

T2[™] Reflect Reconciliation Action Plan

February 2021 – February 2022



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 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.

Over the past two years, we have revolutionised the way we do business to ensure we are playing our role in creating a future that puts people and planet first. Through this 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 Reconciliation Action Plan, we are committed to creating a culturally safe environment for Aboriginal and/or Torres Strait Islander people, building lasting relationships with Aboriginal and/or Torres Strait Islander 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



Our Business

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 20 years of brewing under our belts, we have grown to almost 80 stores worldwide, 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 differences 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




We deliver.
Commit, collaborate and achieve



We explore.
Be open, learn and discover
the unknown



We dream.
Think big and make a difference



We share.
Be kind and inclusive



We inspire.
Love what you do and have fun



We empower.
Be brave and take the lead

Our Team

T2s current workforce demographics indicate a profile where:

- o Our headcount is 727 in Australia and 948 globally
- o 122 team members work in T2 Support roles, 47 in our Distribution Centre and 558 in Retail
- o 572 team members are female and 155 are male (legal identification not self-identification)
- o Currently one team member identifies as an Aboriginal and/or Torres Strait Islander person

Our Footprint

- o 57 stores across Australia
- o Distribution Centre located in Melbourne
- o T2 Support Office located in Melbourne

Our RAP

As a business, we are committed to living our purpose in everything that we do. This includes playing our part in moving towards reconciliation with Aboriginal and/or Torres Strait Islander people across Australia.

By formalising our Reconciliation Action Plan, we will be educating both our Team and Customers, creating opportunities both internally and externally to help support the movement.

We are at the beginning of our Reconciliation Action Plan journey and our purpose is 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 give back to the Aboriginal and/or Torres Strait Islander communities across the Australian States and Territories.

T2 is committed to a culturally safe workplace that fosters Diversity and Inclusion (D&I). In light of this commitment, 24 months ago, our company formed a Global D&I 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 diversity and inclusion. 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 D&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, including representatives from Senior Leadership, Retail and Product, including an Aboriginal team member. Our RAP Champion is the Global Director People.

Our Partnerships and Current Activities

Over the years T2 has collaborated with many artists from a variety of cultural backgrounds. Most recently, August 2020, T2 launched its partnership with **Goanna Hut** an Indigenous tea and catering company.

Goanna Hut is a modern Indigenous tea and catering brand founded by Indigenous 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're honoured to share the spotlight and help support incredible brands like Goanna Hut, providing them a platform for a bigger voice.

Goanna Hut will be sold across a selection of T2 retail stores across Australia and via www.t2tea.com

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

In 2019, T2 partnered with **The Smith Family** through a variety of programs.

The Learning for Life program

The Learning for Life program provides holistic, long-term support for disadvantaged young Australians through their education. 1 in 6 Australian children live in poverty, with many unable to afford the things for school, like textbooks, uniforms and shoes. The Learning for Life program is dedicated to giving these children the educational support they need to get the most out of school and go on to further studies or employment. As of June 2020, the Learning for Life program supports over 56,000 Australian Kids with T2 sponsoring 80 of those children across our Australian Retail stores and T2 Support Melbourne. 20% of the children participating in the program are Aboriginal and/ or Torres Strait Islander people.

Tote Bags

In 2019 we launched the Smith Family/T2 tote bag designed by one of our in-house designers who also participated in the Learning for Life program during her school years. A portion of proceeds from this tote bag go back to the Smith Family.

Mentoring

In late 2019, we launched the Smith Family Mentoring program with our T2 Support team members. With COVID-19 the launch has been delayed.

Clothing the Gap NAIDOC Week 2020

T2 supported the Clothing the Gap march/run for NAIDOC Week in July 2020, over 20 team members participated. T2 RAP Working Group also participated in Clothing the Gap Connect to Country walk/run/march for NAIDOC Week in November 2020.

2020 is the first year T2 has formally participated in NAIDOC Week and have invited Safina Stewart, a contemporary Aboriginal and Torres Strait Islander artist based in South Gippsland, Victoria as our guest speaker.

Being both Aboriginal and Torres Strait Islander, Safina is able to draw from a rich heritage to create stunning and meaningful artworks. Her Indigenous heritage comes from Mabuig Island in the Torres Strait and Wuthathi Country in Far North Queensland, and her non-Indigenous heritage comes from Scotland.

As an Indigenous woman, educator and professional artist, Safina comes with a wide range of creative ideas that envelop insightful cultural awareness. She has experience in teaching, artist in residence programs, exhibitions, public speaking and commissioned art projects. Winner of the 2011 Victorian Eastern Region NAIDOC Art Award, Safina comes with the confidence and endorsement of her Indigenous community and Elders. Her work comes with quality and integrity. The session is titled Art, Culture and Connection with Safina Stewart.

Education/Resources

In July 2020 T2 created a dedicated page in our Learning Management System (LMS) on BIPOC (Black, Indigenous, and people of colour) resources and educational materials. This is being updated regularly. T2 also has a Diversity and Inclusion Yammer page and shares articles and information on Indigenous Peoples' matters regularly.

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 and key initiatives have been added to T2s Global Diversity and Inclusion 2020-2021 Action Plan.

These discussion groups are held bi-monthly across global time zones.

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.



Relationships

Action	Deliverable	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with Aboriginal and/ or Torres Strait Islander stakeholders and organisations.	Identify Aboriginal and/ or Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	February 2021	Regional Manager WA/ QLD/NT
	Research best practice and principles that support partnerships with Aboriginal and/ or Torres Strait Islander stakeholders and organisations.	February 2021	Regional Manager WA/ QLD/NT
2. Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our team members.	April 2021	Global Director People
	RAP Working Group members to participate in an external NRW event.	27 May - 3 June, 2021	Global Director People
	Encourage and support team members and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May - 3 June, 2021	Global Director People
3. Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to wall team members.	March 2021	Sales Assistant
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	March 2021	Sales Assistant
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	March 2021	Sales Assistant
4. Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	June 2021	Head of HR Australasia
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	June 2021	Head of HR Australasia



Respect

Action	Deliverable	Timeline	Responsibility
5. Increase understanding, value and recognition of Aboriginal and/ or Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	Develop a business case for increasing understanding, value and recognition of Aboriginal and/ or Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	April 2021	Head of Leasing
	Conduct a review of cultural learning needs within our organisation.	May 2021	Head of Leasing
6. Demonstrate respect to Aboriginal and/ or Torres Strait Islander peoples by observing cultural protocols.	Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	February 2021	Sales Assistant
	Increase team members understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	February 2021	Sales Assistant
	Encourage team members to add Acknowledgement of Country to email signatures.	February 2021	Buying Assistant
	Implement Acknowledgment of Country at major events, website.	February 2021	Global Director People
	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.	February 2021	Global Director People
7. Build respect for Aboriginal and/ or Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	Raise awareness and share information amongst our Team about the meaning of NAIDOC Week.	4-11 July 2021	Global Director People
	Introduce our team members to NAIDOC Week by promoting external events in our local area.	4-11 July 2021	Global Director People
	RAP Working Group to participate in an external NAIDOC Week event.	4-11 July 2021	Global Director People



Opportunities

Action	Deliverable	Timeline	Responsibility
8. Improve employment outcomes by increasing Aboriginal and/ or Torres Strait Islander recruitment, retention and professional development.	Develop a business case for Aboriginal and/ or Torres Strait Islander employment within our organisation.	March 2021	Head of HR Australasia
	Build understanding of current Aboriginal and/ or Torres Strait Islander team members to inform future employment and professional development opportunities.	March 2021	Head of HR Australasia
9. Increase Aboriginal and/ or Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Develop a business case for procurement from Aboriginal and/ or Torres Strait Islander owned businesses.	June 2021	Buying Assistant
	Investigate Supply Nation membership.	March 2021	Buying Assistant
10. Indigenous Partnerships	Continue collaboration with Goanna Hut to range their products across a selection of T2 retail stores across Australia and via www.t2tea.com to raise awareness for Indigenous businesses.	February 2021	Buying Assistant



Governance

Action	Deliverable	Timeline	Responsibility
11. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Maintain a RWG to govern RAP implementation.	February 2021	Global Director People
	Review a Terms of Reference for the RWG.	September 2021	Global Director People
	Maintain Aboriginal and/ or Torres Strait Islander representation on the RWG.	October 2021	Global Director People
12. Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	February 2021	Global Director People
	Engage senior leaders in the delivery of RAP commitments.	February 2021	Global Director People
	Define appropriate systems and capability to track, measure and report on RAP commitments.	February 2021	Global Director People
13. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	September, 2021	Global Director People
14. Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	November 2021	Global Director People

Contact details

Name: Georgetina Poulos
 Position: Global Director People
 Phone: +61 428247663
 Email: Georgetina.poulos@t2tea.com