed two CareerTrackers Indigenous interns into the Business. After a successful program, Bankwest will continue their involvement in the program and increase the number of interns in future Internship periods. • In FY20, Bankwest launched their Indigenous employee peer support and mentoring program, with a review of program impacts scheduled to take place in FY21.

Outcome	Our Commitments and Actions	FY20 Lessons and Progress
<p>Aboriginal and Torres Strait Islander employees are supported to progress their careers and take on management and senior level positions.</p>	<p>19. Support Aboriginal and Torres Strait Islander employees to achieve their personal and career aspirations by:</p> <p>19.1. Providing tailored information sessions for Indigenous employees to maintain up to date development plans that identify education, exposure and experience opportunities (P1, P4).</p>	<ul style="list-style-type: none"> The first of a series of webinars was held in June 2020, and focused on supporting Indigenous employees navigate the Bank’s performance review process.
<p>Aboriginal and Torres Strait Islander employees are supported to progress their careers and take on management and senior level positions. (continued)</p>	<p>20. Support Aboriginal and Torres Strait Islander high achievers to progress their careers at CBA while maintaining family, community and cultural leadership obligations by:</p> <p>20.1. Funding three scholarships annually to Australian Graduate School of Management’s Emerging Indigenous Executive Leaders Program (P3, P4).</p> <p>20.2. Funding a position on the KARI Leadership Program annually (P3, P4).</p> <p>20.3. Supporting a high achiever to complete the CareerTrackers Mickle Files Leadership Program annually (P3, P4).</p>	<ul style="list-style-type: none"> We continue to support our Indigenous employees to progress their careers through either Group-funded opportunities, like the UNSW Emerging Indigenous Executive Leaders Program, or through supporting employees requesting flexible working arrangements to support managing their own personally secured professional development initiatives.





Financial Wellbeing.

We will achieve Indigenous employment parity (3 per cent of our domestic workforce) by December 2026. In achieving this target, we will invest in education and career pathway opportunities to ensure Aboriginal and Torres Strait Islander peoples have equal access to roles that will make up the workforce of the future, while ensuring our workplace is open, inclusive and respectful.

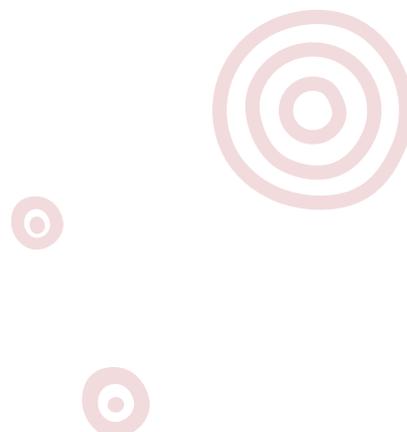
Outcome	Our Commitments and Actions	FY20 Lessons and Progress
<p>Aboriginal and Torres Strait Islander peoples' financial wellbeing is supported in a culturally informed way.</p>	<p>21. Deliver culturally informed banking services to customers in remote communities by:</p> <p>21.1. Continuing to deliver the Indigenous Customer Assistance Line (ICAL) to CBA customers in remote communities across Australia, ensuring we are continually improving the ways in which we provide banking services to remote customers (P1, P5).</p> <p>21.2. Using the CBA model of ICAL, scope the feasibility of a similar Bankwest service, or propose an appropriate alternative (P1, P5).</p>	<ul style="list-style-type: none"> • In FY20, the ICAL received 206,436 calls. We continue to ensure all ICAL team members complete the current cultural awareness e-learning and BlackCard training. • In February 2020, the Bankwest ICAL line was launched to support all Indigenous Bankwest customers. • We continue to partner with the Indigenous Consumer Assistance Network (ICAN). Due to COVID-19, the delivery of Yarnin' Money in early 2020 was put on hold while ICAN adapted and built the capacity of the team to deliver a virtual program. • Fourteen students across Western Australia, South Australia, Victoria, New South Wales and Queensland were successful in securing a position in the 2018 – 2019 Indigenous Financial Counselling Mentorship program. Six out of the fourteen students successfully completed their Diploma of Financial Counselling course, with the remaining still working towards achieving their diploma.
<p>Aboriginal and Torres Strait Islander peoples' financial wellbeing is supported in a culturally informed way.</p> <p>(continued)</p>	<p>22. Deliver culturally informed financial education and support by:</p> <p>22.1. In partnership with Indigenous Consumer Assistance Network (ICAN), delivering the Yarnin' Money program to at least four remote communities that use the ICAL service each year (P4).</p> <p>22.2. Supporting ICAN to deliver a place-based Financial Counselling Mentorship Program each year to support Aboriginal and Torres Strait Islander peoples to attain a Diploma of Financial Counselling (P1).</p> <p>22.3. Providing sponsorship and/or in-kind investment in partnering with a community organisation relevant to Bankwest's Corporate Responsibility strategy (P1).</p>	<ul style="list-style-type: none"> • In June 2020, the Bankwest Curtin Economics Centre and UniSuper published the 'Aboriginal and Torres Strait Islander Australians and the Superannuation System' report, to assess the appropriateness of the Superannuation system for Indigenous Australians. The report outlines a set of recommendations that if implemented, could go some way to rebalance the support provided to Indigenous superannuation fund members in making the transition to retirement and older age.

Outcome	Our Commitments and Actions	FY20 Lessons and Progress
<p>The cultural, social, political and economic aspirations of Aboriginal and Torres Strait Islander peoples and communities are recognised and supported.</p>	<p>23. Support Aboriginal and Torres Strait Islander communities to generate economic development opportunities by:</p> <p>23.1. Ensuring Indigenous business bankers continue to build strong meaningful relationships with relevant Traditional Owner groups, Native Title Representative Bodies and Prescribed Bodies Corporate to better understand local community priorities, cultural protocols, and geographic challenges and to assist these groups with economic development initiatives (P5, P6).</p> <p>23.2. Proactively partnering with Native Title Representative Bodies, Prescribed Bodies Corporate, Aboriginal Land Councils and other national and state based Indigenous advocacy organisations, Traditional Owner groups and Indigenous businesses to co-create potential industry solutions to support the achievement of financial independence (P1, P5).</p> <p>23.3. Working with relevant Indigenous advocacy bodies and leaders to establish a working group to support the development of a CBA strategy and practice guidelines to support Indigenous Property Rights (P5).</p> <p>23.4. Establishing suitable offerings to enable Indigenous groups to leverage their assets (P5).</p>	<ul style="list-style-type: none"> As of FY20, 33 Business Bankers have achieved BlackCard accreditation, ensuring our Indigenous business clients are supported by Business Bankers who are understanding of cultural protocols and Indigenous priorities. Additionally, a Business Indigenous Customer Assistance Line (BICAL) was formed with three Small Business Bankers supporting remote business clients. In FY20, a Memorandum of Understanding (MOU) was executed between CBA and three Indigenous Business Hubs to facilitate our Business Bankers ability to provide business advice, mentoring and referrals to external services that provide support to Indigenous businesses, including Supply Nation.
<p>The cultural, social, political and economic aspirations of Aboriginal and Torres Strait Islander peoples and communities are recognised and supported.</p> <p>(continued)</p>	<p>24. Work with Aboriginal and Torres Strait Islander leaders to support implementing strategies designed by their communities, for their communities including:</p> <p>24.1. Partnering with Jawun to provide 20 secondees each year to Indigenous organisations in order to share skills and knowledge to create change (P4).</p> <p>24.2. Working with RAP partners to ensure self-determination and Indigenous decision making is promoted and embedded within their organisation and programs, including through ensuring adequate Aboriginal and Torres Strait Islander representation on their Board (P1).</p> <p>24.3. Working in partnership with SVA, Suncorp, IAG and NAB and local community organisations to deliver financial solutions and support during times of Sorry Business (P2, P5).</p> <p>24.4. Working with the financial counselling sector and community organisations to understand and address financial abuse through domestic and family violence and Elder abuse in a culturally informed way (P2, P5).</p>	<ul style="list-style-type: none"> In FY20, the Jawun program adapted successfully to the impacts of COVID-19, by pausing in-community secondments and offering virtual secondments. <p>Before the pandemic resulted in the suspension of in-community placements, 13 CBA employees and 1 Bankwest employee completed the in-person Jawun program in FY20.</p> <p>In FY21, CBA will introduce the Jawun virtual secondment program to our people.</p>



Outcome	Our Commitments and Actions	FY20 Lessons and Progress
<p>Aboriginal and Torres Strait Islander businesses have access to financial products, services, support programs and networks for whatever stage their business is at.</p>	<p>25. Ensure Aboriginal and Torres Strait Islander businesses have access to capital and products across every stage of the business life cycle by:</p> <p>25.1. Holding seven business roundtables annually with Aboriginal and Torres Strait Islander businesses across Australia to increase our capability to support Indigenous business' success (P5).</p> <p>25.2. Working with CBA Enterprise Procurement & Partnerships to understand the banking needs of Aboriginal and Torres Strait Islander businesses within our supply chain (P5).</p>	<ul style="list-style-type: none"> • In FY20, six roundtables were held, including two virtual round tables due to COVID-19. • As a result of the COVID-19 pandemic and a sense of urgency to strengthen our support of our Indigenous business clients and Indigenous suppliers, our Enterprise Procurement & Partnerships and Indigenous Business Banking teams worked collaboratively to ensure all Indigenous business customers received the appropriate support. This resulted in the CBA payments terms for Indigenous business being updated to immediate, to support cash flow strength during the initial economic shock of COVID-19.
<p>Aboriginal and Torres Strait Islander businesses have access to financial products, services, support programs and networks for whatever stage their business is at.</p> <p>(continued)</p>	<p>26. Increase access to business support programs and networks through:</p> <p>26.1. Supporting economic development forums to showcase the success and growth of the Indigenous business sector (P4).</p> <p>26.2. Providing at least 10 scholarships for Aboriginal and Torres Strait Islander peoples and businesses to attend relevant CBA and strategic partner networking and industry events, such as International Women's Day, conferences, and innovation forums. Scholarships will be promoted through our Indigenous business banking network and Yana Budjari Employee Network (P4).</p> <p>26.3. Creating a series of business literacy and capability building resources and supporting tools and make available on our website (P4).</p> <p>26.4. Maintaining at least 15 opportunities each year for our people to build capability by working with Aboriginal and Torres Strait Islander business via Supply Nation's Jump Start program (P4).</p>	<ul style="list-style-type: none"> • In January 2020, the Indigenous Guide for Board Members was launched, the first in a series of financial literacy tools to support Indigenous financial independence. • We continue to support staff with the opportunity to participate in the Supply Nation JumpStart program. In FY20, we had over 20 employees register for the platform, with two employees directly supporting Supply Nation certified Indigenous business. While the interest is moderate from CBA employees, more Indigenous businesses are required to participate in the program to create relevant opportunities for our people. • To strengthen our investment in supporting the capacity build of Indigenous business, we partnered with Supply Nation to fund the DRIVE Program, as part of their Supply Nation Capability Hub. <p>Our investment enabled Social Ventures Australia to develop an outcomes framework to determine specific learning content of the DRIVE program.</p> <p>The DRIVE Program delivers a two module development course, covering how to be successful in the tender process, business management skills, and opportunities for non-Indigenous and Indigenous business networking. In FY21, the first DRIVE program will be launched.</p>

Outcome	Our Commitments and Actions	FY20 Lessons and Progress
<p>Aboriginal and Torres Strait Islander businesses have equal access to procurement opportunities.</p>	<p>27. Increase our supply chain spend with Indigenous-owned businesses to 3 per cent of total annual domestic contestable spend by FY24 by:</p> <p>27.1. Establishing a Supplier Diversity Steering Group, to meet monthly, which brings together senior stakeholders from across the organisation to drive the strategy for the Indigenous procurement program (P1).</p> <p>27.2. Continuing to develop the Supplier Diversity Champions Network to drive the delivery of the Supplier Diversity Strategy (P1).</p> <p>27.3. Continuing sponsorship of Supply Nation's Connect event and ensure at least 20 category managers and budget holders attend the Connect Tradeshow (P4).</p> <p>27.4. Integrating Indigenous procurement considerations into the standard procurement process, including category strategies, standard contract terms and Procurement Review Board (P5).</p> <p>27.5. Further embed supplier diversity into the KPIs of procurement team members (P1).</p>	<ul style="list-style-type: none"> • In FY20, the total CBA spend with Indigenous owned businesses was \$4.4m. The total spend was above target and CBA is on track to meet the 3 per cent target by FY24. • CBA continues its sponsorship of Supply Nation Connect, noting that the 2020 Connect and Tradeshow was not held due to COVID-19. • In FY20 one Meet the Buyer event was held, before COVID-19 saw a change of approach to online introduction of individual online Indigenous suppliers to relevant CBA budget holders and Category Managers.
<p>Aboriginal and Torres Strait Islander businesses have equal access to procurement opportunities. (continued)</p>	<p>28. Show sector leadership and grow the Indigenous Business Second Tier Program by:</p> <p>28.1. Maintaining at least 25 suppliers formally reporting Indigenous procurement spend (P1, P4).</p> <p>28.2. Working with participating suppliers to increase opportunities available to Indigenous businesses (P1, P4).</p>	<ul style="list-style-type: none"> • In recognition of the Bank's achievement in Indigenous supplier diversity in FY20, CBA was awarded the APAC Procurement Leaders Award for Corporate Social Responsibility, a finalist for the Global Procurement Leaders Award and shortlisted for the CiPSa Supplier Diversity Award.

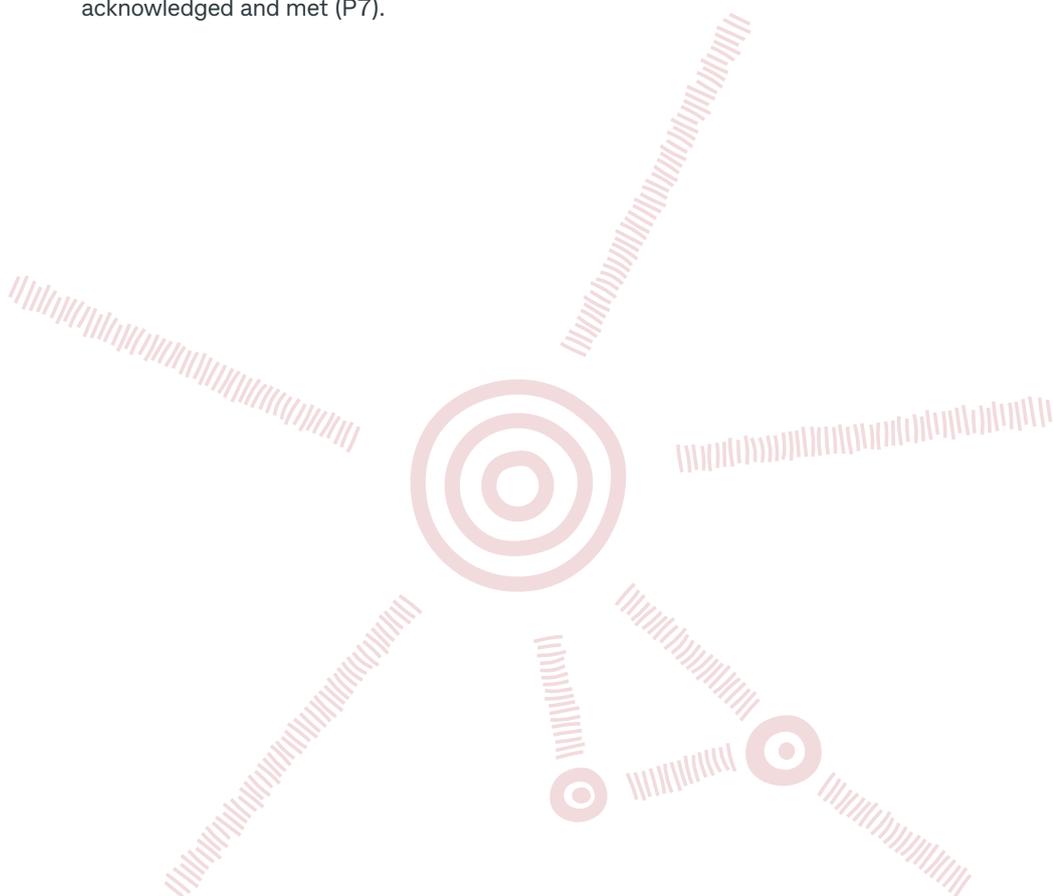


Outcome	Our Commitments and Actions	FY20 Lessons and Progress
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Procurement processes, policy and Supplier Code of Conduct recognise and/or consider the rights of Indigenous peoples.

- 29. Ensure relevant international standards related to the rights of Indigenous peoples are embedded within our procurement procedures by:**
- 29.1. Including the rights of Indigenous peoples in the review and revision process for CBA's Procurement Policy, Supplier Code of Conduct and other procurement procedures (P1, P2).
 - 29.2. Ensuring the Supplier Code of Conduct includes the following expectations for suppliers dealing with CBA:
 - a. Suppliers should respect, protect and promote the rights of Indigenous peoples (P1, P2).
 - b. Suppliers should have a zero tolerance approach towards discrimination and breaches of international human rights and labour standards (P1).
 - c. Suppliers should recognise the right to free, prior and informed consent (FPIC) for Indigenous peoples affected by their supply chain decisions (P5).
 - d. Suppliers should ensure their operations or supply chain activities do not result in the forced removal of Indigenous peoples from their lands, territories and waters (P2).
 - e. Suppliers should work with CBA to regularly assess their adherence to the Code, as noted in the Assessment criteria (P2, P7).
 - 29.3. Building into procurement procedures, mechanisms to ensure the above supplier expectations are being acknowledged and met (P7).

- The Supplier Code of Conduct has been revised to include relevant international standards related to the rights of Indigenous peoples on the CommBank website.
- In March 2020, the Supplier Lifecycle Policy (Procurement Policy) was updated to provide high level guidance for observing local and global social commitments. Additionally, processes and procedures were developed to support the application of Supplier Lifecycle Policy (Procurement Policy), and underpinned our commitment to diversity and inclusion.



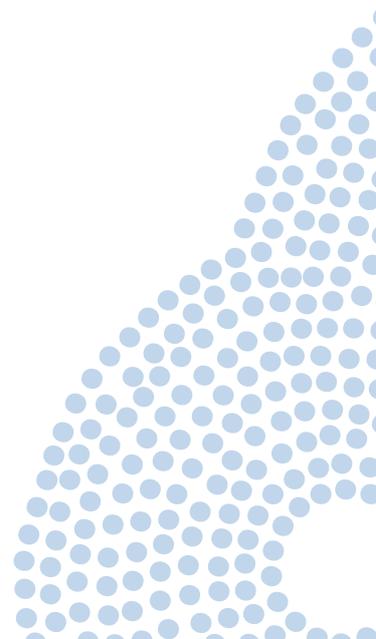
Governance and Reporting.

We will maintain strong governance for our RAP and ensure our plan is delivered in a culturally informed and appropriate way, with clear objectives, measurement and accountability.

Outcome	Our Commitments and Actions	FY20 Lessons and Progress
<p>Strong, accountable governance is maintained to ensure RAP actions are implemented on time and in a way that creates impact.</p>	<p>30. Maintain the Indigenous Advisory Council to guide development and implementation of the RAP and advise CBA on reconciliation related matters by:</p> <p>30.1. Meeting twice a year. Where Indigenous peoples are engaged with or participate in CBA decisions or activities, including the members of the IAC and other consultative groups, ensuring they are adequately remunerated for their engagement (P2, P7).</p> <p>30.2. Maintaining an independent Indigenous Chair and an appropriate gender, age and cultural mix (P1, P7).</p> <p>30.3. Ensuring a Group Executive (reporting to the CEO) maintains the role of Executive Sponsor for Yana Budjari and sits on the Indigenous Advisory Council. The Executive Sponsor will escalate issues and opportunities to the Executive Leadership Committee and CEO as required (P7).</p> <p>30.4. Monitoring our compliance of Part 4 of the Code of Banking Practice as it relates to Aboriginal and Torres Strait Islander customers as a standing agenda item (P5).</p>	<ul style="list-style-type: none"> The Indigenous Advisory Council continues to meet twice a year.
<p>Strong, accountable governance is maintained to ensure RAP actions are implemented on time and in a way that creates impact.</p> <p>(continued)</p>	<p>31. Maintain a RAP Working Group, consisting of employees with KPIs for RAP activities, to drive the implementation of actions by:</p> <p>31.1. Meeting quarterly to report on progress, risks, stakeholder engagement and opportunities (P7).</p> <p>31.2. Conducting quarterly risk reviews to support integrity of our programs and relationships (P1, P7).</p> <p>31.3. Promoting RAP outcomes and stories to all employees via our intranet and Yammer (P8).</p>	<ul style="list-style-type: none"> In 2019, the RAP Working Group shifted from monthly to formal quarterly meetings, with progress against each RAP outcome tracked against a live red, amber, green report. <p>Employment, economic development, employee engagement and Banking Code of Practice sub-committees were formed and connect monthly to discuss progress, learnings and risks.</p> <p>The new RAP working group operating rhythm has proven successful in delivery on the RAP commitments.</p>



Outcome	Our Commitments and Actions	FY20 Lessons and Progress
<p>Progress towards implementation of RAP actions is reported in a transparent manner.</p>	<p>32. Embed appropriate systems and capability to track, measure and report on RAP commitments by:</p> <p>32.1. Developing a mechanism through which employees are able to report and record input received from community members to improve access into programs, products and services (P8).</p> <p>32.2. Sharing feedback with IAC, the RAP Working Group and relevant teams as feedback is received (P8).</p>	<ul style="list-style-type: none">• The Indigenous employee feedback portal will form part of the Indigenous customer and community feedback mechanism, which will be progressed in FY21.
<p>Progress towards implementation of RAP actions is reported in a transparent manner. (continued)</p>	<p>33. Restate our commitment to reconciliation on expiration of the FY20-22 RAP by:</p> <p>33.1. Implementing the FY20-22 RAP actions during the implementation period of 1 July 2019-30 June 2022 (P1).</p> <p>33.2. Reporting progress and lessons learned against each commitment on expiration of the FY20-22 RAP (P1).</p> <p>33.3. Providing Reconciliation Australia with a draft FY23-FY25 RAP (P1).</p> <p>33.4. Providing a final FY23-25 RAP to RA for endorsement by 30 June 2022 (P1).</p>	<ul style="list-style-type: none">• Not applicable



Outcome	Our Commitments and Actions	FY20 Lessons and Progress
<p>Progress towards implementation of RAP actions is reported in a transparent manner.</p> <p>(continued)</p>	<p>34. Report progress annually including:</p> <p>34.1. Completing a limited assurance audit on, and publicly disclosing in the Annual Report, annual completion of cultural capability training; total annual Indigenous procurement spend; total Indigenous employment numbers; and ICAL call numbers (P1).</p> <p>34.2. Reporting supply chain spend to Supply Nation (P1).</p> <p>34.3. Reporting RAP outcomes to Reconciliation Australia via the RAP Impact Measurement Questionnaire (P1).</p>	<ul style="list-style-type: none"> • Progress against our Indigenous employment and supplier diversity targets will continue to be reported publicly in our Annual Report and cultural capability completion included in the FY22 Annual Report. • We will participate in the Reconciliation Australia Workplace Barometer in August 2020, and will share available data for discussion with the Indigenous Advisory council in 2021.

<p>Progress towards implementation of RAP actions is reported in a transparent manner.</p> <p>(continued)</p>	<p>35. Share insights and lessons with other groups committed to reconciliation and the rights of Indigenous peoples including:</p> <p>35.1. Participating in key networks such as the UN Global Compact and Global Compact Network Australia and domestic and international forums focused on the promotion, protection and realisation of Indigenous peoples' rights and ethical corporate behaviour (P1, P8).</p> <p>35.2. Promoting the UN Declaration on the Rights of Indigenous Peoples through our participation in the Elevate RAP Working Group and other RAP forums (P1, P8).</p>	<ul style="list-style-type: none"> • To support developing a deeper understanding on the promotion, protection and realisation of Indigenous peoples' rights and ethical corporate behaviour, the Manager, Indigenous Affairs attended the 2020 Australian Dialogue on Business and Human Rights — convened by the Global Compact Network Australia.
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