

# RECONCILIATION ACTION PLAN

August 2023 - July 2025

**INNOVATE**





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### **Abbreviations:**

RAP: Reconciliation Action Plan  
RCS: Reconciliation Action Plan Steering Committee  
RWG: Reconciliation Action Plan Working Group  
BU: Business Unit (Wilson Group Australian Businesses)





The Wilson Group head office is located on the lands of the Wurundjeri people in Naarm (Melbourne), we pay our respects to the Traditional Custodians and recognise their continuing connection to land, sea and culture.

Our business operates in every corner of the continent and in valuing this commitment we acknowledge our state branches operate by their traditional Placenames: Brisbane (Meaanjin), Sydney (Warrang), Canberra (Ngambri), Hobart (Nipaluna), Adelaide (Tarndanya), Perth (Boorloo) and Darwin (Garramilla).

We pay respect to Elders past, present, emerging and extend that respect to all Aboriginal and Torres Strait Islander peoples around the country.





# CEO Foreword



I would like to acknowledge that our business operates all over the country on lands traditionally owned by Aboriginal and Torres Strait Islander peoples. I pay my respects to Elders past, present and future.

Wilson Group is built on a simple philosophy: we look after what's important to you. Whether it's close to your heart, your business or way of life, if it matters to you, it means everything to us. We have used this philosophy in the development of our second Innovate Reconciliation Action Plan (RAP).

In our first RAP we developed over 20 unique partnerships with Aboriginal and Torres Strait Islander businesses, Aboriginal Community Controlled Organisations and Aboriginal communities, and utilised the learnings from these relationships to develop our commitments to the people in the regions we operate our business.

This Plan builds on the partnerships and relationships developed from our first RAP and ensures that we take stronger steps to encourage our business to make Reconciliation everyone's business, every day. This RAP provides the framework to embark on building a more equitable and inclusive future.

No less important is the opportunity for Aboriginal and Torres Strait Islander peoples and businesses to either gain sustainable employment with us or participate in our supply chain as long-term partners. These opportunities create the economic prosperity to change.

Our key deliverables commit our organisation to:

- Increase employment opportunities for Aboriginal and Torres Strait Islander people.
- Increase participation of Aboriginal and Torres Strait Islander businesses in our supply chain.
- Provide a cultural competency framework that supports staff to be more confident to work with Aboriginal and Torres Strait Islander peoples.

I look forward to sharing our progress.

The development of this RAP wouldn't be possible without our RWG members and members of the Aboriginal and Torres Strait Islander community who, not only provided us with advice in developing this RAP but have challenged our business to become more culturally competent. I would personally like to thank each and every one of you for your contributions to our previous and new versions of the RAP.

It is my pleasure to introduce Wilson Group's second RAP and reaffirm our commitment to reconciliation with all Aboriginal and Torres Strait Islander peoples.

**Jose Da Silva**

Group CEO & Executive Director



# The Story Of Our Artwork



“Joining Forces” is the title of our artwork by Hazel Cowburn. This is the second time that Hazel has designed our RAP Artwork, capturing the essence of our values and purpose in this latest painting.

Wilson Group has joined forces with four spiritual groups represented by the meeting places - Wilson Parking, Wilson Security, Wilson Storage and Wilson Medic One.

The four lines leading upright and entwining symbolise growing strength and Wilson’s Group values:

- Integrity - do what’s right, not what’s easy
- Innovation - change that adds value
- Customer - every customer counts
- Leadership - demonstrating leadership is every person’s responsibility

This ‘Creates Enduring Value’. The abstract people in this painting represent our employees creating enduring value. The spiritual energy of the spirit persons hold guidance and protection, a signature of Hazel’s Artwork.

## About the Artist

Hazel Cowburn is a proud Wakka Wakka Woman from Gayndah, located in the North Burnett Region of Queensland. Hazel is also a descendant of the Gureng Gureng and Gubbi Gubbi tribes.

Hazel uses the rich diversity of her ancestry to paint out the stories and legends of the Dreamtime, and the of culture which she is immensely proud. “Ours is a rich and inspiring culture, I hope by telling my stories on canvas will enlighten all people and teach my children to be proud of their culture, land and background.”

Hazel is an Australian and International artist who has exhibited in numerous solo and group exhibitions and is held in many private collections in Australia and abroad. More recently, Hazel has been painting for Corporate businesses, which she’s enjoying.



# Reconciliation Australia CEO Statement



Reconciliation Australia commends Wilson Group on the formal endorsement of its second Innovate Reconciliation Action Plan (RAP).

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

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. Wilson Group continues to be part of a strong network of more than 2,200 corporate, government, and not-for-profit organisations that have taken goodwill and transformed it into action.

The four RAP types- Reflect, Innovate, Stretch and Elevate - allow RAP partners to continuously strengthen reconciliation commitments and constantly strive to apply learnings in new ways.

An integral part of building these foundations is reflecting on and cataloguing the successes and challenges of previous RAPs. Learnings gained through effort and innovation are invaluable resources that Wilson Group will continuously draw upon to create RAP commitments rooted in experience and maturity.

These learnings extend to Wilson Group using the lens of reconciliation to better understand its core business, sphere of influence, and diverse community of staff and stakeholders.

The RAP program's emphasis on relationships, respect and opportunities gives organisations a framework from which to foster connections with Aboriginal and Torres Strait Islander peoples rooted in mutual collaboration and trust.

This Innovate RAP is an opportunity for Wilson Group to strengthen these relationships, gain crucial experience and nurture connections that will become the lifeblood of its future RAP commitments. By enabling and empowering staff to contribute to this process, Wilson Group will ensure shared and cooperative success in the long-term.

Gaining experience and reflecting on pertinent learnings will ensure the sustainability of Wilson Group's future RAPs and reconciliation initiatives, providing meaningful impact toward Australia's reconciliation journey.

Congratulations Wilson Group on your second Innovate RAP and I look forward to following your ongoing reconciliation journey.

**Karen Mundine**

Chief Executive Officer Reconciliation Australia





# Our Vision for Reconciliation

At Wilson Group our vision for reconciliation is to strengthen our connection with Aboriginal and Torres Strait Islander peoples, to build greater understanding within our business and to Create Enduring Value through the development of employment opportunities, education and community programs.

Through our Security and Medic One businesses, we aim to improve community safety and health through leadership, employment and community programs. In our Parking and Storage businesses, we can create space for the expression of Aboriginal and Torres Strait Islander art, publicly acknowledge the appropriate traditional owners of the land we conduct our business upon and support communities by keeping assets and valuables safe.

We will also work across the Group to create a culturally safe and protected environment for our employees, develop career pathways for Aboriginal and Torres Strait Islander people and increase the participation of Aboriginal and Torres Strait Islander businesses in our supply chain.





# Our Business

Wilson Group is a leader in Parking, Security, Health and Storage operating across Australia, New Zealand, Singapore and Malaysia. Our businesses are dedicated to combining technology, and the strength of our people and processes to take care of people, property and assets.

Established in Perth (Boorloo), Western Australia in 1962 our business has grown into a company that spans many industries and countries. Each of our businesses are built on a simple philosophy; we look after what's important to you. Whether it's close to your heart, your business or way of life, if it matters to you, it means everything to us.

United by a culture of care for our people, our customers and our communities, we work hard to form strong relationships with our customers. Together we are passionate about finding integrated and effective solutions to a variety of customer needs.

As a people business our Australian workforce comprises of more than 8,000 people and we employ more than 160 people who have self-identified as Aboriginal and/ or Torres Strait Islander. This makes up approximately 2.12% of our workforce. We have offices located in each State and Territory, including regional locations such as Townsville, Katherine and Alice Springs. We work with some of Australia's biggest blue-chip companies such as Dexus, GPT, Rio Tinto, Department of Defence, Australian Taxation Office, CBA, NAB, Westpac, ANZ, Woolworths and Charter Hall.

## Wilson Parking

Wilson Parking Australia first opened in Perth (Boorloo), Western Australia over 60 years ago.

Now, with operations across all major cities, we manage some of the most prominent car parks across Australia.

With a focus on making the parking experience better for all customers, our flexible and digital parking solutions are designed to meet the current demands of city workers and visitors while driving value for property owners and their tenants.

## Wilson Security

Wilson Security delivers an Integrated Security Solution Model which means that we partner with our clients to understand their risks, needs and pain points to develop a holistic and tailored solution to their complex security problems. We have a range of solutions available including Security Technology, Manpower, Corporate Risk, Emergency and Medical, and Mobile Patrols and will tailor the right solution.

We proudly deliver security services to the highest standards, so that our clients can focus on their core business, accelerate and deliver a better future.

## Wilson Medic One

Wilson Medic One has been providing world-class health services and pre-hospital care education for over 15 years.

With a team of over 120 doctors, paramedics, ambulance officers and patient transport officers, Wilson Medic One provides specialised industrial health and services to resource sites, each year caring for 20,000 patient transfers and ensuring over 700 events have the best medical support.





## Wilson Storage

Wilson Storage works hard to make storage both effortless and efficient, helping living rooms live up to their name and businesses to realise their full potential.

With locations across Victoria and New South Wales, Wilson Storage incorporates the very best range of services within our Group - quality asset protection and security, strong customer service principles and of course, state-of-the-art communication channels including voice, CCTV, intercom and national control rooms.





# Our RAP

**The development of our second RAP sees the Wilson Group reaffirm our commitment to reconciliation with a renewed focus from all our operating companies based in Australia.**

In this iteration of our RAP, we want to focus on the following objectives:

- Creating a safe and inclusive environment in our workplace for Aboriginal and Torres Strait Islander peoples to thrive.
- Increase the cultural competency of our staff through continuous training.
- Continue growing trust with communities we work in and develop sustainable relationships with Aboriginal and Torres Strait Islander peoples.
- Continue to offer economic opportunities through employment or business.

We made some great strides in our first RAP, developing 13 Memorandum of Understanding's (MOU's) with Traditional Owner groups about how Wilson can work to keep communities safe, spending in excess of \$6m with Aboriginal and Torres Strait Islander businesses and employed more than 150 Aboriginal and Torres Strait Islander people.

Respect, as a key pillar of the RAP framework is a focus in our RAP. We designed an online cultural awareness module and to date, 86% of our people have completed the module.

In our second RAP we will refresh the module and target 90% completion across the Group. In addition to this, 190 leaders across the business completed face to face training facilitated by Reuben Berg of RJHB Consultancy giving the business a good entry point to reconciliation.

As a people business, employment is another area that we can influence and create sustainable change for Aboriginal and Torres Strait Islander peoples. Wilson Security created the Making Tracks program which provides an entry into the Security industry with more than 100 people having entered the program to date. We intend to focus more on the retention of our Aboriginal and Torres Strait Islander employees as well as offering more opportunities for First Australians in the functional areas of our business.

Our commitment will continue to increase our workforce's understanding and respect for the traditions, cultural practices and achievements of Aboriginal and Torres Strait Islander peoples. We will focus on meaningful engagement with our local communities; encouraging our people to support local events, celebrate significant days on the calendar, work with Aboriginal Community Controlled Organisations and develop partnerships that are mutually beneficial in line with our values and mission. We will also raise the profile of our Aboriginal and Torres Strait Islander employees internally with the development of a peer network and associated support mechanisms to facilitate Aboriginal and Torres Strait Islander peoples to collaborate and thrive.

We plan to invest in our supply chain and commit to the development of a framework to develop Aboriginal and Torres Strait Islander businesses. This will help us to set and achieve an overall Group spend commitment.



## Lessons learnt

A key learning from our first RAP was the alignment of reconciliation efforts to our core business operations and values. This provides an existing framework that is already understood and practiced in the business.

To build on our first Plan, Reconciliation and Aboriginal and Torres Strait Islander engagement needed its own portfolio and a position dedicated to positively progress our efforts. While empowering our people to drive change themselves.

### Further key learnings

- Cultural Awareness and learning is an ongoing process. It's not something that we can only do once and expect our people to embrace reconciliation.
- Retention of Aboriginal and Torres Strait Islander employees is equally as important as recruiting. If the structure and culture is not right, then we will never retain good people.
- Data and reporting are key to understanding how we are tracking against our commitments and influencing the decision makers.
- A RAP cannot be a document sitting on the shelf, it must be a tool that is used to make everyday decisions. This makes education, reporting and celebrating our RAP achievements even more important.
- Engagement with Aboriginal and Torres Strait Islander businesses needs to be relational, not transactional in nature. You need to find the right partners that have the same values and dreams and then invest in those partners' long term.



## Making Tracks

The security industry historically struggles to attract Aboriginal and Torres Strait Islander candidates. Wilson Security designed the Making Tracks program as an entry level program to bring more Aboriginal and Torres Strait Islander peoples to the industry.

We engaged with Aboriginal business, CareerSteer, to design a one-week pre-employment course that focusses on "The World of Work" and what entering a corporate environment looks like. The participants then complete the accredited Certificate II in Security Operations training.

Customer service is a key part of the security industry, so we also partnered with the Customer Institute of Australia to design a "Customer Service Excellence" module. This is followed by a work experience placement rotating through different clients to gain an understanding of the variety of roles available in security and where they might want to work.

Our commitment to the participants is either a full or permanent part-time position if they successfully complete the course and obtain their security license.







For our second RAP we have changed the structure of our RWG in order to elevate it to an executive level within our Group structure.

We have included a RSC that is accountable for the RAP. We will canvas and invite external Aboriginal and Torres Strait Islander leaders to be a part of our Steering Committee in this iteration. They will join other executive leaders from across Wilson Group to advise on the overall RAP strategy.

Current staff members will be invited to sit in and observe the RSC meetings in year two of our RAP to learn more about the reconciliation process in corporate Australia. Underpinning the Steering Committee sits BU and location-based RAP Working Groups that will provide a localised model for implementation and engagement.

The Working Groups have Aboriginal and Torres Strait Islander representation through our three Indigenous Engagement Officers and other Aboriginal and Torres Strait Islander employees from the different Business Units in that State or Territory.

Lastly, we will engage with all of our Aboriginal and Torres Strait Islander employees to create an Indigenous Staff Network that will allow a safe space for those who are interested in interacting with their peers.

Our RAP is championed by both the Chief People Officer and the National Indigenous Engagement Manager.

# Our RAP Timeline & Achievements

## Early 2016

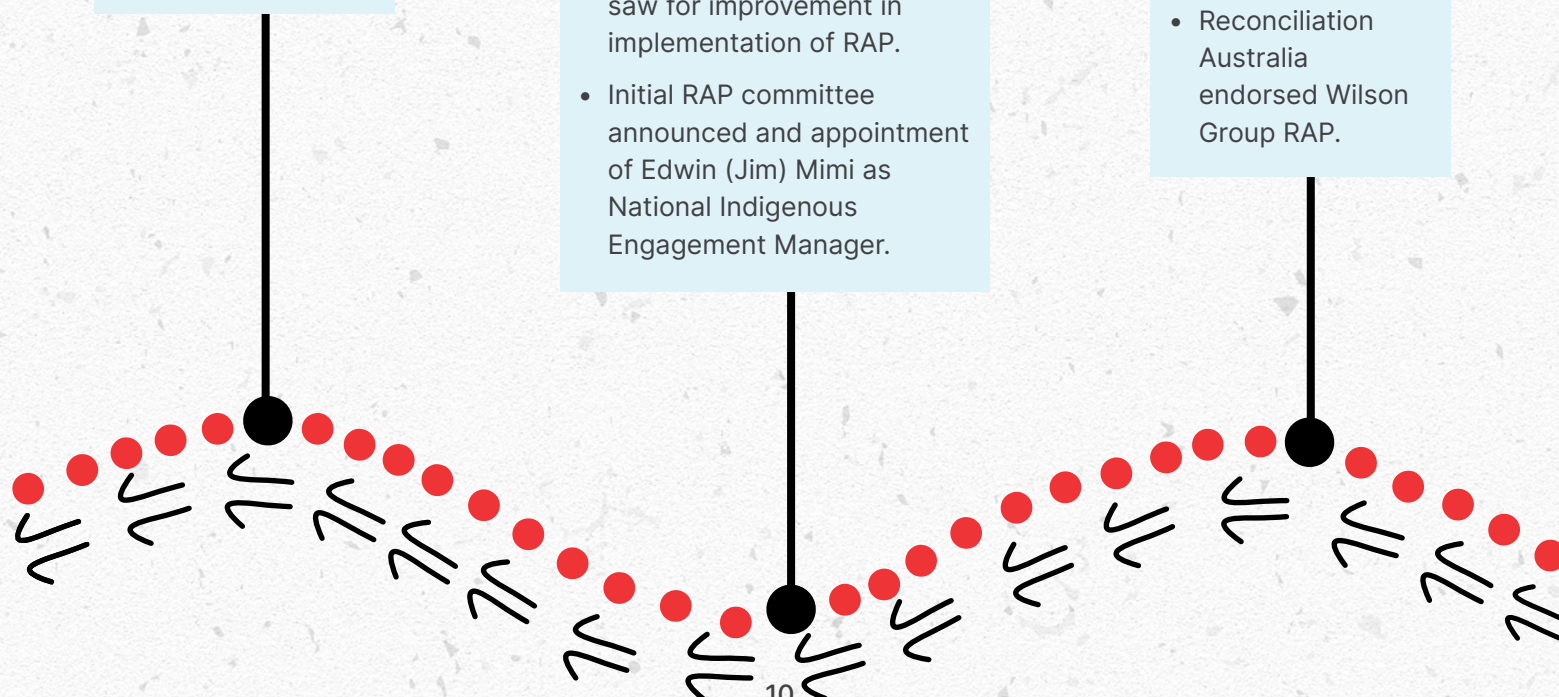
- Initial engagement around generation of RAP.

## Mid 2016

- Discussed with clients around their experiences and opportunities they saw for improvement in implementation of RAP.
- Initial RAP committee announced and appointment of Edwin (Jim) Mimi as National Indigenous Engagement Manager.

## Mid-late 2016

- First Innovate RAP developed with goals and KPI's.
- Reconciliation Australia endorsed Wilson Group RAP.





*Our RSC is made up of the following members:*

#### INTERNAL

Wilson Storage  
Chief Executive Officer

Wilson Medic One  
Chief Executive Officer

Wilson Security  
Chief Executive Officer

Wilson Parking  
Chief Executive Officer

Wilson Group  
Chief People Officer

Wilson Group  
Communications Manager

#### SECRETARIAT

National Indigenous  
Engagement Manager

#### 2017

- Innovate RAP launched internally and externally.
- First Wilson Security Cultural Awareness training conducted.

#### 2018

- Initiated V8 supercars Indigenous round in Townsville.
- Commenced donations to Pilbara Aboriginal Corporation of Traditional Owners group Christmas children's fund.
- Launched first Aboriginal and Torres Strait Islander Scholarship with QUT.
- Partnered with Aboriginal business EON Protection (WA) with a vision to 'reduce incarceration rates in the Indigenous community'.

#### 2019

- Online Indigenous Cultural Awareness training module developed and rolled out to more than 6000 employees across Wilson Group.
- Making Tracks program developed and facilitated in Perth and Sydney.
- Commenced partnership with NRL Cowboys House and became naming rights sponsor.
- RJHB Consultancy delivered Cultural Awareness Training to 190 leaders across the Wilson Group.
- Designed livery for Wilson Security Patrol Vehicles using our RAP artwork and installed in each state.
- Engagement with Larrakia Nation to design uniforms for the Darwin airport contract.



## 2020 - 2021

- National Indigenous Engagement Manager employed to develop second RAP and drive implementation.
- Sponsored the Indigenous Koalas and Indigenousroos football friendly with Peninsula Power.
- Engaged with Larrakia Nation to design Wilson uniforms for Darwin Woolworths stores.
- Commenced multi-year sponsorship of the Arrernte Community Boxing Academy in Alice Springs.
- Commenced multi-year partnership with Kari Foundation to support an annual Aboriginal Women's Wellbeing Conference.
- Employed two Indigenous Engagement Officers to support current Aboriginal and Torres Strait Islander employees.

## 2022

- Wilson Security procurement spend with First Nation's business reached 1.9% for the first time.
- Partnership with CareerTrackers commenced and first internship facilitated in Darwin, NT.
- Co-designed Indigenous themed uniform for University of Tasmania.

## 2023

- Wilson Group signs National contract with Muru Office Supplies Partnership.
- Making Tracks has 100th participant graduate from the program.
- Total Indigenous Procurement spend reaches \$10 million (2.4%) since 2016.



# Case Studies

## Darren Wellington

New South Wales Security Officer, Darren Wellington, joined Wilson Security in 2017 after successfully and obtaining his security licence.

Darren's story is inspiring and admirable, with his role with Wilson Security being his first job too.

Prior to Wilson Security, Darren wasn't in employment and was looking for an opportunity that was suitable for him.

Darren has pointed out that support from Wilson Security has been key to the success of the program, in that "Wilson Security is the first business to give me an opportunity for employment".

Darren is proud to work at the Beecroft Weapons Range as a Security Officer and local members of the community are happy and supportive to see a family member being employed on Country. Support has flowed from a State Management level with the initiation of the program through to the guidance and mentorship delivered by Darren's Shift Supervisor, Michael Pink.

Over the last five years, Darren's employment with Wilson Security has allowed him to connect with the local community on his people's traditional lands, where he both works and lives among the Jerringa people.

Through Darren's achievements and development within the business, his vision remains focused on further developing a presence within his community and becoming a member of the Wilson RWG.

"I would like to work in a position within Wilson Security that allows me to have more community involvement and help the business achieve meaningful opportunities for the Aboriginal community."





## Paige Mathees

WA Client Services Manager, Paige Mathees, joined Wilson Security in 2017 as a Uniform Coordinator and Administrator. Paige's career progression within Wilson Security is nothing but inspiring and a reflection of our core values as a business: Integrity, Customer, Innovation and Leadership.

During Paige's time in her initial role, she was responsible for overseeing uniform and stocktake management, and data entry support for the Mobile Patrols team.

In 2019, Paige was a part of the inaugural Making Tracks Program and successfully graduated with a security licence.

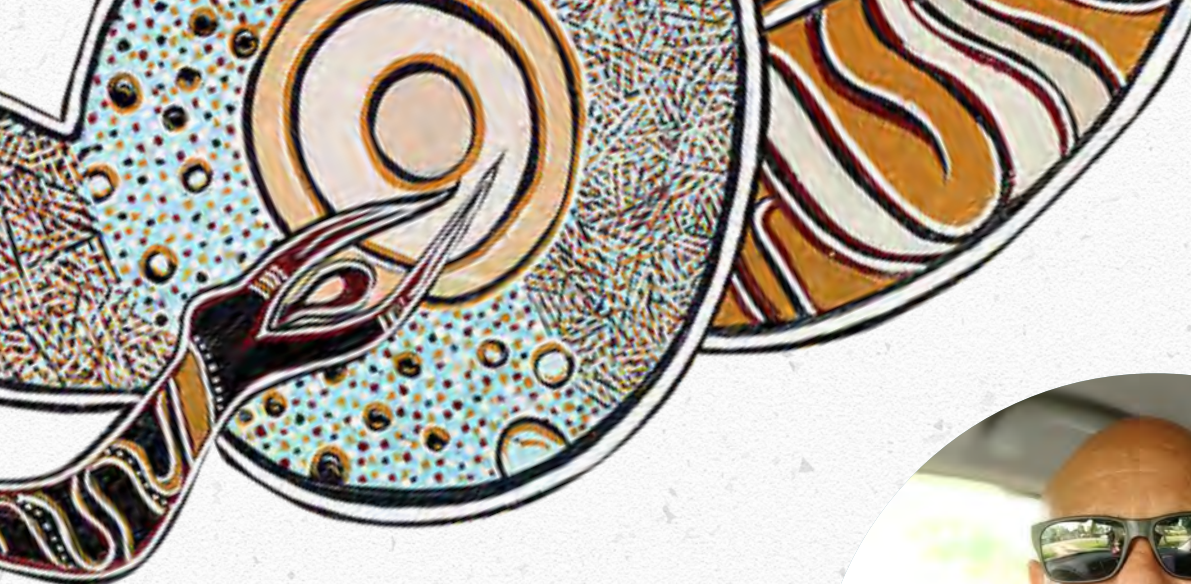
This enabled Paige to further progress within Wilson Security, being promoted to an Operator in the WA Operations Centre. As an Indigenous Australian herself, Paige believes "what Wilson Security is doing for Indigenous Engagement is fantastic."

Within that same year, Paige was asked to step in for a parental leave cover as a Patrols Client Services Administrator. Through Paige's hard work, determination, and motivation to learn and develop new skills, she was promoted to a Client Services Manager and asked to stay on after the secondment ended. "I bought on permanent and contracted clients with little to no sales experience. I like to think my experience and knowledge of the patrols department is what helped me obtain these clients. I've definitely grown my confidence in sales and face to face contact with clients."

Paige describes her time with the business as one that "I have really enjoyed. I've always been looked after and can never fault the support that I have personally received. I have grown professionally and personally in my 4.5 years and can't thank my team past and present enough for the role they played in that. Thank you for the support you have given me, and I want to thank everyone else in the background for making this all possible."







## Richard Kawane

Townsville team member, Richard Kawane, is passionate about helping his local community to stay fit, maintain their health and chase their dreams. He currently coaches one of the under-15 league teams in the local area, providing sporting guidance, and encourages his young proteges to maintain a positive direction in life.

A Site Manager at the Australian Taxation Office, Richard is a highly respected team member within the region. Outside work, he is a well-respected member of the Townsville community and a local role model for all Indigenous people.

Richard joined Wilson Security in 2019 after completing our Making Tracks program, an employment pathways program initiated by Wilson Security to provide safe and sustainable career opportunities for Indigenous Australians.

Richard's involvement and reputation for mentoring his peers, empathetic approach to assist vulnerable individuals and genuine care for all people has made him a key leader within his peer group. Since 2019, Richard has encouraged 10 Indigenous people in the Townsville community to gain certification in the security industry and employment with Wilson Security by completing the program.



**“Our people don’t need a  
handout; we need a hand up.  
Wilson gave me their hand - it’s  
now time to pay it forward.”**



# Community Partnerships



## Wilson Security and EON Protection

In 2018, after hearing the story of EON Protection and their vision to reduce incarceration rates within the Indigenous community, Wilson Security was keen to form a strategic partnership with the Indigenous-owned security company.

EON Protection is led by owner Gerard Matera who passionately describes his vision to positively impact the security industry, as well as the greater Indigenous community.

Based in Perth, EON is committed to bringing about positive, sustainable social and environmental change.

Wilson Security and EON Protection partnership uses the strength of each organisation, melding them together to look at protection differently. Holistically socially inclusively and, in turn, more effectively.

The partnership has been successful in securing multiple contracts creating client specific delivery models that are unique to each customer.

Through the partnership, both businesses are working to:

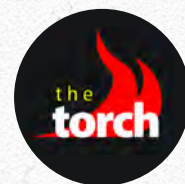
- increase the number of Indigenous employees in the security industry;
- foster supportive work environments for Indigenous employees;
- educate non-Indigenous team members on the Indigenous culture, so we can learn and appreciate; and
- improve relationships with external Indigenous organisations and communities, by engaging with them and identifying ways in which we can provide support and opportunities.



Nyoongar Traditional Owner and Director of EON Protection, Mr Gerry Matera, believes conventional business models that do not consider the extreme and unique challenges of Indigenous employees are destined for failure. He says “Partnering with Wilson Security will see our engagement model blur the lines between commercial operation and social enterprise. We invest heavily in our people, which means addressing individual challenges at great depth, whether that’s ensuring they have petrol for their car, support for their family or a sense of self and community.”

This is the first Aboriginal security partnership of its kind in Australia leveraging the commercial strength of Wilson Security, with the specialist approach to Indigenous engagement that EON provides.





## Wilson Parking Australia and The Torch

Since 2018, Wilson Parking Australia has been working with First Nation's artists to offer them a unique opportunity to promote their artwork on mediums that artists otherwise wouldn't have access to.

The Wilson Parking State Manager for Victoria, Simon Pearce, was the driving force behind a pilot with Worawa College in Melbourne.

"The Victorian Wilson Parking branch has been keen to build awareness and respect for land and culture of the First Nations People among our team and workforce. One way we've fostered this sense of justice and equity was through our initial partnership with Worawa Aboriginal College from 2018 and our ongoing partnership with The Torch Project whom we licence Indigenous artwork from to be displayed throughout our portfolio of sites in high traffic areas."

In 2020, Wilson Parking started its partnership with The Torch, purchasing and licencing artwork from Victorian artists to be displayed in car parks across the state. The Torch delivers the State-wide Indigenous Arts in Prison and Community Program, which aims to reduce the disproportionately high rates of Indigenous incarceration and recidivism in Victoria.

The program supports the development of self-esteem, confidence and resilience to the re-offending cycle through cultural strengthening and artistic expression. The Torch assists artists to reconnect with culture, foster new networks and to pursue educational and vocational avenues upon their release.

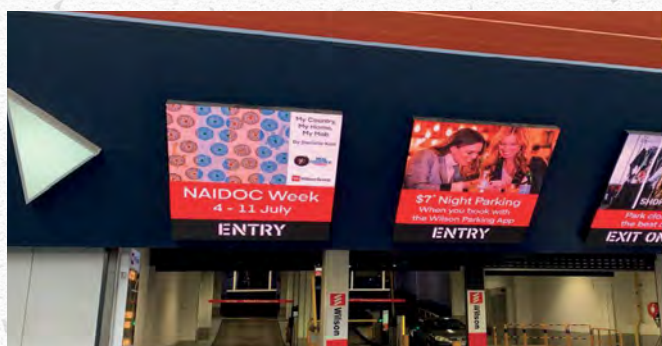


"We are thankful for the ongoing support of Wilson Parking. We are pleased to see Wilson Parking promote The Torch and in doing so, respond to the issue of Indigenous over-representation in the prison system in Victoria. We hope you are enjoying the many artworks you have purchased and licensed and are conscious of the change you, and our artists, are making. Your continuing commitment is acknowledged and greatly appreciated." Sophie Waincymer, Fundraising and Development Manager, The Torch.

Due to the success of this initiative in Victoria, Wilson Parking have begun rolling it out across the country as we develop relationships with other local Indigenous arts centres and peak bodies.

Each year during NAIDOC week Wilson Parking purchase and license, a piece of art to be displayed across our portfolio of car parks with 100% of the proceeds going directly to the artist. The artwork is displayed on our large LED screen locations, vinyl banners, posters, as well as an electronic distribution message (eDM) to our customer database celebrating the history, culture and achievements of Aboriginal and Torres Strait Islander peoples.

Following NAIDOC week, the artwork is hung in our offices to create a gallery of artwork year on year.







## Wilson Storage and Mandi Barton Design

Since the inception of our inaugural RAP, Wilson Storage have implemented deliverables into each of our 13 storage facilities across Victoria and New South Wales.

This includes:

- Hanging our RAP artwork in every customer reception;
- Installing plaques acknowledging the Traditional Owners;
- Updating email footers to include acknowledgement of Traditional Owners;
- Vinyl wrapping Storage vehicles with our RAP artwork; and
- Hosting Welcome to Country and Smoking Ceremonies when opening new facilities.

In April 2022, CEO Jon Larkin decided to take a further step and engage a First Nation artist, Mandi Barton from Mandi Barton Design to commission artwork for display along the long front brick fence at a new facility at Middleborough Road in Box Hill, Victoria.

Mandi Barton is a Yorta Yorta, Barappa Barappa and Wemba Wemba artist and designer who aspires to create culturally safe spaces and products under her business, Mandi Barton Design. Prior to working with Wilson Storage, Mandi had also worked with organisations such as Amazon, Rokon, Carers Victoria and the Caroline Springs Gallery, amongst others.

Jon talks about his reason for supporting Reconciliation below. "We signed a long-term management agreement with the Owners of this facility. To achieve this, we conducted many meetings with the Owners at our Melbourne based self-storage facilities to best describe face to face and show first-hand how we present our Brand to the market including our commitment to our RAP.

The bare front fence along their facility provided a wonderful canvas for Mandi to showcase her art and now on a daily basis there are many thousands of



passing vehicles and pedestrians who enjoy it. We also installed a prominent sign to explain the meaning of the artwork."

The artwork is titled "Kooyongkoot Creek".

The main feature of the mural depicts Gardiners Creek that begins its water source in the Toorak/Hawthorn area and ends in Blackburn South. The name Kooyongkoot Creek is the traditional Woiwurrung word for Gardiners Creek which runs along Middleborough Road in Box Hill.

The Wurundjeri people of the Kulin nation were and still are living along the local area, coming together and sourcing food from the creek.

Kooyongkoot is where Gardeners Creek meets the Yarra River. The Luk (eels) were common in the Kooyongkoot Creek and within the mural are subtly represented and camouflaged in the water. The large semi circles are representative of the communities/people coming together, building relationships and friendships.

There are a variety of birds and animals that gather around the creek including waterfowls, a common species in the area. The waterfowl footprints are another main feature along the water and within the semi circles, as they wander along the Kooyongkoot Creek.

The kangaroo tracks symbolise their pouches in which to hold space and storage for valuables which ties in nicely with the purpose of the building.





Community  
FOUNDATION

## NRL Cowboys House

In 2019, Wilson Security signed a partnership with the NRL Cowboys House Community Foundation to become the naming partner of the Boys Campus Learning Centre in Townsville.

The NRL Cowboys House supports young Aboriginal and Torres Strait Islander men and women from 29 remote and very remote communities across North Australia.

The Boys Campus currently supports 54 young men between 12-18 years with boarding whilst they attend secondary schools in Years 7 to 12 across Townsville.

Once the students have completed Year 12, many transitioned from School/NRL Cowboys House into apprenticeships in the automotive industry, carpentry, construction, admin and office work, or pursued further study in sport, youth work, nursing or enlistment in the Australian Defence Services.

NRL Cowboys House has a 100% graduate success outcomes year on year since the inaugural graduation in 2019. That is 51 graduates to date.

The Boys Campus Learning Centre education staff provide intensive learning and education support which is key to the success of these young men. 17 out of 17 students who commenced Year 12 in 2022 graduated with a Year 12 School Certificate.

These students represented 8 remote and very remote communities throughout North Queensland: Hope Vale, Mornington Island, Warraber Island, Yarrabah, Thursday Island, Doomadgee, Old Mapoon, and Normanton.

With the support of the Boys Campus Learning Centre, the learning outcomes and achievements of all the young men are improving, and 9 out of 9 young men are currently on track to complete their year 12 certificate in 2023.

Wilson Security is a proud supporter of the Boys Campus Learning Centre and making a difference in young people's lives.







## Arrente Community Boxing Academy

In 2021, Wilson Security formed a partnership with the Arrente Community Boxing Academy (ACBA) in Alice Springs. Inspired by their passion for providing a culturally appropriate health and fitness program using structured boxing training to the community of Alice Springs, Wilson committed to a multi-year partnership.

The growth of ACBA in FY22 has increased significantly, with more than 500 people attending programs at the Academy each week.

Some of the ACBA community achievements in the last 12 months include:

- Moved to a new location, co-locating with the Alice Springs Youth and Community Centre;
- Developed partnerships with four schools in Alice Springs to provide boxercise and mentoring to students;
- Partnered with Alice Springs Town Council to provide a school holiday boxing program. With talks in process with MacDonnell Shire and Ngaanyatjarra Council to travel to remote Central Australian communities to provide school holiday programs;
- A formal partnership with Total Sport and Recreation to provide programs for people with intellectual and physical disabilities or acquired brain injuries;
- Partnered with Voyages Ayres Rock Resort to provide fitness activities for guests at Uluru;

- Invited as special guests to the Northern Territory Government's Aboriginal Leadership and Governance Forum to discuss the ACBA governance process and current progress of the Academy; and
- Partnered with the Northern Territory Police to run diversionary programs to help keep youth off the streets.

The Academy recently sent a team of six boxers to the Australian Club Championships in Adelaide to represent their community. The participants (two female and four male) ranged from 11 - 16 years of age returned with three gold and three silver medals. This means that the Academy now has four Northern Territory State Champions and three Australian Champions. All stemming from a passion to provide a safe place for the community to increase their health and wellbeing.

The team at the ACBA have been recognised for their efforts with the Academy being voted "Club of the Year" in 2021. Jason Lord and Daniel Goodwin were awarded "Volunteer of the Year" at the NT Regional Sports award 2020 - 2021 and Jason Lord was a finalist at the "Centralian of the Year" award in 2021.

Wilson Security is proud of our partnership with the Arrente Community Boxing Academy, providing a pathway for community members to increase their health and wellbeing.





## Kari Foundation



Wilson Security committed to a multi-year partnership with Kari Foundation in 2021 to design and host an Aboriginal Women's Wellbeing Conference annually.

The Wellbeing Conference is designed to empower women through experiences of culture and spiritual, mental or physical wellbeing. It provides an opportunity for Aboriginal and Torres Strait Islander women from a variety of communities across New South Wales to come together and develop the skills and knowledge to become advocates for change within their local communities. Women can talk about their hopes for the future, strengthen existing ties and build upon relationships, to share, to heal and to unite.

In June 2022, the inaugural Aboriginal Women's Wellbeing Conference was hosted at the Liverpool Club in Sydney's west. Facilitated by Anna Gannon (The Mindful Warrior), the event hosted over 70 women with multiple services in attendance to assist attendees with personal matters they may have not otherwise had access to. In addition, there were cultural and spiritual workshops that allowed attendees to de-stress and reconnect with themselves and their culture.

Wilson is looking forward to continuing the partnership with Kari and creating bigger and better conferences in the years to come.



# Our Actions

## Relationships

We aim to develop long term sustainable relationships with Aboriginal and Torres Strait Islander communities, businesses and people that will provide cross-cultural learnings.

We believe that creating genuine relationships will increase our own cultural competency, as we strive to create an environment that our people can engage in truth telling and create a space that allows the opportunity to share and support each other.

Through these relationships we also believe that we can assist communities to grow, prosper and create enduring value.

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
<b>1. Establish and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.</b>	Map the Wilson Offices to the local Traditional Owner groups to start community engagement.	September 2023	National Indigenous Engagement Manager
	Meet with local Aboriginal and Torres Strait Islander stakeholders and organisations to develop guiding principles for future engagement.	October 2023, 2024	RAP Working Group Lead
	Develop, communicate and implement a Community Engagement Framework with a benchmarking scorecard for all Australian Wilson Group businesses.	June 2024	National Indigenous Engagement Manager
	Each Business Unit to set a target for establishing MOUs with Traditional Owners, community groups or Aboriginal community-controlled organisations to establish terms to work together or engage.	September 2023	Business Unit CEO
<b>2. Build relationships through celebrating National Reconciliation Week (NRW).</b>	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff via internal mail outs, Intranet stories.	May 2024, 2025	Wilson Group Communications Manager
	RAP Working Group members to participate in an external NRW event.	27 May- 3 June 2024, 2025	RAP Working Group Lead
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	May 2024, 2025	Chief Operating Officer
	Wilson Group head office to organise one national event each year that all staff and business units can access via electronic platforms.	27 May- 3 June 2024, 2025	Wilson Group Communications Manager
	Australian Business unit offices to host one internal event celebrating NRW each year.	27 May- 3 June 2024, 2025	RAP Working Group Lead
	Register all our NRW events on Reconciliation Australia's NRW website.	May 2024, 2025	National Indigenous Engagement Manager



<b>3. Promote reconciliation through our sphere of influence.</b>	Post one LinkedIn story per month that showcases our activities and commitment to reconciliation to the community, clients and our staff.	August 2023, 2024	National Marketing Manager
	Post One Intranet story per month for Staff to follow what we are doing with our community partners.	June 2023, 2024	Wilson Group Communications Manager
	Seek joint initiatives that promote reconciliation, a business opportunity or a community engagement event with our clients or partners per year.	March 2024 2025	National Indigenous Engagement Manager
	RAP WG to connect with Federal, State and Local Governments Indigenous departments to build an understanding of the local community.	February 2024	RAP Working Group Lead
	Wilson Group to conduct an annual staff survey during NAIDOC Week to gauge the impact of our RAP and reconciliation efforts.	June 2024, 2025	Digital Communications Lead
	Collaborate with RAP and other like-minded organisations to develop ways to advance reconciliation.	July 2024	National Indigenous Engagement Manager
	Implement strategies to engage our staff in reconciliation.	December 2023, 2024	National Indigenous Engagement Manager
	Executive Leadership Team members to attend one State RAP working group meeting per year.	September 2023, 2024	RAP Working Group Lead
<b>4. Promote positive race relations through anti-discrimination strategies.</b>	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	March 2024	Group Workplace Relations Counsel
	Educate Senior Leaders in the business on the effects of Racism.	June 2024	National Indigenous Engagement Manager
	Engage with Aboriginal and Torres Strait Islander staff and/or Aboriginal and Torres Strait Islander advisors to consult on our anti-discrimination policy.	April 2024	Indigenous Engagement Officer
	Develop, implement and communicate an anti-discrimination policy for our organisation.	October 2024	Group Workplace Relations Counsel





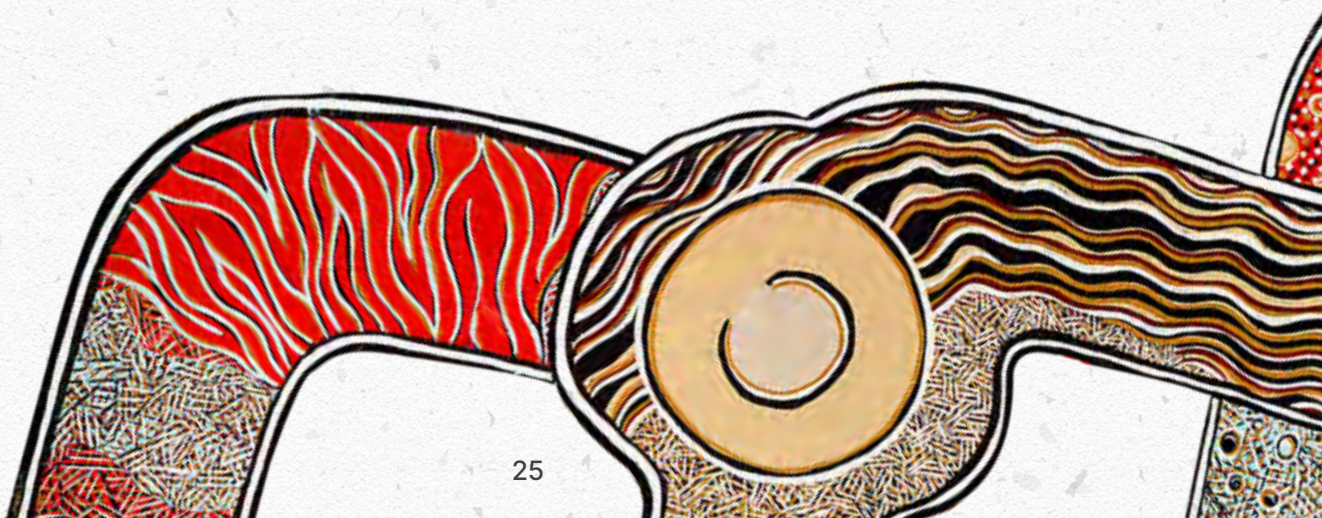
## Respect

Wilson Group is committed to increasing the cultural respect and competency of all non-Indigenous staff towards all Aboriginal and Torres Strait Islander peoples. As an organisation we understand that by recognising, protecting and continuing to advance the inherent rights, cultures and traditions of Aboriginal and Torres Strait Islander people we will be making our contribution to the broader Aboriginal and Torres Strait Islander rights movement in Australia. We understand that by increasing our people's cultural competency, they will be advocates in the wider community and in their home life.

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning and truth telling.	Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning and truth telling.	June 2024, 2025	National Indigenous Engagement Manager
	Conduct a broad review across all Wilson Australian businesses of cultural learning needs within our organisation.	December 2023	Learning and Development lead
	Consult local Traditional Owners and/or Aboriginal and Torres Strait Islander advisors on the development and implementation of a cultural learning strategy. Through our RAP Steering committee, RAP Working group, Aboriginal and Torres Strait Islander Staff Network or external partners.	April 2024	National Indigenous Engagement Manager
	Refresh our cultural learning strategy to provide opportunities for Leadership, Functional, Operational and Field staff to participate in structured cultural learning that will enable staff to be more confident in managing relationships with Aboriginal and Torres Strait Islander people and communities.	July 2024	Learning and Development lead
	Refresh the Indigenous Cultural Learning (ICL) online module to ensure it captures best practice Online modules and contemporary topics.	March 2024	Learning and Development lead
	Indigenous Cultural Learning (ICL) training module to be included as a part of the Wilson Group Induction for all Australian staff and subcontractors.	April 2024	Learning and Development lead
	Each staff member to re-sit ICL Module every 2 years.	June 2025	Learning and Development lead
	Wilson Group Australia business units to commit to a percentage of staff to attend face to face cultural awareness training.	April 2024	Business Unit CEO
	Develop a Cultural Immersion reward program to develop a high performing culture. E.g. Jawun Indigenous Corporate Partnerships.	July 2025	National Indigenous Engagement Manager
	Design a section of the Intranet that will hold the Reconciliation Action Plan, any policies and procedures (e.g. Welcome to Country and Acknowledgement to Country), good news stories and programs that relate to Aboriginal and Torres Strait Islander peoples.	July 2025	Digital Communications Lead



<b>6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.</b>	Develop, implement and communicate a cultural protocol document, including protocols for Welcome to Country and Acknowledgement of Country that recognises the Traditional Owners of each office in the Australian businesses.	November 2023	National Indigenous Engagement Manager
	Increase staff understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	May 2024	National Indigenous Engagement Manager
	Invite a local Traditional Owner or Custodian to provide a Welcome to Country or other appropriate cultural protocol at the Wilson Leaders Conference each year if hosted in Australia.	November 2023, 2024	Wilson Group Communications Manager
	Include an Acknowledgement of Country at the commencement of important internal and external meetings as indicated in the cultural protocol document.	December 2023, 2024	Wilson Group Communications Manager
	Consider including an Acknowledgement to Country and Aboriginal Place Names in our staff email signature blocks in Australian businesses.	May 2024	Wilson Group Communications Manager
	Wilson Group Australia offices to commission a Welcome to Country Plaque from the local Traditional Owner Group and display Aboriginal and Torres Strait Islander Flags.	June 2024	National Indigenous Engagement Manager
	Explore Cultural leave for Aboriginal and Torres Strait Islander Staff and Volunteer Leave provisions for non – Aboriginal and Torres Strait Islander staff to attend community events.	December 2024	Group Workplace Relations Counsel
<b>7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week and other significant events during the year.</b>	Review HR policies and procedures to remove barriers to staff participating in NAIDOC Week.	June 2024, 2025	Group Workplace Relations Counsel
	RAP Steering Committee members to participate in an external NAIDOC event.	July 2024, 2025	Chief People Officer
	Promote and encourage participation in external NAIDOC events to all staff through Internal mail outs, Dispatch and intranet stories.	June 2024, 2025	Digital Communications Lead
	Wilson office representatives to attend a community/client event during NAIDOC week (e.g. NAIDOC week march).	July 2024, 2025	RAP Working Group Lead
	Australian Business unit offices to host one event celebrating NAIDOC Week each year.	July 2024, 2025	RAP Working Group Lead
	Develop National calendar of events to celebrate significant milestone for Aboriginal and Torres Strait Islander people and communication protocols surrounding those events.	September 2023	National Indigenous Engagement Manager





## Opportunities

Wilson Group is committed to bridging the economic gap that exists between Aboriginal and Torres Strait Islander and non-Indigenous Australians. As a people business, offering employment opportunities maximises our efforts to close this gap. We currently have over 160 Aboriginal and Torres Strait Islander employees, which represents 2.12% of our business. We commit to getting to employment parity in this version of our RAP. Through our Making Tracks program, we can offer an entry into the Security Industry for people, and we will modify this program to attract people to our functional administration roles.

We are aware that for every dollar invest with an Aboriginal and Torres Strait Islander business, \$4.41 is returned to the community. Diversifying our supply chain will return more to the community than Wilson can do on its own. We will also commit to the development of a framework to develop Aboriginal and Torres Strait Islander businesses that are in our supply chain.

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	Engage with Aboriginal and Torres Strait Islander staff to consult on the development of recruitment, retention and professional development strategy.	March 2024	National Indigenous Engagement Manager
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	November 2023	Indigenous Engagement Officer
	Develop and implement an Aboriginal and Torres Strait Islander recruitment, retention and professional development strategy.	July 2024	Learning and Development Lead
	Advertise and promote employment opportunities through both free and paid Aboriginal and Torres Strait Islander networks and media.	July 2024	Group HR Shared Services Manager
	Review HR and recruitment procedures and policies to remove barriers to Aboriginal and Torres Strait Islander participation in our workplace.	January 2024	Group HR Shared Services Manager
	Increase the percentage of Aboriginal and Torres Strait Islander staff employed in our workforce to 3% by March 2025.	July 2025	Business Unit CEO
	Continue roll out of the Wilson Security Making Tracks program and develop itinerary to for delivery on a continuous cycle nationally.	July 2025	Indigenous Engagement Officer
	Develop an Aboriginal and Torres Strait Islander Internships program (CareerTrackers or university equivalent).	December 2024	National Indigenous Engagement Manager
	Develop a traineeship program to bring Aboriginal and Torres Strait Islander people into office based functional roles within the business. This could be through School Based Traineeships, Adult Traineeships or other equivalent.	June 2025	National Indigenous Engagement Manager
	Develop a mentoring program linking Executives or senior management with Aboriginal and Torres Strait Islander staff to assist with career development and moving people into more senior roles in the organisation.	June 2025	Learning and Development Lead



	Explore the development of a traineeship or apprenticeship program in Security Technology.	May 2025	National Business Manager - Technology
	Wilson Technology to explore the development of a Graduate program to provide pathways for university students begin their career in Security Technology.	June 2025	National Business Manager - Technology
<b>9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.</b>	Each Wilson Group Australian business to analyse current expenditure to identify potential areas to include Aboriginal and Torres Strait Islander businesses in the supply chain.	November 2023	Chief Financial Officer
	All Australian businesses to conduct forward procurement planning for contracts that are coming up for renewal in the future.	April 2024	Chief Financial Officer
	Develop and implement an Aboriginal and Torres Strait Islander procurement strategy for all Australian businesses.	September 2024	Chief Financial Officer
	Transfer Supply Nation membership from Wilson Security to Wilson Parking Australia (1992) Pty Ltd to enable all Australian businesses to take advantage of the partnership and increase Aboriginal and Torres Strait Islander Expenditure across the business.	August 2023	National Indigenous Engagement Manager
	Wilson Group Australia to set a target of 1% procurement with Aboriginal and Torres Strait Islander businesses, Aboriginal Controlled Community Organisations or Traditional Owners groups by FY2025.	December 2023	CEO Group Strategy and Operations
	Develop, communicate and implement an internal database of Aboriginal and Torres Strait Islander businesses and opportunities to procure goods and services from Aboriginal and Torres Strait Islander businesses.	December 2023	National Indigenous Engagement Manager
	Review and update procurement practices to remove barriers to procuring goods and services from Aboriginal and Torres Strait Islander businesses.	December 2024	Chief Financial Officer
	Provide regular supplier diversity training to selected staff.	June 2024, 2025	Chief Financial Officer
	Encourage attendance at supplier diversity forums or events. E.g. Supply Nation Connect.	August 2023, 2024	National Indigenous Engagement Manager
	Explore updates to the Finance system to include the ability to flag Aboriginal and Torres Strait Islander Businesses.	October 2023	Chief Information Officer
<b>10. Contribute to the Aboriginal and Torres Strait Islander businesses sector.</b>	Explore the opportunity to sponsor an Aboriginal and Torres Strait Islander business CEO or equivalent to participate in the MURRA Business Masterclass run by Melbourne University Business School.	June 2024	National Indigenous Engagement Manager
	Mentor Aboriginal and Torres Strait Islander business owners or managers through our procurement process to enable them to participate in our Supply Chain.	December 2023, 2024	Commercial Manager
	Wilson Australia Offices to invite an Aboriginal and Torres Strait Islander Business to present to the Wilson business during Supplier Diversity September.	September 2024	National Indigenous Engagement Manager



<b>11. Support equal and equitable education opportunities for Aboriginal and Torres Strait Islander students</b>	Explore opportunities through scholarships or partnership with organisations that support educational outcomes for Aboriginal Torres Strait Islander people.	June 2025	Learning and Development Lead
	Explore setting up a scholarship program for the families of Wilson's Aboriginal and Torres Strait Islander staff.	July 2025	National Indigenous Engagement Manager
<b>12. Support economic, social and cultural aspirations of Aboriginal and Torres Strait Islander communities through sponsorships, scholarships and donations</b>	Develop, communicate and implement a Sponsorship guiding document that allows Australian businesses to provide community led sponsorships and donations that reflects Wilson Group mission and values.	December 2023	National Indigenous Engagement Manager
	Each Australian business to make a commitment on what they will contribute to sponsorships annually.	September 2023	Business Unit CEO

## Governance

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
<b>13. Establish and maintain an effective RAP Steering Committee (RSC) and RAP Working group (RWG) to drive governance of the RAP.</b>	Maintain RAP Steering Committee (RSC) structure.	December 2023	Chief People Officer
	Maintain State RAP Working Groups, ensuring they have cross business and cross functional representation.	December 2023	National Indigenous Engagement Manager
	Maintain Aboriginal and Torres Strait Islander representation on the RAP Steering Committee (RSC) and RAP Working Groups (RWG).	December 2024	National Indigenous Engagement Manager
	Establish a charter for the RAP Steering Committee and RAP WG.	September 2023	Chief People Officer
	RSC to meet every quarter to endorse strategy and drive and monitor RAP implementation.	March, June, September, December 2024, 2025	National Indigenous Engagement Manager
	Wilson Group Australia Executive Leadership Team to include RAP deliverables on their business planning and budget cycles.	June 2024, 2025	Chief People Officer
	RWG's to meet at least four times per year to collaborate and implement RAP Strategy. Leading up to NRW and NAIDOC week, extra meetings required.	March, June, September, December 2024, 2025	RAP Working Group Lead
<b>14. Report on Community Engagement Framework</b>	Each Wilson Office to report on their progress against the Community Engagement Benchmarking scorecard annually to the RAP Steering Committee.	December 2024	National Indigenous Engagement Manager



<b>15.</b> Provide appropriate support for effective implementation of RAP commitments.	Define resource needs and budget for RAP implementation, endorsed by ELT/RAP SC and included in budget cycle.	March 2024	Chief People Officer
	Engage our senior leaders and other staff in the delivery of RAP commitments.	September 2023	Group Chief Executive Officer
	Wilson to develop internal reporting system to track RAP deliverables. Investigate dedicated RAP reporting software, Weavr.	May 2024	Chief Information Officer
	Appoint and maintain an internal RAP Champion from senior management.	September 2023	Chief People Officer
<b>16.</b> Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	September 2023, 2024	National Indigenous Engagement Manager
	Report RAP progress to all staff and senior leaders annually.	June 2024, 2025	Wilson Group Communications Manager
	Publicly report our RAP achievements, challenges and learnings, annually.	June 2024, 2025	Wilson Group Communications Manager
	Investigate participating in Reconciliation Australia's biennial Workplace RAP Barometer.	May 2024	National Indigenous Engagement Manager
<b>17.</b> Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	February 2025	National Indigenous Engagement Manager







**Wilson Group**

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