Data#3

Sustainability Report
2022

Acknowledgement of Country

Data#3 acknowledges the Traditional Custodians
of Country throughout Australia and their
continuing connection to land, sea and
community.

We pay our respects to them and their cultures
and to their elders past, present and emerging.

Contents

A message from our CEO & MD

Throughout our long history, we have made many decisions that support our community and environment. Our vision is to harness the power of people and technology for a better future. We commit to a sustainable environmental, social and governance (ESG) framework that supports our business, people and stakeholders. The foundation of our program consists of four pillars: people, community, ethics, and environment.

Every day, and every year, it is our aim to improve on every one of our four pillars and I'm delighted to share that we've made some great progress in financial year 22 (FY22). Here are some of the highlights:

- We were pleased to announce the formation of our **RAP Working Group (RWG)** committed to delivering a **Reconciliation Action Plan (RAP)** that helps Data#3 to take meaningful action to advance reconciliation moving forward.
- Data#3 was named as a **winner of the 2022 5-Star Employer of Choice award** by Human Resources Director Magazine (HRD). Our people are the heartbeat of our business and to receive this award for the seventh year in a row is a testament for our great team.
- We were pleased to announce **the appointment of Susan Forrester to our board of directors**. Susan provides a wealth of experience across all aspects of ESG.
- Data#3 took steps to become an **accredited Family Inclusive Workplace** to create a culture where our people feel supported, in particular for the 56% of our people balancing caring and family responsibilities.

- We commissioned Pangolin Associates Pty Ltd to conduct a **comprehensive assessment of greenhouse gas (GHG) emissions** attributable to our business operations.

By sharing this report with you, we invite you to join us on our journey. I look forward to sharing our continued learnings and progress.

Data#3 – Delivering the digital future.

Laurence Baynham,
Chief Executive Officer & Managing Director,
Data#3.

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Data#3 looks forward to working with Reconciliation Australia to strengthen the relationships between Aboriginal and Torres Strait Islander peoples and non-Indigenous peoples, for the benefit of all Australians.

Laurence Baynham,
Chief Executive Officer and Managing Director,
Data#3

People

Community

Ethics

Environment

Our environmental, social and governance (ESG) pillars are:

People
Community
Ethics
Environment

People

At Data#3, our people are the heartbeat of our business. So much so, that our core values are recognised as Honesty, Excellence, Agility, Respect and Teamwork: HEART. Our decades of success in a highly competitive industry are largely thanks to the skill, dedication, and innovation of our people, so it makes sense to support them in every way we can. We provide the tools, communication, and technology, but it is our people who turn them into something special.

Diversity and Inclusion

We work in a diverse community, and this is reflected in our workforce. We see the many unique perspectives, skills, and experiences of our people as a strength to be nurtured, and we established the Data#3 Embrace program to do exactly that. Embrace brings together our diversity and inclusion policies, activities, and support services, and actively seeks new opportunities to ensure our people feel a sense of belonging.

People & Community is a strategic priority for the business as we want to ensure that all our people feel a sense of belonging while working at Data#3. Our Embrace program has several focal areas, and over the last financial year, we concentrated our efforts on supporting gender, carer and familiy, and cultural diversity.

Gender Diversity

It is widely known that the ICT industry has lacked gender diversity, but Data#3 is committed to overcoming the key barriers faced by women when entering and progressing their careers in the sector. Data#3 is proud of the steady progress made towards a more diverse workforce. Over the past five years, female representation at Data#3 has increased, and 33% of our people are women, above an industry average of 30%.

Our commitment to gender equality is evidenced right from the top, through our CEO's membership of the globally recognised Champions of Change Coalition (COC). COC's mission is to achieve gender equality, advance more women into leadership roles, and build respectful and inclusive workplaces. The high-profile coalition sees male leaders step up and commit to leading change on gender equality issues within their organisations. Alongside our COC membership, Data#3 was pleased to announce this year the appointment of Susan Forrester to our board of directors. This inclusion means the Data#3 Board now has 33% female representation.

Throughout the year, we delivered a number of gender targeted development/networking-based sessions covering topics such as 'You've Got This! Take the Lead', 'Stop Doubting, Start Daring', 'Take the Lead and Charge on Change' and 'The New Era of Masculinity'. We also enrolled several of our female staff in the "Women Rising" leadership development program. Women Rising is a unique online program fusing positive psychology, neuroscience, leadership development, gender science and wellbeing principles. It's designed to support women to rise and achieve their leadership goals via a carefully curated journey. To further support the growth and development of women at Data#3, we facilitated mentoring arrangements and delivered 1:1 coaching sessions, so our people were equipped with the knowledge, skills and capabilities to lead themselves and their teams.

33%
of our people are women, above an industry average of 30%.

8,500
hours of learning were completed and nearly 30,000 education videos were watched on LinkedIn Learning.

4.44
In Data#3's most recent annual staff survey, we achieved a score of 4.44 out of 5 when measuring satisfaction with the organisation.

5.95
Our average employee tenure of 5.95 years extends well beyond the industry average.

> "I was nominated by my manager to participate in the 'Women Rising' program and have really enjoyed working through the modules alongside a number of other aspiring female leaders at Data#3. Connecting with a range of women, all in different roles and industries, has been very beneficial for my personal and professional growth. Progressing through the program has given me a structure and support network to help me take steps to further my career, hone my leadership style, build confidence, and prioritise personal wellbeing. Being nominated to participate in this program is humbling and not something I have taken lightly.

Kerri Absolon, Senior Marketing Specialist, Data#3

These initiatives were delivered in addition to Data#3's compliance with WGEA (Workplace Gender Equality Indicator) requirements, along with our ongoing participation and sponsorship of various industry groups and associations. This includes our long-standing membership with Women in Technology (WIT), Women in Digital (WID) and AIIA (Australian Information Industry Association), which helps support our efforts in attracting and retaining some of the most talented women in Australia's technology sector. So much so, that many of our female staff were recognised for their excellence, commitment, passion and the influential role they play in the IT industry by being named as finalists in ARN's WIICTA Awards, and one of our staff was awarded the 2022 ARN D&I Champion – Individual Award.

Carer and Family Diversity

Creating a culture where our people feel supported and included is prioritised at Data#3. COVID-19 saw a huge shift, not only in the way we view work, but where, when, and how we work. While the pandemic affected our entire workforce, it had a particularly high impact for the 56% of our people balancing caring and family responsibilities.

To support these people, Data#3 took steps to become an accredited Family Inclusive Workplace. This accreditation, provided by the Family Friendly Workplace Initiative, aims to help organisations bridge the work and family divide by using a set of National Work and Family Standards. These support organisations to implement a range of policies, practices and processes that foster family friendly workplace cultures. In addition to our accreditation, Data#3 also became a member of the Parents@Work Coalition, and through this partnership, Data#3 was able to update our Diversity & Inclusion Policy and create a Carer & Family Framework. These refreshed policies and frameworks ensure that Data#3 is best positioned to support our people across every phase of life.

In light of the reported increase in domestic and family violence (DFV) incidents across Australia, in FY22 Data#3 took a number of active steps to increase awareness and knowledge of this important issue. We began by supporting Microsoft's 'Stand-Up Day' initiative, where technology organisations across Australia collectively took action to advance gender equality. Data#3 used the event as an opportunity to stand up against DFV, and we proudly launched our Domestic and Family Violence Policy to the business. Our CEO explained the importance of this initiative in a video for staff, where he outlined the support Data#3 can provide to any of our people experiencing domestic violence. In addition, throughout the year we delivered several DFV webinars to help build our people's awareness, helping them feel more capable of recognising, responding, and referring people who are affected by domestic and family violence.

> "I am so proud to work at Data#3, and never more so than when I heard that our organisation had become an accredited Family Inclusive Workplace. This recognition shows me how much Data#3 is passionate about supporting each and every one of our people, whatever challenges in life they may be experiencing.

Andrea Riveros, WA Branch and Marketing Coordinator, Data#3

Cultural Diversity

Data#3 is a culturally diverse company, and more than a third of our people speak English as their second language. With such a diverse workforce, we believe it is important that our people understand and appreciate the influential role of culture in the way we perceive ourselves, relate to others, and interpret the world around us.

To promote and support cultural diversity at Data#3, this year as a company we celebrated Harmony Week. This gave us an opportunity to celebrate and learn about our many cultures, and encourage a spirit of inclusion and respect. In addition, we delivered several cultural awareness training sessions, to help support our people's ability to develop and enhance their cultural awareness, so they have the skills they need to understand, communicate, and collaborate with cultures outside of their own. Data#3 strives to foster a sense of belonging for all our people and recognises the importance of cultural and linguistic background.

This year, Data#3 has also taken meaningful action to advance reconciliation. In partnership with Reconciliation Australia, we have committed to developing a Reconciliation Action Plan (RAP) to progress reconciliation across our organisation and the communities in which we operate. Over the next 12 months we will work to develop and finalise this action plan across our entire business. To complement this progress, we also celebrated key community events, including National Reconciliation Week and NAIDOC week.

Supporting Staff Flexibility and Work Life Balance

A diverse workforce has varied needs, and we've found that our flexible working arrangements have made it possible to support our people through changing circumstances. In FY22, our people were given greater choice of when, where and how they worked, and this flexibility ensured a manageable balance between personal and professional responsibilities. This flexibility helped staff to achieve outstanding financial results and performance across the year. To make life a little easier, all permanent employees were entitled to an additional day of paid leave, known as Wellness Leave. This additional day gives our people more time to do things which contribute to their wellbeing, whether that is to receive their annual health checks, enjoy a day off for their birthday, attend their children's school or sports events or attend a cultural celebration.

To further support work-life balance, we offer our people the option of job sharing, flexitime, working compressed hours, and buying and selling leave. Alongside these supportive policies and practices, we delivered webinars to support our people's work-life balance covering topics such as "Work-life balance: How to achieve the perfect equilibrium."

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> **I have thoroughly enjoyed the past seven years at Data#3, particularly the flexible work practices. Working full-time hours over a four-day week, including from home 60% of the time, allows me to spend more time with my young family. This is something I really cherish.**
>
> **Casey McGrath, Operations Manager, Business Aspect (A Data#3 Company)**

Health and Wellbeing

To further support our people, Data#3 delivers a wholistic employee wellbeing program. Benefits provided range from free flu vaccinations, gym discounts through a corporate ClassPass partnership, fully equipped end-of-trip facilities, and provision of ergonomic equipment, to individual consultations with various financial services.

We are conscious of the emotional wellbeing impacts of the pandemic, and prompted by the individual support offered to our people, we nationally recognise several occasions to raise awareness and facilitate discussion about mental health. We delivered a number of mental health webinars on topics including 'Mental Health in the Workplace' and 'Don't Bounce Back, Bounce Forward'. We also offer our people free access to our Employee Assistance Program (EAP), so they can access specialist support and counselling for LGBTQI+ specific issues, mental health support, and a range of challenging situations.

Of particular note in FY22, we ran the 'Data#3 Olympics', an online fitness challenge in which small teams of people from across the business competed for the title of 'Data#3's fittest employees'. The challenge offered our people an opportunity to connect with their colleagues, get motivated to improve their health and fitness, and have a bit of fun during a long lockdown period. More than 300 of our

people participated in 50 teams, notching up approximately 550,000 minutes of exercise. Staff praised the initiative for supporting their motivation and commitment to healthy lifestyles, and enjoyed this great way to stay connected with others when physically distanced.

Education

Everyone's role and experience is different. At Data#3, we offer comprehensive training to help our people develop their abilities – something our staff have embraced. For example, over the last twelve months, more than three quarters of our staff attended one of our 37 workshops. More than 8,500 hours of learning were completed and nearly 30,000 education videos were watched on LinkedIn Learning.

Whether technical or sales skills and accreditations, or management, leadership, or soft skill development, our workforce loves to learn. To further support this, we designated February 2022 as an all-company learning month, whereby we delivered weekly learning activities to help promote specific learning interests and opportunities to our people. This is the second year we have delivered learning month, and it was once again a popular event, with more than 630 of our people attending a live session and many more tuning into the session recordings.

In addition to our technical, sales and leadership specific training portfolio, we also look for opportunities to support our people's learning around their health and wellbeing. This is achieved through the recognition of significant days such as Stress Down Day, R U OK? Day and Work Health and Safety Month, whereby we deliver a range of structured and informal activities to raise awareness of these topics. In addition, we provide formal training opportunities, and in FY22 our management team became accredited Mental Health First Aiders through the well regarded Mental Health First Aid training program.

Staff Development

Over last 12 months, businesses have seen the battle for talent intensify, making it more difficult to attract, recruit and retain talent. To expand our talent pools, Data#3 further developed our early career programs, specifically our traineeship and internship pathways.

In partnership with MEGT and Microsoft, Data#3 offers an opportunity for people to enter into a two-year work experience opportunity that combines on the job and formal learning. This equips participants with the skills they need to embark on their journey in ICT. Since launching this program, we have brought on nine trainees across our services business and will continue to grow the opportunity, increasing the number of trainees we bring on nationally.

Data#3 recently launched an internship program '4B', named after one of our longest standing employees, Brenda Conroy, who passed away suddenly late last year. The three-week program has been developed in partnership with Cisco, Women in Digital (WID), and several leading Queensland universities, and offers female technology students an opportunity to gain hands-on work experience across both Data#3 and Cisco businesses.

In addition to supporting early career learning, we believe it is important to invest in the development of every person working at Data#3. By using a range of psychometric tools, we identify aptitudes and interests, then employ a range of career development, and leadership coaching sessions, as well as one-on-one mentoring programs, to help our people reach further than they believed possible. Investing in our staff in this way is effective as many of our workforce who started in entry-level roles have moved through the ranks to achieve specialist and leadership positions. Throughout FY22, we have delivered 175 individual career development sessions and psychometric debriefs.

In addition to providing individual development opportunities, we also help to boost team performance. This is achieved through our work to support teams in their ability to clarify team roles, expectations, and goals, understand each other's differences and to enhance their ability to effectively communicate and collaborate with one another. We also deliver tailored training to assist teams with time management and productivity, so they are better positioned to meet the varying work demands they manage day-to-day. Throughout FY22, we delivered 12 team training sessions.

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> **The learning and development opportunities I was able to undertake set me up for success in moving into a national management role and helped me narrow down the specific topics and areas to focus on to optimise my development."**
>
> **Amanda Toogood, National Manager – Annuity and Customer Success, Data#3**

Our Staff Satisfaction Results

In Data#3's most recent annual staff survey, we achieved a score of 4.44 out of 5 when measuring satisfaction with the organisation. We'll be aiming even higher next time. Perhaps that is why our average employee tenure of 5.95 years extends well beyond the industry average. Put simply, when our employees feel happy and supported, they can give their best to our customers and to each other.

Workplace Health & Safety

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I work in all sorts of environments, from a variety of customer sites and Data#3 locations to my own home office. Wherever I am, I have the assurance that there are clear guidelines to ensure my own wellbeing and that of my colleagues and customers. This has been especially helpful when navigating the COVID-19 pandemic."

Andrew Smith, Senior Network Engineer, Data#3

Our approach to Workplace Health & Safety (WHS) Policy

The modern workplace of Data#3's 1,000+ people varies from person to person. On any given day, we may have people working at remote customer sites, at home or in one of the Data#3 offices or integration centres. Wherever our highly mobile workforce goes, we take our safety and wellbeing responsibility to them, and to our customers and visitors, very seriously.

Our increasing response to requirements from safety laws and regulations is driven by our desire to do our best for the people that make our growing business. In particular, we are influenced by the stringent safety systems of our valued customers in the construction and resources sectors. These factors mean that we choose to go beyond the minimum required safety standards. Our attitude is reflected in our WHS policy, where we state that:

- People are our priority in everything we do
- The safety of our people, our customers, contractors, visitors, and the public is paramount
- Our WHS responsibilities are integral to the way we do business

WHS in Action in FY22

As new challenges emerged over the past year, Data#3 increased focus on safety governance as part of accelerating continuous improvement initiatives. We ensured that appropriate WHS resources were available to support the business through a time of tremendous change.

During FY22, all staff and managers received training about their reponsibilities, so that they were equipped to take the right steps to ensure a safe and healthy workplace for themselves, their colleagues and customers. Training prioritised awareness of our duty towards anyone affected by our work, in particular in relation to COVID-19 safety controls.

Our response to the safety challenges of COVID-19 included clear vaccination policies and recommendations. We helped our people to understand close contact definitions, and their responsibilities under fast-changing health mandates and recommendations. As the situation changed rapidly, we responded with guidelines based on the latest health advice in each state and territory, from assessing symptoms to isolation and quarantine requirements. We trained staff to identify lower and higher risk sites, from a COVID-19 perspective, that they would encounter in the course of their work, and closely assessed the need to travel.

Navigating a global pandemic has highlighted the responsibility of businesses towards their staff's emotional wellbeing. Over the past year, Data#3 has increasingly focused on the psychosocial health and safety of its people. A key initiative was ensuring that all managers completed a mental health first aid course, so they are better equipped to recognise and respond to their teams' needs and to reduce risk of adverse mental health outcomes.

More information about Data#3's response can be found at: https://www.data3.com/data3-response-for-covid-19/.

Data#3 works with customers in a wide range of industry sectors, with those in construction and resources among those with particularly complex safety rules. In FY22, we reviewed and assessed the increasing WHS requirements of these customers, helping us to plan ahead to meet their operational IT needs.

Likewise, in our own environment, we enhanced safety training, tools, equipment and processes at our three warehouse facilities, for example new forklifts with best practice safety systems. We also trained all services staff in higher risk safety, including the way we assess fitness for work, higher risk travel to external sites, and higher risk tasks. The training included customer-specific safety management system compliance, and COVID-19 best practice controls.

Where needed, any work-related illnesses or injuries were handled with the utmost of care. Moreover, Data#3 instilled preventative measure designed to promote a work-health-life balance, and encourage an active and healthy lifestyle. When we proactively care for our people, we all benefit.

Governance and transparency of safety requirements were improved through Data#3's operational processes, with progress of our yearly safety plan, and various continuous improvement actions, reported to our board. This included maintenance of a WHS system aligned to ISO 45001:2018 OH&S Management Systems, applicable WHS legislation, codes of practice, and industry standards. The importance of understanding and managing psychological hazards is a continuing priority for Data#3 and the programs we have implemented have received widespread support.

Measuring our safety track record in FY22

To monitor safety standards, and to identify potential areas for improvement, Data#3 tracks WHS through a number of ongoing measurements. In the past year:

- In our people satisfaction survey, safety remained the highest scoring result, consistent with prior years (97.6%)
- Number of workers compensation claims: 2
  - Journey related: 1
  - Non-journey related: 1
- Implemented more than 20 WHS Management Plans for work performed at construction or remote resources sector sites
- Lost time injury frequency rates (LTIFR) = 0.38 in FY22, compared to 0.40 in the previous reporting period.
- Had no work related safety incidents above minor
- Received recognition from customers on our WHS Management System
- Individual staff were recognised for safety culture and awareness by our customers

Community

At Data#3, we believe that when we invest in a strong community, everybody benefits. Supporting key local, national, and international charities, and promoting volunteering activities, has always been a part of the Data#3 culture, and this was formalised in 2015 by the creation of our SOUL program.

The Heart and SOUL of Data#3

Data#3's Corporate Social Responsibility mission is to support the communities we operate in and make a meaningful difference. To our people, this is more than just words, but an integral part of our day-to-day activities. It is who we are. We created our SOUL program to encourage the passion of our people, and channel their efforts to create a real and lasting effect.

Our National SOUL Partnerships

It was important to us that our people directed our efforts in terms of where we provide support to our communities. With this in mind, we surveyed the company to understand the causes that our people were most passionate about. In doing so, it was identified that our SOUL program should focus on health and education.

From this, we chose to support the following six key charities nationally: Lifeline, The Leukaemia Foundation, The Starlight Children's Foundation, The Smith Family, Save the Children, and World Vision. We provide ongoing support to these six key charities every year, however our efforts to give back to the community are not limited to these groups. For example, throughout the last financial year, Data#3 organised several events, fundraising activities, and donation opportunities to support the causes our people are most passionate about. Through combining the donations Data#3 contributed with the funds raised by our people, this resulted in:

- Raising more than $50,000 in support of mental health related issues and causes, through participating in initiatives such as R U OK? Day, Movember, and Lifeline Christmas programs.

- Providing more than $30,000 in donations to charities that support the health and wellbeing of children and families, including Hummingbird House, Save the Children, Smith Family, Pirateship Foundation and Ronald MacDonald House. In addition to fundraising, we also supplied both the Randwick Children's Hospital and the Starlight Foundation with hundreds of gift and toy donations, so children with health issues could celebrate Christmas.

- Supporting various community groups who fight food waste and homelessness, such as Food for Change, Signal Flare, World Vision and Rosie's. We organised food deliveries, participated in volunteer activities and provided donations amounting to more than $10,000.

- Contributing more than $8,000 to charities including The Cancer Council and the Leukaemia Foundation, towards research and treatment of life-threatening illnesses and disease.

- Raising awareness and making financial contributions to groups that fight against Family and Domestic Violence, like Small Steps for Hannah and Challenge DV.

> "
> One of the things which drew me to work at Data#3 was the SOUL program, and the genuine commitment to supporting the communities in which they operate. While I've only been with Data#3 for a short time, I am so proud to work at a company that so generously gives back and supports those doing it tough.
>
> Chantelle Whitfield, Account Manager, Data#3.

$50K+
Raised more than $50,000 in support of mental health related issues and causes.

$30K+
Provided more than $30,000 in donations to charities that support the health and wellbeing of children and families.

$10K+
Data#3 matched dollar for dollar all funds donated to a company-wide fundraising initiative, which enabled us to contribute more than $10,000 to GIVIT.

$8K+
Contributed more than $8,000 to charities including The Cancer Council and the Leukaemia Foundation, towards research and treatment of life-threatening illnesses and disease.

Local Giving & Volunteering

While donating funds is important, sometimes, nothing is better than rolling up our sleeves and offering practical help. To make it easier, Data#3 offers all staff one paid day per year to volunteer for the organisation of their choice. While our people give time to a diverse range of organisations, from charities and community groups to children's sports, and environmental initiatives, they also gain a sense of connection and fulfilment.

Volunteering brings our people together, and it is not unusual for senior managers to find themselves collecting litter or preparing meals alongside our newest team members. During the most recent financial year, each of our branches organised volunteering opportunities that enabled our people to make a difference in their local communities. This saw us give back to our communities:

- Our **Queensland** team engaged in initiatives to protect and restore the waterways at the Oxley Creek Common; raised funds by wrapping Christmas gifts for busy shoppers; and collected donations in several Giving Day Appeals for charities like Lifeline and Wesley Mission.
- The **New South Wales** team helped coordinate and run a number of Lifeline's Bookfests, which are one of their most important fundraising initiatives to fund their crisis support and suicide prevention services.
- Our **Victorian** team embarked on some tough but rewarding physical work, where they helped food waste and conservation charities including FareShare and Food for Change. They weeded, propagated, planted, harvested and composted fruits and vegetables for use in nutritious meals to feed those in the community doing it tough.
- Our **Tasmanian** team spent time at Tassie Mums, where they packed and sent hampers filled with essential items for babies and young children, These hampers were then donated to mothers in need.

- Data#3 **South Australia** cooked up a feast in the OzHarvest Kitchens, where they turned surplus foods that would have gone to landfill into delicious meals to feed those going hungry.
- Our **Western Australian** team planted trees to help improve biodiversity, combat salinity and soil erosion; they cooked dinner for families who have sick children staying at the hospital; and staff gift wrapped Christmas gifts for busy shoppers in exchange for a donation to charity.

> "
> Being able to volunteer at Data#3 really strengthens our ties to our community and broadens our support network. It's a wonderful opportunity to connect with like-minded people who have common interests, to give back. From a personal viewpoint, volunteering also promotes personal growth and self-esteem, and you really can gain professional experience, whilst participating in fun and fulfilling activities. Ultimately though, it really is about bringing people together to help those in need.
>
> Kim Weber, National Manager, Customer Engagement Supplier Operations.

Crisis Support

In addition to our local and national fundraising and volunteering activities, this year we witnessed a number of devastating events unfold, from the floods along the East coast of Australia to the ongoing crisis in Ukraine. Several of our people were personally impacted by these situations, and as a result, Data#3 wanted to find ways to support the communities affected. In these times of crisis, we saw the giving hearts of our people as they rallied around those needing a helping hand.

In response to the devastating floods, our Data#3 team created an online community support page where people could donate goods and items such as blankets and food hampers to colleagues who were displaced or affected. Our people were also encouraged to take time off to volunteer and contribute to rebuilding efforts, whether as part of mud armies or simply assisting those in their local communities who needed assistance. Beyond this, Data#3 granted time off through the use of 'hardship leave' so affected staff didn't lose annual leave entitlements, and helped coordinate and pay for temporary accommodation where needed. Data#3 matched dollar for dollar all funds donated to a company-wide fundraising initiative, which enabled us to contribute more than $10,000 to GIVIT.

The situation that unfolded in Ukraine was devastating for many of our people to witness, so Data#3 chose the nationally recognised Harmony Week celebration to highlight the situation and contribute to aid agencies. We raised more than $7,500 through an online raffle, which we donated to UNICEF's Ukraine Emergency Appeal. This appeal provides millions of Ukrainian children and families access to water and sanitation, housing and safety, immunization and health care and schooling, learning and psychological support. In addition to our giving efforts, Data#3 provided support to staff personally impacted by the situation. Time off was permitted through the use of 'hardship leave' and financial support was provided to assist with relocation costs for their families.

> "
> I've never worked for a company like this before, they are my family, and my family have become their family. This is life changing. It's rare to find a company that practice what they preach. I'm just so very grateful and lucky.
>
> Data#3 Customer Service Representative, whose family was involved in the Ukraine crisis.

Data#3 is proud to say that every year the contributions and engagement staff have with this program continues to grow. Once again, last financial year was a record-breaking year for our SOUL program.

Ethics

At Data#3, our people care deeply about doing the right thing and acting with integrity. As we harness the power of people and technology for a better future, to enable our customers' success, we are committed to operating with the highest ethical standards and making a positive difference in everything we do. Culturally, this is at the HEART of what makes us your trusted colleague, business partner and in turn sustains high community and investor stakeholder confidence.

Since our beginnings, Data#3 has built a reputation not only on technical excellence, but on engaging with customers and suppliers fairly and honestly. As the organisation has grown and developed, this attitude has remained a constant.

Our objective is to lead our industry in ethical business practices.

The Value of Ethical Business

Put simply, ethical practices make good business sense. We recognise that when our decisions are guided by the best ethical interests of our customers, our people, our partners, and our shareholders, we can attract and retain exceptional people.

In fact, in our most recent customer satisfaction survey, Data#3's ethical culture scored the highest rating.

Our Ethics and Compliance Framework

Over Data#3's long history, our ingrained sense of ethical business principles – including acting responsibly and with fairness – have been established and "lived" by our leadership team and staff. To further guide our people on our ethical business principles, Data#3 has an established suite of policies and processes that cover all aspects of our business activities, from sales and marketing through to product and project delivery.

These policies and processes are the foundation of Data#3's Ethics and Compliance Framework. All staff at Data#3 undergo annual compliance training across all key policies and processes. It is part of our strategic plan to support our leaders and staff, through effective training and coaching, to make ethical business decisions every day. Key among that training is ensuring all leaders and staff at Data#3 are aware that they can use a formal 'whistleblower' process to confidentially discuss any ethical concerns, without fear of reprisal.

Data#3 will draw on external expertise to ensure objectivity and allow us to meet the highest level of capability among leaders and staff throughout our business.

Community

As community expectations evolve and technology changes, our Ethics and Compliance Framework will help to ensure that Data#3 is well prepared to adapt, without ever losing sight of the ethical approach that is central to our character.

Data#3 holds AS/NZS ISO9001:2015 certification, and adheres to a range of policies that cover financial integrity, workplace health and safety, anti-bribery practices, diversity & inclusion, environmental sustainability, privacy, human rights & modern slavery, corporate governance and a Code of Business Ethics for staff and suppliers.

Our objective is to lead our industry in ethical business practices.

In our most recent customer satisfaction survey, Data#3's ethical culture scored the highest rating.

In FY22, Data#3 released its Code of Business Ethics.

Data#3 holds AS/NZS ISO9001:2015 certification.

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A strong sense of ethics is vital, and making decisions through an ethical lens makes us a better business. At Data#3, we ensure our approach to ethical business practices spans from the board room to the junior and ethics has and always will remain a constant at Data#3, and that's something that we pride ourselves on.

Kingsley McGarrigle, General Manager for WA, Data#3

Working with Ethical Partners

Our established Provider Lifecycle Management System, known as ProPEL, closely reviews all new suppliers to our business, and annually assesses all key existing suppliers to ensure they are aligned to our Provider Code of Business Ethics, in particular their commitments to abolishing all forms of Modern Slavery in their own supply chains. Data#3 plans to centre these requirements in our key vendor and supplier partnership decision making.

Data#3 recognises that customer and vendor expectations of ethical practices are increasingly important to their own businesses. We remain well placed to exceed these expectations. This is not a static process: we will continue to improve and enhance our Ethics and Compliance Framework, using insights from external affiliations and experts to drive ever-higher ethical standards. In our role as a trusted partner and technology expert, we are conscious of our responsibility to influence positive, ethical business practices within our business community. In particular, our people use their skills and experience to help others use technology responsibly and appropriately. We do not support unethical behaviour, even if it means foregoing a lucrative opportunity: in the long term, the ethical choice is always the right option.

Ethics in Practice

Data#3's dedicated Ethics and Compliance Committee of five staff, led by Data#3's General Counsel, is drawn from leaders in diverse roles and business units. This committee steers each annual plan to sustain the highest ethical standards. In the warehouse, that may mean ensuring transparency for the customer about availability of stock and any delivery delays, while in sales, that means ensuring the focus is on the best possible customer outcome, not on any incentive or reward.

Ethical People

Ethical business doesn't happen by chance. It takes the entire business to create a positive culture that supports doing the right thing, even when that is not easy. Data#3's Core Values are recognised as Honesty, Excellence, Agility, Respect and Teamwork: HEART. These values are highlighted in the induction training of every staff member, and reinforced through formal and informal ongoing communications and human resource programs. Data#3 has committed to formalising 'ethics champions' in each state who are trained to offer guidance and support to their local colleagues.

From our recruitment processes onward, we seek out and develop people who share our core beliefs about ethical behaviour. We also strive to create an environment where our people are supported to make good decisions, so that even if a mistake is made, the focus is on making things right without negatively affecting our relationships with customers, vendors, and suppliers. Ultimately, good business ethics aid staff morale, fuelling productivity, so everybody wins.

> "
> **Professional integrity is core to the way we sell at Data#3. We put the customer at the heart of everything we do, and our ethical sales practices ensure customers can trust that we're working with them to truly deliver their objectives through the use of technology.**
>
> **Rowena Collins, Account Executive, Data#3**

Environment

Environment

Addressing environmental impact is among the most pressing priorities facing today's world, and every responsible business and individual has a part to play. At Data#3, we take this duty seriously, and we have stepped up our pursuit of environmentally sound practices to incorporate into our daily business activities.

Greenhouse Gas Emissions Report

This year, Data#3 commissioned Pangolin Associates Pty Ltd to conduct a comprehensive assessment of greenhouse gas (GHG) emissions attributable to our business operations. The report included both direct environmental impact, and indirect contributions along the supply chain. Not only does the report identify areas that we can make the greatest improvements, it also identifies key ways we can work towards our target of net zero emissions before the Brisbane 2032 Olympic Games.

The quest for net zero is a three-phase process, and the Pangolin Associates report is central to phase one, in which we measure and understand our key emission sources before progressing to further methods to manage and minimise emissions and make decisions about offsetting options.

Preparing this initial report was a considerable undertaking, through which data creation and capture was redesigned and formatted to give the most accurate possible picture. It investigated the providers we use, ranging from electricity and utilities to our technology partners. As we move forward, it is now built into our processes to select energy providers with a focus on renewable sources, and to choose building contracts that prioritise our carbon footprint. Gaining a true picture in phase one has given us a solid foundation, and Data#3 has committed to an annual GHG report that monitors our progress and holds us accountable to further improvement.

> "
> Commissioning the greenhouse gas emissions report signalled our intent to do this right. It is an important first step, and we have made a solid commitment in time, money, and resources from the very top of the business. The road ahead will not be easy, but we are passionate about reducing our environmental footprint, and I am excited to be moving forward towards the goal of net zero.
>
> **Janelle Phillips, General Manager for People Solutions, Data#3**

Our Environmental Leaders

Data#3 has appointed a committee that actively educates our workforce about environmentally beneficial practices. This committee identifies new ways that we can work together with our partners and customers to reduce our environmental footprint. Every Data#3 location plays its part in our environment program.

Our target is to achieve net zero emissions before the Brisbane 2032 Olympic Games.

In FY22, Data#3 bought a tree for every single employee, to represent our commitment to the environment.

Data#3 commissioned Pangolin Associates Pty Ltd to conduct an assessment of greenhouse gas emissions attributable to our business.

Phase one of our three-phase process for net zero completed.

Our Five Point SUSTAIN Program

Data#3's SUSTAIN environment program covers five key areas:

1. Reduce, reuse, recycle

In every location, we have assessed how we can best employ these simple methods to minimise our environmental impact. As a technology business, we are well equipped to minimise the use of paper and have helped many customers to move towards paper-free work practices. E-waste is a particular environmental challenge, with toxic chemicals including mercury, arsenic, and lead leaching into the environment, and this year we have reviewed our waste management process to ensure we are using the right methods. Where possible, we repurpose ageing equipment, and we help our customers to do the same. We were early adopters of e-waste programs and continue to explore new ways to increase our recycling programs in every aspect of our operations. In fact, we even looked to sustainable and recycled Christmas gifts for Christmas 2021 and intend to continue this new festive tradition.

2. Conserve energy

We have analysed the way each of our offices uses energy and acted on recommendations to reduce energy use. Measures introduced include open plan areas to promote air flow and reduce air conditioning use. We've installed auto-detect lights to prevent unnecessary use. Energy reduction helps the planet, and makes great business sense too.

3. Support green vendors

We assessed the environmental programs of our key technology vendors and learned where we can align to their efforts to create a greater effect. Our procurement strategy reflects this shift. By opting to work with those employing the most effective environmental programs, we can in turn give our customers the confidence that

their technology choices will minimise impact. We also choose to support suppliers with a strong environmental track record, whether couriers, paper suppliers, or even caterers. This year, Data#3 won Schneider Electric's newly created award for most sustainable partner of the year, which the company said recognises "the critical role that Schneider's partners play in delivering a more resilient and sustainable world."

4. Think green and volunteer

Our SOUL community group incorporates an environmental focus. Our people volunteer for many programs and events, including tree planting and Clean Up Australia Day activities, and we have a lot of fun while we're there.

5. Build a green-thinking culture

We now include environmental compliance in our training and induction processes, in addition to ongoing education and awareness campaigns. These include events such as Earth Hour, when we turned off the lights at Data#3 locations and home offices around the country. National Recycle Week and World Environment Day are other favourites on the Data#3 calendar, with people from all parts of the business passionate about getting involved. In FY22, Data#3 even bought a tree for every single employee, to represent our commitment to the environment. We strongly encourage suggestions from any staff member, customer or vendor about ways we can benefit the environment, and this inclusion has helped fuel our green-thinking culture.

Our Projects

Every project we undertake for customers, and within the business, includes a formal requirement to assess its environmental impact. This might involve evaluating the energy requirements of potential technology solutions and making informed choices about disposal methods of retired equipment. In our warehouses, we recently took the step of transitioning from gas-powered forklifts to electric, giving us a solution that was not only safer and more cost-effective, but also reduced emissions.

> "It was great to be able to use my volunteer day at Data#3 to give back to the environment by planting trees and cleaning local waterways. It's exciting to work for an organisation that is actively working on building a sustainable future.
>
> Erin Regan, Senior Graphic Designer, Data#3

A Leading and award-winning Australian IT services and solutions provider, Data#3, is focused on helping customers to harness the power of people and technology for a better future.

Built on a foundation of over 40 years' experience, combined with world-leading vendor technologies, Data#3 is constantly evolving its solutions and services to enable its customers' success.

Leveraging solutions such as cloud, modern workplace, security, data & analytics and connectivity, combined with Data#3's services across consulting, project services and managed services, **Data#3 is delivering the digital future.**

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