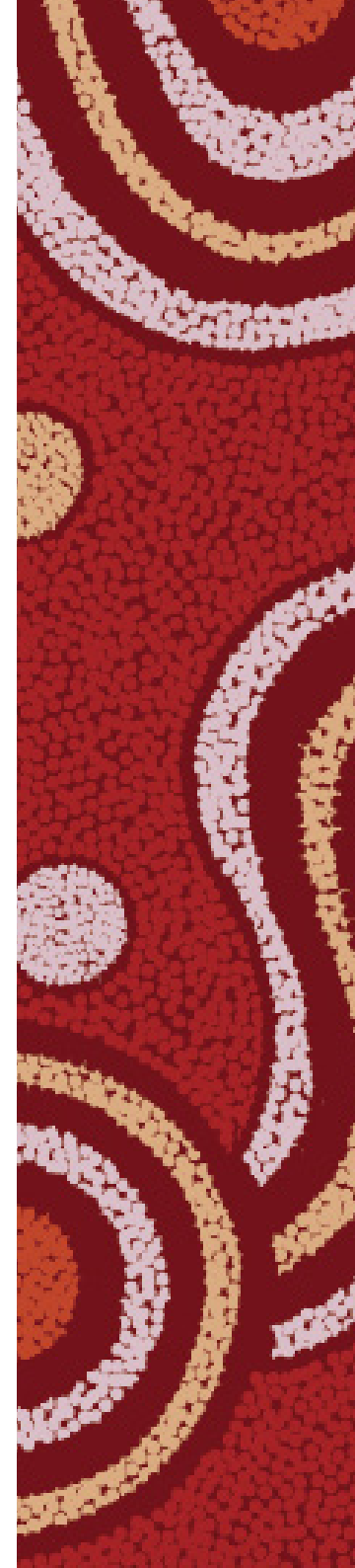
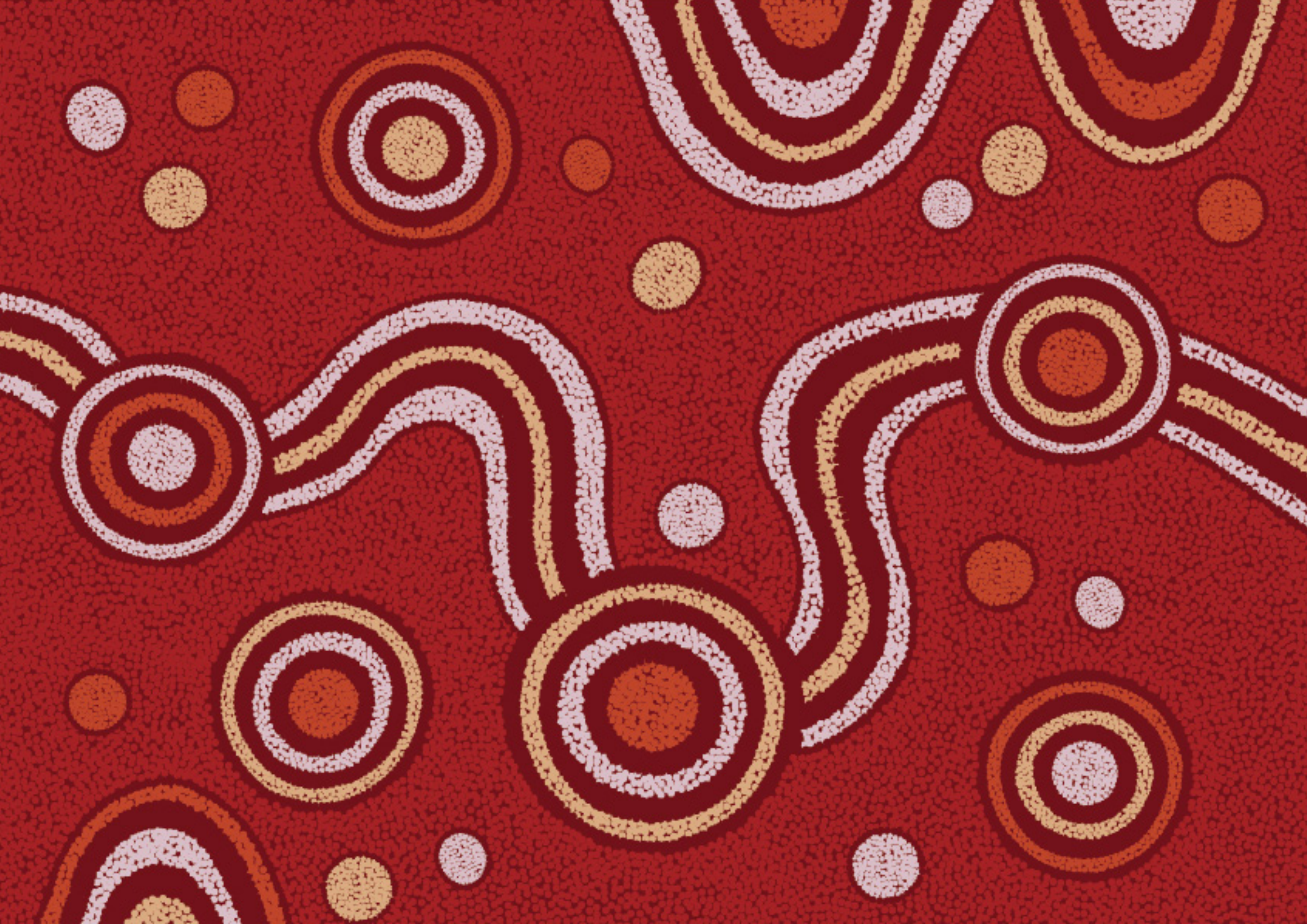


reconciliation action plan

January 2026 – January 2028





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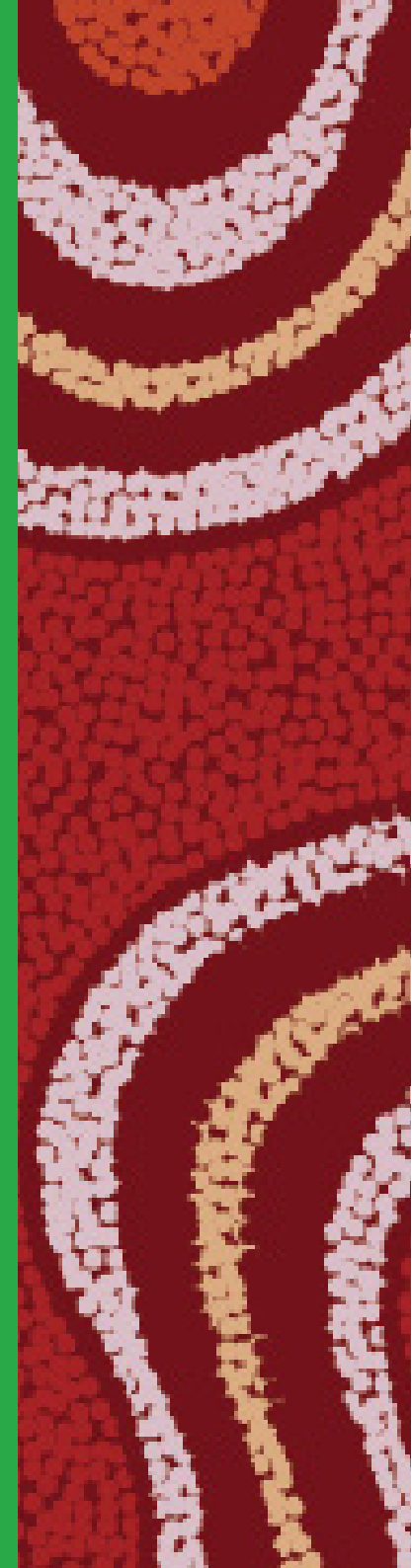
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acknowledgement to country

Greenbox acknowledges the Traditional Custodians of the lands, seas, and waters where we live, work, and operate across Australia. We pay our respects to Elders past and present, and extend that respect to the young leaders who are emerging.



about the artist

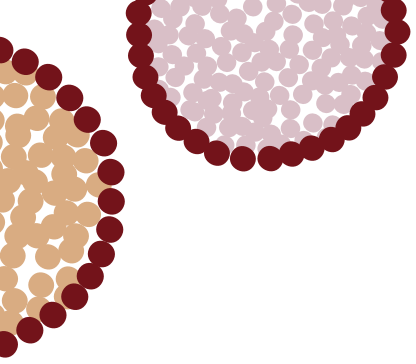


Danielle is a proud First Nations woman, and a celebrated Aboriginal and contemporary graphic artist and cultural designer. She creates bold, contemporary Indigenous artwork that evokes joy and connection, offering a unique expression of cultural stories and symbols.

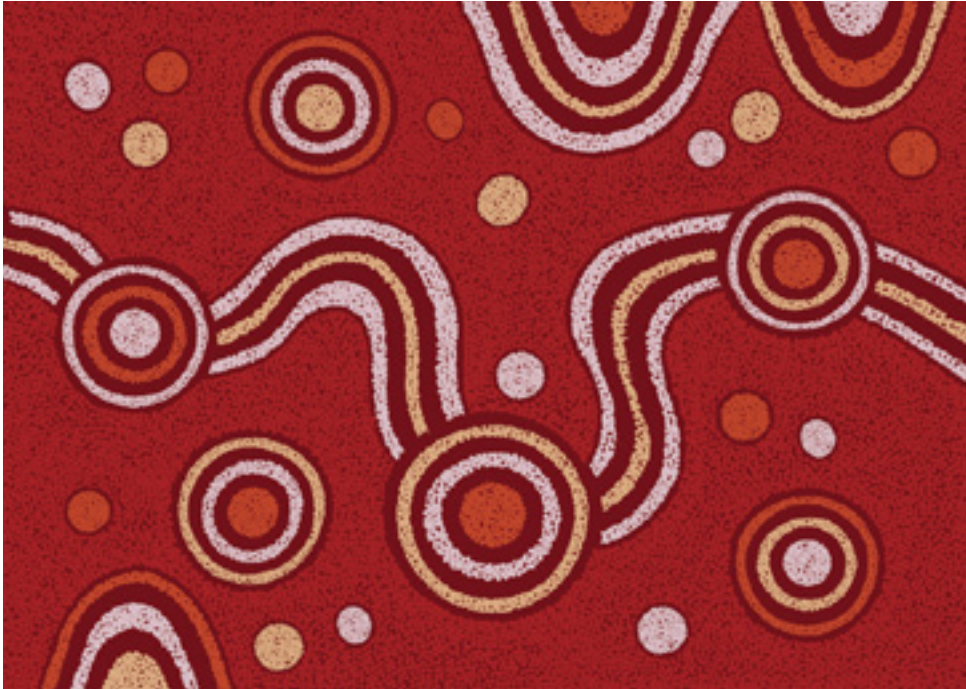
Guided by a deep sense of empathy for her First Nations heritage and family history, Danielle's work invites unity and healing by blending traditional cultural elements with modern artistic vision. Her artwork aims to foster understanding of Aboriginal symbols, stories, and meaning, promoting harmonious connections across communities.

Meaningful symbols for Danielle include the gathering circle, representing inclusion and community, and the traveling sign with three circles connected by lines, symbolizing movement forward and progress.

Her heartfelt goal is to introduce her art into the homes and businesses of non-Indigenous Australians, helping to build cultural awareness and unity through visual storytelling—and ultimately contributing to a shared, inclusive future for all Australians.



about the art



This art piece reflects Greenbox's reconciliation journey, capturing the spirit of meaningful partnerships formed with diverse communities. Swirling lines ripple across the canvas, embodying the dynamic energy and winding path of this ongoing journey. Concentric circles throughout, each distinct in size and style, representing the communities that have joined along the way. Unique hills rise in the landscape, symbolising individual partners and highlighting the special character of every relationship.

In the background, vibrant clusters of dot work fill the space with colour, drawing inspiration from traditional Indigenous art while also expressing a contemporary resonance. Each dot becomes a story—a person, a moment, a connection—reminding us that reconciliation is shaped by countless individual contributions and shared experiences. The dots echo the richness of the land and the enduring presence of ancestors, grounding the artwork in both history and hope.

Together, these elements intertwine to illustrate the evolving nature of relationships and the collective strength that blossoms from unity and mutual respect. The artwork invites viewers to reflect on the journey, celebrate diversity, and recognise the power of connection in shaping a brighter future.

introduction

At Greenbox, we are dedicated to embracing reconciliation as a fundamental principle of our operations. This Reconciliation Action Plan (RAP) serves as our unwavering commitment to nurturing positive relationships, respecting Aboriginal and Torres Strait Islander cultures, and contributing to the ongoing journey of reconciliation in Australia. Our RAP represents a pivotal moment in our company's history, as we recognise the significance of acknowledging and addressing the historical injustices faced by Aboriginal and Torres Strait Islander peoples.

It is our firm belief that reconciliation is not only a moral imperative but also a critical driver of social and economic progress. Through this RAP, we outline our vision for reconciliation, define our objectives, and detail the actionable steps we will take to make this vision a reality. We pledge to walk this path alongside Aboriginal and Torres Strait Islander communities and partners, aiming to create a more inclusive and equitable future for all Australians.

reconciliation australia ceo statement



Karen Mundine
Chief Executive Officer
Reconciliation Australia

Reconciliation Australia commends Greenbox Group 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 Greenbox Group 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, Greenbox Group 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

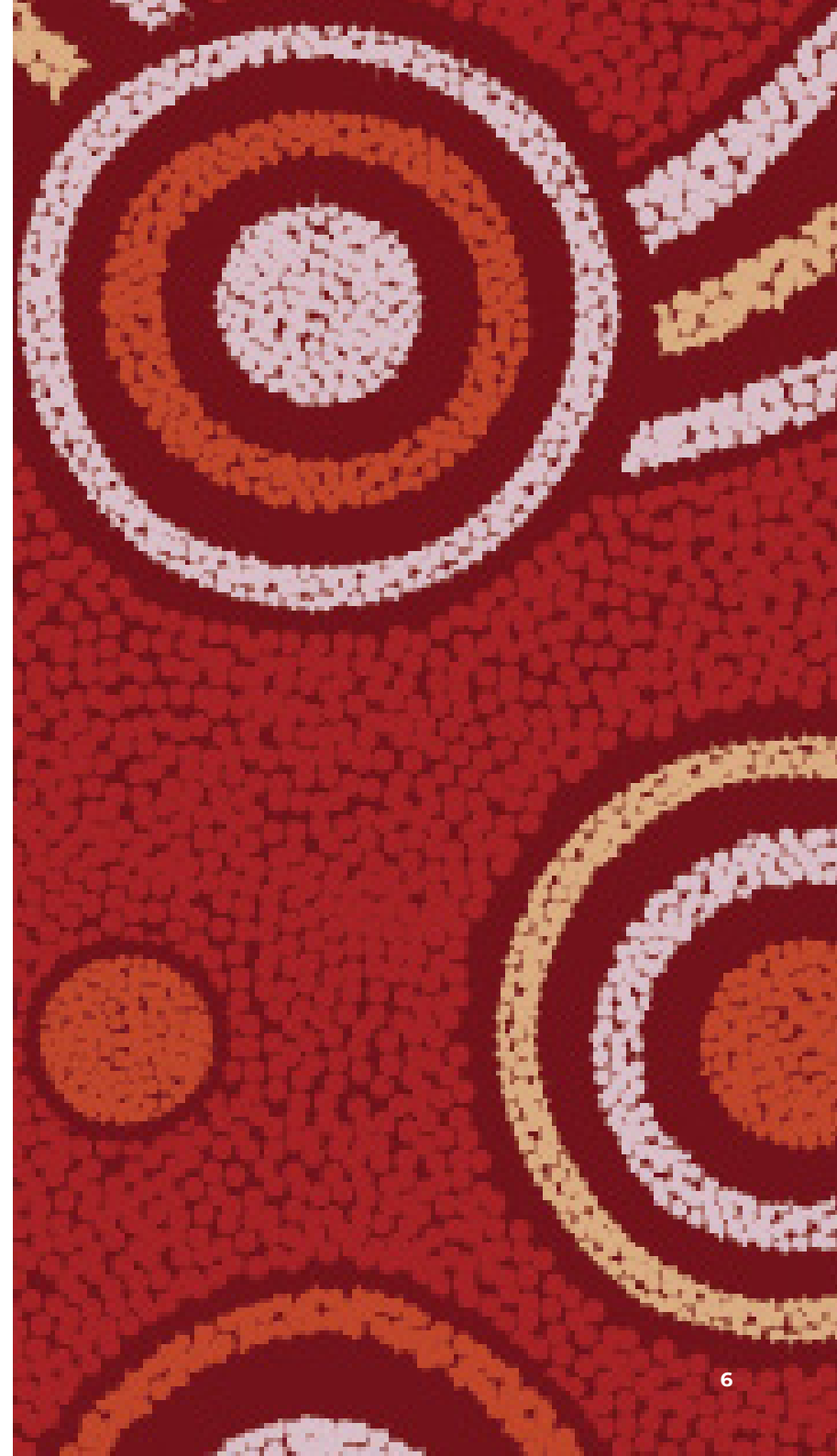
framework of *relationships, respect, and opportunities* emphasises not only the importance of fostering consultation and collaboration with Aboriginal and Torres Strait Islander peoples and communities, but also empowering and enabling staff to contribute to this process, as well.

With over 5.5 million people now either working or studying in an organisation with a RAP, the program's potential for impact is greater than ever. Greenbox Group is part of a strong network of more than 3,000 corporate, government, and not-for-profit organisations that have taken goodwill and intention, and transformed it into action.

Implementing an Innovate RAP signals Greenbox Group'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 Greenbox Group on your Innovate RAP and I look forward to following your ongoing reconciliation journey.



our founder



Shane Mulholland

Founder & Executive Director

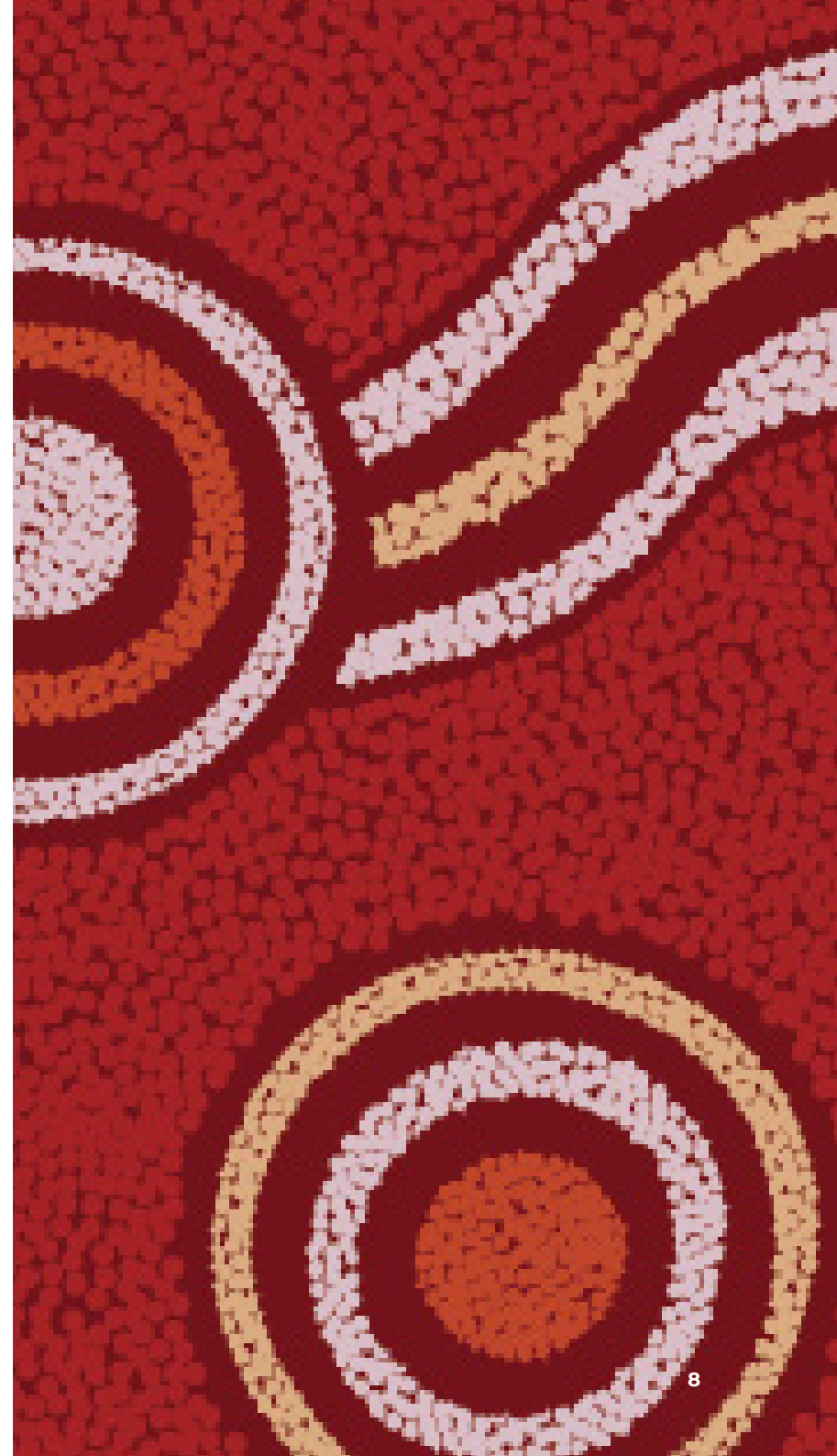
As the founder of Greenbox, I want to share not only the story of our company but also part of my own family story. Reconciliation is deeply personal to me, and it shapes how I see Greenbox's role in building a modern, inclusive Australia.

My family's story goes back to my ancestors in the Maryborough and Fraser Coast region of Queensland — an Aboriginal woman and a non-Aboriginal man—whose relationship, at the time, was forced into secrecy. Records of my great-grandmother's life and identity were lost, leaving gaps in our family's story of Country and kin. This absence reflects the prejudice of their time and the policies that silenced or erased Aboriginal identities. It also means that part of our identity is not reflected in official records today. But the truth of our story has always been carried in family memory and lived through generations.

That truth has guided me throughout my life and in building Greenbox. From the beginning, I have wanted this company to stand for more than technology — to be part of creating a future that is sustainable, inclusive, and fair. Today, our workforce reflects modern Australia: culturally diverse, resilient, and strengthened by many perspectives. That diversity is not separate from reconciliation; it is part of how we live it every day.

For Greenbox, reconciliation is about honouring those who came before us, respecting Elders past and present, and committing to a future built on truth, respect, and opportunity. It is also about recognising our role as a business: using our position, our partnerships, and our voice to contribute to a stronger, more equitable Australia.

My family's journey is part of that wider story, and it carries forward into the work we do—whether in sustainability, digital equity, or community impact. Through this Innovate RAP, we are taking another step forward: not just acknowledging the past, but actively building the future together.

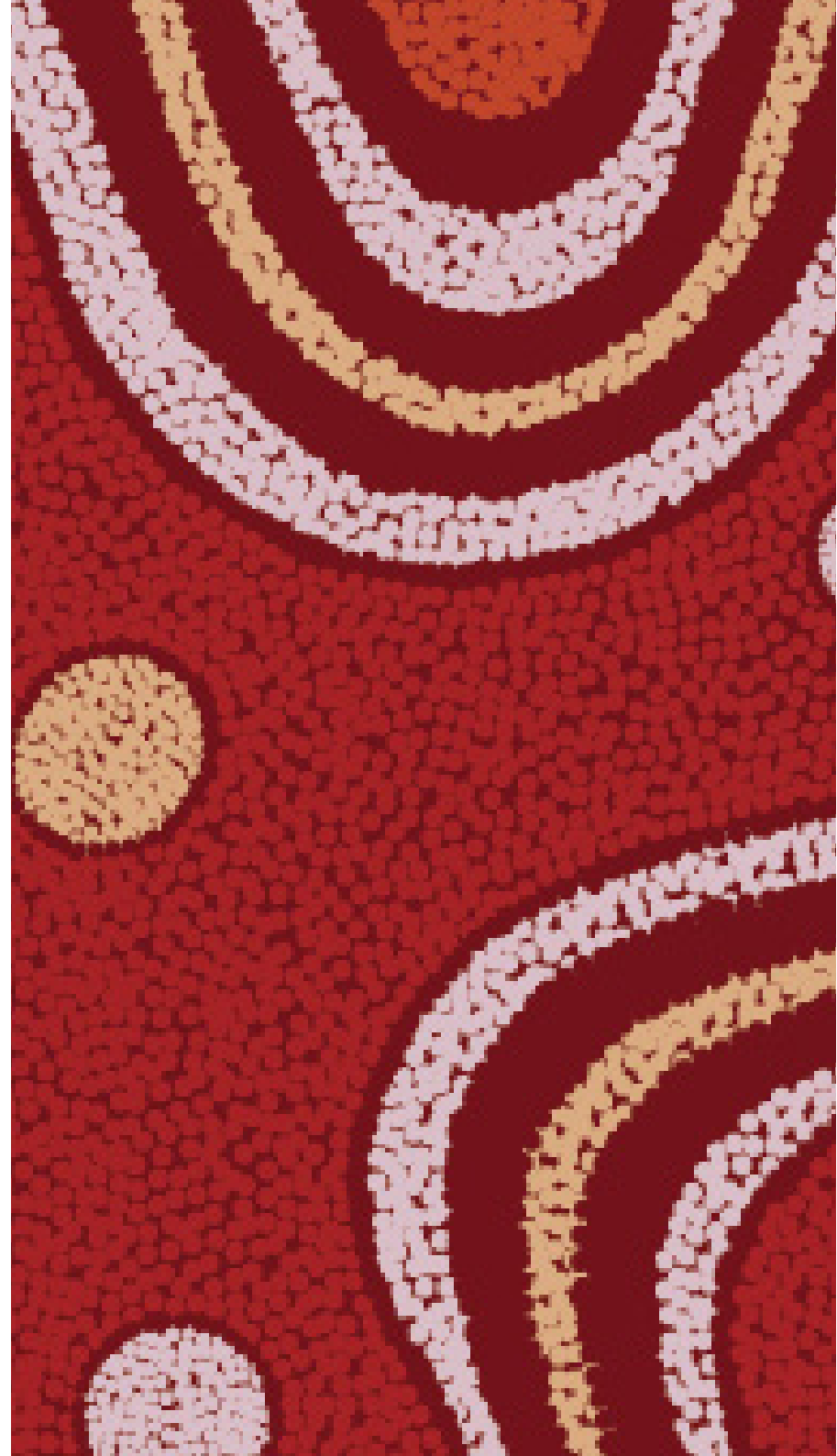


our ceo

Our first Reflect RAP was a time of listening and learning. It reminded us that progress comes from openness and a willingness to work alongside others. These lessons guide how we now step forward with our Innovate RAP.

At Greenbox, our way of working matters. We are committed to being collaborators and learning partners with community. We know technology alone cannot close the digital divide. Lasting impact comes when devices are connected to relationships, skills, and opportunities. That is why we are proud to continue partnerships with communities such as Cherbourg, Transition 2 Success graduates, Indigenous Allied Health Australia, artist and designer Danielle Leedie Grey, Cape York Partnership and Institute for Unban Indigenous Health — relationships that help shape our story and remind us that reconciliation is about people, not programmes.

We also know we cannot do this alone. Greenbox is becoming a platform for impact, and we invite corporate partners and customers who share similar values to work with us. Together, in partnership, we can align sustainability, digital equity, and reconciliation in ways that no single organisation could achieve on its own.



As the first ITAD in Australia to achieve 100% carbon neutrality, we are committed to ensuring our environmental responsibilities also contribute to reconciliation and caring for Country. For us, reconciliation is inseparable from the health of people, culture, and land — and digital equity is the bridge that connects these commitments.

Looking ahead, our commitment is simple: to keep listening, to act with respect, and to build the kind of partnerships that create lasting change. Together, we can shape a reconciled, sustainable, and inclusive future for the generations to come.

“Closing the digital divide takes more than devices — it takes connection, capability, and collaboration.”

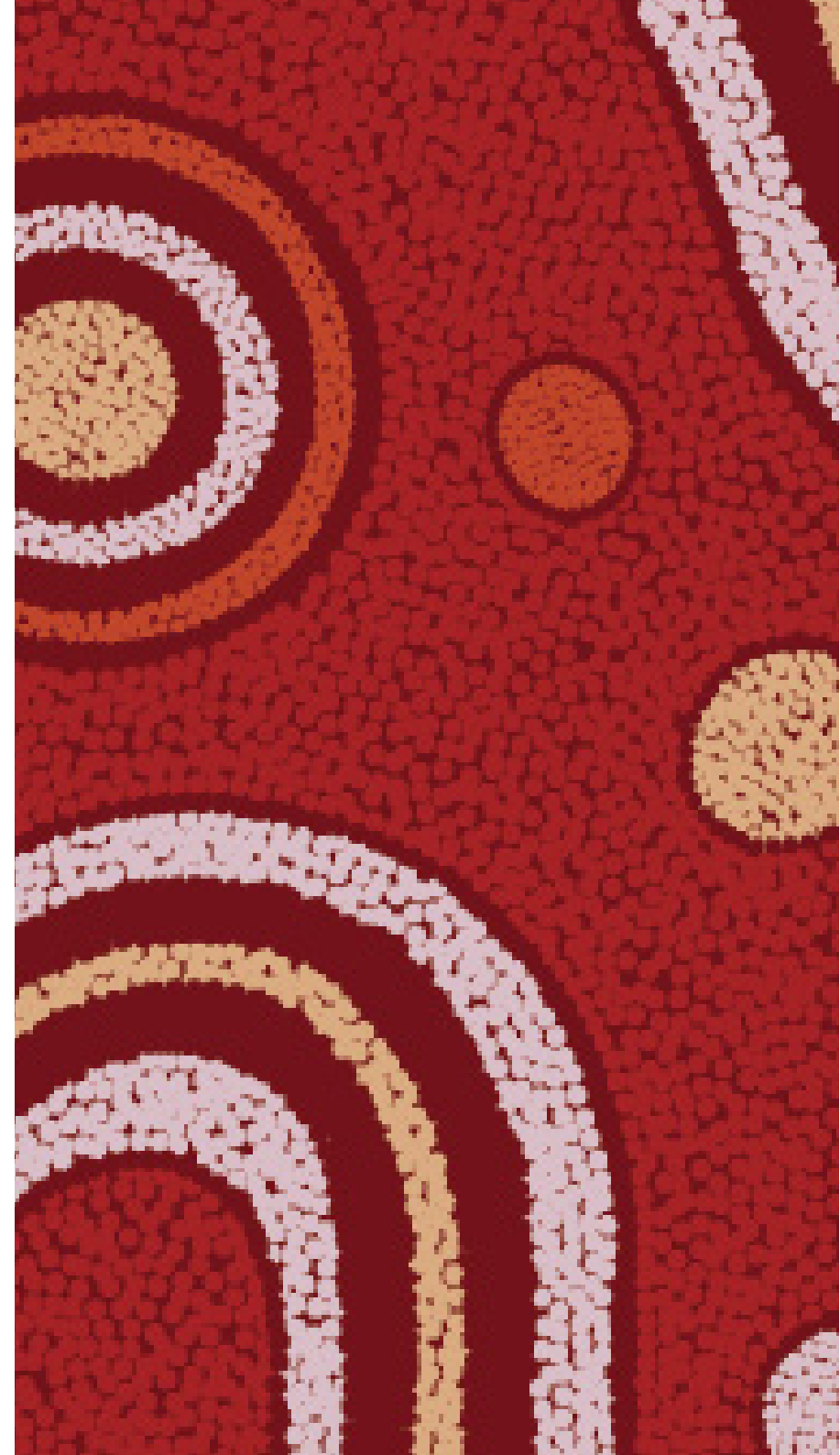
our vision

Our vision for reconciliation is an Australia that honours First Nations truths, respects culture and Country, and embraces diversity in building a shared future.

We see reconciliation as an ecology of connection: between people and Country, technology and culture, past and future. As a carbon-neutral IT asset disposition company, we know our business has a responsibility — and an opportunity — to connect sustainability with reconciliation. Above all, we are seeking to be a learning partner with First Nations organisations and communities. This means listening deeply, walking together, and co-designing pathways where digital inclusion and opportunity are shaped by community priorities and strengthen care for Country.

Specifically, we are committed to:

- Creating and improving digital experiences and outcomes with Aboriginal and Torres Strait Islander peoples.
- Recognising and celebrating the distinct cultures of Aboriginal and Torres Strait Islander peoples.
- Creating a culturally aware, safe and welcoming workplace for staff and our partners.



We will take practical and measurable steps, such as:

- Increasing affordable digital inclusion by providing secure and sustainable computer hardware and software.
- Strengthening digital capability through ongoing user support.
- Expanding opportunities for First Nations peoples via work experience, training, professional development, and employment pathways.
- Building long-term, trusted relationships with First Nations communities

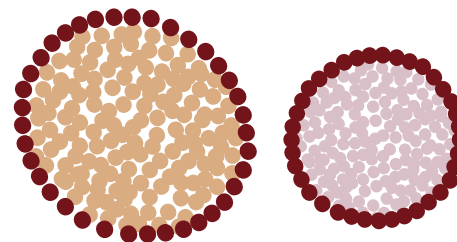
Opportunities Ahead

Through reconciliation, Greenbox sees the chance to contribute to meaningful change in areas where digital inclusion matters most:

1. Education and Skills — providing access to technology that supports learning, digital literacy, and new career pathways.
2. Culture and Community — using digital tools to preserve and share languages, stories, and traditions, while strengthening community connections.

3. Health and Wellbeing — enabling better access to telehealth, mental health supports, and community services.
4. Creativity and Innovation — supporting First Nations students and communities to harness technology in ways that celebrate identity, drive innovation, and create economic opportunity.

By focusing on these opportunities, we aim to walk with First Nations peoples towards a future where technology enriches culture, community, and Country.

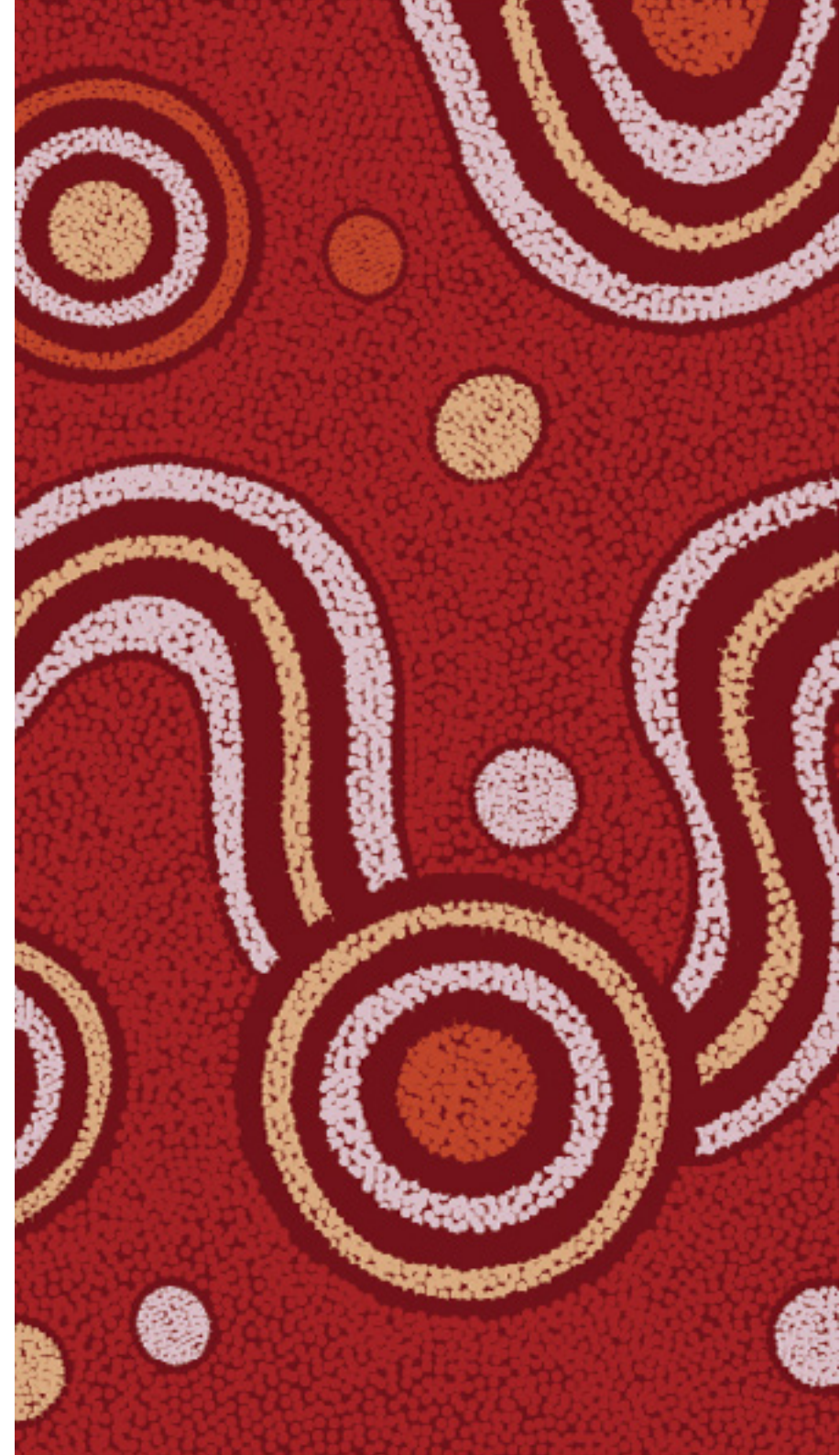


our business

Greenbox is one of Australia's leading Information and Communication Technology (ICT) lifecycle management companies. We help organisations use technology more responsibly — from deployment and imaging through to reuse, repair, refurbishment, and recycling of end-of-life devices. As the first IT asset disposition (ITAD) company in Australia to be certified carbon neutral, we align our services with sustainability, reconciliation, and closing the digital divide.

We are 100% Australian owned and operated, employing 98 staff across secure facilities in Brisbane, Sydney, Canberra, and Melbourne. In addition to our Australian facilities, we also have 3 facilities and a team of 55 in New Zealand. We're proud to be a culturally diverse workplace, with over 36 cultural backgrounds represented among our team. This diversity brings warmth, wisdom, and a sense of shared humanity to everything we do. It also deepens our commitment to reconciliation — reminding us that inclusion is not one-size-fits-all, and that true respect means listening, learning, and honouring the distinct voices and stories of First Nations peoples.

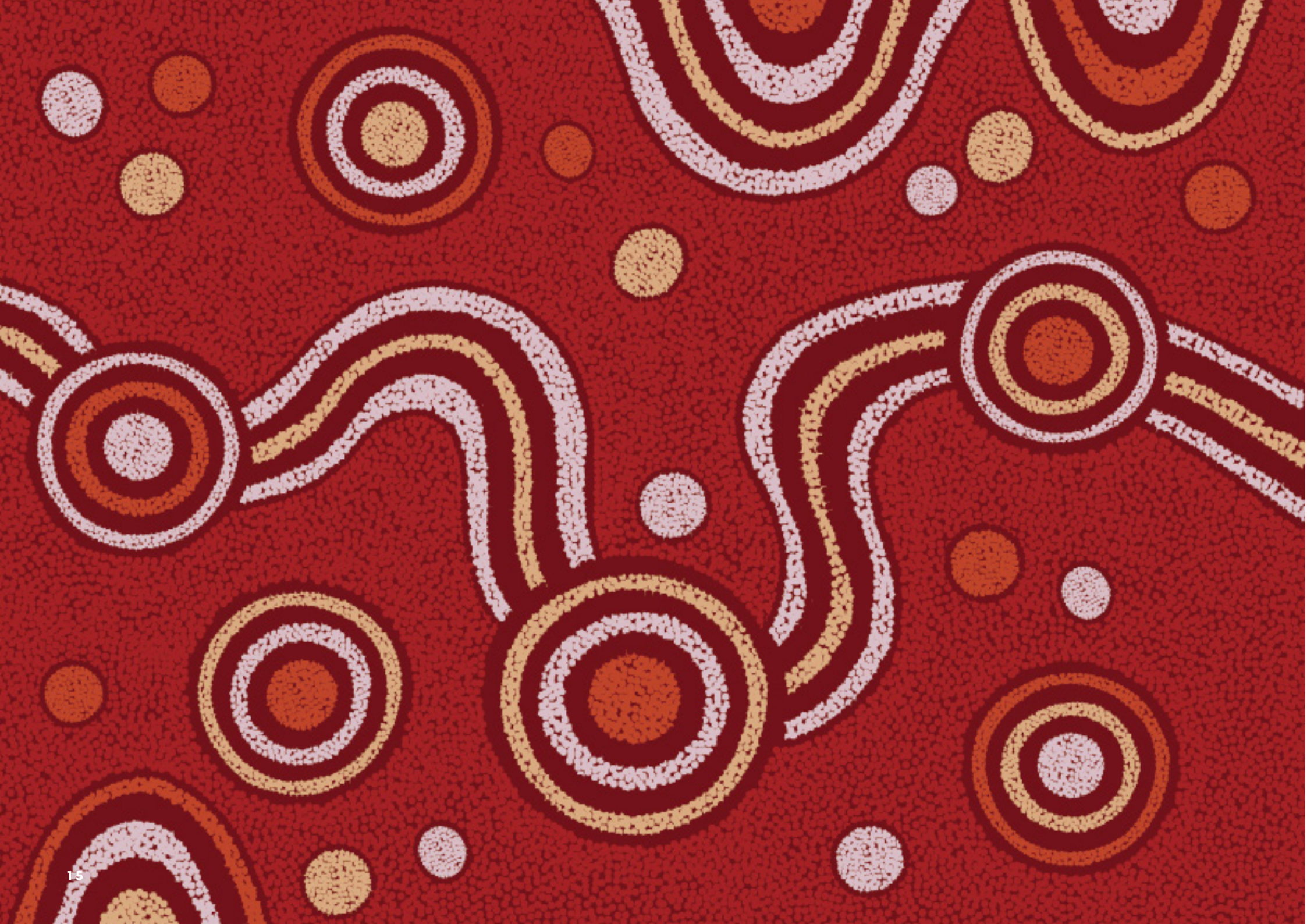
When cultures are respected and celebrated, we all benefit — as people, as communities, and as a nation. We currently employ two Aboriginal and/or Torres Strait Islander people.



Through our Innovate RAP, are committed to creating more pathways for First Nations employment, training and leadership. This includes developing traineeship partnerships with community-controlled organisations and encouraging our industry partners and customers to join us in building stronger opportunities.

Our reach is national and international, with services supporting many of Australia's largest businesses and government agencies, and global partnerships advancing the circular economy. Our sphere of influence includes staff, leadership, suppliers, customers, government, industry, and First Nations organisations. Every device we manage has the potential to contribute to better environmental outcomes, digital inclusion, and reconciliation.

Through our people, facilities, and partnerships, Greenbox is well positioned to contribute to reconciliation in practical and measurable ways that connect economic opportunity, digital inclusion, and cultural recognition.



our rap

Greenbox's reconciliation journey began with our Reflect RAP, which created the space to listen, learn, and test where we could contribute most meaningfully. We recognised early that reconciliation could not be treated as a side project. It needed to be connected to our core business: enabling digital equity and sustainability in partnership with Aboriginal and Torres Strait Islander peoples.

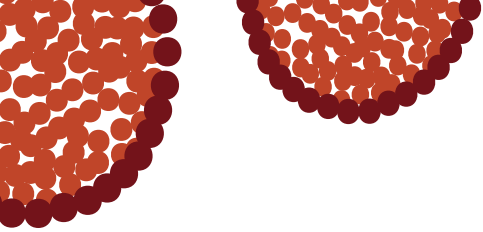
From our Reflect RAP, several lessons emerged that continue to shape our Innovate RAP:

- Reconciliation must connect to our core business: We are learning that our strongest contribution lies where technology, sustainability, and reconciliation meet — creating digital inclusion pathways, supporting traineeships, and embedding cultural recognition into our services.
- Relationships come before action: We came to understand that this work travels at the speed of trust. Progress is only possible when we take time to build strong, genuine relationships with Aboriginal and Torres Strait Islander organisations and communities.
- Culture and community need to be lived, not just acknowledged: Our journey has been enriched by welcoming Aboriginal and Torres Strait Islander young people and community leaders

from Cherbourg to our facilities, celebrating graduation ceremonies with community for Transition 2 Success students, and joining NAIDOC Week celebrations with the Cherbourg community. These moments remind us that reconciliation is about being present, connected, and celebrating together.

- Partnerships extend our impact: Collaborations such as our national partnership with Indigenous Allied Health Australia (IAHA) show us that working with First Nations organisations creates greater outcomes than we could achieve alone.
- Practical opportunities matter most: The most valued outcomes have been those that are concrete and measurable — digital devices in the hands of students, work experience placements, and new employment pathways.

We are proud of these learnings but acknowledge that they represent only early steps. We are still developing, and our Innovate RAP is designed to embed these lessons more deeply into our ways of working. It is through listening and learning with our community partners that we continue to adapt and grow, ensuring reconciliation is part of our identity and contributes to tangible outcomes.



our partnerships

Partnership with Indigenous Allied Health Australia (IAHA)

IAHA works to strengthen the Aboriginal and Torres Strait Islander health workforce, creating pathways for young people to enter and thrive in health professions through school-based traineeships and transitions to employment. Access to technology is a vital part of that journey — for study, connection, and building digital skills.

Through our partnership, Greenbox provides refurbished laptops to IAHA trainees and students. These devices, wrapped in Aboriginal artwork, are not only tools for study, but symbols of the cultural identity and lens that the Aboriginal and Torres Strait Islander workforce brings to their studies and practice. The initiative reflects what we are learning: digital equity is about more than supplying equipment — it is about ensuring young people feel proud of who they are and recognise their strengths, while gaining the tools to succeed.

“We believe in creating value not just through technology, but through meaningful impact. A partnership with IAHA allows us to extend the life of quality tech assets while collaborating to enable the development of a future-focused, culturally strong health workforce.”

Collaboration with Danielle Leedie Gray

Greenbox's collaboration with Aboriginal artist Danielle Leedie Gray reflects how respect and relationship come together in our reconciliation journey. Danielle, a Bidjara and Wakka Wakka woman, brings bold and contemporary designs that express culture, unity, and healing.

Working with Danielle has allowed us to integrate Aboriginal and Torres Strait Islander artwork into our technology initiatives, ensuring that digital inclusion also celebrates cultural identity. Beyond the visual impact, this partnership is grounded in dialogue, respect, and mutual trust. It is not a one-off commission but part of an ongoing relationship — one that helps us tell our story of reconciliation in ways that are authentic and enduring.

We are deeply grateful to Danielle for her generosity, creativity, and openness in walking this path with us. Looking ahead, we see exciting opportunities to continue our collaboration — finding new ways for design, art and technology to come together, and to share stories that celebrate culture, increase understanding, and advance reconciliation.

Partnership with Institute for Urban Indigenous Health (IUIH)

The Institute for Urban Indigenous Health (IUIH) plays a vital role in delivering integrated health services to Aboriginal and

Torres Strait Islander peoples across South-East Queensland. Our collaboration with IUIH began through supporting trainees enrolled in the Pathways, Our Way Academy (POWA). Trainees were not only provided with refurbished devices, but with devices wrapped in Indigenous artwork commissioned for our Reflect RAP — ensuring the technology celebrated culture as well as enabling learning.

Building on this foundation, Greenbox and IUIH are exploring new ways of working together. We recognise that digital access is now a critical enabler of healthcare, and together we are looking at how refurbished technology can strengthen community health programs.

What makes this partnership powerful is the alignment of shared values — a commitment to sustainability, equity, and caring for Country. These shared values are shaping how we collaborate: not as separate efforts, but as a joined-up approach that places culture, community, and long-term impact at the centre. This work is still at an early stage, but it highlights what becomes possible when sustainability, technology, and health services come together. By supporting digital inclusion within health initiatives, we can create stronger connections between patients, families, and services, and contribute to better long-term outcomes for community wellbeing.

“All the way from its owner, the leadership team and the program and projects teams, Greenbox has demonstrated an edifying and practical drive to reconciliation. It is a pleasure to work with a team that values cultural integrity and manifesting its cultural values in the everyday work of the business.”

Lawrence Swann, Executive Director – Corporate Services, Institute of Urban Indigenous Health



Collaboration with Cherbourg Community

Greenbox has been privileged to work alongside partners in Cherbourg, including the Transition 2 Success team and the Cherbourg Youth Advisory Group. Together, we have celebrated graduation ceremonies, welcomed young people into our facilities, and joined NAIDOC Week events in community.

These collaborations have shown us that reconciliation is about more than programs or technology — it is about relationships, presence, and shared experiences. The voices of young people and community leaders in Cherbourg continue to guide our understanding of what practical and culturally meaningful digital inclusion looks like. They remind us that reconciliation travels at the speed of trust, and that real impact grows when we walk alongside community aspirations.

“You’ve truly captured the importance of cultural connections in community and across Indigenous contexts. It’s clear you are doing a wonderful job of building connections and ensuring cultural appropriateness — nothing more needs to be said.”

Tanya Alberts Program Coordinator, Jumbunna –
Cherbourg Youth Justice Cape York Partnership

Cape York Partnership

Greenbox is proud to be in the early stages of a collaboration with Cape York Partnership (CYP). CYP brings a proud history of reform and deep local expertise, demonstrated through the Cape York Leadership Program, O-Hubs and the Pama Platform. We value their context knowledge and are inspired by the leadership and action of Cape York communities in driving Indigenous-led solutions.

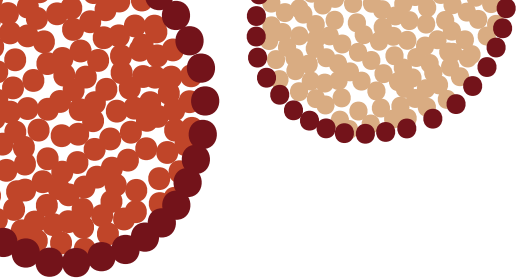
Together, we are focusing on practical support: expanding digital capacity within O-Hubs, supporting Cape York Leadership graduates, and co-testing how incentives can strengthen the reach and application of the Pama Platform across communities. This partnership reflects our Innovate RAP commitment to genuine collaboration—listening, learning, and contributing our skills in digital equity and circular economy practice to support community priorities and self-determined futures.

“Our partnership with Greenbox shows what is possible when Indigenous leadership and innovation are supported with the expertise and resources that strengthen capability on the ground and across our organisation. Their support for our Cape York Leaders Program graduates, their investment in digital inclusion through our O-Hubs, and their co-design of incentives for the Pama Platform reflect a genuine commitment to Indigenous-led solutions. Greenbox brings a grounded, collaborative approach that deepens our impact in communities and helps create long-term opportunities for families across Cape York.”

- Fiona Jose, Group CEO

our
rap
journey.





Greenbox is developing an Innovate RAP because we recognise reconciliation as a responsibility we carry, and an opportunity to listen, learn, and work alongside First Nations communities. As an organisation working at the intersection of technology, sustainability, and community, we know that our actions can either reinforce inequity or help close the gap. We want to ensure our business actively contributes to a future where Aboriginal and Torres Strait Islander peoples have equal access to opportunities, resources, and digital inclusion.

Our CEO champions the RAP, ensuring reconciliation remains a leadership priority and is embedded in decision-making across the business. This leadership commitment signals to our staff, partners, and customers that reconciliation is not a side project but core to who we are as a business.

The Greenbox RAP Working Group brings together people from across our company to guide this work. Internally, the group includes representatives from the board, senior management, operations, sales, and social impact. Externally, we are strengthening relationships with Aboriginal and Torres Strait Islander partners to help shape and guide our approach. We know reconciliation cannot be advanced from within our company alone — it requires listening to, and working alongside, community.

Our RAP Working Group is supported by the oversight of the Greenbox Board, where Indigenous representation is provided through our founder as a board member. As a permanent and ongoing member of the working group, this ensures reconciliation remains a governance and implementation priority - and that accountability is built into our decision-making structures. We acknowledge, however, that our RAP Working Group currently does not include Aboriginal and Torres Strait Islander representation beyond the Board. Strengthening this is a clear priority for our Innovate RAP -recognising this reflects our responsibility to drive change, strengthening Aboriginal and Torres Strait Islander voice is a clear priority for us. We are committed to inviting broader participation from Aboriginal and Torres Strait Islander staff, community-controlled organisations, and First Nations leaders connected to our digital equity partnerships, so that reconciliation is shaped with and guided by community.

While we do not yet have a formal Aboriginal and Torres Strait Islander Advisory Group, we work closely with partners such as the Cherbourg Aboriginal Shire Council, Transition to Success, the Institute of Urban Indigenous Health, and Indigenous Allied Health Australia (IAHA) to ensure our initiatives are shaped by First Nations perspectives. Establishing stronger formal advisory mechanisms is a clear area for growth in this Innovate RAP.

Since our Reflect RAP, we have learnt that reconciliation at Greenbox works best when it is tied directly to our core business. For us, this means enabling digital equity and sustainability in partnership with Aboriginal and Torres Strait Islander peoples. Some of our learnings include:

- The importance of relationships before action — building trust with First Nations organisations and leaders is as valuable as the initiatives themselves.
- Culture must be lived and celebrated, not just acknowledged — from wrapping devices in Indigenous artwork, to welcoming young people and community leaders into our facilities, and joining NAIDOC celebrations.
- Opportunities need to be practical and measurable — such as digital inclusion programs, and collaborations and partnerships that deliver real outcomes.

We are proud of the partnerships that have emerged through our reconciliation journey to date. For example, our partnership with UIH and IAHA is helping provide digital support for Aboriginal and Torres Strait Islander students entering the health workforce, while also celebrating culture through technology. These collaborations highlight what becomes possible when sustainability, technology, and health services are brought together. They also reflect the circular economy principles at the heart of Greenbox — giving technology a second life, reducing waste, and using those resources to strengthen communities and reconciliation outcomes.

Reconciliation is strongest when it is done with communities, not for them. These lessons continue to shape our Innovate RAP and guide how we work into the future.

Case Study | Partnership with the Batavia Savanna Burning Project

The Batavia Savanna Burning Project, co-managed by the Batavia Traditional Owners Aboriginal Corporation and Corporate Carbon Solutions, is located in the high-rainfall savanna region of Cape York, Queensland. Registered under the Australian Government's Emissions Reduction Fund, this project applies traditional early-dry-season fire management to reduce the frequency and intensity of late-dry-season wildfires. These practices protect vital ecosystems, safeguard species such as the palm cockatoo and rufous owl, and generate Australian Carbon Credit Units (ACCUs). Greenbox sources ACCUs from this project as part of our commitment to aligning carbon neutrality with Indigenous stewardship and cultural land management. This partnership demonstrates how environmental sustainability and reconciliation can come together through respect for Country and support for Traditional Owner-led initiatives.

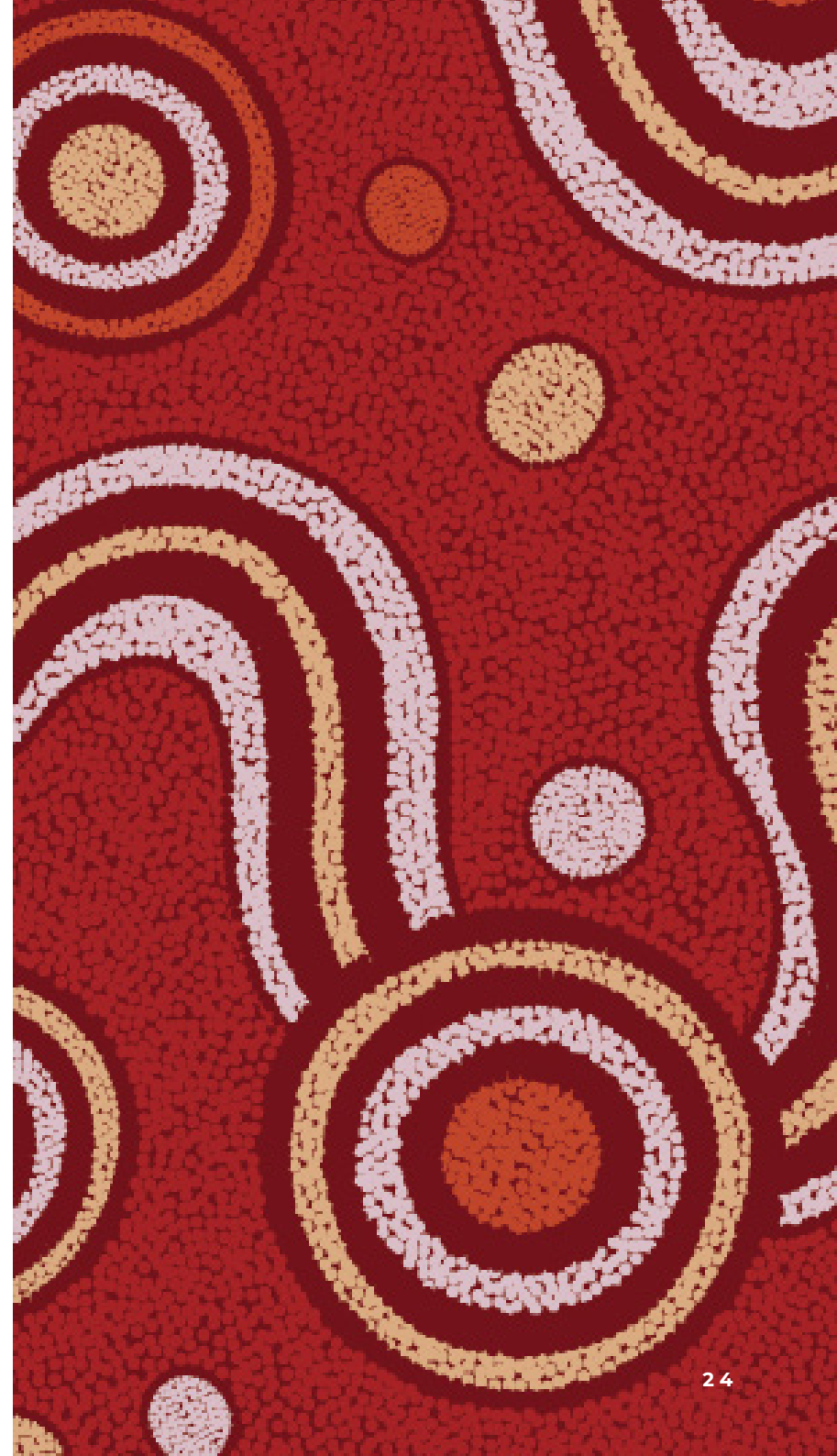


relationships.

Strong relationships between Aboriginal and Torres Strait Islander peoples and non-Indigenous are central to our vision for reconciliation. We know reconciliation moves at the speed of trust, and we are committed to building connections that are genuine and enduring.

We will work with community partners to co-design a Reconciliation Advisory Group that ensures a diversity of First Nations voices are represented — including young people and Elders. This will strengthen how reconciliation is embedded in our governance and decision-making.

Relationships align to Greenbox's role as a platform: we connect communities, customers, and suppliers in ways that bring sustainability, digital equity, and reconciliation together. By positioning ourselves as a learning partner, we can scale impact through the partnerships we build — making reconciliation part of both our internal culture and our external influence across industry.



Relationships

Action	Deliverable	Timeline	Responsible
1. 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.	January 2026	Social Impact Lead
	Develop and implement an engagement plan to work with Aboriginal and Torres Strait Islander stakeholders and organisations.	March 2026	Social Impact Lead
2. Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2026-27	Executive Assistant to the CEO
	RAP Working Group members to participate in an external NRW event.	27 May–3 June 2026-27	Social Impact Lead
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May- 3 June, 2026-27	Chief Executive Officer
	Register all our NRW events on Reconciliation Australia's NRW website.	May 2026-27	Social Impact Lead
3. Promote reconciliation through our sphere of influence.	Develop and implement a staff engagement strategy to raise awareness of reconciliation across our workforce.	May 2026	Social Impact Lead
	Communicate our commitment to reconciliation publicly.	May 2026	Chief Executive Officer
	Explore opportunities to positively influence our external stakeholders, customers and suppliers to drive reconciliation outcomes. Including encouraging and inviting others into the areas Greenbox is doing (partnering, philanthropic and in-kind support where possible).	January 2026	Chief Executive Officer
	Collaborate with RAP organisations and other like-minded organisations to develop innovative approaches to advance reconciliation.	January 2026	Social Impact Lead

Relationships

Action	Deliverable	Timeline	Responsible
4. Promote positive race relations through anti-discrimination strategies.	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	June 2026	Quality & Compliance Manager
	Develop, implement, and communicate an anti-racism and anti-discrimination policy for our organisation.	June 2026	Quality & Compliance Manager
	Engage with Aboriginal and Torres Strait Islander staff and/or Aboriginal and Torres Strait Islander advisors to consult on our anti-discrimination policy.	June 2026	Quality & Compliance Manager
	Educate senior leaders on the effects of racism.	June 2026	Social Impact Lead

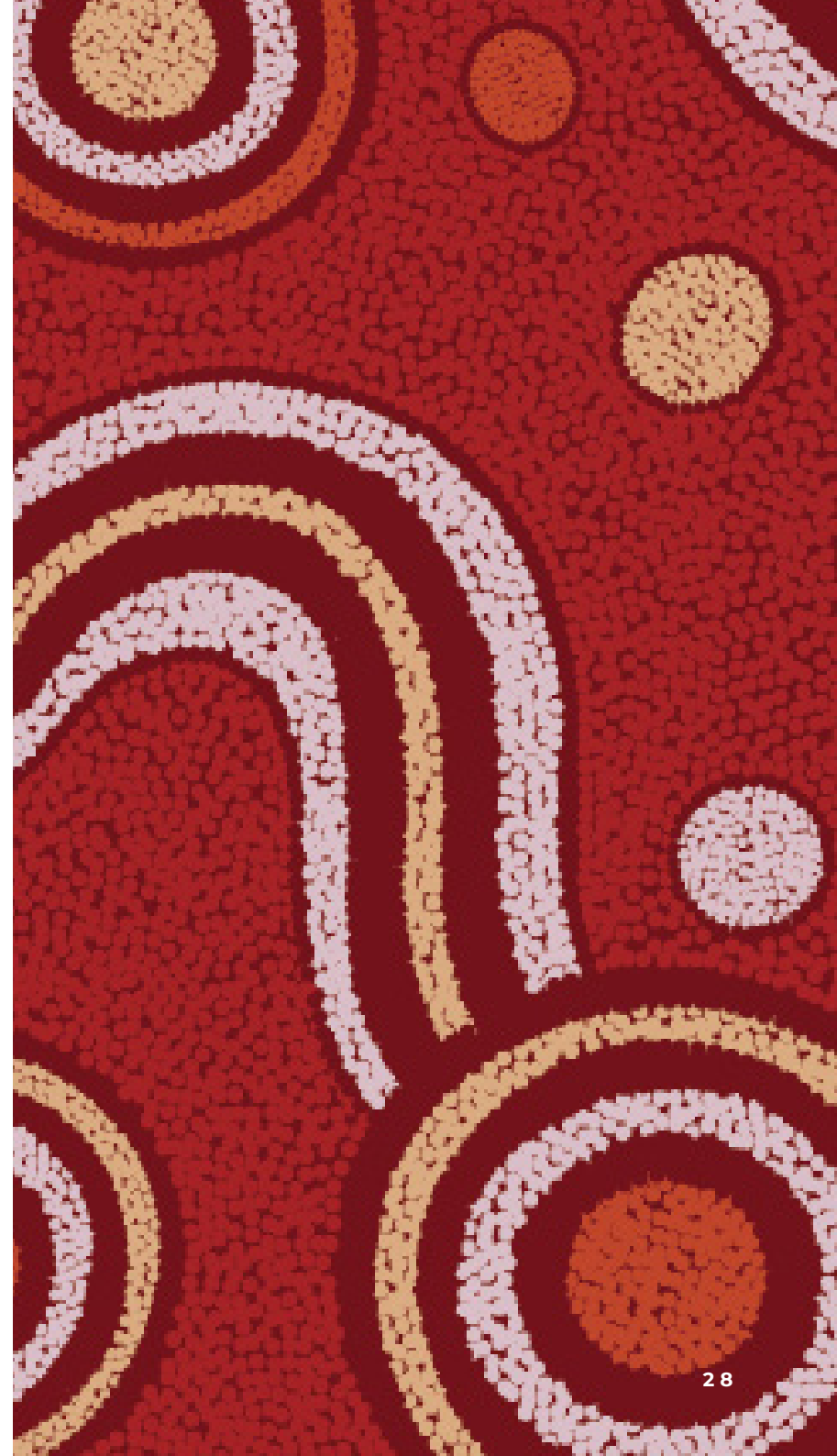


respect.

Respect for Aboriginal and Torres Strait Islander cultures, histories, knowledge, and rights is central to Greenbox's reconciliation journey.

We believe that the world's oldest continuing cultures are a source of pride and strength for all Australians, and that respect begins with creating space for listening, learning, and acknowledgment. In practice, this means embedding Aboriginal and Torres Strait Islander voices and artwork into our projects, celebrating cultural events such as NAIDOC Week, and continuing to grow our team's cultural capability.

Respect aligns with Greenbox's strategic direction of becoming a sustainability and impact leader. By embedding Aboriginal and Torres Strait Islander cultures, histories, and knowledge into our work, we ensure our environmental solutions also advance equity, reconciliation, and care for Country. For us, respect is not only about recognition, but about celebrating culture as a vital part of how we work and the future we are building together.



Respect

Action	Deliverable	Timeline	Responsibility
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and rights through cultural learning.	Conduct a review of cultural learning needs within our organisation.	March 2026	Social Impact Lead
	Consult local Traditional Owners and/or Aboriginal and Torres Strait Islander advisors to inform our cultural learning strategy.	June 2026	Social Impact Lead
	Develop, implement, and communicate a cultural learning strategy document for our staff.	January 2027	Social Impact Lead
	Provide opportunities for RAP Working Group members, HR managers and other key leadership staff to participate in formal and structured cultural learning.	January 2027	Social Impact Lead
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	May 2026	Social Impact Lead
	Develop, implement and communicate a cultural protocol document, including protocols for Welcome to Country and Acknowledgement of Country.	August 2026	Social Impact Lead
	Invite a local Traditional Owner or Custodian to provide a Welcome to Country or other appropriate cultural protocol at significant events each year.	May 2026	Social Impact Lead
	Include an Acknowledgement of Country or other appropriate protocols at the commencement of important meetings.	August 2026	Social Impact Lead

Respect

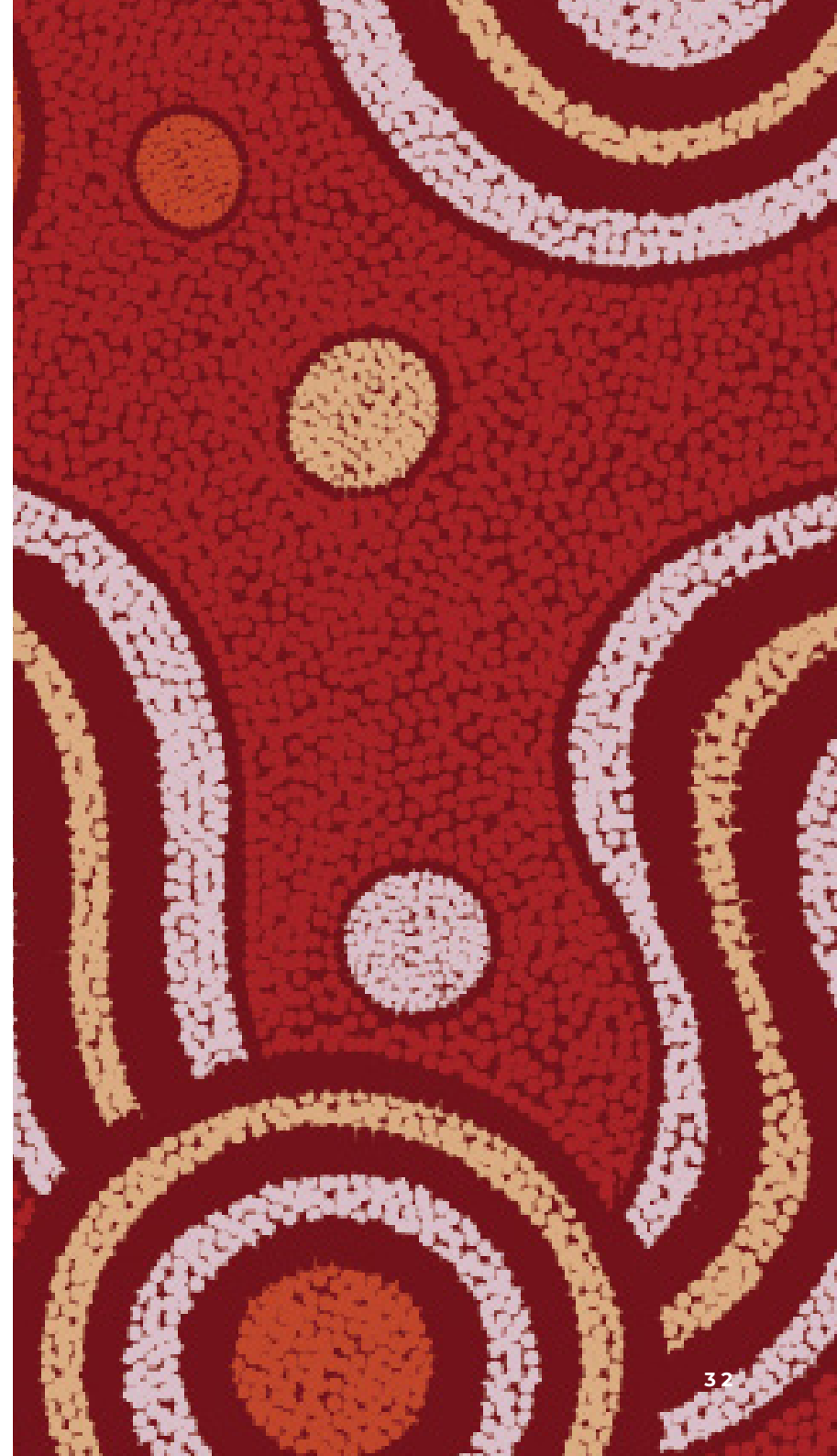
Action	Deliverable	Timeline	Responsibility
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	RAP Working Group to participate in an external NAIDOC Week event.	First week in July, 2026-27	Social Impact Lead
	Review HR policies and procedures to remove barriers to staff participating in NAIDOC Week.	July 2026	Quality and Compliance Manager
	When possible, enabling connection for Aboriginal staff to remain connected to community	June (annually)	Chief Delivery Officer
	Promote and encourage participation in external NAIDOC events to all staff.	June (annually)	Chief Executive Officer
	Collaborate with appropriate First Nation people and businesses to understand and celebrate Indigenous history and culture and leverage spheres of influence.	August 2026	Social Impact Lead



opportunities.

We see clear potential to create opportunities that are practical, measurable, and directly connected to our core business. This includes providing secure and sustainable technology solutions, enabling digital inclusion, offering training and work experience placements, opening pathways to employment, and strengthening supplier diversity through procurement with Aboriginal and Torres Strait Islander businesses. Opportunities are strongest when they are co-designed with community partners, ensuring they are meaningful, culturally grounded, and aligned with local aspirations.

Opportunities align to Greenbox's strategic direction of becoming a leader in digital equity. We know digital equity is more than access to devices — it requires skills, support, cultural relevance, and trusted relationships. By partnering with Aboriginal and Torres Strait Islander organisations, we can co-design solutions that strengthen community priorities, support education and employment pathways, improve access to health and wellbeing services, and celebrate culture through innovation. In this way, opportunities are not an add-on to our work, but part of how we connect sustainability with community impact.



Opportunities

Action	Deliverable	Timeline	Responsibility
8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention, and professional development.	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	January 2026	Social Impact Lead
	Engage with Aboriginal and Torres Strait Islander staff to understand their experiences, to improve recruitment, retention and professional development.	March 2026	Social Impact Lead
	Develop and implement an Aboriginal and Torres Strait Islander recruitment, retention and professional development strategy.	January 2027	Social Impact Lead
	Advertise job vacancies to effectively reach Aboriginal and Torres Strait Islander stakeholders.	July 2026	Social Impact Lead
	Review HR and recruitment procedures and policies to remove barriers to Aboriginal and Torres Strait Islander participation in our workplace.	July 2026	Quality and Compliance Manager
9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Develop and implement an Aboriginal and Torres Strait Islander procurement strategy which includes recognition of time and cultural knowledge given in support of our work.	December 2026	Chief Delivery Officer
	Investigate new ways to support Aboriginal and Torres Strait Islander businesses.	December 2026	Social Impact Lead
	Develop and communicate opportunities for procurement of goods and services from Aboriginal and Torres Strait Islander businesses to staff.	December 2026	Chief Delivery Officer
	Review and update procurement practices to remove barriers to procuring goods and services from Aboriginal and Torres Strait Islander businesses.	December 2026	Chief Delivery Officer
	Develop commercial relationships with Aboriginal and/or Torres Strait Islander businesses.	December 2026	Chief Executive Officer

Opportunities

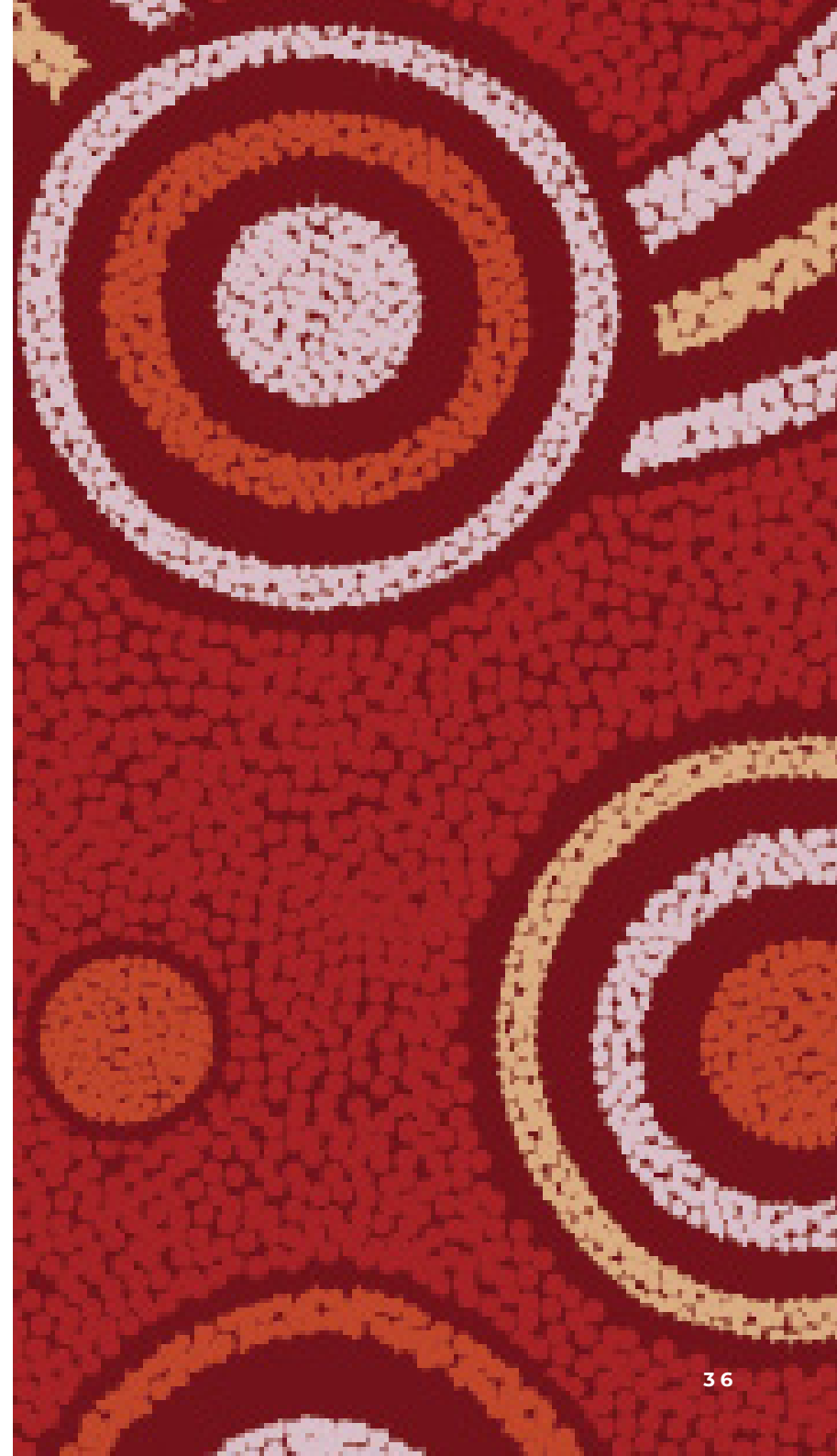
Action	Deliverable	Timeline	Responsibility
10. Improve opportunities for traineeships and work experience, employment	Design, test and learn how collaborations and partnerships with Institute of Urban Indigenous Health and other Aboriginal and/or Torres Strait Islander organisations may increase opportunities.	December 2026	Social Impact Lead
	Host and co-convene two events annually with industry and community partners.	June, December (annually)	Social Impact Lead



governance.

Our governance structures to date have been intentionally informal but functional — built on trust, relationships, and co-design with community partners. This has allowed all to learn and adapt together - at the pace and in a way that is informed by our community partners. Looking ahead, we see the opportunity for partners including Institute for Urban Indigenous Health (IUIH), Cherbourg Aboriginal Shire Council, Cherbourg Youth Advisory Group, Indigenous Allied Health Australia (IAHA), Jumbunna, Transition 2 Success, Cape York Partnership, and the Silver Lining Foundation to co-design governance structures that bring young people, Elders, and community leaders voices to the table.

Quarterly reporting to our Executive Leadership Team and board will focus on reconciliation actions such as devices redirected, supplier diversity spend, cultural partnerships, and staff engagement. Community partners will also contribute towards understanding impact on the ground,- not just outputs. So we can together learn what and how it takes to make positive change. An annual review with the RAP Working Group will guide adaptation and improvement.



Governance

Action	Deliverable	Timeline	Responsibility
11. 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.	March, June, September, December (annually)	Social Impact Lead
	■ Review and maintain a Terms of Reference for the RWG.	March 2026 (annually)	Social Impact Lead
	■ Meet at least four times per year to drive and monitor RAP implementation.	January, April, July, October (annually)	Social Impact Lead
12. Provide appropriate support for effective implementation of RAP commitments.	■ Define resource needs for RAP implementation.	March 2026, '27	Social Impact Lead
	■ Continue to engage our senior leaders and other staff in the delivery of RAP commitments.	Review July 2026, '27,	Social Impact Lead
	■ Define and maintain appropriate systems to track, measure and report on RAP commitments.	March 2026	Social Impact Lead
	■ Maintain an internal RAP Champion from senior management.	January 2026	Chief Executive Officer
	■ Review appointment of RAP Champion annually.	January 2027 '28	Chief Executive Officer

Governance

Action	Deliverable	Timeline	Responsibility
13. Build accountability and transparency through reporting RAP achievements, challenges, and learnings both internally and externally.	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	Social Impact Lead
	Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Survey	1 August annually	Social Impact Lead
	Complete and submit the annual RAP Impact Survey to Reconciliation Australia.	30 September, annually	Social Impact Lead
	Report RAP progress to all staff and senior leaders quarterly.	April 2026 July 2026 October 2026 January 2027 April 2027 July 2027 October 2027 January 2028	Social Impact Lead
	Publicly report our RAP achievements, challenges and learnings, annually.	July 2026 '27 '28	Social Impact Lead
	Investigate participating in Reconciliation Australia's biennial Workplace RAP Barometer.	April 2026, 2027	Social Impact Lead
	Submit a traffic light report to Reconciliation Australia at the conclusion of this RAP.	December 2027	Social Impact Lead

Governance

Action	Deliverable	Timeline	Responsibility
14. Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	six months prior to RAP expiry date	Social Impact Lead
	Co-design and maintain a First Nations Advisory Group with our community partners to ensure community and their insights and aspirations are at the heart of our collaborations.	October 2026	Social Impact Lead
	Establish culturally safe pathways for complaints and feedback.	October 2026	Social Impact Lead

Our commitment and work connects with the national reconciliation agenda and **Closing the Gap Outcome 17 — equal access to digital inclusion and technology**, and enables progress in:

- Outcome 1 – People enjoy long and healthy lives
- Outcome 4 – Children thrive in their early years
- Outcome 7 – Young people are engaged in education
- Outcome 8 – Strong economic participation and development of communities
- Outcome 11 – Adults are not overrepresented in the justice system

Achieving this at scale requires more than individual actions: it requires collective commitment, shared learning, and genuine collaboration.

Invitation: Greenbox invites government agencies, corporates and organisations large and small, who are ready to advance their RAP, ESG, or social responsibility aspirations to join us in this journey. Together, we can turn sustainability practices into reconciliation impact.

To explore partnership opportunities, please speak with one of our Business Development Executives, or contact our Social Impact Lead directly at:

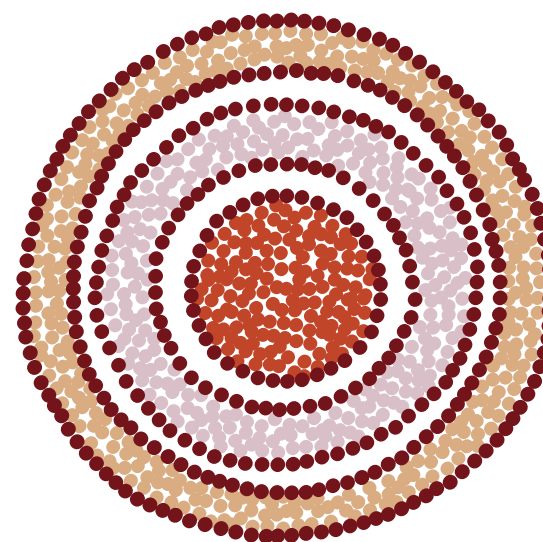
Contact details

Name: Craig Cunningham

Position: Social Impact Lead

Phone: 0407 758 639

Email: craig.cunningham@greenbox.com.au





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