

OPTEON PROPERTY GROUP

Reflect

Reconciliation Action Plan

August 2026 – December 2027

RECONCILIATION ACTION PLAN REFLECT

OPTEON

WALKING TOGETHER

Acknowledgement of Country

Opteon acknowledges the Traditional Owners and Custodians of the lands, waters and skies across Australia on which we live and work. We recognise their enduring connection to Country, culture and community, and the knowledge, leadership and care they have shared for tens of thousands of years.

We pay our respects to Elders past and present, and extend that respect to all Aboriginal and Torres Strait Islander peoples. We practise our profession on lands of deep cultural, historical and spiritual significance, and we are committed to listening, learning and walking together towards a more equitable future.

Always was, always will be Aboriginal land.



Reflect Reconciliation Action Plan artwork · Kane Wright

OUR ARTWORK

A story of connection

Opteon's Reflect RAP is brought to life through an original artwork created by proud Darug artist **Kane Wright**. This artwork has been created to visually represent Opteon's reconciliation journey, guided by the themes and aspirations shared through the RAP consultation process. It brings together symbols of connection, knowledge and Country, reflecting both Opteon's values and the voices of its people.

At the centre are two large meeting places, surrounded by people (representing Australia and New Zealand Offices). These symbolise Opteon's commitment to relationships, bringing staff, clients, and communities together in shared learning and respect. Radiating from these are six smaller knowledge circles, representing growth, dialogue, cultural understanding, education, awareness, connection to community. Together, they highlight the importance of education, awareness and connection to community that were key themes in the consultation.

The mountains and waterways speak to the deep and enduring relationship that First Nations peoples have with Country, as well as Opteon's work with land and property. Flowing across the piece are songlines and pathways, linking each element. These symbolise the ongoing journey of reconciliation, one that requires respect for history, collective action, and walking together into the future.

The artwork celebrates the richness of Aboriginal and Torres Strait Islander culture while embedding Opteon's values of Being Connected and Integrity. It stands as both a reminder of responsibility and a marker of opportunity to heal, to grow, and to continue building stronger connections with First Nations peoples and communities.

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FOREWORD

A message from Reconciliation Australia

Reconciliation Australia congratulates Opteon on continuing its reconciliation journey by formally endorsing Opteon Property's first Reflect Reconciliation Action Plan (RAP). Through this plan, Opteon Property continues to play an important role in a network of more than 3000 corporate, government, and not-for-profit organisations that have made a formal commitment to reconciliation through the RAP program.

Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement. The program's potential for impact is greater than ever, with over 5.5 million people now working or studying in an organisation with a RAP.

The four RAP types - Reflect, Innovate, Stretch and Elevate - allow RAP partners to continuously develop and strengthen reconciliation commitments in new ways. This Reflect RAP continues the journey and primes the workplace for future RAPs and reconciliation initiatives. The RAP program's strength is its framework of relationships, respect, and opportunities, allowing an organisation to strategically set its reconciliation commitments in line with its own business objectives, for the most effective outcomes.

These outcomes contribute towards the five dimensions of reconciliation: race relations; equality and equity; institutional integrity; unity; and historical acceptance. It is critical to not only uphold all five dimensions of reconciliation, but also to increase awareness of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and leadership across all sectors of Australian society.

This Reflect RAP enables Opteon Property to deepen its understanding of its sphere of influence and the unique contribution it can make to lead progress across the five dimensions. Getting these steps right will ensure the sustainability of future RAPs and reconciliation initiatives, and provide meaningful impact toward Australia's reconciliation journey. Congratulations Opteon Property on your second Reflect RAP, and I look forward to following your continuing reconciliation journey.



Karen Mundine
Chief Executive Officer,
Reconciliation Australia

FOREWORD

A message from Opteon

Every day, somewhere in Australia, one of our valuers is walking onto a property: a suburban block, a cattle station, a construction site, a city apartment. We're there for a bank, a court, a family and others. But we're also, always, standing on Country.

That's not an abstraction for us. Our valuers cover around 98% of postcodes across Australia. There is almost nowhere in this country our people don't go, and go often. Very few businesses have that kind of daily, physical presence on this land, and that reach comes with a responsibility we're only just starting to properly sit with.

This is our first Reflect Reconciliation Action Plan, and I want to be straight about what that means: it's a first step, not a finished answer. We haven't got everything right just yet. What we have done is really listen properly. We're listening to the First Nations voices helping guide us, to our own people, and to the communities we work in every day.

Here's what we keep coming back to: reconciliation isn't a project that sits next to our work. For a business like ours, it's part of how the work gets done. Every valuation happens on land with a history that existed long before us and will matter long after. We're mindful about value beyond numbers, and our RAP actions should reflect that.

This RAP asks us to be curious, to have important conversations, and to build relationships that are real rather than symbolic. It's a start. We're proud of it, and looking forward to where it takes us.



Scott Chapman
AU & NZ Managing Director · RAP Champion

OUR VISION FOR RECONCILIATION

Relationships grounded in listening, learning and action

At Opteon, we are committed to building genuine, respectful relationships together with Aboriginal and Torres Strait Islander peoples — relationships grounded in listening, learning, and action.

Individually, this means empathy and understanding of our shared histories and their lasting impacts. It's about recognising the strength, cultures, and leadership of First Nations peoples, and being open to conversations that challenge us to grow.

As an organisation, reconciliation is about embedding equity and respect into the way we operate — from how we engage with clients and communities, to how we hire, work, and make decisions. We want to create a workplace where First Nations voices are heard and valued.

We imagine a reconciled Australia as one where truth-telling is embraced, cultural respect is celebrated, and opportunity is equitable. It looks like strong partnerships, inclusive policies, and visible representation. It feels like trust, connection, and peace — not just for First Nations peoples, but for all Australians.

Opteon's vision for reconciliation is a future where property valuation helps make it safe to acknowledge the past, empowers courageous conversations, strengthens connected communities, and strives for excellence in inclusion and equity.

OUR BUSINESS

A people-first property business

Opteon is a global property valuation and advisory firm with offices across Australia, New Zealand and the United States. In Australia, we provide expert, independent advice across residential, commercial, rural and specialist asset classes. Our valuers work on the ground in the communities we serve, enabled by smart technology, national data and a commitment to our customers.



We're more than just property experts: we're a people-first business. Our customers include householders, banks, government, professional advisors and property developers, and we approach every engagement with transparency, integrity and care.

We practise our profession on lands with deep cultural, historical and spiritual significance to Aboriginal and Torres Strait Islander peoples. Our services may intersect with areas subject to Native Title, cultural heritage protections or Traditional Owner custodianship, and we are committed to ensuring our practices respect these connections and are informed by cultural protocols and local knowledge.

577
people across Australia

99%
of Australian postcodes covered by our valuers

3
known First Nations staff

20+
Australian offices



Our Reconciliation Action Plan reflects our commitment to walking alongside Aboriginal and Torres Strait Islander peoples. As this journey evolves, our ambition is that Opteon will be a nation-leading example of how a professional services business can thrive while generating real outcomes for the Traditional Owners of this land, from a position of cultural respect and honesty.

OUR RAP

Our why

At Opteon, we are committed to **"Value Beyond Numbers."** We strive to contribute positively to the environment, society and ethical business practices. Developing a Reconciliation Action Plan is our way of honouring the diverse lands our people work on across Australia.

We believe that embarking on a RAP journey will enrich our business and foster greater inclusion of Aboriginal and Torres Strait Islander peoples. To ensure our RAP is respectful and community-minded, we are engaging with experts and those with lived experience, and we are committed to listening to feedback from First Nations stakeholders throughout the process.

OUR APPROACH RESTS ON FOUR COMMITMENTS

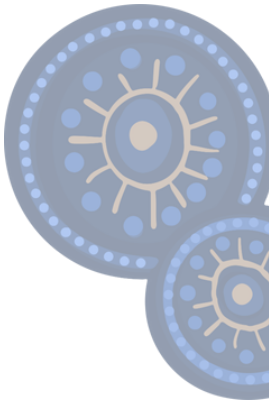
01 Building cultural understanding

02 Strengthening relationships through listening & partnership

03 Embedding reconciliation into our business practices

04 Creating space for reflection, learning & dialogue

This is the beginning of a longer journey. Our focus now is on listening, learning, and laying the groundwork for deeper, more impactful reconciliation outcomes in the future.



OUR APPROACH

How we will turn commitment into practice

01 Building cultural understanding

We will build cultural capability across our workforce by learning from Aboriginal and Torres Strait Islander peoples and organisations, including culturally informed training, storytelling and ongoing learning co-designed and delivered in partnership with First Nations educators and voices. In practice, this will include:

- Hosting Aboriginal and Torres Strait Islander guest speakers at team and industry events
- Delivering cultural learning and professional development co-designed with First Nations educators
- Sharing stories, perspectives and resources through internal communications

02 Strengthening relationships through listening and partnership

We will build respectful, ongoing relationships with Aboriginal and Torres Strait Islander peoples, communities and organisations by listening to understand their priorities and aspirations, and working in partnership to co-design opportunities that support community-led outcomes and self-determination. In practice, this will include:

- Leveraging existing community connections to engage meaningfully and locally — for example, our Shepparton team's involvement in the Goulburn Murray Regional Prosperity Plan, which brings together First Nations, government, business and NGO partners, supports First Nations participation in the regional economy, and builds aspiration, opportunity and respect for Yorta Yorta and First Nations communities
- Seeking opportunities to contribute our expertise in ways that align with community priorities

03 Embedding reconciliation into our business practices

We will review and strengthen our policies, systems and processes to ensure they support fair, inclusive and culturally informed outcomes — identifying where our business can better support Aboriginal and Torres Strait Islander self-determination through our operations and decision-making. In practice, this will include:

- Reviewing recruitment practices to improve access and pathways for Aboriginal and Torres Strait Islander peoples
- Exploring procurement opportunities with First Nations businesses
- Considering how our property valuation services can better reflect and respect diverse community contexts

04 Creating space for reflection, learning and dialogue

We will create safe and respectful opportunities for our people to reflect, learn and engage in meaningful conversations about reconciliation. In practice, this includes:

- Recognising and participating in National Reconciliation Week and NAIDOC Week
- Facilitating conversations that encourage listening, learning and cultural awareness
- Providing opportunities for employees to engage with First Nations perspectives in a respectful and informed way

> The RAP Working Group will guide implementation, monitor progress and ensure actions are aligned with our values and business priorities. Senior leaders will champion the RAP across the organisation, helping to embed reconciliation into strategic decision-making, and we will communicate openly with our people and stakeholders — sharing updates, learnings and milestones along the way.

THE PEOPLE BEHIND THE PLAN

Our RAP Working Group

Our Reflect RAP is guided by a cross-functional RAP Working Group (RWG), bringing together team members from across Opteon who are committed to advancing reconciliation through meaningful, practical action.

One valued member of our RWG identifies as First Nations, and we are supported by **Josh Brown**, a proud Worimi man from Deadly Ed, who provides cultural guidance to ensure our approach is respectful, informed and grounded in lived experience. As our RAP evolves, we will continue to encourage new members in particular Aboriginal and Torres Strait Islander voices - to join and guide our approach.



Josh Brown
Cultural Consultant - Deadly Ed



Lauren McGrath
Communications Manager



Elizabeth Godfrey
Residential Property Valuer



Travis Abreu
Head of HR



Jevon Turner
Group Head of Risk



Gordana Simovic
Tender & Bid Lead



Karen Bates
Head of Agribusiness & Advisory



Michelle Chrystal
Health, Safety & Wellbeing Manager



Bernadette de Launay
Regional Director – Residential



David McKenzie
Senior Director, Specialised Real Estate
Chair, Goulburn Murray Regional Prosperity Plan

THE PEOPLE BEHIND THE PLAN

Our leadership

The RWG is supported by senior leaders championing this work at the highest levels of the organisation. Our AU & NZ Managing Director, Scott Chapman, is our nominated RAP Champion. With visible support from our Global Group CEO, Chris Knight, and the Executive Leadership Team, reconciliation is being integrated into our broader strategy and culture. Their leadership ensures that reconciliation is not just a project, but a priority.



Scott Chapman
AU & NZ Managing Director · RAP Champion



Chris Knight
Chief Executive Officer



Lisa Billington
Chief Corporate Officer



James Harkness
Chief Growth & Finance Officer



Daniel Warren
Chief Technology Officer



Andrew Fuller
Deputy Chief Financial Officer

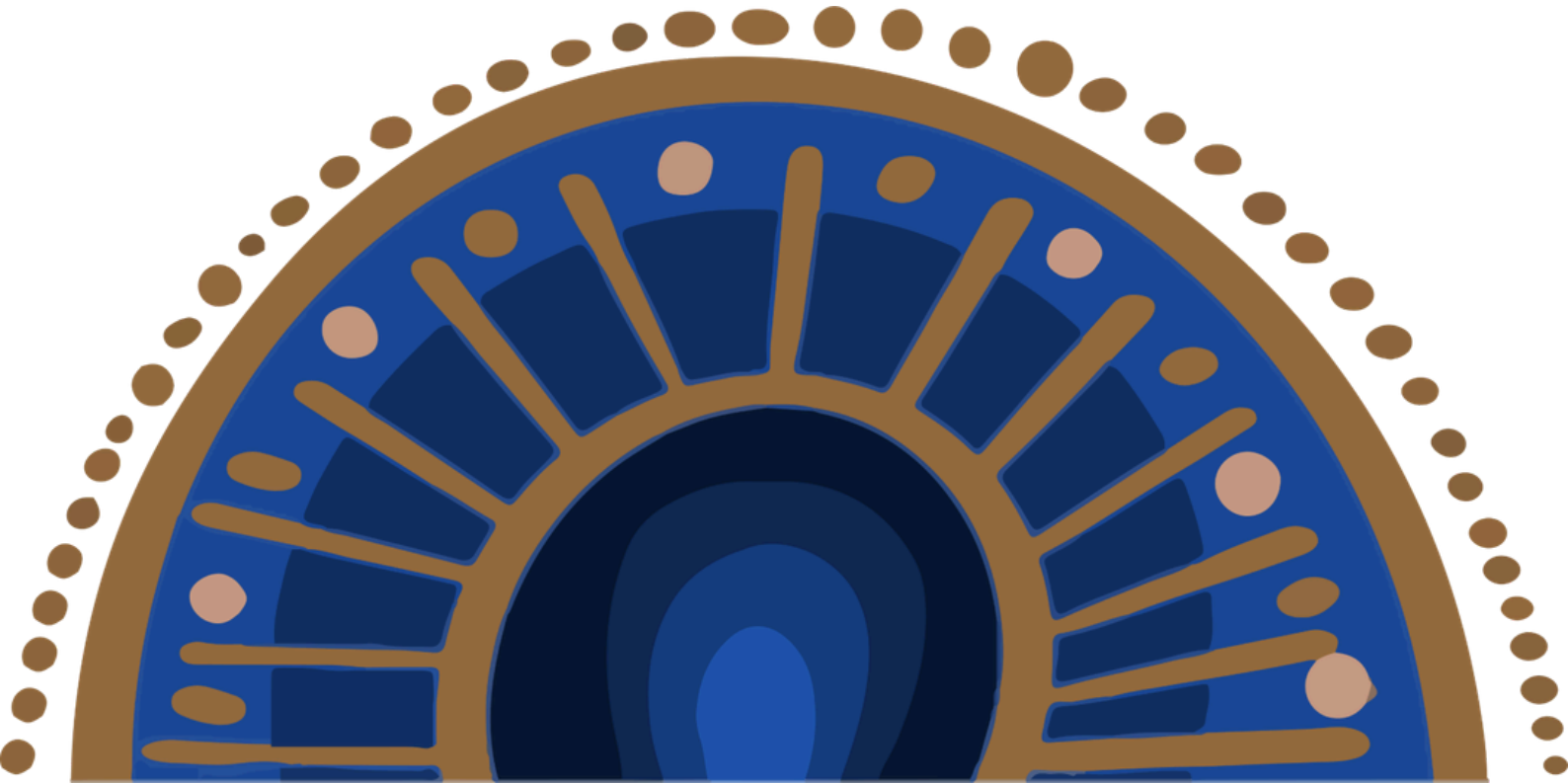
Together, we are committed to listening, learning, and leading with integrity as we take this important first step in our reconciliation journey.

OUR JOURNEY SO FAR

A first, deliberate step

While we have previously celebrated National Reconciliation Week and NAIDOC Week, obtaining formal endorsement from Reconciliation Australia for our Reflect RAP is the first step in our journey.

We have committed funding and established a RAP Working Group to actively drive positive change for a more sustainable and equitable future. We are continuously maturing and leading in sustainable and responsible business practices, and we recognise that reconciliation is a long-term commitment that requires accountability, reflection and collaboration with Aboriginal and Torres Strait Islander peoples.



OUR PARTNERSHIPS & CURRENT ACTIVITIES

Building representation and relationships

As an organisation, Opteon is committed to increasing Aboriginal and Torres Strait Islander representation within the company and building meaningful cultural and commercial relationships with First Nations communities.

Reconciliation

Opteon is dedicated to advancing reconciliation and is committed to achieving RAP Reflect endorsement from Reconciliation Australia — the first step in a structured approach. Our commitment includes fostering respect for cultures through training and protocols, building relationships with Traditional Owner groups, creating career pathways, tracking progress with benchmarks, and promoting reconciliation internally and externally.

Supplier diversity

Opteon is actively working to increase procurement from Aboriginal and Torres Strait Islander-owned businesses. We aim to engage at least three new First Nations suppliers by the end of our Reflect RAP period, and we are reviewing our procurement policies to embed supplier diversity targets and prioritise partnerships that contribute to economic empowerment.

Recruitment strategy

Opteon is developing a targeted Aboriginal and Torres Strait Islander recruitment strategy in consultation with First Nations advisors and employment services. This strategy will include:

- Dedicated outreach to Aboriginal and Torres Strait Islander job seekers
- Culturally safe onboarding and mentoring programs
- Partnerships with First Nations employment organisations
- A goal to double First Nations representation by March 2027

In 2025 our Senior Leadership Team undertook facilitated, discussion-based learning that encouraged open dialogue and shared understanding of reconciliation. In 2026, this will be expanded to all team members through a mandatory facilitated learning program covering the history of reconciliation, meaningful ways to show support, and what reconciliation looks like in everyday practice — refreshed bi-annually for both existing and new employees.

Inclusive culture & environment

Inclusive workplace practices are a priority at Opteon, including flexible working arrangements, accessible facilities and inclusive events. We celebrate cultural heritage and awareness days, promoting a sense of belonging among employees, and feedback mechanisms are in place to allow employees to voice their DEI-related concerns and suggestions.

Communication & transparency

Opteon's 'We Value All' communications plan ensures all employees are informed about the company's DEI efforts and progress. Our annual calendar includes celebrations of cultural holidays and significant events, reinforcing our commitment to diversity and encouraging cross-cultural learning.

Recognising and celebrating First Nations peoples

In our early days, we implemented organisational initiatives to be more culturally inclusive and supportive of Aboriginal and Torres Strait Islander peoples, including:

- Welcome to Country ceremonies during key events such as National Reconciliation Week — delivered by Traditional Owners including Corrina Eccles of Wadawurrung Country, and previously Maroochy, Songwoman and Law-woman of the Turrbal People
- Sharing educational resources and key dates such as NAIDOC Week and National Reconciliation Week across the organisation via SharePoint and internal communications
- Supporting engagement through initiatives aligned to national themes, including the distribution of native seeds to employees in recognition of NAIDOC Week
- Hearing from Aaron Pedersen — acclaimed actor, advocate and storyteller - at our November 2025 Town Hall, where he shared personal reflections on why reconciliation matters in our workplaces, communities and everyday lives

OUR COMMITMENTS

Relationships

Building respectful, mutually beneficial relationships with Aboriginal and Torres Strait Islander peoples, communities and organisations.

01 Relationships

DELIVERABLE	TIMELINE	RESPONSIBILITY
Action 1 · Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations		
Identify relevant Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence	August 2026	Lead: Wellbeing & Sustainability Manager Support: RAP Working Group
Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations (Local Aboriginal Land Council case studies)	August 2026	Lead: Group Head of Risk Support: RAP Working Group
Action 2 · Build relationships through celebrating National Reconciliation Week (NRW)		
Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff	27 May – 3 June (annually)	Communications Manager
RAP Working Group members to participate in an external NRW event	27 May – 3 June (annually)	Communications Manager
Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW	27 May – 3 June (annually)	Communications Manager
Action 3 · Promote reconciliation through our sphere of influence		
Communicate our commitment to reconciliation to all staff	May (annually)	ANZ Managing Director
Identify external stakeholders that our organisation can engage with on our reconciliation journey	August 2026	Communications Manager
Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey	August 2026	Lead: Group Head of Risk Support: RAP Working Group
Action 4 · Promote positive race relations through anti-discrimination strategies		
Research best practice and policies in areas of race relations and anti-discrimination	Dec 2026	Head of People
Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions and future needs	Dec 2026	Head of People

OUR COMMITMENTS

Respect

Increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights.

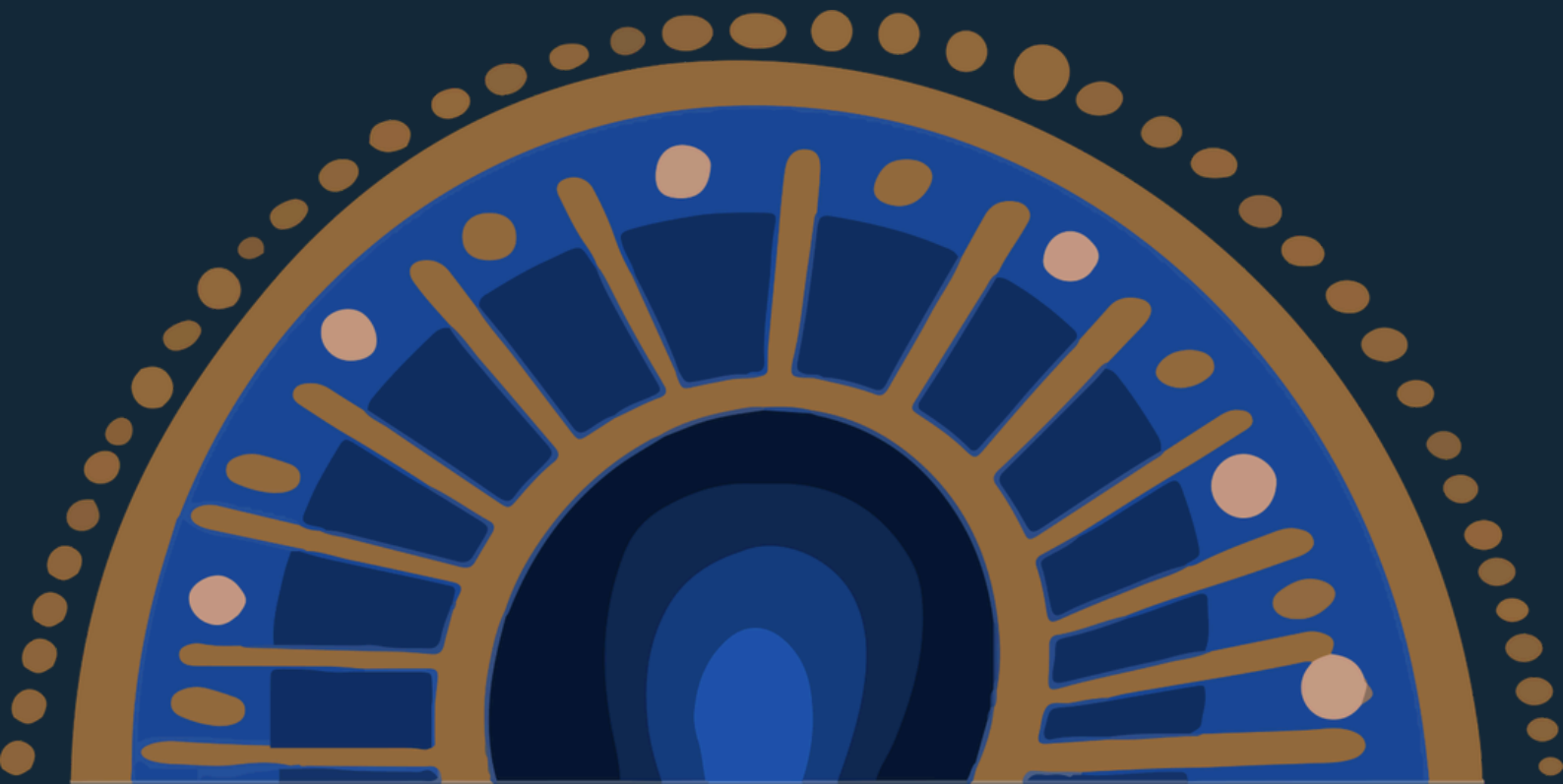
02 Respect

DELIVERABLE	TIMELINE	RESPONSIBILITY
Action 1 · Increase understanding, value and recognition of cultures, histories, knowledge and rights through cultural learning		
Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation	August 2026	Communications Manager
Conduct a review of cultural learning needs within our organisation — exploring cultural immersion experiences and on-Country learning	August 2026	Head of People
Action 2 · Demonstrate respect by observing cultural protocols		
Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area	August 2026 Review: July 2027	Head of Agribusiness & Advisory
Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols	July 2027	Communications Manager
Action 3 · Build respect by celebrating NAIDOC Week		
Raise awareness and share information amongst our staff about the meaning of NAIDOC Week (lunch and learn)	First week of July (annually)	Communications Manager
Introduce our staff to NAIDOC Week by promoting external events in our local area	First week of July (annually)	Communications Manager
RAP Working Group to participate in an external NAIDOC Week event	First week of July (annually)	Communications Manager

OUR COMMITMENTS

Opportunities

Creating meaningful employment, professional development and supplier diversity outcomes for Aboriginal and Torres Strait Islander peoples and businesses.



03 Opportunities

DELIVERABLE	TIMELINE	RESPONSIBILITY
Action 1 · Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development		
Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation	July 2027	Head of People
Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities	Sep 2026	Head of People
Consider approaches to grow and retain Aboriginal and Torres Strait Islander representation in Opteon's Australian workforce by demonstrating our culturally safe work environment	August 2026 Review: July 2027	Head of People
Action 2 · Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes		
Develop a policy to encourage procurement from Aboriginal and Torres Strait Islander owned businesses	July 2027	Group Head of Risk
Investigate Supply Nation membership	August 2026	Group Head of Risk
Communicate and educate our business about the new policy and provide a comprehensive list of potential Aboriginal and Torres Strait Islander suppliers	July 2027	Group Head of Risk

OUR COMMITMENTS

Governance

Establishing the governance, accountability and reporting that turn our commitments into lasting action.



04 Governance

DELIVERABLE	TIMELINE	RESPONSIBILITY
Action 1 · Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP		
Form a RWG to govern RAP implementation	August 2026	Communications Manager
Draft a Terms of Reference for the RWG	August 2026	Group Head of Risk
Establish Aboriginal and Torres Strait Islander representation on the RWG	August 2026	Communications Manager
Action 2 · Provide appropriate support for effective implementation of RAP commitments		
Define resource needs for RAP implementation	August 2026	Group Head of Risk
Continue to engage senior leaders in the delivery of RAP commitments	July 2027	Communications Manager
Provide support to a senior leader to effectively champion our RAP internally	August 2026	Communications Manager
Define appropriate systems and capability to track, measure and report on RAP commitments, in line with the Reconciliation Australia reporting guide	September annually	Wellbeing & Sustainability Manager

DELIVERABLE	TIMELINE	RESPONSIBILITY
Action 3 · Build accountability and transparency through reporting RAP achievements, challenges and learnings 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	Communications Manager
Contact Reconciliation Australia to request our unique link to access the online RAP Impact Survey	1 August annually	Communications Manager
Complete and submit the annual RAP Impact Survey to Reconciliation Australia	30 September annually	Wellbeing & Sustainability Manager
Action 4 · Continue our reconciliation journey		
Continue our reconciliation journey by developing our next RAP	April 2027	Communications Manager

REFLECT RECONCILIATION ACTION PLAN

Reflect

OPTEON