

Reflect

Reconciliation Action Plan

JUNE 2020 – JUNE 2021

AMERICAN EXPRESS



Acknowledgement of Country

American Express acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of the land on which we work and meet each day, throughout Australia. We acknowledge the Gadigal people of the Eora Nation, whose ancestral lands and waters are where the American Express Australia headquarters now stand.

American Express recognises Aboriginal and Torres Strait Islander peoples' continuing connection to land, waters and culture. We pay our respect to the past, present and future Elders and to all Aboriginal and Torres Strait Islander peoples.

“ Ngabay midyungngunbuni ngaliya
Together, you and I, we will heal.

From 'The Wounded Brave' by Joel Davison



Kristie Peters

Kristie Peters is a proud Wiradjuri woman from Dubbo, Wellington NSW. Kristie is a twin and comes from a large family of fifteen brothers and sisters. She lives in Canberra with her eight beautiful boys.

Kristie has always had a passion for creating art and sharing culture - she is the founder and CEO of Yarrudhamarra Creations. Yarrudhamarra is a Wiradjuri word meaning 'dream' which underpins the mission of the organisation to turn dreams into a reality. Yarrudhamarra Creations provides opportunities for people to learn and experience the beauty of Australian Aboriginal art and culture and gain a deeper appreciation for the cultural practices of Aboriginal and Torres Strait Islander peoples.

The artwork is a soulful expression of American Express' values and a celebration of our diverse community, colleagues and customers. The yellow, orange and blue dots represent the relationship and connection with the lands and waters that hold special importance to Aboriginal and Torres Strait Islander peoples. It represents our community coming together and creating positive futures that are strengthened by respectful communication and our shared values.

'A World Worth Living For: A Celebration of Heart, Wisdom, Community and Culture' 2019
by Kristie Peters



“ This artwork symbolises the heart of American Express and also holds an enduring message for reconciliation as we all meet, collaborate, and grow as one.

KRISTIE PETERS



Message from American Express Australia Managing Director

I'm proud to introduce the first American Express Reconciliation Action Plan (RAP) outlining the beginning of what is a long-term commitment to our reconciliation journey. American Express' RAP has the support of our Australian Entity Board and management, and it will be governed by our Australian Corporate Affairs team.

While American Express is a global business headquartered in the United States, we have operated in Australia for more than 60 years. Inclusion and diversity are an important part of our culture and we take great pride in a workplace that's built on backing our local communities.

Within our business we are connecting people with common interests and identities through colleague networks. We've made great strides in improving gender equality, with more women in management and non-management roles than our industry peer group. We take pride in our commitment to providing fair and equitable pay for all colleagues across the globe, through a periodically and independently reviewed pay structure that is equitable, transparent and free from bias. We have a strong track record in working with the not-for-profit sector, helping to distribute surplus food to homeless shelters, partnering with organisations dedicated to supporting survivors of domestic violence and mentoring young people looking to make their way in the workplace.

Our RAP will extend our ongoing commitment to diversity, inclusion and empowerment by reflecting, celebrating and supporting the role that Aboriginal and Torres Strait Islander peoples play in our communities. This commitment is central to delivering on the positive societal impact goals we set ourselves.

We are focused on identifying the steps we can take to support change, recognising that employment and education play a critical role. We will explore the development of employment pathways within our business and back First Nations' businesses through our supply chain and small business initiatives.



We will listen to Aboriginal and Torres Strait Islander peoples, communities and organisations to determine where our skills and capabilities are most beneficial, working with our peers and partners to increase the positive impact of our contributions. We will build partnerships and lay the foundations for a meaningful contribution to reconciliation.

We're excited by what we can achieve together with the Aboriginal and Torres Strait Islander community, our business partners, colleagues, customers and the broader Australian community.

CORRINA DAVISON

Managing Director, American Express Australia

Message from Reconciliation Australia CEO

Reconciliation Australia is delighted to welcome American Express to the Reconciliation Action Plan (RAP) program and to formally endorse its inaugural Reflect RAP.

As a member of the RAP community, American Express joins over 1,000 dedicated corporate, government, and not-for-profit organisations that have formally committed to reconciliation through the RAP program since its inception in 2006. RAP organisations across Australia are turning good intentions into positive actions, helping to build higher trust, lower prejudice, and increase pride in Aboriginal and Torres Strait Islander cultures.

Reconciliation is no one single issue or agenda. Based on international research and benchmarking, Reconciliation Australia defines and measures reconciliation through five critical dimensions: race relations; equality and equity, institutional integrity; unity; and historical acceptance. All sections of the community – governments, civil society, the private sector, and Aboriginal and Torres Strait Islander communities – have a role to play to progress these dimensions.

The RAP program provides a framework for organisations to advance reconciliation within their spheres of influence. This Reflect RAP provides American Express with a roadmap to begin its reconciliation journey. Through implementing a Reflect RAP, American Express will lay the foundations for future RAPs and reconciliation initiatives.

We wish American Express well as it takes these first critical steps in its reconciliation journey. We encourage the organisation to embrace this journey with open hearts and minds, to grow from the challenges, and to build on the successes. As the Council for Aboriginal Reconciliation reminded the nation in its final report:

“

Reconciliation is hard work – it's a long, winding and corrugated road, not a broad, paved highway. Determination and effort at all levels of government and in all sections of the community will be essential to make reconciliation a reality.”

On behalf of Reconciliation Australia, I commend American Express on its first RAP, and look forward to following its ongoing reconciliation journey.

KAREN MUNDINE

Chief Executive Officer, Reconciliation Australia



Our Business

Mission and Vision

Our vision is to provide the world's best customer experience every day.

Our mission is to become essential to our customers by providing differentiated products and services that help our customers achieve their aspirations.



American Express is a globally integrated payments company that provides customers with access to products, insights and experiences that enrich lives and build business success. We provide innovative payment, travel and expense management solutions for individuals and businesses of all sizes. More than 170 years of history built on service, trust and security has helped us develop one of the world's most recognised brands.

Our general-purpose card network, card-issuing and merchant-acquiring and processing businesses are global in scope. We are a world leader in providing charge and credit cards to consumers, small businesses, mid-sized companies and large corporations. At December 31, 2019, we had total worldwide cards-in-force of 114.4 million, and our worldwide billed business was \$1.2 trillion. Building

and developing trusted relationships has been key to our business success. In every interaction and in everything we do, our goal is to provide the best customer experiences every day. No matter what they need, big or small, we're there to back them.

Australian operations

American Express has been doing business in Australia since 1954, opening our first travel office in the David Jones department store on Elizabeth Street, Sydney.

Our local focus shifted to payment products when we introduced the first American Express

Card in Australia in 1974, expanding to more than 100,000 cards issued by the end of 1978. The following year, we introduced the American Express Corporate Card program, helping Australian companies to reconcile expenses and business payments. Today, it's the largest program of its kind in Australia.

For more than 60 years, American Express Australia has grown and developed to meet the needs of our customers. Our local headquarters is in Sydney, but we also have a physical presence in Melbourne, Brisbane, and Perth. Remote colleagues are located across the country. American Express employs more than 64,000 people globally, with approximately 1,500 based in Australia.

American Express Australia does not currently report the number of Aboriginal and Torres Strait Islander colleagues employed in Australia, but we realise the critical role of providing more employment in closing the opportunities gap. This means creating employment pathways within our business, backing Indigenous businesses through our supply chain, and inspiring other companies to take similar action. Through the development of this RAP we're committed to identifying ways of increasing our support for employment and closely tracking our progress.

Our Blue Box Values

WE DELIVER FOR OUR CUSTOMERS

We're driven by our commitment to deliver exceptional products, services, and experiences to our customers. We value our strong customer relationships, and are defined by how well we take care of them.

WE MAKE IT GREAT

We deliver an unparalleled standard of excellence in everything we do, staying focused on the biggest opportunities to be meaningful for our customers. From our innovative products to our world-class customer service, our customers expect the best - and our teams are proud to deliver it.

WE DO WHAT'S RIGHT

Customers choose us because they trust our brand and people. We earn that trust by ensuring everything we do is reliable, consistent, and with the highest level of integrity.

WE RESPECT PEOPLE

We are a diverse and inclusive company and serve diverse customers. We believe we are a better company when each of us feels included, valued, and able to trust colleagues who respect each of us for who we are and what we contribute to our collective success.

WE NEED DIFFERENT VIEWS

By being open to different ideas from our colleagues, customers, and the world around us, we will find more ways to win.

WE WIN AS A TEAM

We view each other as colleagues - part of the same team, striving to deliver the brand promise to our customers and each other every day. Individual performance is essential and valued, but never at the expense of the team.

WE CARE ABOUT COMMUNITIES

We aim to make a difference in the communities where we work and live. Our commitment to corporate social responsibility makes an impact by strengthening our connections.

Our contribution to Australian communities

SOCIAL IMPACT

American Express recognises the importance of making a positive contribution and a meaningful connection to the communities in which we live and work. An important element of this contribution is the positive social impact we can have through supporting the not-for-profit organisations and social enterprises that make the Australian and New Zealand communities more inclusive, liveable and resilient.

American Express has long-standing relationships with various community partners like The Australian Business and Community Network (ABCN); which brings business and education together through mentorship programs, and Two Good Co; an organisation that supports survivors of domestic violence by helping restore their belief and self-worth and providing employment opportunities. We've also partnered with the Redfern Legal Centre to provide pro-bono services for victims of financial abuse.

American Express has recently commenced partnerships with The Australian Literacy and the Numeracy Foundation (ALNF) and the Clontarf Foundation and we will continue to work with Aboriginal communities to expand our reach with Aboriginal non-profit grassroots organisations.

ALNF is dedicated to raising the language and literacy standards in Australia through community-based programs targeted to reach Aboriginal and Torres Strait Islander, refugees and migrant citizens across Australia. They have

won numerous awards for their work in digital innovation including the award for Culture and Tourism at the 2019 UN World Summit Awards, the 'Innovation in Connecting People' award at the 2019 South by Southwest (SXSW) Innovation Awards in Austin, Texas and the MIT Solve global award for Early Childhood Development for their *Living First Language Platform*. ALNF's *Living First Language Platform* addresses the urgent need to revitalise, preserve and teach First Languages through the development of community-driven, interactive and dynamic digital literacy apps for not only First Language speakers, but also the many communities that support them.

The Clontarf Foundation exists to improve the education, discipline, life skills, self-esteem and employment prospects of young Aboriginal and Torres Strait Islander men to equip them to participate more meaningfully in society. Over the last 20 years, their impact has grown significantly with 116 Clontarf academies operating across Australia.

American Express is committed to working with organisations to ensure we are addressing the needs of our communities for a more positive, united future.



Indulkana Anangu School in the Anangu Pitjantjatjara Yankuntjatjara (APY) Lands in South Australia.

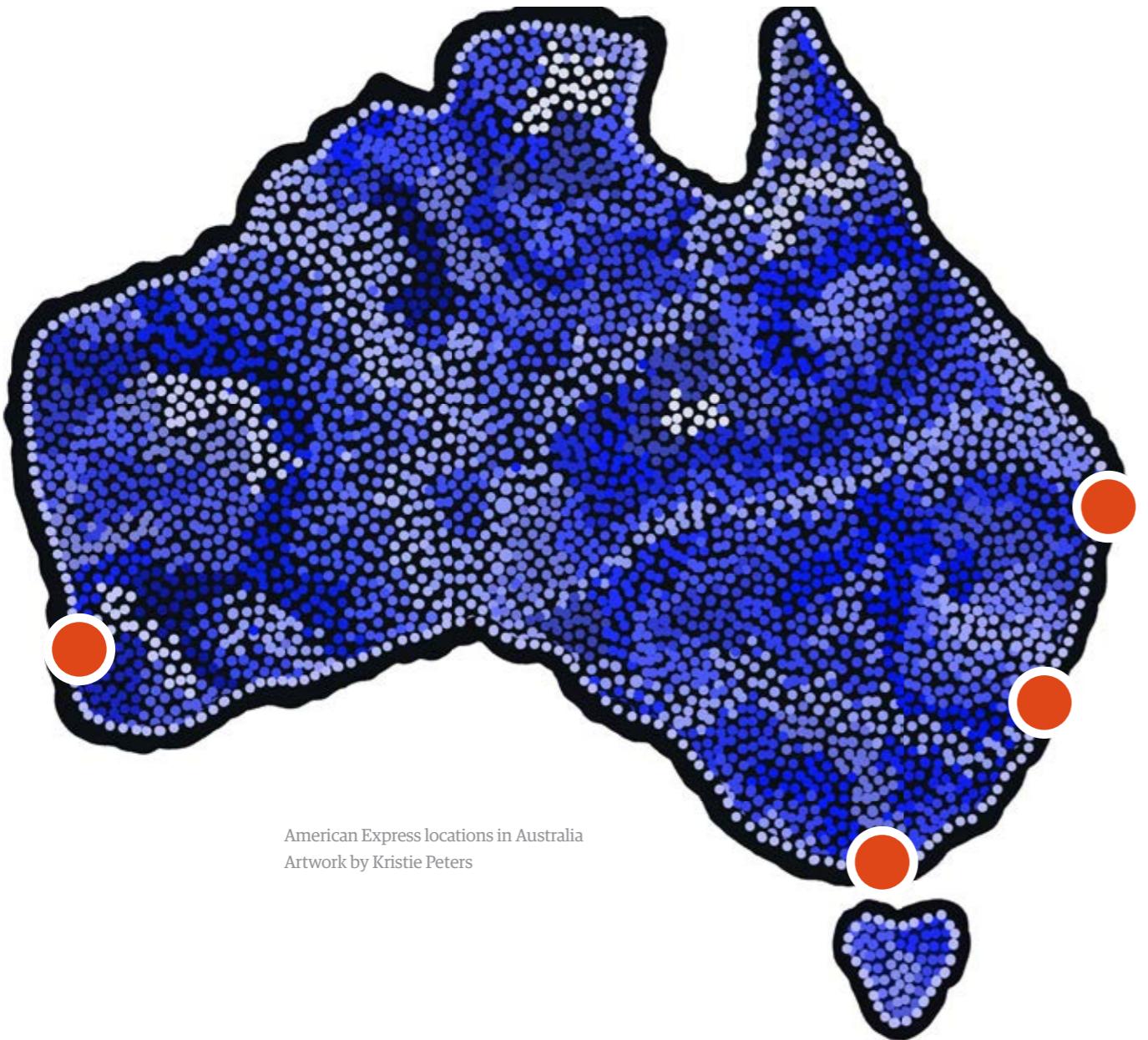
Photo Credit: Australian Literacy & Numeracy Foundation

Red Kangaroo Books pictured at the Shop Small launch at Australian Parliament House. Red Kangaroo Books is an independent, family-run bookshop located in Alice Springs specialising in curating Australian and Indigenous books.



THE SHOP SMALL MOVEMENT

We take pride in our annual Shop Small program, a nationwide movement that brings together the business community, government and consumers in support of small businesses across Australia. Now in its eighth year, Shop Small provides a powerful advocacy platform. It highlights the importance of small business to the Australian economy and its communities, encouraging consumers to walk through their doors. The movement has grown year on year with more small businesses participating and more consumers choosing to shop small. In 2019, we launched Shop Small at Australian Parliament House, connecting small business owners and raising awareness of Shop Small with federal decision makers and industry leaders.



INCLUSION & DIVERSITY

American Express is committed to making sure our colleagues are as diverse as our customers and communities. We value and embrace differences and believe unique perspectives, backgrounds and experiences are critical to our success. By fostering an inclusive culture, we maintain an environment where all colleagues are engaged, have a voice, can thrive and where being yourself matters.

Through our Global Inclusion & Diversity strategy, we're able to channel our efforts in specific ways. We offer inclusive leadership training to our colleagues across the globe highlighting the role inclusive leadership plays in advancing our ability to attract, select, develop and retain

a diverse workforce. In Australia, our Inclusion & Diversity Council, chaired by our Managing Director, brings together each of our Colleague Network Chapters and communities to ensure a company-wide approach to inclusion. Our Colleague Network Chapters reflect a spectrum of diversity, including caregivers and families, faith, gender, gender identity and sexual orientation and promote a culture of inclusion.

We are committed to supporting the advancement of women at American Express and are proud of the fact that women make up more than half of our global workforce. This number is also reflected in Australia where, our governing

board has equal male and female representation. American Express is recognised by the Australian Government's Workplace Gender Equality Agency (WGEA) as an *Employer of Choice for Gender Equality*, a citation we have held for 17 years. We have received further recognition as a *Champion for Flexible Work* (large organisations) on Flexible Working Day 2018 and were named in the *Top 20 Best Places to Work for New Dads* in 2018 by Direct Advice 4 Dads. In 2020 we increased our support for all parents employed in Australia, expanding our paid parental leave up to 20 weeks for primary carers and 4 weeks for secondary carers, also removing the need for a minimum length of employment before parents can access these benefits.

ENVIRONMENTAL SUSTAINABILITY

Recognising and respecting the ongoing custodianship of land and sea by First Nations peoples, we are committed to reducing our environmental footprint.

In 2018, we became a CarbonNeutral® company through renewable energy credits, carbon offsets, and reduced greenhouse gas (GHG) emissions, and powered our operations with 100% renewable electricity. We are

committed to maintaining these efforts moving forward. We've set new operational goals to reduce our environmental impact even further, including eliminating single use plastics across our operations, reducing our waste, water consumption and source 100 percent of our paper from certified responsibly managed forests by 2025.

In an effort to combat marine plastic pollution, we provided nearly \$2 million in grants to the Ocean Conservancy and National Geographic Society to engage over 1.5 million volunteers in clean-ups globally and remove 75 million pounds of rubbish by 2021; and to influence 200,000 people in reducing single use plastics.

We will continue to take part in sustainable initiatives and incorporate environmental sustainability into our Australian business operations, recognising our environmental impact is an important part of our commitment to reconciliation.



Our RAP

Our vision for reconciliation

For American Express Australia, citizenship entails certain responsibilities and a commitment to, and acknowledgement of, place. In Australia, our offices are located on Country traditionally owned by First Nations peoples. Our headquarters are located within the region with Australia's largest Aboriginal and Torres Strait Islander population.

Our business has an important role to play in supporting Aboriginal and Torres Strait Islander communities and voices, strengthening the economy and helping to address some of the challenges that face Aboriginal and Torres Strait Islander peoples. Our vision for reconciliation includes providing education and employment opportunities for Aboriginal and Torres Strait Islander peoples, supporting Aboriginal and Torres Strait Islander-owned organisations and businesses and celebrating and honouring the oldest continuous culture in the world.

Central to achieving our vision for reconciliation is the exploration and fulfillment of mutually-beneficial opportunities in partnership and consultation with Aboriginal and Torres Strait Islander cultures, businesses and networks. We're committed to establishing strong and long-standing relationships with First Nations

peoples, with the desire to learn from and better understand the unique perspectives, experiences and aspirations of Aboriginal and Torres Strait Islander communities. This will ensure we deliver better services, drive greater impact and become better citizens.

Our RAP

The American Express Reflect RAP has been created in consultation with First Nations communities and overseen by a First Nations Reconciliation advisory group, inclusive of First Nations team members from American Express. The American Express Reflect RAP is championed by American Express Australia's Managing Director, Corrina Davison and the Australian Entity Board and executive team. The RAP Working Group is comprised of representatives from across the company, including human resources, corporate affairs and communications, general counsel's organisation, procurement, merchant, consumer and commercial services teams. RAP initiatives are also run by employees outside of the RAP Working Group, across all business units.

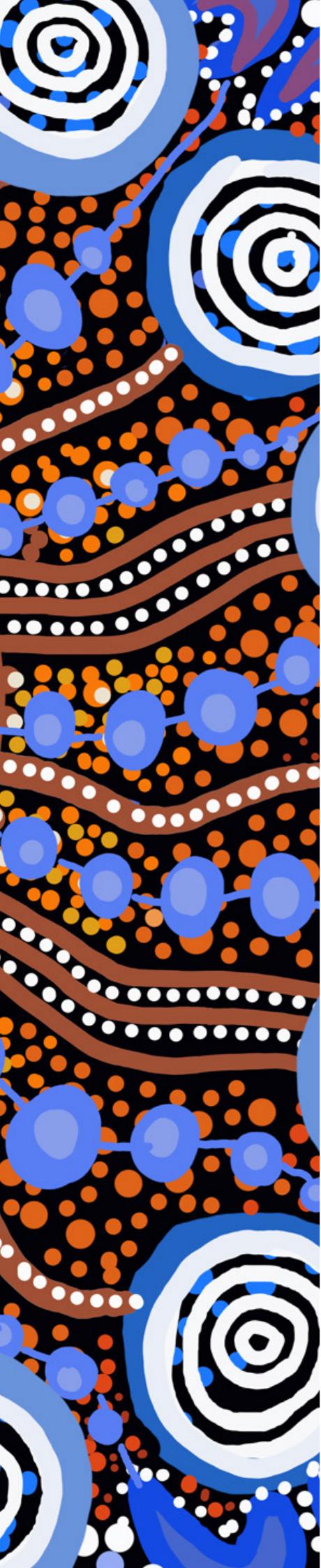
RAP WORKING GROUP PURPOSE:

- Advocate for and raise the profile of the RAP and our commitments, locally and globally.
- Contribute to raising the cultural competency of American Express Australia colleagues and creating a culturally-safe working environment.
- Ensure actions are incorporated into relevant business areas.
- Mobilise colleagues and develop partner relationships to action RAP deliverables.
- Develop understanding and share knowledge with other American Express markets relating to Indigenous matters.
- Develop, communicate and execute colleague engagement plans and activities.
- Represent Aboriginal and Torres Strait Islander matters on the American Express Australia Inclusion and Diversity Council.

The group will convene up to six times a year to review the status of actions, agree on upcoming priorities and discuss any risks or issues that might impact the delivery of initiatives. American Express will engage with Aboriginal and Torres Strait Islander peoples, communities and organisations, our strategic partners and other stakeholders to better understand how we can best support reconciliation.

In the past year we've had the opportunity to support initiatives and start conversations with Aboriginal and Torres Strait Islander peoples to unlock mutually-beneficial projects and opportunities. This has included meeting with organisations with a strong focus on reconciliation and engaging with other like-minded businesses who have established themselves as leaders in this space. We're now committing to formal activities and initiatives that speak directly to our reconciliation aspirations.





RAP Journey to Date

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- JULY 2019** American Express commissions Wiradjuri artist, Kristie Peters to create an artwork that symbolises American Express' commitment to reconciliation to be displayed in the American Express Sydney headquarters.
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- AUGUST 2019** With cultural consultation, American Express renames its meeting rooms after First Nations' Countries along with a short description of the land and its significance.
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- AUGUST 2019** Reveal of Kristie Peters' artwork. Welcome to Country conducted by Wiradjuri woman Yvonne Weldon. Bundjalung descendant, poet Evelyn Araluen shares knowledge about First Languages through her poetry and writing.
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- SEPTEMBER 2019** American Express forms inaugural RAP Working Group.
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- OCTOBER 2019** American Express hosts a Q&A with former Australian of the Year, Adam Goodes of Adnyamathanha and Narunnga descent, before the private screening of the Stan Grant documentary *The Australian Dream* for all Sydney based American Express employees.
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- NOVEMBER 2019** American Express partners with the Australian Literacy and Numeracy Foundation (ALNF) and the Clontarf Foundation through the philanthropic American Express Foundation.
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- DECEMBER 2019** RAP Working Group and members of the executive team take a cultural walking tour around Barangaroo to gain a better understanding of the First Nations Country on which American Express operates.
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- MARCH 2020** Gunai woman and 2020 NSW Aboriginal Woman of the Year, Kirli Saunders, speaks to American Express employees at American Express' International Women's Day event and launch of the American Express Ambition Project.
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Four pillars

Our RAP will be built on four pillars - relationships, respect, opportunities, governance and tracking progress. The strategies that we put in place will encompass all pillars, ensuring that they move our business, our staff, our partners and our clients towards reconciliation. They're the foundations of our ongoing commitment.



RELATIONSHIPS

This is about making the right connections with people and organisations that share our aspirations. This has an internal and external focus - making our people aware of their responsibilities and getting them actively involved, while working closely with Aboriginal and Torres Strait Islander peoples, communities and organisations.



RESPECT

We're committed to raising awareness of Aboriginal and Torres Strait Islander cultures, histories and achievements within our organisation. We'll implement training, get our employees involved in local cultural events, investigate cultural immersion programs and recognise significant dates. Our behaviours will influence our partners and clients.



OPPORTUNITIES

It's important for us to create employment and development opportunities for Aboriginal and Torres Strait Islander peoples. We want to do more to support their businesses through our supply chain, and inspire other companies to follow the example we set.



GOVERNANCE AND TRACKING PROGRESS

We realise the need to get this aspect of reconciliation right from the start. That means defining the resources we'll need to develop and implement our strategies, as well as the systems and capabilities required to track, measure and report on our activities. We will do this in consultation with Aboriginal and Torres Strait Islander peoples, our RAP Working Group and Advisory Group.

Our Commitments

Relationships

DELIVERABLE	TIMELINE	RESPONSIBILITY
Maintain the RAP Working Group		
Maintain an operational Working Group to support the implementation of our RAP and include Aboriginal and Torres Strait Islander peoples and decision-making staff from across our organisation. Set bi-monthly RAP working group meetings.	June 2020 & ongoing	Manager, Corporate Social Responsibility
Build internal and external relationships		
Develop a list of Aboriginal and Torres Strait Islander peoples, communities and organisations within our local area or sphere of influence that we could connect with on our reconciliation journey.	June 2020	VP of Commercial Services & Manager, Global Merchant and Network Services
Develop a list of RAP organisations and other like-minded organisations that we could connect with on our reconciliation journey.	June 2020	VP of Commercial Services & Manager, Corporate Social Responsibility
Explore potential partnerships with Aboriginal and Torres Strait Islander peoples, organisations and businesses.	June 2020	Manager, Corporate Social Responsibility
Support our state-based reconciliation council.	August 2020	Manager, Corporate Social Responsibility & Coordinator, Internal Communications
Participate in and celebrate National Reconciliation Week (NRW)		
Encourage our staff to attend an NRW event.	June 2020 & May 2021	Manager, General Counsel's Organisation & Manager, Corporate Social Responsibility
Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff and host NRW events at American Express HQ.	June 2020 & May 2021	Manager, General Counsel's Organisation & Assistant Manager, Consumer Marketing
Ensure our RAP Working Group participates in an external event to recognise and celebrate NRW.	June 2020 & May 2021	Manager, General Counsel's Organisation & Manager, Corporate Social Responsibility
Raise internal & external awareness of our RAP		
Develop and implement a plan to raise staff awareness across the organisation of our RAP commitments.	July 2020	Manager, Corporate Social Responsibility & Coordinator, Internal Communications
Develop and implement a plan to engage and inform key internal stakeholders of their responsibilities within our RAP.	September 2020	Manager, Corporate Social Responsibility
Engage our senior leaders in the delivery of RAP outcomes.	June 2020	Manager, Corporate Social Responsibility
Develop communications plan to raise internal & external awareness of our RAP.	July 2020	Manager, Corporate Social Responsibility & Head of Corporate Communications & Coordinator, Internal Communications
Promote positive race relations through anti-discrimination strategies		
Research best practice and policies in areas of race relations and anti-discrimination.	August 2020	Director of HR, Australia and New Zealand
Conduct a review of HR policies and procedures (including new colleague induction process) to identify existing anti-discrimination provisions, and future needs.	August 2020	Director of HR, Australia and New Zealand
Respect		
DELIVERABLE	TIMELINE	RESPONSIBILITY
Investigate Aboriginal and Torres Strait Islander cultural learning and development		
Develop a business case for increasing awareness of Aboriginal and Torres Strait Islander cultures, histories and achievements within our organisation.	October 2020	Manager, Corporate Social Responsibility & Manager, General Counsel's Organisation & Director of HR, Australia and New Zealand

Capture data and measure our staff's current level of knowledge and understanding of Aboriginal and Torres Strait Islander cultures, histories and achievements.	May 2021	Director of HR, Australia and New Zealand	Raise internal understanding of Aboriginal and Torres Strait Islander cultural protocols		
Conduct a review of cultural awareness training needs within our organisation.	July 2020	Director of HR, Australia and New Zealand & Manager, Corporate Social Responsibility	Identify the Traditional Owners of the lands and waters in the local areas where our offices are located.	June 2020	Manager, Corporate Social Responsibility & Executive Assistant to Managing Director
Increase awareness of Reconciliation Australia's Share Our Pride online tool.	June 2020	Director of HR, Australia and New Zealand	Scope and develop a list of local Traditional Owners of the lands and waters within our organisations' sphere of influence.	July 2020	RAP Working Group & Manager, Corporate Social Responsibility
Investigate various types of cultural immersion programs.	July 2020	Manager, Corporate Social Responsibility	Develop and implement a plan to raise awareness and understanding of the meaning and significance behind Acknowledgement of Country and Welcome to Country protocols including any local cultural protocols.	June 2020	Manager, General Counsel's Organisation
Recognise and celebrate Aboriginal and Torres Strait Islander dates of significance			Investigate opportunities to work with Aboriginal and Torres Strait Islander peoples and communities on sites of significance		
Develop a communications plan to raise awareness of significant dates across the organisation.	June 2020	Manager, Corporate Social Responsibility & Coordinator, Internal Communications	Support opportunities to sponsor, preserve and protect sites of cultural significance to Aboriginal & Torres Strait Islander peoples near our Australian offices.	October 2020	Manager, Consumer Marketing & Brand & Manager, Corporate Social Responsibility
Deliver communications plan based around the schedule of significant dates throughout the year, 2020.	July 2020	Manager, Corporate Social Responsibility & Coordinator, Internal Communications	Opportunities		
Research local events and encourage colleagues to attend.	July 2020	Assistant Manager, Consumer Marketing	DELIVERABLE	TIMELINE	RESPONSIBILITY
Participate in and celebrate NAIDOC Week			Investigate Aboriginal and Torres Strait Islander employment		
Raise awareness and share information amongst our staff of the meaning of NAIDOC Week. This will include information about the local Aboriginal and Torres Strait Islander peoples and communities.	July 2020	Assistant Manager, Consumer Marketing	Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	August 2020	Director of HR, Australia and New Zealand
Introduce our staff to NAIDOC Week by promoting community events in our local area.	July 2020	Assistant Manager, Consumer Marketing	Identify current Aboriginal and Torres Strait Islander staff to inform future employment and development opportunities.	September 2020	Director of HR, Australia and New Zealand & Manager, General Counsel's Organisation
Ensure our RAP Working Group participates in an external NAIDOC Week event.	July 2020	Manager, General Counsel's Organisation	Investigate an internal Aboriginal and Torres Strait Islander professional mentoring network.	October 2020	Director of HR, Australia and New Zealand & Executive Assistant to the Managing Director

Investigate Aboriginal and Torres Strait Islander supplier diversity

Develop an understanding of the mutual benefits of procurement from Aboriginal and Torres Strait Islander owned businesses. August 2020 Director, Strategic Sourcing & Category Management Global Supply Management

Investigate opportunities for procurement from Aboriginal and Torres Strait Islander owned businesses. September 2020 Director, Strategic Sourcing & Category Management Global Supply Management

Investigate opportunities to become a member of Supply Nation. July 2020 Director, Strategic Sourcing & Category Management Global Supply Management

Research opportunities to support young Aboriginal and Torres Strait Islander peoples

Identify opportunities to support scholarships for Aboriginal and Torres Strait Islander students. June 2020 Manager, General Counsel's Organisation & Manager, Corporate Social Responsibility & Client Manager, Merchant Services & Director of HR, Australia and New Zealand

Investigate Aboriginal and Torres Strait Islander employment pathways (e.g. traineeships or internships). August 2020 Manager, General Counsel's Organisation & Manager, Corporate Social Responsibility & Client Manager, Merchant Services & Director of HR, Australia and New Zealand

Investigate ways to support Aboriginal and Torres Strait Islander peoples address economic challenges

Explore ways to further support Aboriginal & Torres Strait Islander customers, particularly those who reside in locations where American Express has offices. September 2020 Director, Global Commercial Services

Explore ways to support First Nations small businesses. July 2020 Vice President of Commercial Services

Governance and Tracking Progress

DELIVERABLE

TIMELINE

RESPONSIBILITY

Build support for the RAP

Define resource needs for RAP development and implementation.

June 2020

Manager, Corporate Social Responsibility & Vice President of Commercial Services & all members of RAP Working Group

Define systems and capability needs to track, measure and report on RAP activities.

August 2020

Corporate Social Responsibility Communities Working Group Lead & Manager, Corporate Social Responsibility

Complete the annual RAP Impact Measurement Questionnaire and submit to Reconciliation Australia.

30 September 2020

Manager, Corporate Social Responsibility

Review and Refresh RAP

Evaluate impact, consult with First Nations communities, partners, American Express employees and Reconciliation Australia to develop a new RAP based on learnings, challenges and achievements.

Feb 2021

Manager, Corporate Social Responsibility

Submit draft RAP to Reconciliation Australia for review.

March 2021

Manager, Corporate Social Responsibility

Submit draft RAP to Reconciliation Australia for formal endorsement.

May 2021

Manager, Corporate Social Responsibility

Contact Details

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