



**GLOBAL  
BUSINESS  
TRAVEL**

**AMERICAN EXPRESS GLOBAL BUSINESS TRAVEL  
INNOVATE RECONCILIATION  
ACTION PLAN**

September 2022 - August 2024



**RECONCILIATION  
ACTION PLAN**

**INNOVATE**



## INTRODUCTION FROM JO SULLY

VICE PRESIDENT AND GENERAL MANAGER, ASIA PACIFIC

I am delighted to share our Innovate Reconciliation Action Plan; American Express Global Business Travel's (Amex GBT) second Plan developed in partnership with Reconciliation Australia.

This is a historic step for our global organisation that has only been possible through the generous advice and assistance of persons from Aboriginal and Torres Strait Islander communities. These relationships have clarified where Amex GBT can act and make the biggest impact in Australia's Reconciliation story.

As the first global Travel Management Company (TMC) to embrace reconciliation in Australia we are committed to leading this conversation in our industry.

For our clients, our second RAP will see us explore more opportunities that support them in their own journeys and offer solutions in their travel programs that embrace Reconciliation.

For our staff, we will place a greater emphasis on accommodating First Nation employees and improve our recruitment efforts. By adopting an inclusive view of history, we can see how the past echoes in our present attitudes. We shall continue to provide opportunities for our staff to become culturally competent in the history and engagement of Aboriginal and Torres Strait Islander peoples.

Reconciliation must be a conscious and active part of who we are: at home, at work, and at play. This is a journey our Amex GBT Australian family has embarked on and is one which we commit to with passion and excitement.

## OUR VISION FOR RECONCILIATION

**OUR VISION FOR RECONCILIATION IS AN AUSTRALIA THAT TRULY CELEBRATES AND HONOURS THE OLDEST CONTINUOUS CULTURE IN THE WORLD.**

We will achieve our vision by focusing on the education of our employees, collaborating with our clients and business partners who share our vision, supporting the success and growth of Aboriginal and Torres Strait Islander-owned organisations and businesses, and creating employment opportunities for Aboriginal and Torres Strait Islander peoples. The exploration and fulfilment of mutually beneficial opportunities in partnership and consultation with Aboriginal and Torres Strait Islander peoples, businesses, and networks is critical to achieving our vision for reconciliation. We're committed to establishing strong and long-standing relationships with First Nations peoples, with a desire to learn from and better understand the unique perspectives, experiences, and aspirations of Aboriginal and Torres Strait Islander Communities.

## AMERICAN EXPRESS GLOBAL BUSINESS TRAVEL'S VALUES



### People

We care for and respect each other, we show appreciation, and we have fun.



### Passion

We're energised and proud to work for Amex GBT.



### Progress

We're innovators investing for the long term to lead our industry forward.

## OUR BUSINESS

American Express Global Business Travel (Amex GBT) is the world's leading partner for managed corporate travel. We operate in more than 140 countries and have more than 16,000 employees. We provide corporate travel and meetings and events services for more than 60 of the top 100 largest businesses listed on the New York Stock Exchange. In Australia, we have been delivering travel services since 1954 when our travel office was opened in the David Jones department store on Elizabeth Street, Eora Nation. Currently, we employ more than 300 people across Australia. Our sphere of influence covers more than 7,000 customers, suppliers (airlines, hotels, car rental, technology, and payment related companies) and the wider travel and meetings industry in Australia and across the globe. Amex GBT has offices in Sydney, Perth and Melbourne, with over 70% of employees living and working in metropolitan, regional and country areas across Australia, supporting Amex GBT's flexible working policy, which was developed in 2011. According to an employee survey conducted in February 2020, we do not have any employees who identify as Aboriginal or Torres Strait Islander.



## Innovate RAP CEO statement



Reconciliation Australia commends American Express Global Business Travel 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 American Express Global Business Travel 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, American Express Global Business Travel 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 close to 3 million people now either working or studying in an organisation with a RAP, the program's potential for impact is greater than ever. American Express Global Business Travel is part of a strong network of more than 2,200 corporate, government, and not-for-profit organisations that have taken goodwill and intention, and transformed it into action.

Implementing an Innovate RAP signals American Express Global Business Travel 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 American Express Global Business Travel on your Innovate RAP and I look forward to following your ongoing reconciliation journey.

**Karen Mundine**  
Chief Executive Officer  
Reconciliation Australia

## Our Reconciliation Action Plan

At Amex GBT we believe that our differences are what shape our organisation, and we're committed to creating an environment where everyone is seen, heard, and feels like they truly belong.

That's why we're actively cultivating an inclusive and diverse workplace where every voice is valued, teamwork is rewarded, and different points of view are celebrated. **We see diversity of people and experiences as fuel for the creativity and innovation we need to deliver our best, for our colleagues, customers and the communities we serve.** Providing an environment where every colleague can be themselves, embrace differences and truly feel included is something we're very proud of and continue to work on every day, especially working with Aboriginal and Torres Strait Islander peoples.

Since the launch of our inaugural Reconciliation Action Plan (RAP) in 2020, we realise the critical role of providing more opportunities to support Aboriginal and Torres Strait Islander-owned businesses and improved employment outcomes by focusing on Aboriginal and Torres Strait Islander recruitment, retention, and professional development.

Our Vice President and General Manager of Amex GBT Asia Pacific, Jo Sully, is the Executive Sponsor of the RAP and our **Director Global Client Group, Neil Cragg** is the RAP champion. Our RAP working group comprises of employees from the following functions: commercial, traveller care, supplier relations, communications, human resources, finance, products, and facilities and real estate as follows:

- Director, Commercial, Australia
- Chief Financial Officer
- Manager, Traveller Care, Resources
- Manager, Traveller Care
- Manager, Sales, Victoria
- Manager, Facilities
- Manager, Online Product
- Client Manager, Perth
- Director of Communications, Asia Pacific
- Business Partner, Human Resources
- Optimisation Manager
- Manager, Sales, NSW
- Manager, Client Services

We currently have one Aboriginal person on our working group. We have also created a separate RAP Advisory panel which comprises our RAP champion an Aboriginal person from Perth, Western Australia, and our director of communications as members. This Panel meets twice per year. The RAP Working Group provides reports regularly on RAP activities and progress towards goals. Incorporating a member of each team across our business to be involved in the RAP working group assists with deliverables being rolled out across the organisation. In early 2020 Amex GBT commenced work on our Reflect RAP and this was accredited by Reconciliation Australia in July 2020. Following are the actions, learning and changes which have taken place in the first year:

- **Partners:** We identified clients, prospective clients, partners, and key suppliers with active RAP's, and met with many. We listened to those who are further advanced with their RAP's, we learned from them, and enacted the learnings into our RAP actions. One of the key learnings was to focus on building relationships with Aboriginal and Torres Strait Islander owned businesses which are in our industry and therefore a natural fit, and we commenced this approach. We learned about ideas to change to Aboriginal owned suppliers in such areas as office supplies and gifting. We engaged with educational establishments such as the University of Sydney who offer an Aboriginal competency course. Then we incorporated elements of our RAP work in our presentations to our clients in quarterly review meetings to share what we are doing in areas such as changing to Aboriginal suppliers and training. We included the same elements in meetings with prospective clients who do not have an active RAP.
- **Aboriginal and Torres Strait Islander community and business engagement:** We identified and engaged with a key Aboriginal owned Carbon Offsetting project in the Northern Territory, Arnhem Land Fire Abatement (ALFA), which Amex GBT is supporting through offsetting partnership with Tasman Environmental Markets (TEM). We researched and identified a partner for future development of an Amex GBT internship (Career Trackers). We changed our supplier of office supplies to a certified Aboriginal owned business, Nallawilli. We connected with Enterprise Rent a car, Adelaide a new Aboriginal-owned franchise operator.
- **Employee training and awareness:** We sourced an Aboriginal and Torres Strait Islander Cultural Competence course provided by University of Sydney and circulated details to all employees. Twenty employees completed the course. We created a RAP dedicated site on Amex GBT's intranet with posts of activity monthly. We conducted an employee Town Hall introducing RAP to all employees. We shared stories and video on ALFA and Amex GBT's support. We conducted a guided Aboriginal Heritage walk around Balls Head, Sydney for employees during National Reconciliation Week (NRW). We held a special NRW employee 'Town Hall Meeting' with a video message from our RAP Advisory Panel member, Keira Ugle. During NAIDOC week we conducted a photo competition for employees to submit photos of a favourite place and identify its Aboriginal Country name, with 38 submissions received.
- **External communications:** We wrote bi-monthly updates for social media and LinkedIn sites on RAP activity and outcomes. Introduced Acknowledgment of Country at all internal and client meetings. We incorporated our RAP work in all proposals and sales presentations to prospects including NSW Government, Federal Government, and many others. We included a RAP page in Amex GBT's global Environment, Social and Governance (ESG) Report for 2020. We activated a change in description of open employment opportunities to attract potential employees identifying as Aboriginal and/or Torres Strait Islander peoples to apply.

### Key learnings include the value gained from collaboration with other organisations with active RAP's and sharing knowledge and experiences:

- Identifying Aboriginal or Torres Strait Islander communities with whom to engage. In meeting with some of these we learned that it is necessary to earn trust and take time to develop relationships and avoid making commitments which cannot be met.
- We have participated in many formal Requests for Proposals for corporate travel services in the past 12 months almost all of which have stated objectives around reconciliation. Without our RAP we would not have been able to demonstrate our company's commitment.
- We have been able to significantly enhance our position as a leading provider of travel management services as the result of our RAP work to organisations who also have RAP's.
- We found it a challenge to get our employees actively involved in learning more about the histories of Aboriginal and Torres Strait Islander peoples. This is partly to do with the fact that the course we selected was Sydney centric, while many of our employees are located in other areas of Australia. However, the pro-active involvement of our senior leaders in completing the competency course has assisted with this, and we are actively researching additional courses covering different geographies.



Keira Ugle, a young Yamatji person from Perth, Western Australia, was commissioned by Amex GBT to create an original artwork below.



*The artwork depicts Amex GBT's business which is bringing people together for meetings and collaboration.*



RELATIONSHIPS
Relationships form the basis of our business with both an internal and external focus. We believe that making the right connections with people and organisations that share our reconciliation aspirations as well as working closely with Aboriginal and Torres Strait Islander peoples and communities is central.
<b>Focus area:</b> As a business which is involved in bringing people together, building meaningful relationships with Aboriginal and Torres Strait Islander communities forms a core part of Amex GBT's global diversity, equity, and inclusion strategy.

Action	Deliverable	Timeline	Responsibility
<b>1. Establish and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.</b>	• Meet with Aboriginal and Torres Strait Islander stakeholders and organisations to develop guiding principles for future engagement.	October 2022	RAP champion
	• Develop and implement an engagement plan to work with Aboriginal and Torres Strait Islander stakeholders and organisations.	February 2023	RAP champion
	• Identify key Aboriginal Elders in Western Australia and invite them to collaborate with us.	October 2022	Manager, Traveller Care
	• Identify key Aboriginal Elders in the Northern Territory and invite them to collaborate with us.	April 2023	Manager, Traveller Care
<b>2. Build relationships through celebrating National Reconciliation Week.</b>	• Circulate Reconciliation Australia's National Reconciliation Week resources and reconciliation materials to our staff through our intranet. The Lounge	27 May - 3 June 2023, 2024	Manager, Facilities
	• Display National Reconciliation Week posters in our Sydney and Melbourne offices.	27 May - 3 June 2023, 2024	Manager, Facilities
	• RAP working group members to participate in an external National Reconciliation Week event.	27 May - 3 June, 2023	RAP champion
	• Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate National Reconciliation Week.	27 May - 3 June, 2023	Director of Communications
	• Host employee events during National Reconciliation Week in Sydney and Melbourne offices.	27 May - 3 June, 2023	Manager, Facilities
	• Hold employee Town Hall during National Reconciliation Week with participation of our RAP Advisory Board representatives.	27 May - 3 June, 2023	Executive Assistant to General Manager
	• Register all our National Reconciliation Week events on Reconciliation Australia's <a href="#">NRW website</a> .	May 2023 May 2024	RAP champion
	<b>3. Promote reconciliation through our sphere of influence.</b>	• Develop and implement a staff engagement strategy to raise awareness of reconciliation across our workforce.	September 2022, December 2022 and July 2023
• Communicate our commitment to reconciliation publicly, though quarterly Linked in posts, website updates, white papers and Amex GBT's intranet.		September, November 2023 and March, May, September, December 2024	Director of Communications

Action	Deliverable	Timeline	Responsibility
<b>3. Promote reconciliation through our sphere of influence.</b>	• Develop and implement a staff engagement strategy to raise awareness of reconciliation across our workforce.	September 2022, December 2022 and July 2023	Manager, Traveller Care
	• Communicate our commitment to reconciliation publicly, though quarterly Linked in posts, website updates, white papers and Amex GBT's intranet.	September, November 2023 and March, May, September, December 2024	Director of Communications
	• Review and update the list of our clients who have active RAP's every six months.	September 2023 August 2024	Manager, Client Services
	• Host meetings with clients with active RAP's every six months to discuss RAP activities and promote Aboriginal and Torres Strait Islander owned suppliers.	October 2022 March 2023 September 2023	Manager, Client Services
	• Explore opportunities to positively influence our external stakeholders to drive reconciliation outcomes.	November 2022	Director of Communications
	• Include coverage of RAP activities in Amex GBT's ESG report.	June 2023	Global head of ESG
	• Collaborate with RAP and other like-minded organisations to develop innovative approaches to advance reconciliation.	September 2022 July 2023	RAP champion
	• Host a meeting of RAP stakeholders representing our clients, suppliers, and prospects on a six-monthly basis of face-to-face meetings.	December 2022 and June, December 2023	Director Commercial
	• Include details of our RAP activities in every client and prospect meeting, and with our supplier and business partner engagements.	December 2022 December 2023	Director Commercial
	• Communicate through the Lounge every six months our HR policies and procedures around diversity, equity, and inclusion provisions, specific to Aboriginal and Torres Strait Islander communities.	September 2022 May 2023	Business Partner, Human Resources
<b>4. Promote positive race relations through anti-discrimination strategies.</b>	• Engage with Aboriginal and Torres Strait Islander staff and/or Aboriginal and Torres Strait Islander advisors to develop, implement, and communicate our anti-discrimination policy.	May 2022 June 2022	Director Commercial
	• Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions and future needs.	July 2023	Business Partner, Human Resources
	• Educate senior leaders on the effects of racism.	November 2022	Business Partner, Human Resources
	• Develop, implement, and communicate an anti-discrimination policy for our organisation.	May 2023	Business Partner, Human Resources



**RESPECT**

We're committed to raising awareness of Aboriginal and Torres Strait Islander cultures, histories, and achievements within our organisation. We'll implement training, get our employees involved in local cultural events, investigate cultural immersion programs, and recognise significant dates. Our behaviours will influence our diverse range of our supplier partners, our customers, and the communities in which we live and work.

**Focus area:** Diversity equity and inclusion policy

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.	October 2022	Operations Manager, Meeting and Events
	• Develop, implement, and communicate a cultural learning strategy document for our staff.	November 2022	Business Partner, Human Resources
	• Curate and implement a series of educational resources on Aboriginal and Torres Strait Islander culture for our employees and track participation.	May 2022	Manager, Sales
	• Consult local Traditional Owners and/or Aboriginal and Torres Strait Islander advisors on the development and implementation of a cultural learning strategy.	September 2022 July 2023	Manager, M&E Sales
	• Provide opportunities for RAP Working Group members, HR managers and other key leadership staff to participate in formal and structured cultural learning.	December 2022 February 2023	Manager, Traveller Care
	• Procure similar courses to Aboriginal Cultural Competence for other states' employees and conduct training for staff in all states	November 2022 March 2023	Business Partner, Human Resources
	• Increase the employee participation rate in the second roll out of Aboriginal Cultural competence course at University of Sydney to reach 50 in 2022 and 75 in 2023.	February 2022 October 2023	Change Manager
<b>6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.</b>	• Increase Amex GBT employees understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	March 2023	Manager, Facilities
	• Develop, implement, and communicate a cultural protocol document, including protocols for Welcome to Country and Acknowledgement of Country.	May 2023	Manager, Sales Victoria
	• Invite a Traditional Owner to provide Welcome to Country at the re-opening of the Sydney office.	January 2023	Manager, Traveller Care
	• Include an Acknowledgement of Country or other appropriate protocols at the commencement of important meetings.	September 2022 September 2023	VP Traveller Care
<b>Demonstrate respect for Aboriginal and Torres Strait Islander cultures through original artwork displayed in our offices</b>	• Procure Welcome to Country art works for each meeting room in Sydney and Melbourne.	September 2022 September 2023	Manager, Facilities
	• Acquire Aboriginal and Torres Strait Islander artworks for our offices in Sydney and Melbourne.	October 2022	Manager, Facilities

Action	Deliverable	Timeline	Responsibility
<b>6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.</b>	• Increase Amex GBT employees understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	March 2023	Manager, Facilities
	• Develop, implement, and communicate a cultural protocol document, including protocols for Welcome to Country and Acknowledgement of Country.	May 2023	Manager, Sales Victoria
	• Invite a Traditional Owner to provide Welcome to Country at the re-opening of the Sydney office.	January 2023	Manager, Traveller Care
	• Include an Acknowledgement of Country or other appropriate protocols at the commencement of important meetings.	September 2022 September 2023	VP Traveller Care
<b>Demonstrate respect for Aboriginal and Torres Strait Islander cultures through original artwork displayed in our offices</b>	• Procure Welcome to Country art works for each meeting room in Sydney and Melbourne.	September 2022 September 2023	Manager, Facilities
	• Acquire Aboriginal and Torres Strait Islander artworks for our offices in Sydney and Melbourne.	October 2022	Manager, Facilities
<b>7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.</b>	• RAP Working Group to participate in an external NAIDOC Week event.	July 2023 July 2024	Manager, Traveller Care
	• Review HR policies and procedures to remove barriers to staff participating in NAIDOC Week.	May 2023	Business Partner, Human Resources
	• Promote and encourage participation in external NAIDOC events to all staff.	May 2023 May 2024	Manager, Traveller Care
	• Investigate with building managers in Sydney and Melbourne to celebrate NAIDOC week in public areas.	May 2023 May 2024	Manager, Facilities



## OPPORTUNITIES

We believe that it's important for us to create employment and development opportunities for Aboriginal and Torres Strait Islander peoples. We want to do more to support First Nations businesses through our suppliers and business partners and inspire other companies to follow the example we set.

Action	Deliverable	Timeline	Responsibility
<b>8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.</b>	• Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	May 2023	Director of Communications
	• Engage with Aboriginal and Torres Strait Islander recruitment businesses to consult on our recruitment, retention, and professional development strategy.	October 2022	Manager, Traveller Care
	• Develop and implement an Aboriginal and Torres Strait Islander internship program in partnership with Career Trackers.	November 2022	Director, Commercial
	• Develop and implement an Aboriginal and Torres Strait Islander recruitment, retention, and professional development strategy.	January 2023	Manager, Traveller Care
	• Advertise job vacancies to effectively reach Aboriginal and Torres Strait Islander stakeholders.	September 2022	Manager, Traveller Care
	• Review HR and recruitment procedures and policies to remove barriers to Aboriginal and Torres Strait Islander participation in our workplace.	September 2022	Business Partner, Human Resources
	• Increase the percentage of Aboriginal and Torres Strait Islander staff employed in our workforce.	December 2022 December 2023	Director, Commercial
	• Offer our employees the opportunity to identify as an Aboriginal or Torres Strait Islander person through a survey each year.	September 2022 July 2023	Business Partner, Human Resources
<b>9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.</b>	• Develop and implement an Aboriginal and Torres Strait Islander procurement strategy.	Sep 2022 May 2023	Product Manager
	• Investigate Supply Nation membership.	February 2023	Manager Sales, Victoria
	• Develop and communicate opportunities for procurement of goods and services from Aboriginal and Torres Strait Islander businesses to staff.	March 2023 May 2024	Manager, Facilities
	• Review and update procurement practices to remove barriers to procuring goods and services from Aboriginal and Torres Strait Islander businesses.	June 2023 June 2024	Director, Commercial
	• Develop commercial relationships with Aboriginal and Torres Strait Islander owned businesses specifically those in the travel, accommodation, and related sectors.	May 2023	Manager, Product
• Introduce Enterprise Car Rental (Cedrent) and Voyages Indigenous Tourism to our customers and business partners by hosting specific events.	September 2022 February 2023	Manager, Supplier Relations	

## GOVERNANCE

Action	Deliverable	Timeline	Responsibility
<b>10. Establish and maintain an effective RAP Working group (RWG) to drive governance of the RAP.</b>	• Expand our RAP Advisory Board to include additional Aboriginal and Torres Strait Islander stakeholders.	November 2022	Director, Commercial
	• Establish and apply a Terms of Reference for the RWG.	March 2023	RAP champion
	• Meet at least four times per year to drive and monitor RAP implementation.	September, November 2022 and March, June 2023	RAP champion
<b>11. Provide appropriate support for effective implementation of RAP commitments.</b>	• Define resource needs for RAP implementation	October 2022	RAP champion
	• Engage our senior leaders and other staff in the delivery of RAP commitments.	September, December 2022 and July, November, 2023	VP, Traveller Care
	• Define appropriate systems and capability to track, measure and report on RAP commitments.	September, December 2022 and July, November, 2023	RAP champion
	• Appoint and maintain an internal RAP Champion from senior management.	February 2023 December 2023	Director, Commercial
	• 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	RAP champion
• Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire.	August 2023	RAP champion	
<b>12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally</b>	• Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 September 2022 30 September 2023	RAP champion
	• Report RAP progress to all staff and senior leaders quarterly.	September, December 2022 and April, July, September, December 2023	Director, Commercial
	• Publicly report our RAP achievements, challenges, and learnings, annually, through Amex GBT's ESG report.	September 2022 June 2023	Director, Communications
	• Investigate participating in Reconciliation Australia's biennial Workplace RAP Barometer.	May 2023	RAP champion
	• Submit a traffic light report to Reconciliation Australia at the conclusion of this RAP.	July 2023	RAP champion
<b>13. Continue our reconciliation journey by developing our next RAP.</b>	• Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 September 2022 30 September 2023	RAP champion





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**AMERICAN  
EXPRESS  
GLOBAL  
BUSINESS  
TRAVEL**



**RECONCILIATION  
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**INNOVATE**

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