

# REFLECT

## Reconciliation Action Plan

September 2023 - August 2024



# Acknowledgement of Country

Australian Gas Infrastructure Group (AGIG) acknowledges the Traditional Custodians of the lands upon which we live, work and operate, and we pay our respect to Elders past, present and emerging. We recognise Aboriginal and Torres Strait Islander people's historical and ongoing connection to land and waters, and we embrace the spirit of reconciliation.

## Our Connection to Country

This artwork shows AGIG's connection to Country with elements of (A) hills, sky, wind and vegetation in the background along with (B) water flowing through the landscape to represent the journey of life and renewal, as it travels across country. Energy travels through the (C) pipelines and (D) networks weaving across the country, connecting to (E) communities covering Australia represented by many circles of different sizes and colours. The larger circles represent 'hubs' or main cities in which AGIG operate, located on the artwork relative to their geographic positioning within Australia, ie. Brisbane in the top right, moving down the east coast to Melbourne, Adelaide and across to Bunbury then up the left hand side to Dampier. The (F) sun and (G) wind are represented as part of this cycle by providing energy to the (H) four large circles which represent the process of making renewable and carbon-neutral gas.

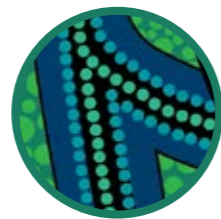
### Artwork Elements



(A) hills, sky, wind and vegetation



(B) water flowing through the landscape



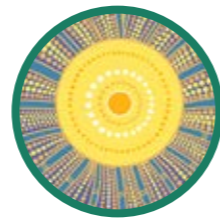
(C) pipelines



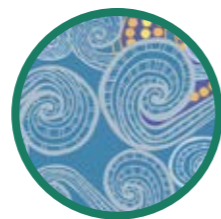
(D) networks weaving across the country



(E) communities



(F) sun



(G) wind



(H) making renewable and carbon-neutral gas

### About the Artist

Karen Briggs is an illustrator, graphic and digital designer and contemporary First Nations artist. She is a Yorta Yorta woman whose ancestral homeland radiates from the junction of the Goulburn and Murray Rivers in Northeast Victoria.



Artwork and layout of this RAP was produced by Karen from KLB CREATIVE

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### Important message for First Nations people

First Nations people should be aware that this publication may contain the images/names of people who have passed away.

# Reconciliation Australia CEO Statement

Reconciliation Australia welcomes Australian Gas Infrastructure Group to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

Australian Gas Infrastructure Group joins a network of more than 1,100 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 will lay the foundations, priming 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 increase awareness of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and leadership across all sectors of Australian society.



This Reflect RAP enables Australian Gas Infrastructure Group 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 first steps right will ensure the sustainability of future RAPs and reconciliation initiatives and provide meaningful impact toward Australia's reconciliation journey.

Congratulations Australian Gas Infrastructure Group, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.

**Karen Mundine**  
Chief Executive Officer  
Reconciliation Australia

## AGIG CEO Statement

I am pleased to present our first Reconciliation Action Plan (RAP), an important step to facilitating significant positive change within our sphere of influence - starting here and now.

Our assets traverse some of the most diverse and sustaining landscapes in the world, and we recognise that these lands have been in the custodianship of Australia's First Nations peoples for tens of thousands of years. We are humbled to be able to work on these lands in partnership with First Nations peoples, and to learn from their deep and rich connections.

We acknowledge that this RAP is just the start of our formal journey towards reconciliation, and we have worked closely with our people, partners, and customers to set achievable and realistic actions that focus on the aspects of our business where we can have a positive impact. We know that there is much work to be done to advance true reconciliation in Australia and are committed to listening, learning and taking action to create positive change.

The RAP follows our inaugural Environmental, Social and Governance (ESG) Report in 2021, contributing to one of many notable actions in our sustainability roadmap.



Delivering this inaugural RAP this year is also timely, noting 2023 marks the 30th anniversary of the Native Title Act's passing in Australian Law, and this year all Australians will consider a referendum to recognise First Nations People in the Constitution by establishing an Aboriginal and Torres Strait Islander Voice.

Our RAP is closely linked to our Vision to be Australia's leading gas infrastructure business by Delivering for Customers, being A Good Employer and being Sustainably Cost Efficient. I am confident our strong governance processes, policies and practices stand us in strong stead to deliver on this lasting commitment.

We look forward to continuing to share our reconciliation journey with you and invite our customers, stakeholders and employees to walk together on the path ahead.

**Craig de Laine**  
CEO and Reconciliation Working Group (RWG) Chair

# Our Reconciliation Vision

AGIG's Vision is to be the leading gas infrastructure business in Australia by Delivering for Customers, being a Good Employer and being Sustainably Cost Efficient.

Our assets traverse many of the Australian mainland's most diverse and sustaining landscapes where First Nations peoples always have, and continue to, protect and care for Country: from north-west Western Australia to its south, across the Central Australian desert, and in major suburban and regional areas across Queensland, New South Wales, Victoria and South Australia.

Our Reconciliation Vision extends to working together in partnership to deliver energy for a better Australia for all, including our First Nations peoples. We recognise the role our First Nations have played as custodians of the land, and are committed to listening, learning and having respectful conversations to care for Country.

We are also committed to reaching the First Nations communities in which we operate, and to develop relationships with reach to participate in reconciliation, "Closing the Gap" initiatives and making a practical contribution with guidance from our First Nations partners.



RWG Deputy Chair Cathryn McArthur hosting AGIG's 2023 NAIDOC Week Morning Tea, Wurundjeri Woi Wurrung Country (Melbourne).



Aerial shot of Ningaloo Reef that our AGIG's Surveillance Team transit along from Onslow to Carnarvon (photo submitted by Kirk McDonald.)

# Our Business

We deliver gas to over two million customers across every Australian mainland state and the Northern Territory, through 35,000km of distribution networks, 4,300km of gas transmission pipelines and 60 petajoules of gas storage capacity.

## About AGIG

We own and operate infrastructure that delivers gas to Australian homes, businesses and communities. We also deliver and store gas that supports the Australian economy for power generators, mines and manufacturers. We are taking active steps towards sustainable gas delivery, now and for the future.

In 2021, we released our first Environmental, Social and Governance (ESG) Report showcasing our commitment to mitigating long-term impacts to the environment while progressing the interests of customers and the communities that we serve. The ESG Report outlines areas where we can do more, including reconciliation, while showcasing what has already been delivered.

Our Vision is to be the leading gas infrastructure business in Australia. We will achieve this by delivering for our customers, being a good employer and being sustainably cost efficient.

You can find out more about our business here: [www.agig.com.au](http://www.agig.com.au)

## Our People

We employ over 450 people as well as managing contractor organisations engaged to provide specialist services for operation and maintenance of our assets.

We are committed to creating a safe, rewarding, inclusive and challenging workplace for all employees because we know that attracting and retaining the best talent the industry has to offer is fundamental to ongoing success.

We realised at the beginning of our ESG journey that data on the cultural diversity of our people was not available. Our Employee Self Service portal now allows our employees to tell us whether they identify as Aboriginal and/or Torres Strait Islander people.

## Our Locations

We deliver for customers across the energy supply chain, in every Australian mainland state and the Northern Territory. Our office locations are in Adelaide, Brisbane, Melbourne and Perth. We also have many sites operational in metropolitan, regional and remote areas Australia.



Mr Jeremy Garlett delivering a Welcome to Country to open a staff event on Noongar Whadkuk Country (Jandakot).

# Our Reconciliation Journey

## Our RAP Journey

Our annual ESG report details performance and achievements for the calendar year and outlines progress towards our longer-term ESG targets, including reconciliation.

AGIG's ESG Committee is responsible for overseeing AGIG's ESG strategy and ensure that we deliver against our commitments including those contained within this RAP.

Understanding the significant and enduring nature of our commitment to do a RAP, the decision was made use a multi-step process that included consultation with key partners, stakeholders and subject matter experts before receiving Executive Leadership Team (ELT) and ESG Committee approval in 2021.

We have a strong history of partnering with First Nations communities to develop projects on Country across our geographically wide-spread operations.

These long-standing partnerships, along with those driven by our Community Partnerships Program, have resulted in many positive outcomes for communities and our business to work together on our reconciliation journey. We are building on these foundations through the formal commitments in this RAP.



AGIG Staff and Guests at the 2022 Reconciliation South Australia Gala Dinner on Kurna Country (Adelaide).

## Our RAP Working Group

We recognise that establishing a strong governance structure is a key outcome expected of organisations undertaking their first Reflect RAP and have established a Reconciliation Working Group (RWG) to oversee RAP implementation.

The RWG is currently meeting monthly to oversee RAP development and early implementation. It will report to the ESG Working Group which meets monthly, and reports to the ESG Committee four times per year. RWG is chaired by AGIG's CEO Craig de Laine with Head of Employee Engagement as Secretariat; and comprises subject matter experts from across our business including Land Management; Stakeholder Engagement; and Strategy and Sustainability. It is deputy chaired by Executive General Manager (EGM) Customer and Strategy Cathryn McArthur and EGM Manager People, Safety, Culture and Training Johanna Birgersson.

The RWG has further appointed two senior RAP Champions - EGM Transmission Asset Management Tawake Rakai, and EGM Corporate and Regulation Roxanne Smith.

Through the RAP engagement process more than 20 staff have volunteered to support the RWG as our 'Reconciliation Heroes Network' who meet regularly to discuss opportunities to deliver on our current RAP as well as provide ideas for future initiatives.

## Our RAP Engagements

In developing this RAP, we took great care to connect with and listen to our employees. In late 2022, we released a Reconciliation Survey for our people to gain perspectives on their understanding of reconciliation, how we are currently performing with regard to our relationships, respect and trust with First Nations peoples, and to gain ideas on how we can further advance reconciliation.

The optional survey received 42 responses, with key findings being:

- > Interest: 74 % of participating employees were 'interested' or 'very interested' in participating in reconciliation activities or First Nations initiatives at AGIG
- > Importance: 81 % of participating employees said that it was 'important' or 'very important' for AGIG to start to engage further in the reconciliation space
- > Focus areas: Almost 75 % of participating employees think that there should be cultural training for AGIG staff
- > Unique characteristics: Participating employees think that our Vision and Values, connection to people and communities along with our reach and influence positions us to well to achieve our reconciliation goals. Our existing links to communities in Western Australia were also noted as a strength in this space.





## Relationships

Action	Deliverable	Timeline	Responsibility
<b>1 Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.</b>	Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence, and develop and maintain an internal database of our relationships.	March 2024	EGM Transmission Asset Management Lead: Head of Land Management
	Research and communicate best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	March 2024	EGM People Safety Culture and Training Lead: Head of Employee Experience
<b>2 Build relationships through celebrating National Reconciliation Week (NRW).</b>	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2024	RAP Working Group Chair, CEO Lead: Communications Manager
	RAP Working Group members to participate in an external NRW event.	27 May - 3 June 2024	RAP Working Group
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May - 3 June 2024	RAP Working Group
	Host an internal event during NRW and register on Reconciliation Australia's website.	27 May - 3 June 2024	RAP Working Group
<b>3 Promote reconciliation through our sphere of influence.</b>	Communicate our commitment to reconciliation to all staff, including investigating opportunities to use routine staff meetings to promote reconciliation and cultural learning.	September 2023	RAP Working Group Chair, CEO Lead: Communications Manager
	Include NRW, NAIDOC Week and other important cultural dates in the corporate calendar	January 2024	EGM Customer and Strategy Communications Manager

In 2022, we were a finalist in the Golden Gecko Environment Award (Western Australian Department of Mines, Industry Regulation and Safety) for our Pluto-North West Shelf Interconnector (PNI) project in the industrialised section of the Burrup Peninsula (Murujuga) in the Pilbara Region in Western Australia.

At its most southern location, the PNI project is 300m from the Murujuga National Park: the key location of the rock art along the Burrup Peninsula. Additionally, heritage rock art is located within the pipeline easement and required a high level of control to ensure it remained untouched throughout project construction. Traditional Owners were engaged and involved at all project stages including a final walk through to ensure all rocks and natural contours were to standard.

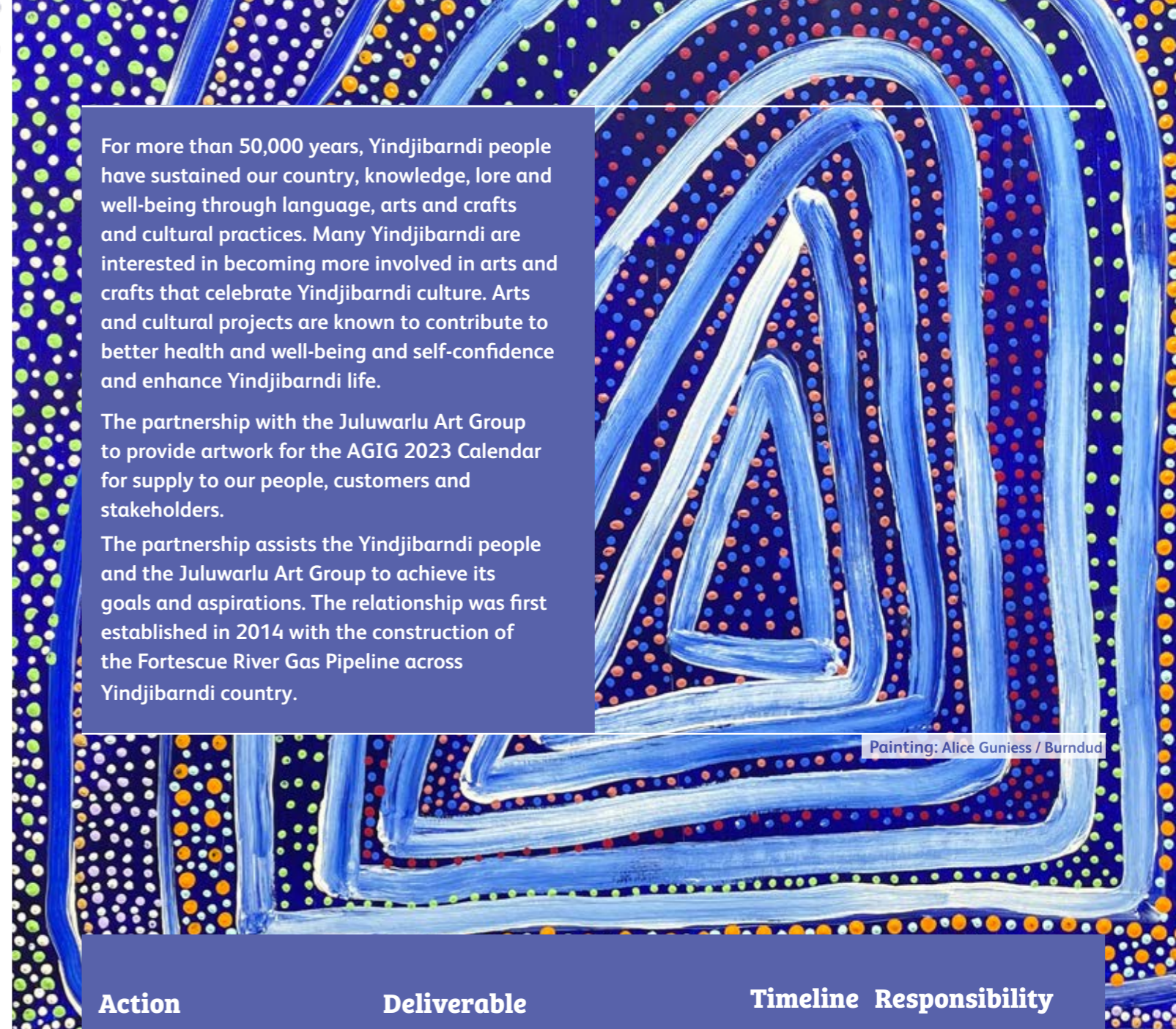
Traditional rock art preserved at the PNI construction site.

Action	Deliverable	Timeline	Responsibility
<b>4 Promote positive race relations through anti-discrimination strategies.</b>	Build awareness of our staff and senior leaders regarding the Uluru Statement from the Heart by sharing resources recommended by Reconciliation Australia.	October 2023	EGM People Safety Culture and Training Lead: Head of Employee Experience Support: Communications Manager
	Identify external stakeholders such as partners, suppliers and contractors that our organisation can engage with on our reconciliation journey.	May 2024	EGM Commercial Lead: Head of Procurement
<b>4 Promote positive race relations through anti-discrimination strategies.</b>	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	March 2024	EGM Customer and Strategy Lead: Head of Strategy and Sustainability
	Deliver on AGIG's Diversity and Inclusion Strategy and Action Plan including a focus on race relations and anti-discrimination.	March 2024	EGM People Safety Culture and Training Lead: Head of Employee Experience
<b>4 Promote positive race relations through anti-discrimination strategies.</b>	Conduct a review of AGIG policies and procedures to identify existing anti-discrimination provisions, and future needs.	March 2024	EGM People Safety Culture and Training Lead: Head of Employee Experience



# Respect

Action	Deliverable	Timeline	Responsibility
<b>5 Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.</b>	Conduct a review of cultural learning needs within our organisation.	May 2024	EGM People Safety Culture and Training Lead: Head of Employee Experience Support: Head of Training and Development
	Research effective cultural learning strategies in similar organisations to understand best practice for our future cultural learning strategy.	August 2024	EGM People Safety Culture and Training Lead: Head of Employee Experience Support: Head of Training and Development
	Provide opportunities for Executive Leadership Team, Senior Management Team, and RAP Working Group members to participate in cultural learning.	May 2024	EGM People Safety Culture and Training Lead: Head of Employee Experience Support: Head of Training and Development
<b>6 Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.</b>	Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	March 2024	EGM Transmission Asset Management EGM Network Operations Lead: Head of Land Management Support: Head of Strategy and Planning - Distribution
	Increase staff understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country by: <ul style="list-style-type: none"> <li>Providing Acknowledgement of Country examples and guide for use in all office meeting rooms</li> <li>Including Acknowledgment of Country as part of email signatures</li> </ul>	April 2024	EGM People Safety Culture and Training Lead: Head of Employee Experience Support: Communications Manager



For more than 50,000 years, Yindjibarndi people have sustained our country, knowledge, lore and well-being through language, arts and crafts and cultural practices. Many Yindjibarndi are interested in becoming more involved in arts and crafts that celebrate Yindjibarndi culture. Arts and cultural projects are known to contribute to better health and well-being and self-confidence and enhance Yindjibarndi life.

The partnership with the Juluwarlu Art Group to provide artwork for the AGIG 2023 Calendar for supply to our people, customers and stakeholders.

The partnership assists the Yindjibarndi people and the Juluwarlu Art Group to achieve its goals and aspirations. The relationship was first established in 2014 with the construction of the Fortescue River Gas Pipeline across Yindjibarndi country.

Painting: Alice Guniess / Burndud

Action	Deliverable	Timeline	Responsibility
<b>7 Promote reconciliation through our sphere of influence.</b>	Create a welcoming environment through: <ul style="list-style-type: none"> <li>Displaying Aboriginal art in our offices</li> <li>Developing a lanyard and badge that our staff, contractors and visitors can wear that shows AGIG's commitment to reconciliation in a visual way</li> <li>Acknowledgment of Country in welcome areas at main offices</li> <li>Developing virtual backgrounds for online meetings</li> </ul>	June 2024	EGM Customer and Strategy Lead: Communications Manager
	Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	June 2024	RAP Working Group Chair, CEO Lead: Communications Manager
	Introduce our staff to NAIDOC Week by promoting external events in our local areas.	June 2024	RAP Working Group Lead: Communications Manager
RAP Working Group to participate in an external NAIDOC Week event.	First week in July 2024	RAP Working Group	





# Opportunities

Action	Deliverable	Timeline	Responsibility
<b>8 Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.</b>	Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	March 2024	EGM People Safety Culture and Training Lead: Head of Employee Experience
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	March 2024	EGM People Safety Culture and Training Lead: Head of Employee Experience
<b>9 Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.</b>	Build on our Sustainable Procurement Statement including development of a business case for procurement of Aboriginal and Torres Strait Islander owned businesses.	August 2024	EGM Commercial Lead: Head of Procurement
	Include assessment of ESG criteria including Aboriginal and Torres Strait Islander owned businesses as part of our procurement processes.	August 2024	EGM Commercial Lead: Head of Procurement
	Investigate Supply Nation membership.	August 2024	EGM Commercial Lead: Head of Procurement
<b>10 Support Aboriginal and Torres Strait Islander focused projects through community investment.</b>	Investigate and offer support of at least one Aboriginal and Torres Strait Islander cause through our Community Partnerships Program.	July 2024	EGM Customer and Strategy Lead: Head of Stakeholder Engagement

Our Community Partnerships Program reflects AGIG’s Vision and Values and demonstrates our commitment to being a socially and environmentally responsible business. This initiative reflects our Values of ‘Trust’ and ‘One Team’ by putting our customers at the forefront of our business and focusing on the communities and local areas that we operate in.

One of our Flagship partnerships is with the Clontarf Foundation. The Clontarf Foundation believes from little things big things grow. The Foundation exists to improve the education, discipline, life skills, self-esteem, and employment prospects of young Aboriginal and Torres Strait Island men, and by doing so, equips them to participate more meaningfully in society.

Our partnership with Clontarf provided education support for 20 students during 2022 and has continued throughout 2023. Every dollar of corporate support allows Clontarf to obtain a further \$3.50 in Federal and State/Territory funding from government.

*“The Clontarf Foundation is proud to partner with Australian Gas Infrastructure Group (AGIG) and is thrilled that it has chosen to extend its agreement. Not only does this partnership provide Clontarf with vital private sector funding that directly contributes to the continued operation of our expanding network of academies across the country, but it also opens up development and employment pathways for the 10,000 young Aboriginal and Torres Strait Islander men enrolled in our program. With our joint efforts, we’ll continue to support these young men to engage in education, complete Year 12 and enter sustainable, fulfilling employment or further education.”*

Gerard Neesham Chief Executive Officer, Clontarf Foundation

Below: Rachael serving lunch during a Clontarf football carnival, where AGIG provided lunch cooked on our hydrogen barbecue.





# Governance

Action	Deliverable	Timeline	Responsibility
<b>11 Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.</b>	Form a RWG to govern RAP implementation.	September 2023	RAP Working Group Chair, CEO Lead: Strategy Manager
	Draft a Terms of Reference for the RWG.	September 2023	RAP Working Group Chair, CEO Lead: Strategy Manager
	Establish Aboriginal and Torres Strait Islander representation on the RWG, and ensure representation from senior decision-making staff across our business.	September 2023	RAP Working Group Chair, CEO Lead: Strategy Manager
<b>12 Provide appropriate support for effective implementation of RAP commitments.</b>	Define resource needs for RAP implementation.	September 2023	RAP Working Group D/Chair, EGM Customer and Strategy Lead: Sustainability Manager
	Engage senior leaders in the delivery of RAP commitments.	September 2023	RAP Working Group Chair, CEO Lead: RAP Champions
	Appoint a senior leader to champion our RAP internally.	September 2023	RAP Working Group Chair, CEO Lead: EGM People Safety Culture and Training
	Define appropriate systems and capability to track, measure and report on RAP commitments.	September 2023	RAP Working Group Chair, D/Chair Lead: Sustainability Manager
<b>13 Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.</b>	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 annually	RAP Working Group D/Chair, EGM People Safety Culture and Training Lead: Head of Employee Experience
	Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire.	1 August annually	RAP Working Group D/Chair, EGM People Safety Culture and Training Lead: Head of Employee Experience

We have been privileged to work with Former Federal Senator, and Gold Olympic and Commonwealth Games Medallist, Nova Peris OAM OLY, on cultural learnings for our people to engage in.

In late 2022 our ELT and some members of our Board participated in a workshop facilitated by Nova Peris OAM OLY, who then joined all members of our Melbourne office for afternoon tea, which was supplied by Mabu Mabu Indigenous Catering. In mid-2023 Nova addressed staff at our Jandakot Depot during a NAIDOC Week event with afternoon tea supplied by Gather Foods.

Some key learnings from Nova’s sessions were:

- It is important for AGIG to understand the sacredness of our land and the sites we operate on.
- It is important that we continue to promote a workplace where we engage well with the land.
- We need to share information and ensure we are culturally safe, promote consultation in the past, present and future.
- Good governance is key to ensuring we do the right thing.

We have expanded our relationship with Nova including her participation in a virtual cultural learning module that is being developed for our people around Australia.

Nova Peris OAM OLY and Ingrid Cumming at AGIG’s 2023 NAIDOC Week Afternoon Tea on Noongar Whadjuk Country (Jandakot).



Action	Deliverable	Timeline	Responsibility
<b>14 Continue our reconciliation journey by developing our next RAP.</b>	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 September annually	RAP Working Group D/Chair, EGM People Safety Culture and Training Lead: Head of Employee Experience
	Register via Reconciliation Australia’s website to begin developing our next RAP.	March 2024	Lead: Head of Employee Experience

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## General Enquiries

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