



MetLife Australia

Reflect Reconciliation Action Plan

May 2023–April 2024



Acknowledgement of Country

MetLife acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of the land on which we live and work. We honour the wisdom of, and pay respect to, Elders past, present and emerging, and acknowledge the cultural authority of all Aboriginal and Torres Strait Islander peoples across Australia.

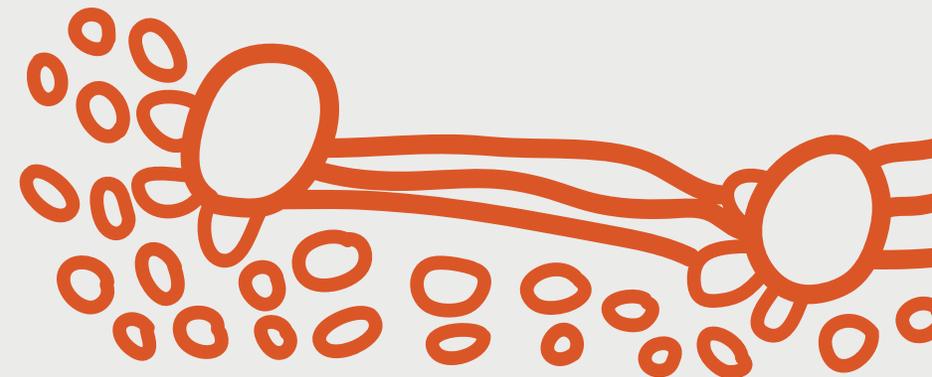
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Cover Artwork: Eileen Napaltjarri
'Untitled' 2008

Artwork elements digitally created by Riki Salam,
we are 27 creative.

Aboriginal and Torres Strait Islander peoples should be advised that this document contains the names of people who have passed away.





Message from our CEO, Richard Nunn

In recognition of the history of our nation and Aboriginal and Torres Strait Islander communities, we launched our Reflect Reconciliation Action Plan (RAP) in May 2020 in our journey towards reconciliation, committing to learning from Aboriginal and Torres Strait Islander communities.

We acknowledge we need to understand this community in order to serve them better. Our initial Reflect RAP included educating our people and advocating for reconciliation across the business. This Reflect RAP builds on what was started in our first RAP.

We recognise the importance of racial equity in creating a just and fair society in which all people are able to thrive and contribute. As a global organisation we know the world is diverse, and recognising and celebrating this is fundamental to playing a positive role in the community and supporting our diverse customers.

As an organisation, we're committed to fostering a more diverse, equitable, and inclusive workplace and society.

In this RAP we are taking further steps to building understanding, and we know we have an opportunity to do much more. The intention is that this Reflect RAP prepares us to move to a Innovate RAP.

Richard Nunn
Chief Executive Officer, MetLife Australia



Statement from CEO of Reconciliation Australia

Reconciliation Australia congratulates MetLife on continuing its reconciliation journey by formally endorsing MetLife's second Reflect Reconciliation Action Plan (RAP).

Through this plan, MetLife continues to play an important role in a network of more than 2,200 corporate, government, and not-for-profit organisations that have made a formal commitment to reconciliation through the RAP program.

Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement. The program's potential for impact is greater than ever, with close to 3 million people now working or studying in an organisation with a RAP.

The four RAP types — Reflect, Innovate, Stretch and Elevate — allow RAP partners to continuously develop and strengthen reconciliation commitments in new ways. This Reflect RAP continues the journey and primes the workplace for future RAPs and reconciliation initiatives.

The RAP program's strength is its framework of relationships, respect, and opportunities, allowing an organisation to strategically set its reconciliation commitments in line with its own business objectives, for the most effective outcomes.

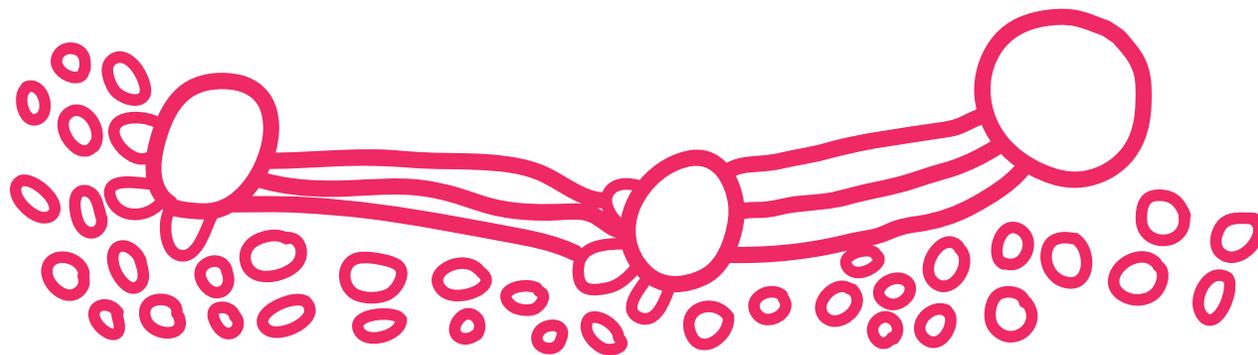
These outcomes contribute towards the five dimensions of reconciliation: race relations; equality and equity; institutional integrity; unity; and historical acceptance.

It is critical to not only uphold all five dimensions of reconciliation, but also to increase awareness of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and leadership across all sectors of Australian society.

This Reflect RAP enables MetLife to deepen its understanding of its sphere of influence and the unique contribution it can make to lead progress across the five dimensions. Getting these steps right will ensure the sustainability of future RAPs and reconciliation initiatives, and provide meaningful impact toward Australia's reconciliation journey.

Congratulations MetLife on your second Reflect RAP, and I look forward to following your continuing reconciliation journey.

Karen Mundine
Chief Executive Officer
Reconciliation Australia



About MetLife Australia

Backed by over 150 years of history as a leading life insurance company with strong global presence, MetLife has the scale and experience to be a valued and trusted partner.

We protect customers in over 40 countries, offering life, accident and health insurance, retirement and savings products through agents, third-party distributors such as banks and brokers, and direct marketing channels.

In Australia we partner with employers, superannuation funds and financial advisers, providing life insurance solutions, to help Australians build a confident financial future.

MetLife is the third largest insurer in life insurance inside superannuation and the second largest in corporate insurance in Australia, covering 1.5 million people and in 2022, paid over \$535 million in claims to policyholders.

With a growing market share, evolving industry and increasing customer expectations, MetLife is focused on delivering great experiences for customers and the intermediaries we work with. Digital fit-for-purpose solutions that deliver value and purposeful value-added services, such 360Health, are the hallmarks of what we deliver for our customers.

We believe we have a responsibility to make a positive impact on society. That means ensuring we protect the environment and our planet for future generations, making positive investments such as in green energy and social housing, we support diversity, equity and inclusion, and that we contribute in a meaningful way to our local communities.

In Australia, MetLife is headquartered on Gadigal land in Sydney, and we have offices on Wurundjeri land (Melbourne), Turrbal land (Brisbane), Kurna land (Adelaide) and Whadjuk land (Perth). We employ almost 400 people, who come from diverse backgrounds. Currently our organisation has no known staff that identify as Aboriginal and/or Torres Strait Islander people.



Metlife Global Statistics



Serving **100 million** customers worldwide



\$30billion paid out in claims and benefits to customers each year



45,000 employees globally



Ranked 74 on the 2021 Forbes Global 2000 ranking of **world's largest** public companies



No. 46 on the 2021 **Fortune 500** list

Our purpose and success principles

At MetLife, we're building an organisation and workplace that supports employee wellbeing, and promotes equality and inclusion, and actively champions diversity among our employees.



Everything we do starts with our purpose:
Always with you, building a more confident future.

To help us deliver this purpose, we have success principles to clearly articulate supporting behaviours.

Build tomorrow

We change and innovate, making sure we seize opportunities and drive continuous improvement, by experimenting with new ideas and acting with agility and determination.

Win together

We collaborate and empower each other to succeed, seeking out diverse perspectives to expand our thinking and championing inclusion by partnering with others.

Own it

We deliver for our customers and encourage our people to be accountable, address obstacles and follow through on commitments.

Together, these principles guide how we do business and how we interact with our customers, partners and the community. In developing our reconciliation approach, we remain aligned to our success principles, ensuring they are embedded in each step we take on this journey.

Our Vision for Reconciliation

MetLife recognises the historic injustices to First Nations people. Accordingly, MetLife recognises our responsibility to assist in restoring trust with, understanding of, and prosperity for, Australia's First Nations people.

MetLife's purpose, "**always with you building a more confident future**", guides us in our path to ensure that all of our services can enhance the wellbeing, safety and financial resilience of Aboriginal and Torres Strait Islander children, families and communities.

Our vision for reconciliation is a workplace culture at MetLife that embraces both Aboriginal and Torres Strait Islander peoples and non-Indigenous Australians, and embodies equity, acceptance and celebration of our shared histories. MetLife will strive to embed reconciliation into the organisation so that all staff recognise, respect and value First Nations peoples' cultures, histories, needs and to celebrate their contributions and achievements. Equally, we will strive to ensure First Nations customers are supported to realise the full benefits of our products and services, and are understood and welcomed by our staff.



Our RAP journey

In our last Reflect RAP, we acknowledged that Aboriginal and Torres Strait Islander peoples are underrepresented in the financial services industry. In fact, according to the 2021-22 Pre-Budget Submission to the Minister for Housing and Assistant Treasurer, 75% of First Nations Australians struggle to access financial services, including insurance¹.

We know that some Aboriginal and Torres Strait Islander peoples face unique barriers to engaging with the financial services sector. Such barriers include limited access due to remote locations, lower levels of financial literacy and language barriers for those who don't speak English as their first language. Other challenges include paperwork and identification, as some find it hard to prove their identity because of different name configurations and spellings when translated from First Nations languages to English. This makes it difficult for some Aboriginal and/or Torres Strait Islander people when interacting with the sector.

Adding to this are the perceptions held by Aboriginal and Torres Strait Islander peoples in relation to financial services. With a lower average lifespan than non-Indigenous Australians (by approximately 10 years)², many Aboriginal and Torres Strait Islander peoples see superannuation as irrelevant, expecting to either not reach retirement or for it to be short lived.

The same goes for life insurance. As mentioned in our last RAP, MetLife Australia has identified an opportunity to help Aboriginal and Torres Strait Islander peoples engage with superannuation and life insurance and make informed decisions through a partnership approach.

Since then, we have been working with the First Nations team from a key partner, the Royal Botanic Gardens, to identify the needs and priorities of this underrepresented group and discover best practices to serve them well. In the last 24 months, MetLife has worked on strategies to support our vulnerable customers, including developing training for customer service employees. We seek to reflect on what we have learned in this area and transfer the relevant learnings to better cater to our First Nations customer base.

We are committed to leading change for Aboriginal and Torres Strait Islander peoples in the life insurance industry. While we are proud of the progress we made with our first Reflect RAP, we did not achieve all we hoped. We believe we still have work to do in building understanding with our employees and those in our sphere of influence. It is for this reason that we have opted to develop a second Reflect RAP, which outlines what we intend to do in the coming year to prepare for an Innovate RAP.

¹ <https://apo.org.au/sites/default/files/resource-files/2018-06/apo-nid179591.pdf>

² <https://www.aihw.gov.au/reports/australias-health/indigenous-life-expectancy-and-deaths>

Our journey so far

May 2020
Launch of our Reflect RAP

May 2021
National Reconciliation Week events, Virtual screening of The Australian Dream, Reconciliation Week tour of the RBG

May 2021
Became a member of the Diversity Council Australia
Dec 2021
Australian Leadership Team cultural training session with the RBG

Aug 2022
First Welcome to Country from MetLife's new Sydney office at Brookfield Place, Wynyard



May 2020
Formed our RAP Working Group
Feb 2021
Began partnership with Royal Botanic Gardens Sydney (RBG)

July 2021
NAIDOC Week activities
Oct 2021
Cultural awareness training sessions with the RBG

Dec 2021
Hosted fund partners at the Royal Botanic Gardens NAIDOC Week dinner
July 2022
Hosted Business Partners at the Royal Botanic Gardens charity NAIDOC dinner

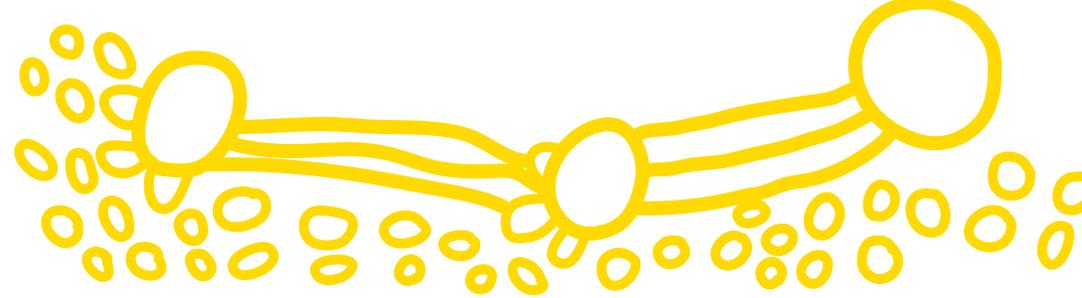
Oct 2022
Roundtable event with key superannuation partners featuring Adam Goodes from the Go Foundation
Nov 2022
Roll out of cultural training to all MetLife employees



Actions to date

Relationships

Action	Progress
<p>1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations</p>	<p>MetLife has been connecting with organisations such as First Nations Foundation to help us better understand the needs of Aboriginal and Torres Strait Islander peoples, and how we can help them build a more confident future. First Nations Foundation focuses on financial prosperity for Aboriginal and Torres Strait Islander peoples, a cause aligned with our business.</p> <p>In May 2021, we began our three-year partnership with the Royal Botanic Gardens (RBG), including developing relationships with their First Nations team, to collaborate on our reconciliation journey. RBG's First Nation team have been supporting cultural learning across our organisation and consulting with us on this next Reflect RAP.</p>
<p>2. Build relationships through celebrating National Reconciliation Week (NRW)</p>	<p>In the last three years, we have been intentional about celebrating National Reconciliation Week (NRW) and encouraging our staff to participate in at least one external event to recognise and celebrate NRW.</p> <p>NRW events have included a live virtual screening of The Australian Dream in 2021. As part of NRW, our RAP Working Group also organised a specially curated Reconciliation Week tour of the Royal Botanic Gardens, where our people learned about Aboriginal and Torres Strait Islander histories and their links to the bush and land, from their First Nations team.</p>
<p>3. Promote reconciliation through our sphere of influence</p>	<p>MetLife Australia staff receive regular communications in relation to our RAP commitments and learning opportunities, shared through weekly organisation-wide emails.</p> <p>We have shared our Reflect RAP with our business partners, and have been sharing knowledge, experiences and learnings with our largest super fund partner, Hostplus, who have a significant First Nations customer base.</p> <p>We also promote our RAP and key observances such as NRW and NAIDOC Week on our social media channels in order to highlight the importance of reconciliation outside our business.</p>
<p>4. Promote positive race relations through anti-discrimination strategies</p>	<p>As a member of Diversity Council Australia and part of a global organisation, we have robust policies around anti-discrimination. We work hand in hand with our HR team to ensure awareness of these policies and foster an inclusive workplace with a zero tolerance for racism.</p>



Actions to date

Actions to date

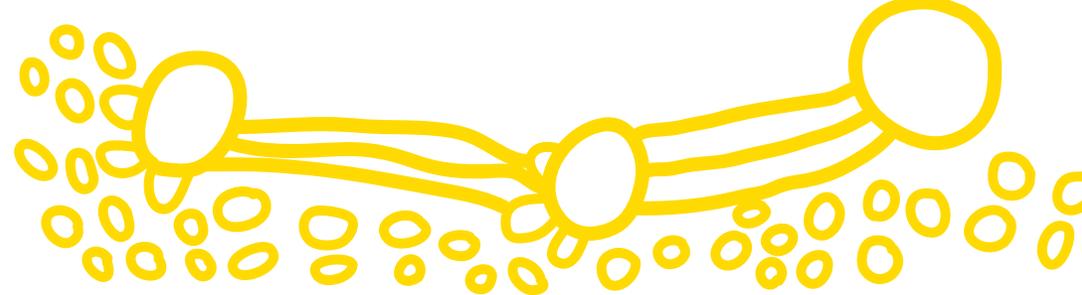
Respect

Action	Progress
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning	Our partnership with the RBG fulfils part of our RAP education piece, by providing training to our staff on Aboriginal and Torres Strait Islander peoples culture, facilitated by the RBG First Nations team. Training sessions held so far have explored identity, different perspectives, and the diversity of First Nations people.
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	<p>To honour and respect Aboriginal and Torres Strait Islander peoples, we have developed and shared guidelines for our staff for Welcome to Country and Acknowledgement of Country at meetings and events.</p> <p>To help increase staff's understanding of the purpose and significance behind cultural protocols, we also encourage staff to learn the traditional names of the Country in which they live on, attending cultural events, supporting First Nations businesses and community organisations.</p> <p>In 2021, we welcomed Bush Heritage as one of our official charity partners. Bush Heritage work in partnership with Traditional Custodians and the agricultural sector, to protect our irreplaceable landscapes and magnificent native species.</p>
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	<p>We aim to raise awareness and share information among our staff about the meaning of NAIDOC Week by promoting external events in our local area.</p> <p>Our support for NAIDOC Week also extends to fundraising efforts. In 2021, our RAP Working Group and members of our Distribution team hosted some of our business partners at the Royal Botanic Gardens NAIDOC Week dinner. The event raised funds for Gunawirra, which aims to support Aboriginal and Torres Strait Islander mothers, carers, children, families and communities to break the cycle of hardship.</p> <p>We also supported the event in July 2022 with Tribal Warrior being the beneficiary of the charity dinner. Proceeds from the event went to the The Lady Northcott Project, which will see this historic ferry restored by Tribal Warrior, Australia's largest Aboriginal Maritime charity. The project will provide Aboriginal youth with specialised training programs and once complete, the Lady Northcott will take passengers on unique Aboriginal cultural experiences.</p>

Opportunities

Action	Progress
8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	<p>We have been working with First Nations recruiting organisations Patonga and Real Futures, as a step to addressing the lack of Aboriginal and Torres Strait Islander representation within our organisation.</p> <p>This is significant progress to be made here in our next Reflect RAP.</p>
9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	<p>In 2020, MetLife became a member of Supply Nation.</p> <p>In 2022, MetLife invested in a new Sydney office located in Brookfield Place in Wynyard which offered the opportunity to work with further Aboriginal and Torres Strait Islander vendors with workstations and other furniture sourced from an First Nations owned business, presenting an investment of approximately \$185k.</p>





Actions to date

Action plan

Governance

Action	Progress
10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	The MetLife Australia RAP Working Group was formed in May 2020 and is comprised of individuals passionate about moving us toward reconciliation. The Working Group meets monthly to collaborate and progress our RAP commitments.
11. Provide appropriate support for effective implementation of RAP commitments.	<p>Since launching our first Reflect RAP we have been focused on delivering the commitments we made. While we haven't made as much progress as we hoped, we do believe we have started this important journey. Highlights include:</p> <ul style="list-style-type: none"> • Establishing the RAP Working Group and regularly meeting to discuss actions • Cultural training for the RAP Working Group and selected leadership cohort • Welcome to Country at all staff events and Acknowledgement of Country at monthly all staff Business Updates • Weekly communications featuring First Nations related news
12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	<p>Since launching our first Reflect RAP in May 2020, we have completed and submitted the annual RAP Impact Measurement Questionnaire to Reconciliation Australia to remain accountable. For transparency, the release of each new MetLife Australia RAP will include an update on the progress for actions stated in the previous RAP document.</p>
13. Continue our reconciliation journey by developing our next RAP	This action is met by the release of this second iteration of our Reflect RAP.

Reflect RAP 2023-24 priority areas

Having reviewed the progress made on our first Reflect RAP, four areas have emerged as priorities for making progress. Broadly these areas are:

1. Continuous learning

At MetLife, our people represent over 40 different countries, with many staff still not aware of Australia's First Nation peoples histories, and according to employee feedback, most say they want to learn about First Nations histories, cultures and protocols.

Partnered with the Royal Botanic Garden's First Nations team, we have rolled out cultural awareness training to only a small proportion of our employee population. We now plan to provide training to all employees, prioritising customer facing teams and senior leaders, to ensure a better understanding our Aboriginal and Torres Strait Islander customers and embedding support across the organisation.

Bespoke training will be provided throughout 2022 with the intention that all staff will have received cultural training by the end of 2023. We also plan to include cultural learning as part of the new starter onboarding process.

2. Active participation in cultural events and significant observances

Since launching our RAP in May 2020, in person participation has been limited due to the COVID pandemic. However, we are now able to actively participate in learning and culturally based activities including NAIDOC Week events.

We now also have the opportunity to plan and execute our own events which will be used to engage and educate our employees. One key area of focus will be on plans for our office move in Sydney, where celebrations can acknowledge and recognise the Traditional Custodians of the land as part of the 'grand opening'. Amongst other activities, we plan to hold a smoking ceremony, previously planned, but postponed, in 2020.

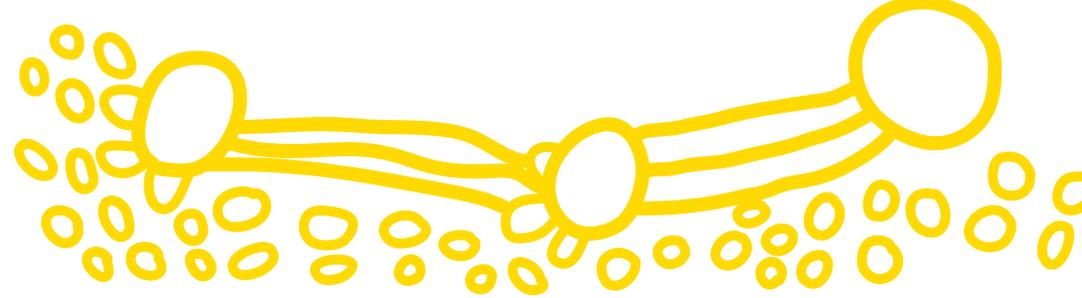
A calendar of events will be developed that including MetLife and external events, which will be promoted throughout the organisation to drive engagement. The aim will be to have 50% of staff participate in training by Q2 2023 and 80% by end 2023.

3. Supporting customers

Through our first Reflect RAP and in discussion with various partners and stakeholders, we have identified the opportunity to do more to support our First Nations customers. We plan to work with a range of partners including AIST and our super fund partners to develop processes to better support our customers.

Discussions have already begun with these stakeholders, and we have identified an opportunity to collaborate in support of an industry wide policy, the details of which are being worked through.

We plan to spend time and effort in developing our position for supporting customers and finding ways to serve this group better, in consultation with First Nations communities. This will include having a documented policy that guides how we support Aboriginal and Torres Strait Islander customers, and share that with other stakeholders including our partners.



Action plan

Action plan

Reflect RAP 2023-24 priority areas

4. Leveraging partnerships

In the last few years, MetLife has established partnerships or developed relationships with a range of organisations, many of whom will play a role in developing and implementing our Reflect RAP 2022-23. These partnerships include:

- **Royal Botanic Garden** – their First Nations team are supporting our cultural awareness training and have consulted with us on the development of the Reflect RAP 2023-24.
- **AIST** – we have joined the AIST working group to support vulnerable customers, including Aboriginal and Torres Strait Islander peoples.
- **Hostplus** – we are the insurance partner for Hostplus and they have made significant progress on their Reconciliation Action Plan. We have an opportunity to learn from them, and work together on furthering reconciliation.
- **Western Sydney Business** – MetLife has recently joined Western Sydney Business, a peak body for key businesses. Western and Southwestern Sydney have more First Nations people than the rest of Australia combined and we see an opportunity to learn from and support this community.
- **Partners** – we will be sharing our RAP with current and future partners within our sphere of influence.
- **New partnerships** – we plan to explore new partnership to identify an appropriate First Nations organisation for us to work with to make a positive impact on our customers and community. While yet to be identified and scoped, we see this partnership as an opportunity for us to both learn and contribute.

By the end of our Reflect RAP 2023-24, we are aiming to have identified an appropriate First Nations organisation to partner with for our next RAP. We hope that this would lead to a partnership which would support Aboriginal and Torres Strait Islander customers interacting with financial services.

Our RAP is being championed by MetLife Australia’s Chief Development Officer Vince Watt. He is passionate about furthering reconciliation for our nation and is responsible for advocating for reconciliation with the MetLife Australia Leadership Team and across the business.

Our RAP Work Group is comprised of people from across the organisation to ensure we have broad functional and geographic representation:

Title	Functional area	Geography	Traditional Owners
Chief Development Officer (RAP Champion)	Leadership team / Finance	Sydney/Eora	Gadigal
Customer Solutions Manager (RAP WG Chair)	Operations	Sydney/Eora	Gadigal
Director, Communications	Corporate Affairs	Sydney/Eora	Gadigal
Head of External Affairs and Public Policy	Corporate Affairs	Melbourne/Kulin	Wurundjeri and Boon Wurrung
Head of Group Product	Insurance	Sydney/Eora	Gadigal
Head of Marketing and Brand	Marketing	Sydney/Eora	Gadigal
Sales Manager WA	Sales	Perth/Whadjuk	Whadjuk Nyoongar
Reinsurance Accountant	Finance	Sydney/Eora	Gadigal
AVP Client Partnerships	Insurance	Melbourne/Kulin	Wurundjeri and Boon Wurrung
Talent Acquisition	People & Culture	Sydney/Eora	Gadigal
Underwriter	Operations	Sydney/Eora	Gadigal
AVP Strategic Initiatives	Leadership team	Sydney/Eora	Gadigal

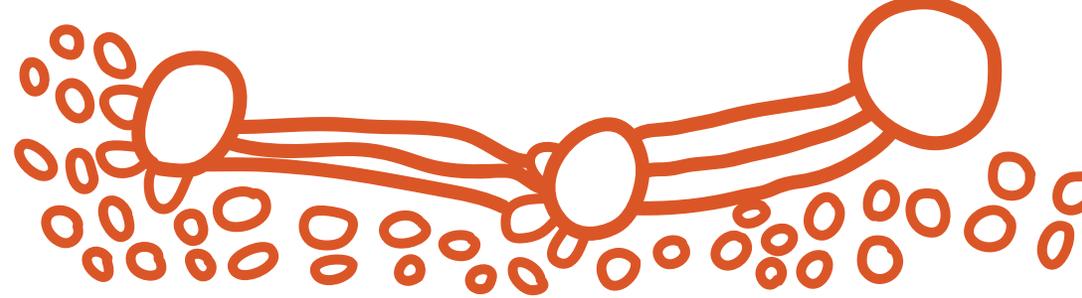
Reflect Reconciliation Action Plan 2023–24

Reflect Reconciliation Action Plan 2023–24

Relationships

Action	Deliverable	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	<ul style="list-style-type: none"> Identify Aboriginal and Torres Strait Islander stakeholders and organisations locale to each of MetLife's offices. 	June 2023	Reinsurance Accountant
	<ul style="list-style-type: none"> Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations. 	June 2023	Reinsurance Accountant
2. Build relationships through celebrating National Reconciliation Week (NRW).	<ul style="list-style-type: none"> Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff. 	May 2023	Head of Marketing & Brand
	<ul style="list-style-type: none"> RAP Working Group members to participate in an external NRW event. 	27 May- 3 June, 2023	Head of Customer Strategy and Propositions
	<ul style="list-style-type: none"> Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW. 	27 May- 3 June, 2023	Head of Customer Strategy and Propositions
3. Promote reconciliation through our sphere of influence.	<ul style="list-style-type: none"> Identify external stakeholders that our organisation can engage with on our reconciliation journey. 	July 2023	Executive Assistant
	<ul style="list-style-type: none"> Work with MetLife's business partners to identify opportunities to jointly further reconciliation. 	August 2023	Chief Development Officer
	<ul style="list-style-type: none"> Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey. 	August 2023	Head of Client Partnerships
	<ul style="list-style-type: none"> Communicate our commitment to reconciliation to all staff. 	May 2023	Director, Communications
	<ul style="list-style-type: none"> Communicate our commitment to reconciliation publicly 	May 2023	Director, Communications

Reflect Reconciliation Action Plan 2023–24



Reflect Reconciliation Action Plan 2023–24

Relationships

Action	Deliverable	Timeline	Responsibility
4. Promote positive race relations through anti-discrimination strategies.	<ul style="list-style-type: none"> Research best practice and policies in areas of race relations and anti-discrimination. 	March 2023	Underwriter
	<ul style="list-style-type: none"> Collaborate with external partners including AIST and our super fund partners to develop processes to better support First Nations customers 	June 2023	Head of External Affairs & Public Policy
	<ul style="list-style-type: none"> Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs. 	May 2023	Talent Acquisition Manager

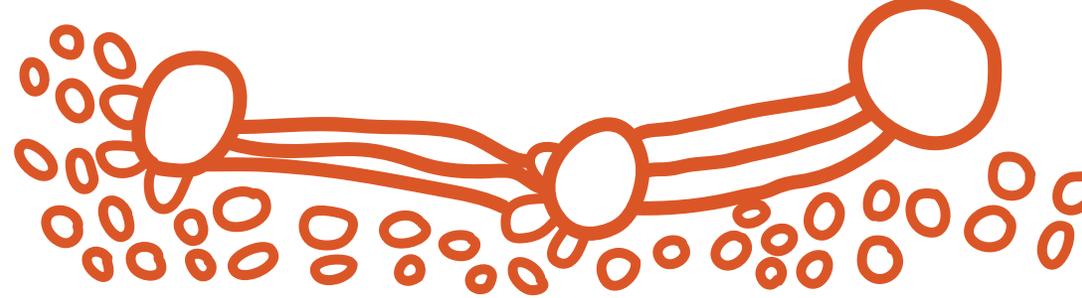


Aboriginal culture and heritage tours as part of the First Nations program. Royal Botanic Garden Sydney.

Respect

Action	Deliverable	Timeline	Responsibility
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	<ul style="list-style-type: none"> Conduct a review of cultural learning needs within our organisation to assess progress. 	July 2023	Executive Assistant
	<ul style="list-style-type: none"> Provide cultural awareness training to all employees, prioritising customer facing teams and senior leaders. 	December 2023	Customer Solutions Manager
	<ul style="list-style-type: none"> Develop a plan to increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation. 	July 2023	Head of Client Partnerships
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	<ul style="list-style-type: none"> Develop an understanding of the local Traditional Owners or Custodians of the lands and waters for each of MetLife’s offices, driven by local office representatives. 	September 2023	Executive Assistant
	<ul style="list-style-type: none"> Increase staff’s understanding of the purpose and significance behind cultural protocols with training delivered to all staff, prioritising customer focused employees. 	December 2023	Sales Manager WA
	<ul style="list-style-type: none"> Encourage and support staff to include an Acknowledgement of Country or other appropriate protocols at the commencement of important meetings. 	April 2023	Executive Assistant
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	<ul style="list-style-type: none"> Raise awareness and share information amongst our staff about the meaning of NAIDOC Week. 	June 2023	Head of Group Product
	<ul style="list-style-type: none"> Introduce our staff to NAIDOC Week by promoting external events in our local area. 	June 2023	Head of Group Product
	<ul style="list-style-type: none"> RAP Working Group to participate in an external NAIDOC Week event. 	First week of July 2023	Head of Group Product

Reflect Reconciliation Action Plan 2023–24



Reflect Reconciliation Action Plan 2023–24

Opportunities

Action	Deliverable	Timeline	Responsibility
8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	<ul style="list-style-type: none"> Investigate the feasibility of an internship program for Aboriginal and Torres Strait Islanders in conjunction with a suitable employment agency. 	June 2023	Talent Acquisition Manager
	<ul style="list-style-type: none"> Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation. 	June 2023	Talent Acquisition Manager
	<ul style="list-style-type: none"> Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities. 	June 2023	Talent Acquisition Manager
9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	<ul style="list-style-type: none"> Through Supply Nation identify First Nations suppliers to those we currently have in place and formulate a plan for engaging alternative suppliers. 	September 2023	AVP, Strategic initiatives
	<ul style="list-style-type: none"> Identify suitable Aboriginal and Torres Strait Islander organisations that MetLife could partner with to support economic and social outcomes with the view to securing MetLife Foundation funding. 	September 2023	AVP, Strategic initiatives
	<ul style="list-style-type: none"> Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses. 	September 2023	AVP, Strategic initiative

Governance

Action	Deliverable	Timeline	Responsibility
10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	<ul style="list-style-type: none"> Establish Aboriginal and Torres Strait Islander representation on the RWG. 	May 2023	Customer Solutions Manager
	<ul style="list-style-type: none"> Ensure a representative from the majority of business team is involved with the RWG 	April 2023	Chief Development Officer
11. Provide appropriate support for effective implementation of RAP commitments.	<ul style="list-style-type: none"> Define resource needs for RAP implementation and forward plan for Innovate RAP. 	June 2023	Sales Manager WA
	<ul style="list-style-type: none"> Engage senior leaders in the delivery of RAP commitments with quarterly reporting to Australian Leadership Team. 	August 2023	Head of Brand & Marketing
	<ul style="list-style-type: none"> Define appropriate systems and capability to track, measure and report on RAP commitments. 	August 2023	Head of Brand & Marketing
12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	<ul style="list-style-type: none"> Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia. 	September 2023	Director, Communications
	<ul style="list-style-type: none"> Ensure to keep our contacts up-to-date with Reconciliation Australia. 	June 2023	
	<ul style="list-style-type: none"> Follow up with Reconciliation Australia to receive our unique link to report in the AP Impact Measurement Questionnaire if we have not received. 	August 2023	
13. Continue our reconciliation journey by developing our next RAP.	<ul style="list-style-type: none"> Register via Reconciliation Australia's website to begin developing our next RAP. 	December 2023	Director, Communications

Contact for public enquiries about our RAP.

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