

# T2™

# Innovate Reconciliation Action Plan

October 2022 – September 2024



### Artwork by Safina Stewart

This painting, entitled *Caring for Country*, celebrates the beautiful lands and waters of the Bunurong people of the Kulin Nations, on which the artist and her family reside.

The rhythmic tides of the ocean give respite and refreshment to the circles of families gathered around campfires beneath the scenic rolling hills.

*Caring for Country*, in its purity, reminds us all of the vital role we share to care for the land, waterways, oceans, plants, birds, animals and communities of this earth.



# T2™

# Message from our Managing Director

T2 acknowledges the Traditional Custodians of the land that we live, work, and socialise on and recognises their continuing connection to lands, waters, and cultures. We pay our respects to their Elders past, present, and emerging.

At T2 celebrating difference to make a difference is at the core of everything we do.

Our manifesto encourages all flavours and tastes, it also creates a world in which tea makes all understood, not because we are all the same, but because we each bring something different to work.

We celebrate these rich differences by embracing difference in perspective and thinking, investing in and continuing to develop our people to broaden their thinking and encourage our people to be their true selves.

We continue to revolutionise the way we do business to ensure we are playing our role in creating a future that puts people and planet first.

Through our journey we have learned a lot about what it means to be a brand redefining success in business, whilst building a more inclusive and sustainable economy. It has required us to make dramatic shifts in the ways we operate, and we could not be prouder of how much we have changed since we began.

Through our Reflect Reconciliation Action Plan we built the foundations and as we move to an Innovate Reconciliation Action Plan, we continue to be committed to creating a culturally safe environment for Aboriginal and Torres Strait Islander peoples, building lasting relationships with Aboriginal and Torres Strait Islander team members, customers, entrepreneurs and businesses and building a truly inclusive working environment.

I am proud to be part of this exciting journey.



Derek Muirhead  
**Managing Director T2**



# T2 Tea Innovate RAP CEO statement

Reconciliation Australia commends T2 Tea on the formal endorsement of its inaugural Innovate Reconciliation Action Plan (RAP).

Commencing an Innovate RAP is a crucial and rewarding period in an organisation's reconciliation journey. It is a time to build strong foundations and relationships, ensuring sustainable, thoughtful, and impactful RAP outcomes into the future.

Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement.

This Innovate RAP is both an opportunity and an invitation for T2 to expand its understanding of its core strengths and deepen its relationship with its community, staff, and stakeholders.

By investigating and understanding the integral role it plays across its sphere of influence, T2 will create dynamic reconciliation outcomes, supported by and aligned with its business objectives.

An Innovate RAP is the time to strengthen and develop the connections that form the lifeblood of all RAP commitments. The RAP program's framework of relationships, respect, and opportunities emphasises not only the importance of fostering consultation and collaboration with Aboriginal and Torres Strait Islander peoples and communities, but also empowering and enabling staff to contribute to this process, as well.

With over 2.3 million people now either working or studying in an organisation with a RAP, the program's potential for impact is greater than ever. T2 is part of a strong network of more than 1,100 corporate, government, and not-for-profit organisations that have taken goodwill and intention, and transformed it into action.

Implementing an Innovate RAP signals T2's readiness to develop and strengthen relationships, engage staff and stakeholders in reconciliation, and pilot innovative strategies to ensure effective outcomes.

Getting these steps right will ensure the sustainability of future RAPs and reconciliation initiatives and provide meaningful impact toward Australia's reconciliation journey.

Congratulations T2 on your Innovate RAP and I look forward to following your ongoing reconciliation journey.

Karen Mundine  
**Chief Executive Officer**  
**Reconciliation Australia**



# Our Business

## Our Vision

Our vision for reconciliation is an Australia where First Nations cultures and histories are accepted and respected.

At T2 reconciliation is a journey everyone should walk, in their own way, and we want to lead from the front with meaningful steps and actions. In the context of our business this represents respect being shown through Acknowledgements of Country at all major T2 events.

In our vision we see an increase in First Nations representation in our workforce. We are a global multi-channel retailer, and we will continue to collaborate with Aboriginal and Torres Strait Islander stakeholders, businesses and community members through celebration, product, and store design.

We proudly participate in reconciliation and share our global stage so all can hear the stories that need to be heard.

We Acknowledge and respect First Nations Australians as the Traditional Custodians of the lands on which we live, work and play.

We strive to create an environment where everyone is treated with dignity, fairness, and equal representation.

## Our Brand

Born and brewed in Melbourne, Australia, at T2 Tea we get a kick out of turning the world of tea on its head. We love to create brews that take you on a journey, travelling near and far to source the best teas from all over the planet.

From small beginnings, T2 has taken the traditional art of tea, turned it on its head and taken it to the world. Now with over 26 years of brewing under our belts, we have grown to over 74 stores globally, as well as a thriving online store and presence in some of the best hotels, restaurants, and retailers across the globe.

We are inspired by the people we meet, and the far-flung places we visit. We get a kick out of taking ancient tea rituals and reimagining them, bringing them to a modern tea table. Along the way, we connect with the people who make our tea blends possible, getting to know the cultures, backgrounds and philosophies that lie at the heart of what they do.

Sip by sip, we are building a generation of tea lovers on every continent – a brewing force for good coming together over the humble cuppa to celebrate our difference to make a difference.



## Our Purpose

We are tea done differently. Celebrating difference to make a difference. Creating a generation of tea lovers to unite the world for good.

## Our Manifesto

Imagine how the world could be,  
if we united over our differences while we shared a cup of tea.  
If we took the time to stop, sip, slurp, let go,  
daring to go beyond the familiar places we know.  
We'd create a world that celebrates all flavours and tastes,  
where what makes us unique is always embraced.  
Where we are free to express ideas, both old and new,  
and we all have a seat at the table, to share our point of view.  
From leaf to cup, tea makes space for all to be understood,  
and celebrating difference makes a difference, in a world united for good.  
A cup for me. A cup for you. T2.

## Our Values

 <p><b>We deliver.</b> Commit, collaborate and achieve</p>	 <p><b>We explore.</b> Be open, learn and discover the unknown</p>	 <p><b>We dream.</b> Think big and make a difference</p>
 <p><b>We share.</b> Be kind and inclusive</p>	 <p><b>We inspire.</b> Love what you do and have fun</p>	 <p><b>We empower.</b> Be brave and take the lead</p>

## Our Team

T2s current workforce demographics indicate a profile where:

- o Our headcount is 680 in Australia and 787 globally
- o 120 team members work in T2 Support roles, 31 in our Distribution Centre and 529 in Retail
- o 523 team members are female and 136 are male and 21 undeclared/unknown (legal identification not self-identification)
- o Currently 3 team members have voluntarily identified as Aboriginal and/or Torres Strait Islander people.

## Our Footprint

- o 58 Stores across Australia
- o 1 Distribution Centre located in Melbourne
- o 1 T2 Support Office located in Melbourne

## Our Sphere of Influence

Our sphere of influence includes our executive team, team members, customers, partners, suppliers, other like mind organisations and community groups in our local/national networks.

## Our RAP (Reconciliation Action Plan)

As a business, we are committed to living our purpose in everything that we do. This includes playing our part in building mutually beneficial relationships between First Nations Australians and the in the wider Australian community.

By progressing our Innovate Reconciliation Action Plan, we will be educating both our team and customers, creating opportunities both internally and externally to help support the movement.

We commenced our first Reflect Reconciliation Action Plan in February 2021 and are ready to continue our journey to create a culturally safe, respectful and inclusive environment for everyone, which aligns seamlessly across the key pillars of our Business' overall purpose.

We are committed to continue ongoing partnerships with likeminded organisations and supporting new businesses, events and initiatives that support Aboriginal and Torres Strait Islander communities across the Australian States and Territories. T2 is committed to a culturally safe workplace that fosters Diversity and Inclusion (DEI).

In light of this commitment, 3 years ago, our company formed a Global DEI Steering Committee, whose purpose is to support and facilitate a diverse and inclusive workplace at T2.

The diversity of our people is one of our greatest strengths. We value and recognise the benefit of individual differences in the workplace, which supports both the realisation of an individual's full potential and the achievement of T2's strategic imperatives. This is reflective of our community globally and we are committed to a culturally safe workplace that fosters DEI. Our people are as diverse as our teas and the people who enjoy them, our aim is to embrace all that makes us different and unique.

Policies have already been developed to ensure all T2 Team members have a clear understanding of T2's expectations and standards in relation to diversity. It recognises that all team members have the right to be included in an equitable, open and transparent manner, with freedom from discrimination, harassment and bullying. It also provides direction on the appropriate processes to be followed when an issue arises so that it can be handled sensitively and managed in the best possible manner.

Our RAP (Reconciliation Action Plan) will be overseen and implemented by our Global DE&I Steering Committee. However, we have a dedicated RAP Working Group who will be responsible for implementing the project through to completion.

The RAP Working Group is made up of cross-functional membership:

- o Global Director People
- o Learning and Development Advisor
- o Head of HR Australasia
- o Photographer and Stylist
- o Store Manager Chadstone
- o Robbie Ah Wing, Indigenous Language Teacher – Masters in Indigenous Languages from the University of Sydney

Our RAP Champion is the Global Director People.

## Our Journey

Our RAP journey to date has been both educational and empowering. The RAP Working Group have been on a steep learning curve both upskilling ourselves (RAP Working Group) on Reconciliation and what it all means as well as educating the organisation and bringing them along on the journey.

What has helped us along the way is our Purpose and passion for celebrating difference, to make a difference. Having DEI at the heart of what we say and do has been a great platform for us to engage with our team members on embarking and committing to a Reconciliation Action Plan.

An area where we have grown is shifting our mindset that we needed to rely on First Nations team members to educate us. We now understand that it is our role to educate ourselves and be open to understanding the rich and diverse histories, cultures and rituals of First Nations Australians.

We still have more work to do in engaging and partnering with First Nations communities and organisations to continue our learning. We hope to achieve that through this Innovate RAP and continue to strive to be leaders in this space.

## Partnerships

Over the years T2 has collaborated with many artists from a variety of cultural backgrounds

### **Goanna Hut**

In August 2020, T2 launched its partnership with Goanna Hut a First Nations tea and catering company.

Goanna Hut is a modern First Nations tea and catering brand founded by First Nations chef Jo-Ann Wolles, a Wiradjuri woman, who grew up in the kitchen with her mother and aunts. Bringing a signature mix of contemporary flavours with bush-tucker flavours, Goanna Hut offers a flavour-filled journey into modern Koori fusion.

With every cup, Goanna Hut shares Aboriginal culture and heritage with all. We are honoured to share the spotlight and help support incredible brands like Goanna Hut, providing them a platform for a bigger voice.

Goanna Hut teas were sold across a selection of T2 retail stores across Australia and via [t2tea.com](https://www.t2tea.com)

Goanna Hut was launched internally in July 2020 and externally in August 2020.



## Koskela Partnership

Continuing T2's commitment to the positive social impact of our store design & build, we collaborated with First Nations artists, local to the new store region, to have unique lighting features made for each of our new stores at Emporium, Joondalup, Parramatta, and Marion.

Whilst researching furniture suppliers, we discovered another Certified B Corp organisation, Koskela, who share T2's values and beliefs in sustainability and social impact.

Koskela, founded in 2000, is deeply committed to reconciling with First Nations histories and cultures. They do this by creating opportunities for First Nation artists to work collaboratively on design projects, creating an independent income. This income helps the artists continue to live their way of life and maintain their traditional practices.

Koskela's concept is simple: Koskela designs the frames, but each artist is given complete artistic freedom to interpret the frames to represent their culture.

This collaboration allows T2 stores to showcase the artist's talents and cultures and display the First Nation's spirit to new audiences.

[www.koskela.com.au](http://www.koskela.com.au)

We are excited by this ongoing collaboration.

## About the Artists – Koskela Partnership

### Yinarr Maramali - Parramatta New South Wales

Yinarr Maramali are a small business of Gomeroi weavers who live and operate within their communities. They believe in cultural values and responsibility to Mother Earth. This means they work hard to not be part of the problem. The weaving grasses are collected from country and prepared by hand and the paper raffia used is responsibly sourced.



### Tjanpi Desert Weavers – Joondalup Western Australia

Tjanpi Desert Weavers was set up by the Ngaanyatjarra Pitjantjara Yankunytjatjara Women's Council in 1995 and is a social enterprise providing an income source for hundreds of women who go out to bush, collect their local grasses (or Tjanpi) and weave them into baskets, sculptures, and now lighting.





### Ngardang Girri Kalat Mimini – Melbourne Victoria

Ngardang Girri Kalat Mimini was established as a collaborative network of First Nations women artists. They are committed to promoting the unique art practices of First Nations women in Victoria, and aim to support each other professionally, culturally and spiritually.

A key focus of Ngardang Girri Kalat Mimini is the continuation of traditional cultural practices in a contemporary art space, through engaging in collaborative projects, such as exhibitions and workshops.



### Ngarrindjeri Cultural Weavers – Marion South Australia

The Ngarrindjeri are 'water people' from the Lakes, Coorong, Great Southern Ocean and River systems of the area south and east of Adelaide, SA.

For thousands of years Ruwe/Ruwar (Country) provided the Ngarrindjeri with an abundance of fresh foods, fruits, vegetables, medicines and materials for making what was needed for living.



## **Jobbank – Industry Partnership**

In 2021 T2 formed an Industry Partnership between JobsBank focusing on working together to secure the benefits of the Social Procurement Framework, through identification and implementation of product and service and inclusive employment best practice.

The Social Procurement Framework maximises social, economic and environmental benefits for all Victorians and creates jobs for people facing barriers around securing sustainable employment.

Social enterprises, disability enterprises and Aboriginal owned businesses (often referred to as 'social benefit suppliers') are revenue-generating business which primarily operate to deliver a social purpose. These businesses are extremely diverse and present strong capability to deliver direct or indirect services to industry.

Hidden jobseekers who face systemic or personal barriers to sustainable employment, are often very desirable employees – skilled, motivated, with a strong work ethic.

Taking a strategic approach to embed sustainable solutions that deliver value and position the organisation as a leader in social procurement and inclusive and equitable employment practice.

In May 2022, T2 participated in a Maturity Assessment facilitated by Jobsbank.

A maturity assessment reviews current organisational practice across social procurement and inclusive employment, providing a valuable benchmarking tool.

Whether a business is commencing its journey or well-advanced, the maturity assessments deliver insight on current capability and areas of potential improvement.

The assessments involve a series of in-depth interviews, generally completed over a fortnight.

Results are collated and assessed by Jobsbank consultants. A tailored evaluation report is developed to provide critical insight into the results, identifying where best practice sits across T2, and outlining key learnings that can be actioned to increase capability and maturity.

Three different stakeholder groups made up of 3-4 people per group were invited to participate

## **Education/Resources**

In July 2020 T2 created a dedicated page in our Learning Management System (Belong2) on BIPOC resources and educational materials. This is being updated regularly.

T2 also has a Diversity and Inclusion Yammer page where we regularly update with information and resources to increase team members knowledge on First Nations cultures and histories.

In November 2021, we designed, reviewed, and assigned an online course about the differences between Welcome to Country and Acknowledgement of Country protocols. We enabled our team members to create their own Acknowledgement of Country and to use it in the email signatures and meetings. We also included this course in our induction pathway for all new team members.

### **Communications Between First Nations and Non-Indigenous People Guidelines**

In December 2021, we launched a communications guideline titled 'Communications Between First Nations and Non-Indigenous People'. The guide was developed by our RAP working group and provides general recommendations for effective and respectful communication between Aboriginal and Torres Strait Islander peoples and non-Indigenous peoples. We made it accessible on our organisation's intranet and Yammer. We promoted this guideline to be used by all Australian team members whether it be customers coming through our retail stores or new people joining your T2 Tea-m. Use of this guide to further develops our communication with First Nations and shows your commitment to promoting culturally informed practices.

### **Indigenous Literacy Week**

In August 2021, we celebrated Indigenous Literacy Week with the promotion of the Indigenous Literacy Foundation's virtual event and on 1 September Indigenous Literacy Day where a RAP working group member interviewed specialist primary school teacher Jarred Stenfors. The insightful interview below where Jarred discuss' his teaching experiences and involvement with Indigenous literacy.

Jarred Stenfors grew up in WA living most of his formative years in the Pilbara with his mum, dad and 2 brothers. Jarred is a specialist primary school teacher in WA and has extensive experience working with Aboriginal and Torres Strait Islander students and children with special needs. He also owns with his partner Reid Chester Therapy providing literacy support for parents and their children. Jarred has worked in one of WA's most remote Aboriginal and Torres Strait Islander communities as a graduate teacher and rates this as the highlight of his career. Jarred & Reid recently were foster parents to 3 First Nations boys and are proud of the lives they have gone on to live with their extended families and amazing sporting achievements.

### **Cultural Competency Training University of NSW**

During NAIDOC Week 2021 we launched Cultural Competence training from Sydney University

The program created an opportunity for our team members to build their cultural competence and develop a deeper and multi-layered knowledge and understanding about Aboriginal peoples, cultures and places in Sydney.

### **How to be an Anti-Racism Ally How To**

In October 2021 as part of our policy review the Global D&I Committee in-conjunction with the RAP Working Group developed and implemented a resource to share simple and practical tips that will help you discover what you can do best as an anti-racism ally.

Being an ally is an ongoing process of education, understanding and action and T2 will be there with you every step of the way.

By addressing racism head on, we can make T2 a just and inclusive organisation that values equality for all.

### **Learning Needs Analysis**

In February 2022, we conducted a learning needs analysis based on Based on the work of Julie Coffin, Terry Cross and Tracey Westerman, we evaluated T2's Learning Needs using Aboriginal and Torres Strait Islander defined cultural security and the cultural competence continuum.

We conducted a learning needs assessment and defined learning needs based on the three tiers of cultural security (cultural awareness, cultural safety and cultural security) as defined by Coffin (2007) in her model of Cultural Security.

### **Acknowledgement of Country**

In 2018, T2 introduced Acknowledgement of Country at all major internal events and in July 2020 added an Acknowledgement of Country to email signatures. Team members adjust the Acknowledgement of Country email signature to reflect what land they are on.

In November 2021, we assigned the Welcome to Country and Acknowledgement of Country course to 178 leaders in our business on our learning management system. As of April 2022, 117 leaders have completed the course reflecting a 65% completion rate.

## Financial Contribution

### **Qantas Future Planet – Arnhem Land Fire Abatement**

T2 has partnered with Qantas Future Planet for the last 3 years.

ALFA (NT) Limited, Arnhem Land Fire Abatement, is an entirely Aboriginal-owned, not-for-profit carbon farming business created by Aboriginal Traditional Owners in Arnhem Land to support their engagement with the carbon industry. ALFA currently supports Traditional Owners to manage five fire projects across an area of over 80,000km



### **Black Rainbow**

In 2021 in lieu of Festive Season cards or gift to suppliers, partners and collaborators T2 made a financial donation to Black Rainbow. Black Rainbow is a national Aboriginal and Torres Strait Islander Lesbian, Gay, Bisexual, Transgender, Intersex, Queer, Sistergirl and Brotherboy (LGBTI+SB) organisation in the pursuit of positive health and wellbeing for Aboriginal and Torres Strait Islander Lesbian LGBTI+SB\*. Originally focusing on suicide prevention, the diversity of our leadership group has allowed us to expand our horizons.

## Events

In 2021 T2 hosted 7 virtual events globally and participated in 2 external events to educate our team members and advocate and celebrate First Nations Australians and cultures.

All events were recorded and shared via Yammer for team members who couldn't attend to watch later. The recordings were also added to First Nations collection our Learning Management System (Belong2)

### **National Reconciliation Week May 2021**

T2 Hosted Christine Dernee from Reconciliation Australia

#### **About Christine Dernee**

Christine is a non-Indigenous woman born and raised on Wiradjuri Country in central-western New South Wales. Her role as Senior RAP Officer at Reconciliation Australia enabled her to support a wide range of corporate, not-for-profit and government organisations through all stages of the RAP life cycle, including development, implementation and renewal. Christine has a Masters in Peace and Conflict Studies at the University of Sydney with a specific focus on reconciliation processes domestically and the role of the Uluru Statement from the Heart. She is passionate about truth-telling, historical acceptance and encouraging non-Indigenous Australians to learn and educate themselves about Aboriginal and Torres Strait Islander histories and cultures.

Christine shared what the theme **More than a word. Reconciliation takes action** means to her and how our team members can get involved.

## NAIDOC Week July 2021

T2s 2021 NAIDOC Week Guest Speaker was Zoe Sims from Koskela

### About Zoe Sims

Zoe is a proud First Nations woman born and raised on Darug Country and member of Koskela's Impact and Sustainability team. Zoe champions Koskela's on-going cultural competence programs in addition to their RAP, prompting important conversations within the team and driving Indigenous design facilitation opportunities to clients.

Zoe to her work to date, the impact of Heal Country theme and the collaboration between T2 and Koskela

## Clothing the Gaps NAIDOC Week 2021

T2 supported the Clothing the Gaps march/run for NAIDOC Week in July 2021 for the second year in a row, over 20 team members participated including the T2 RAP Working Group.

## International Women's Day March 2022

Marked annually on March 8, International Women's Day (IWD) is one of the most important dates of the year to celebrate women's achievements, raise awareness about women's equality, lobby for accelerated gender parity, fundraise for female-focused charities

In 2022 the official IWD campaign theme was **#BreakTheBias** – imagine a gender equal world. A world free of bias, stereotypes and discrimination. A world that is diverse, equitable, and inclusive. A world where difference is valued and celebrated. Together we can forge women's equality. Collectively we can all **#BreakTheBias**

To celebrate IWD we launched our third instalment of Conversations over a Cuppa. As part of this, we sat down with Brooke Blurton and had discussion on the bias's women face and the triple bias's Brooke has faced in her lifetime.

### About Brooke Blurton:

Rising to public cognisance after appearing on The Bachelor, and later The Bachelorette, Brooke Blurton has become an inspiring household name in Australia. Representing Aboriginal and Torres Strait Islander peoples in Australia, and groundbreakingly becoming Australia's first-ever bi-sexual Bachelorette, Brooke Blurton has been powerful in breaking down barriers and challenging stigmas.

Originally a youth worker and a proud Noongar-Yamatji woman, Brooke continues to dedicate herself to bridging the gap with the Indigenous community. Brooke is a changemaker and embodies many of the values T2 stands for.

## National Reconciliation Week May 2022

In 2022 we recognised and celebrated National Reconciliation Week (NRW) by hosting Lurline Durante where she shared her thoughts on the theme **Be Brave, Make Change**

### About Lurline Durante

Lurline is a proud Zenadh Kes (Torres Strait Island) woman, currently based in Western Australia.

Her role as Digital Communications Coordinator for the Department of Fire and Emergency Services (DFES) offers a unique opportunity to incorporate local culture into a State Government brand through social media.

Western Australia is one of the largest emergency management districts in the world, with DFES servicing culturally diverse communities across 2.6 million km<sup>2</sup>, though a diverse range of landscapes and natural hazards.

## NAIDOC Week July 2002

2022 NAIDOC week theme is **Get Up, Stand Up, Show Up**

T2s guest speaker was Brooke Sutton. Brooke shared her experience as an artist, her heritage, how her background influences her art and about the collaboration between T2 and Brooke and the upcoming launch.

## About Brooke Sutton

Brooke Sutton is a contemporary Aboriginal artist and a proud Kalkadoon woman from the emu foot province around the Mount Isa area in Northwest Queensland.

Brooke has had a passion for painting since she was 8 years old and she has won various local art competitions and been commissioned for several artworks all whilst still at school.

Brooke's is the younger sister to renowned Aboriginal artist Chern'ee Sutton and is a talented young emerging artist who paints her stories which are visually unique in colour, composition and texture. Brooke is already building a reputable client base capturing the eyes of Government departments and collectors from around the world.

Brooke has exhibited her artworks in several locations around Brisbane, Childers Art Space, Umi Arts Freshwater, Saltwater Exhibition Cairns Indigenous Art Fair and Mount Isa Regional Art Gallery. Brooke has worked with Queensland Police on several occasions and has been commissioned for artworks by Queensland Births, Deaths and Marriages, Australian Department of Defence, Nestle, Chubb Fire & Security and Spencil.

Brooke has a painting hanging in Queensland Government House and has designed the 2022 Indigenous round guernsey for Carlton AFL club.

## Clothing the Gaps NAIDOC Week 2022

T2 supported the Clothing the Gaps march/run for NAIDOC Week in July 2022 for the third year in a row, over 20 team members participated including the T2 RAP Working Group.

## Discussions Groups

Inspired by the Black Lives Matter Movement T2 hosted a series of global discussion groups to discuss and explore team members experiences. The outcome of these discussion groups was shared with the organisation globally.

From the feedback from our team members in 2021 we expanded the discussion groups to be more focused on Anti Racism which were held bi-monthly across global time zones.

These discussion groups are facilitated by members of the Global D&I Steering Committee and the RAP Working Group.

Topics are shared prior to the discussion groups and all team members are encouraged to attend or listen to the recording in their own time.

## Governance

Over the last 12 months T2 has implemented a governance structure to manage and maintain accountability for its RAP plan

- o Weekly RAP Working Group meetings
- o Monthly Yammer posts
- o Quarterly Executive team updates
- o Bi-annual organisation wide updates

One way we have continually engaged with our team members is through our regular posts on Yammer. We use Yammer as a tool to share information such as promoting events, educational material, films, articles that highlight First Nations news, celebrating and acknowledging key dates and events.

Some examples

### National Reconciliation Week - Lurline Dorante

Today is Mabo Day! Friday 3 June 2022 marks 30 years since the landmark decision by the High Court of Australia to overturn the doctrine of 'terra nullius' - or "land belonging to no one" - which was declared at the time of European colonisation. At the heart of the High Court's decision was First Nations land rights activist and Mer (Murray) Island man Eddie Koiki Mabo (1936-1992), the first-named plaintiff in the case, who is regarded as the "father of native title". Mabo Day occurs each year at the end of National Reconciliation Week and is considered to be a day of reflection on what Mr Mabo and the other plaintiffs in the famous court case, which resulted in the overturning of 'terra nullius', achieved.

This week we celebrated National Reconciliation Week (NRW). This year's theme is Be Brave. Make Change. Our very own Alexa Hurley facilitated an online session with Lurline Dorante; a proud Zenadth Kes (Torres Strait Island) woman who is a Digital

Communications Co-ordinator for the Department of Fire and Emergency Services (DFES) in Western Australia. Lurline shared with us her story of work, culture, and reconciliation.

Her work champions the on-going inclusion of First Nations culture and language. She also shared with us how she maintains connection to culture, the advantages of being a Torres Strait Islander in connecting with other First Nations people, and how to engage other Aboriginal and Torres Strait Islander people to help us on our journey with Reconciliation.

### **TORRES STRAIT ISLANDER FLAG**

Sunday 29 May, we celebrate the 30th anniversary of the Torres Strait Islander flag.

The flag was designed by the late Bernard Namok of Waiben Island and was chosen as the winner of a design competition in 1992.

The colours of the flag represent the Zenadh Kes people's connection to the land, sea and sky.

The flag was officially presented to the people of Zenadh Kes at the sixth Torres Strait Cultural Festival on 29 May, 1992 and in 1995 was officially recognised by the Australian Government as an official 'Flag of Australia'.

### **NATIONAL SORRY DAY**

Today is National Sorry Day.

Today we acknowledge and reflect on the loss and trauma of the Stolen Generations and the continued impact it has today. Saying sorry is an important first step in the pursuit of reconciliation, but more work needs to be done. That's why I'm proud T2 has a reconciliation action plan (RAP)

### **Australia Day Public Holiday – Why not swap?**

Hey tea-m,

With the Australia Day public holiday around the corner the RAP working group wanted to share some resources with you all if you would like to learn a bit more about Aboriginal and Torres Strait Islander culture and what January 26th means to the community.

**Watch:** National Indigenous Television (NITV), and the wider SBS network, invite communities to deepen their understanding of January 26 and what it means to be Australian through the upcoming programming slate, *Always Was, Always Will Be*. A schedule curated to highlight themes of Country, Identity and Nation will be featured throughout the week, January 19-26, across SBS channels, including documentaries, news, movies and more.

**Read:** Your new favourite tea is millions of years old Gulbarn Tea is an Indigenous-owned, wild-harvested native tea company brewed from ancient wisdom and perpetually young hearts.

**Listen:** Take it Blak

Take it Blak is NITV's leading podcast, exploring the stories behind the news. Hosted by Goori journalist Jack Latimore and Wiradjuri STEM journalist Rae Johnston, episodes tackle topics like Black History Month, COVID-19 and International Woman's Day as well as profiling First Nations People who are doing epic things for their community.

You can find these links and more in the Reconciliation Resources Collection on [Belong2](#) and we want to remind our Support team members that it is possible to swap or exchange public holidays. Please read the [Leave Management Policy](#) on [The Tea House](#) for more information.

## **Global Initiatives**

Whilst we understand that our Reconciliation Action Plan(s) focus on working towards building mutually beneficial relationships between First Nations Australians and the wider Australian community. T2 is a global multi-channel business that operates in five markets, and we acknowledge First Nations peoples in Aotearoa (New Zealand) and USA.

### **Aotearoa (New Zealand)**

- o Facilitated Anti-racism discussion groups
- o Made accessible Māori Flag Pins for team members to wear in Retail, for our Māori team members
- o Delivered Matariki Day Awareness online training
- o Encouraged team members to add Acknowledgement of Country/Land to email signatures

### **USA**

- o Made Juneteenth a paid public holiday for all team members
- o Facilitated Anti-racism discussion groups
- o Celebrate and recognised Black History Month
- o Celebrate and recognised Native American Heritage History Month
- o Encouraged team members to add Acknowledgement of Country/Land to email signatures





# Relationships

At T2, building and strengthening relationships between Aboriginal and Torres Strait Islander peoples and non-Indigenous people reflects our brand’s purpose; uniting over our differences, all having a seat at the table and celebrating difference to make a difference. At T2, we know that the diversity of our people is one of our greatest strengths and we are committed to creating a culturally safe workplace where everyone feels they belong.

In our Innovate RAP, we aspire to increase our engagement, communication, and partnerships with Aboriginal and Torres Strait Islander peoples.

Action	Deliverable	Timeline	Responsibility
<b>1.</b> Establish and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Meet with local Aboriginal and Torres Strait Islander stakeholders and organisations to develop guiding principles for future engagement.	February 2023	Head of HR Australasia
	Develop and implement an engagement plan to work with Aboriginal and Torres Strait Islander stakeholders and organisations.	February 2023	Head of HR Australasia
	Maintain and update First Nations stakeholder map. This stakeholder map highlights current stakeholders and potential stakeholders across a variety of services. We have identified level of sphere of influence as well as engagement levels	December 2023	L&D Advisor
<b>2.</b> Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our Team Members.	May 2023 May 2024	Global Director People
	RAP Working Group members to participate in an external NRW event.	May 2023 May 2024	Global Director People
	Encourage and support Team Members and senior leaders to participate in at least one external event to recognise and celebrate NRW.	May 2023 May 2024	Global Director People
	Organise at least one NRW event each year.	27 May- 3 June 2023	Global Director People
	Register all our NRW events on Reconciliation Australia's <a href="#">NRW website</a> .	May 2023 May 2024	Global Director People
	Invite team members globally from our parent company ekaterra to attend National Reconciliation Week event	May 2023 May 2024	Global Director People

<p><b>3.</b></p> <p><b>Promote reconciliation through our sphere of influence.</b></p>	Develop and implement a Team Members engagement strategy to raise awareness of reconciliation across our workforce.	March 2023 March 2024	Global Director People
	Communicate our commitment to reconciliation publicly.	March 2023	L&D Advisor
	Explore opportunities to positively influence our external stakeholders to drive reconciliation outcomes.	August 2023	L&D Advisor
	Collaborate with RAP organisations and other like-minded organisations to develop innovative approaches to advance reconciliation.	September 2024	L&D Advisor
	Continue to share informative and educational posts on Yammer about Reconciliation and that promote T2s RAP	September 2024	Global Director People
<p><b>4.</b></p> <p><b>Promote positive race relations through anti-discrimination strategies.</b></p>	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	September 2024	Head of HR Australasia
	Review, update, and communicate an anti-discrimination policy for our organisation.	October 2022, January, April, July October 2023, January, April, July 2024	Global Director People
	Engage with Aboriginal and Torres Strait Islander Team Members and Aboriginal and Torres Strait Islander advisors to consult on our anti-discrimination policy.	May 2023	Head of HR Australasia
	Educate senior leaders on the effects of racism.	May 2023	Global Director People
	Review and update How to be an Anti-Racism Ally How To and make How to be an Anti-Racism Ally How To available on intranet and Belong2	May 2023	Head of HR Australasia
	Continue to facilitate anti-racism discussion groups globally	September 2023	Head of HR Australasia
	Continue to share recordings of these discussion groups with team members, and share key learnings with D&I Committee and Senior leaders	February 2023	Global Director People



# Respect

T2 wants all Australians to respect and understand the journey First Nations Australians have endured and to learn from their rich and empowering histories, cultures and rituals.

As we continue our RAP journey our aim is to engage with First Nations communities to broaden our understanding of their cultures and histories so that we can act as true advocates for reconciliation.

As a global multi-channel retailer, we have an obligation to educate ourselves and continue to learn and grow and are committed to creating a culturally safe environment for Aboriginal and Torres Strait Islander peoples in all our workplaces.

We do this by respecting, listening, learning and working with First Nations Australians and their communities.

Action	Deliverable	Timeline	Responsibility
<b>5.</b> Increase understanding, value and recognition of Aboriginal and/ or Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	Review the cultural learning needs within our organisation.	Jan 2023	L&D Advisor
	Consult local Traditional Owners and Aboriginal and Torres Strait Islander advisors to inform our cultural learning strategy.	March 2023	L&D Advisor
	Develop, implement, and communicate a cultural learning strategy document for our Team Members.	Dec 2023	L&D Advisor
	Provide opportunities for RAP Working Group members, HR managers and other key leadership Team Members to participate in formal and structured cultural learning.	September 2024	Global Director People
	Investigate Aboriginal Heritage Walk for all senior leaders	September 2024	Global Director People
	Tailor Communications Between First Nations and non-Indigenous People Guidelines for different departments across T2	March 2023	L&D Advisor

<p><b>6.</b></p> <p><b>Demonstrate respect to Aboriginal and/ or Torres Strait Islander peoples by observing cultural protocols.</b></p>	<p>Increase Team Member's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.</p>	<p>March 2023</p>	<p>L&amp;D Advisor</p>
	<p>Review, implement and communicate a cultural protocol document, including protocols for Welcome to Country and Acknowledgement of Country.</p>	<p>March 2023</p>	<p>L&amp;D Advisor</p>
	<p>Invite a local Traditional Owner or Custodian to provide a Welcome to Country or other appropriate cultural protocol at significant events each year.</p>	<p>July 2023</p>	<p>Global Director People</p>
	<p>Continue to deliver an Acknowledgement of Country or other appropriate protocols at the commencement of important meetings.</p>	<p>October 2022</p>	<p>Global Director People</p>
	<p>Encourage team members to add Acknowledgement of Country to email signatures</p>	<p>October 2022 Jan 2023 July 2023 Jan 2024</p>	<p>Store Manager</p>
	<p>Make accessible Aboriginal and Torres Strait Islander Flag Pins for team members to wear in Retail, T2 Support and Distribution Centre for our Aboriginal and/ or Torres Strait Islander team members.</p>	<p>October 2022 Jan 2023 July 2023 Jan 2024</p>	<p>Store Manager</p>
	<p>All new starters to be assigned The Differences between Welcome to Country and Acknowledgement of Country protocols as part of induction</p>	<p>Oct 2023</p>	<p>L&amp;D Advisor</p>
	<p>Continue to make available the online course- The Differences between Welcome to Country and Acknowledgement of Country protocols to all existing team members</p>	<p>September 2024</p>	<p>Head of Learning and Development</p>
	<p>Require 100% completion by Senior Leaders for the Welcome to Country and Acknowledgement of Country course</p>	<p>September 2024</p>	<p>Managing Director</p>
<p><b>7.</b></p> <p><b>Build respect for Aboriginal and/ or Torres Strait Islander cultures and histories by celebrating NAIDOC Week.</b></p>	<p>RAP Working Group to participate in an external NAIDOC Week event.</p>	<p>July 2023 July 2024</p>	<p>Global Director People</p>
	<p>Review HR policies and procedures to remove barriers to Team Members participating in NAIDOC Week.</p>	<p>April 2023 April 2024</p>	<p>Head of HR Australasia</p>
	<p>Promote and encourage participation in external NAIDOC events to all Team Members.</p>	<p>June 2023 June 2024</p>	<p>Global Director People</p>

<b>8.</b> <b>Continue to promote respect for First Nations cultures through T2 store designs and products.</b>	Maintain and strengthen our current partnership with Koskela	September 2024	Store Development
	Ensure that all new stores and refits consider working with Koskela to engage First Nations artists and cultures within development	September 2024	Store Development
	Launch Brooke Sutton range of teawares across T2 Retail and Website channels globally	October 2022	Head of Buying
<b>9.</b> <b>Build respect for Aboriginal and/ or Torres Strait Islander cultures and histories by celebrating NAIDOC Week.</b>	Explore opportunities for training on what makes a culturally safe workplace for team members and senior leaders	May 2023	L&D Advisor
	Explore external First Nations community partnerships to support cultural safety initiatives, such as a Buddy program for First Nations team members	March 2023	L&D Advisor
	Work with First Nations organisations to investigate further opportunities to increase cultural safety within our organisation	April 2023	Store Manager



# Opportunities

We will be focusing on building relationship with external organisations and providers to employ and work with Aboriginal and Torres Strait Islander peoples as we understand how important it is to reflect our customers and communities.

Attracting, maintaining, and developing our Aboriginal and Torres Strait Islander team members is an important priority to us as signifies our people brand pillar and our ambition to be an employer of choice for Aboriginal and Torres Strait Islander peoples.

We strive to improve our supplier diversity by procuring Aboriginal and Torres Strait Islander suppliers, products and or collaborators across the business to strengthen relationships and support Aboriginal and Torres Strait Islander business owners.

Action	Deliverable	Timeline	Responsibility
<b>10.</b> Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention, and professional development.	Build understanding of current Aboriginal and Torres Strait Islander Team Members to inform future employment and professional development opportunities.	March 2023	Head of HR Australasia
	Engage with Aboriginal and Torres Strait Islander Team Members to consult on our recruitment, retention and professional development strategy.	June 2023	Head of HR Australasia
	Develop and implement an Aboriginal and Torres Strait Islander recruitment, retention and professional development strategy.	August 2023	Head of HR Australasia
	Advertise job vacancies to effectively reach Aboriginal and Torres Strait Islander stakeholders.	September 2023	Head of HR Australasia
	Review HR and recruitment procedures and policies to remove barriers to Aboriginal and Torres Strait Islander participation in our workplace.	January 2023	Head of HR Australasia
	Continue to partner with Jobsbank on inclusive employment strategies and advertising of vacancies	September 2024	Head of HR Australasia

<b>11.</b> <b>Increase Aboriginal and/ or Torres Strait Islander supplier diversity to support improved economic and social outcomes.</b>	Develop and implement an Aboriginal and Torres Strait Islander procurement strategy.	March 2023	Photographer & Stylist
	Investigate Supply Nation membership.	November 2022	Global Director People
	Develop and communicate opportunities for procurement of goods and services from Aboriginal and Torres Strait Islander businesses to Team Members.	March 2023	Photographer & Stylist
	Review and update procurement practices to remove barriers to procuring goods and services from Aboriginal and Torres Strait Islander businesses.	March 2023	Photographer & Stylist
	Develop commercial relationships with Aboriginal and Torres Strait Islander businesses.	April 2024	Global Director People
	Develop and implement initiatives to increase First Nations procurement according to Jobsbank Maturity Assessment Roadmap	October 2023	Global Director People
	Continue to support the Qantas Future Planet program	September 2024	Sustainability Manager



# Governance

Action	Deliverable	Timeline	Responsibility
<b>12.</b> Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Maintain Aboriginal and Torres Strait Islander representation on the RWG.	October 2022, January, May, August, October 2023, January, May, August 2024	Global Director People
	Review and apply a Terms of Reference for the RWG.	Nov 2022	Global Director People
	Meet at least four times per year to drive and monitor RAP implementation.	October 2022, January, May, August, October 2023, January, May, August 2024	Global Director People
<b>13.</b> Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	October 2022	Global Director People
	Engage our senior leaders and other Team Members in the delivery of RAP commitments.	October 2022	Global Director People
	Define and maintain appropriate systems to track, measure and report on RAP commitments.	October 2022	Global Director People
	Appoint and maintain an internal RAP Champion from senior management.	October 2022	Global Director People



<p><b>14.</b> Build accountability and transparency through reporting RAP achievements, challenges, and learnings both internally and externally.</p>	Contact Reconciliation Australia to verify that our primary and secondary contact details are up to date, to ensure we do not miss out on important RAP correspondence.	June 2023 June 2024	Global Director People
	Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire.	August 2023 August 2024	Global Director People
	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	September 2023 September 2024	Global Director People
	Report RAP progress to all Team Members and senior leaders quarterly.	October 2022 Dec 2022  March 2023 June 2023 September 2023 Dec 2023  March 2024	Global Director People
	Publicly report our RAP achievements, challenges and learnings, annually.	August 2023 August 2024	Global Director People
	Investigate participating in Reconciliation Australia's biennial Workplace RAP Barometer.	May 2024	Global Director People
	Submit a traffic light report to Reconciliation Australia at the conclusion of this RAP.	September 2024	Global Director People
<p><b>15.</b> Continue our reconciliation journey by developing our next RAP.</p>	Register via Reconciliation Australia's <a href="#">website</a> to begin developing our next RAP.	Nov 2023	Global Director People

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