Data#3

Sustainability
Report

Data#3

In the spirit of reconciliation, Data#3 respectfully acknowledges the Traditional Custodians of Country throughout Australia and their connections to land, sea, and community. We pay our respect to Aboriginal and Torres Strait Islander cultures, and to Elders past and present.

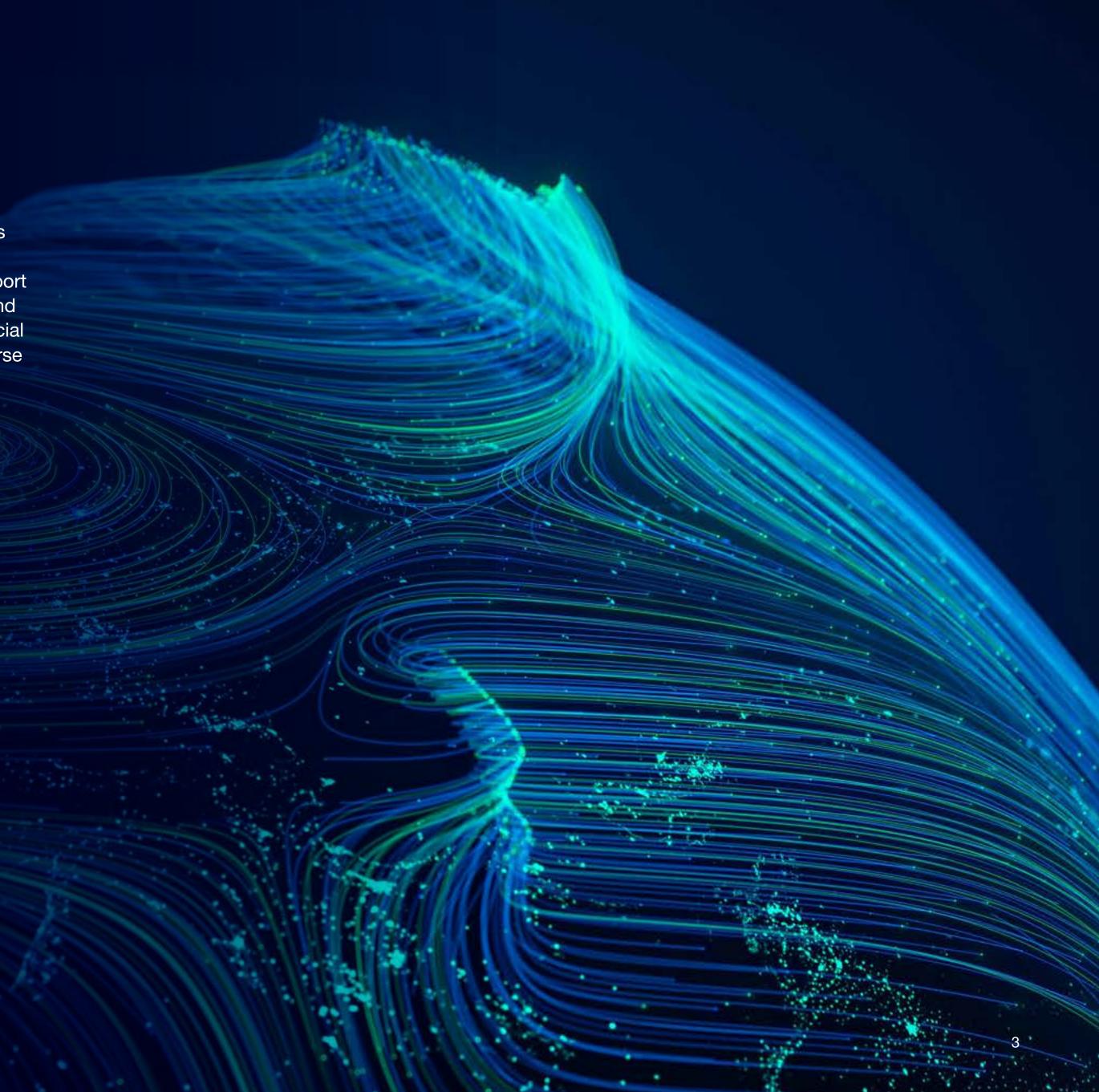**Data#3**

About this report

The Data#3 Sustainability Report 2024 highlights our commitment to ethical practices, social responsibility, and environmental goals. This report integrates elements of Environmental, Social, and Governance (ESG) reporting with Corporate Social Responsibility (CSR) content, catering to a diverse audience.

As we prepare for future challenges, we uphold the highest standards of governance and ethical behaviour, ensuring our positive impact on the environment, our people, partners, and communities.

Part of our annual reporting suite, the Data#3 Sustainability Report 2024 covers the themes of Our Planet, Our People, Our Policies, and Our Partnerships for FY24. Please note that the information in this report has not been reviewed by our external auditor.

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Foreword

Our dedication to sustainability is deeply intertwined with our success story. As we continue to grow financially, we recognise our increased obligation to do what is right for the communities in which we operate. We acknowledge the duty we have not only to Australia but to the world, ensuring that we conduct our business ethically. Our People, Our Planet, Our Policies, and Our Partnerships all play a crucial role in this journey, as such, these are the core themes we have chosen to align to in this report.

Our vision is to harness the power of people and technology for a better future. Every day and every year, we strive to create positive change. Our commitment to sustainability is not a set-and-forget approach; it's a continuous journey. We remain dedicated to moving forward in the right direction, making progress with each step we take.

This year, our dedication to sustainability was recognised with the 2024 Enlightened Growth Leadership Award from the Frost & Sullivan Institute for the third consecutive year. This award uniquely recognises the synergy between financial growth, corporate social responsibility, and ESG.

We proudly announced SolarBuddy, an impact organisation providing portable solar devices to children affected by energy poverty, as our new national charity partner. To create a real and lasting effect, we made the strategic decision to place our focus on a single national charity, allowing us to maximise our impact.

Data#3 is actively addressing gender diversity within the tech industry. Over the past five years, we have made significant strides in attracting, developing, and retaining top female talent, resulting in a workforce that exceeds the industry average for gender diversity. As part of our annual membership obligations for the Workplace Gender Equality Agency (WGEA) we are committed to ensuring we take steps to continue to progress equality within our workplace.

Unlike anything we've seen before, Generative AI has established itself as an essential tool capable of redefining the workplace, disrupting entire industries, and transforming both our personal and professional lives, delivering new and innovative ways to affect positive change.

The new energy demands mean our data centre partners will play a significant role in our sustainability efforts, and the growth of AI-related infrastructure enhances this impact. It is crucial to power and cool this infrastructure and manage the lifecycle efficiently, with a strong emphasis on reducing environmental impact. This will be key to our sustainability efforts next year and beyond and we are committed to paving the way forward in this significant area.

We remain steadfast in our goal to achieve carbon neutrality by the Brisbane Olympic Games in 2032. In FY24, Data#3 established a strategic partnership with Schneider Electric Australia, a global leader in energy management and automation. This collaboration aims to bridge the gaps in our climate-related reporting and governance, aligning with our vision for an environmentally responsible industry.

Thank you for taking the time to read this report and for joining us on our journey to drive positive change for a better tomorrow.

I look forward to sharing our continued learnings and progress in FY25 and beyond.

Brad Colledge
CEO and Managing Director

Brad Colledge

Foreword
(continued)

"We cannot choose between growth and sustainability. We must have both."

Paul Polman, ex CEO Unilever

Sustainability is all about creating a better future, marked by equality and fairness, where the needs of our communities and planet are prioritised. To move forward we must also understand our past and gain a clear picture of our current state. The role of our Sustainability Report 2024 is not only to celebrate progress but a chance to evaluate what is needed to reach our sustainability goal of carbon neutrality by the Brisbane Olympic Games in 2032.

From the establishment of our sustainability working group in 2021, it has been clear that progress hinges on the involvement of a wide range of people. Across our workforce, from the newest hire to our board and executive management team, engagement has been high in our four key sustainability areas: Our People, Our Planet, Our Partnerships, and Our Policies.

Over the last year we have refined our information gathering processes. Working with existing and new partners, we have worked to improve accuracy. This information gathering is critical if we are to set an accurate baseline from which we can measure progress going forward. We anticipate selection of a digital platform in the coming year that will further strengthen our reporting capabilities.

Programs across our four key areas have continued to evolve. From advances in our psychosocial offerings to hitting our 1,000 hours volunteering target four months ahead of schedule, there have been some important steps forward - yet we are also conscious that this is a journey that cannot be underestimated.

Our experience in information technology has shown us, time and again, that to achieve a desired outcome, we must gather the data that gives us clarity about the current situation. Only then can we identify the gaps and devise a plan that enables us to reach our defined goals. Likewise, when we make predictions about a more sustainable future, it is with the confidence that comes from knowing we are building it on strong foundations.

Kingsley McGarrigle
General Manager – WA, Sustainability Lead and Reconciliation Action Plan Chair

Kingsley McGarrigle

Corporate structure

At Data#3, we are committed to the highest standards of corporate governance, recognising the role an effective governance framework plays in driving long-term business performance. This extends to governance concerning sustainability matters.

Data#3's Board, Audit and Risk Committee, and Executive Management Team, oversee our Sustainability Operational Action Team, which is chartered to deliver on our Sustainability Strategy. This includes our climate risk management response and progress against our sustainability targets.

The Board, the Audit and Risk Committee and the Remuneration and Nomination Committee are responsible for overseeing performance relating to our social objectives and governance more broadly, including our commitments relating to our supply chain, human rights, reconciliation action plan, and modern slavery. Governance of sustainability at Data#3 is set out in this diagram.

Sustainability and Climate Related Financial Disclosures (CRFD) Governance

United Nations Sustainable Development Goals

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United Nations Sustainable Development Goals

The United Nations Sustainable Development Goals (UN SDGs) are a set of 17 global objectives aimed at addressing pressing social, economic, and environmental challenges by 2030. We are committed to closely aligning with these goals and have identified several key areas where we can make a meaningful impact. Our dedication to these goals not only benefits society but also strengthens our resilience and competitiveness in an increasingly sustainability-focused global marketplace.

Goal 1: No Poverty
UN SDG: End poverty in all its forms everywhere.

Data#3 is committed to aligning with SDG 1 by implementing policies that combat modern slavery, ensure fair pay, and promote safe working conditions.

Goal 3: Good Health & Wellbeing
UN SDG: Ensure healthy lives and promote well-being for all, at all ages.

Data#3 aims to help our people to maintain and enhance their health through offering a wholistic wellness program that supports their physical, mental, financial and social wellbeing across all stages of life.

Goal 4: Quality Education
UN SDG: Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.

Data#3 aims to deliver an inclusive and accessible learning program which supports the varying learning needs of our people and fosters a 'lifelong learning' culture across our organisation.

Goal 5: Gender Equality
UN SDG: Achieve gender equality and empower all women and girls.

Data#3 aims to advance gender equality in the IT industry through delivering programs and support, which helps Data#3 attract, develop and retain a skilled female workforce.

Goal 7: Affordable and Clean Energy
UN SDG: Ensure access to affordable, reliable, sustainable and modern energy for all.

Data#3 is committed to SDG 7 by partnering with SolarBuddy to provide portable solar devices to children affected by energy poverty and investing in solar power for our buildings.

Goal 8: Decent Work and Economic Growth
UN SDG: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.

Data#3 aims to offer a variety of employment pathway programs, deliver an effective performance planning process and provide valuable development activities to reduce turnover and support sustainable employment opportunities across our workforce. Data#3 also aims to have a continued focus on strong governance to protect employment and promote safe and secure working environments, and to promote policy positions on Modern Slavery.

Goal 9: Industry, Innovation, and Infrastructure
UN SDG: Build resilient infrastructure, promote inclusive and sustainable industrialisation, and foster innovation.

Data#3 is advancing SDG 9 by collaborating with customers and partners to develop innovative sustainable technology solutions and as a member of the new sustainability tech coalition, fostering innovation and promoting sustainable, resilient infrastructure.

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United Nations Sustainable Development Goals
(continued)

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Goal 10: Reduced Inequalities

UN SDG: Reduce inequality within and among countries.

Data#3 aims to have a continued focus on compliance programs that support policy positions with respect to equal opportunity and inclusive core values.

Goal 11: Sustainable Cities and Communities

UN SDG: Make cities and human settlements inclusive, safe, resilient, and sustainable.

Data#3 is supporting SDG 11 by collaborating with customers, including those in government, education, and other industries to harness the power of people and technology for a better future, while actively participating in tech councils locally and globally.

Goal 12: Responsible Consumption and Production

UN SDG: Ensure sustainable consumption and production patterns.

Data#3 aims to adopt sustainable supply chain practices and integrate sustainability information into our reporting cycle by publishing sustainability reports.

Goal 13: Climate Active

UN SDG: Take urgent action to combat climate change and its impact.

Data#3 aims to integrate climate change measures into our polices, strategies and planning by measuring our total greenhouse gas emissions per year, striving for carbon neutrality by 2032.

Goal 15: Life on Land

UN SDG: Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss.

Data#3 is committed to SDG 15 by partnering with charities like Trillion Trees and engaging in volunteer work for sustainable land management.

Goal 16: Peace, Justice and Strong Institutions

UN SDG: Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.

Data#3 supports SDG 16 by being an ethical business that businesses trust, adhering to a robust business ethics framework, and acting as a good corporate citizen.

Goal 17: Partnerships for the Goals

UN SDG: Strengthen the means of implementation and revitalise the global partnership for sustainable development.

Data#3 is committed to SDG 17 by choosing sustainable partners, including global tech partners focused on sustainable solutions, and collaborating with organisations like Supply Nation, SolarBuddy, and Circonomy for sustainable collaboration.

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Our Planet

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Our Planet

The health of our planet affects us all. Addressing environmental challenges requires well-planned measures of substance, rather than a 'quick fix'. Our emphasis is on sustainable, long-term change that will build towards an aggressive yet achievable target. As we progress towards our sustainability aim of carbon neutrality, in FY24 we have improved our reporting methods, commissioned a climate-related financial disclosure (CRFD) gap analysis, and started a comprehensive plan to reach our goal.

2032
Our goal is to be carbon neutral by 2032

372
Trees planted in FY24

150
Environment-related volunteering hours in FY24

75
Hours spent volunteering for charities in food waste prevention

60
Solar panels installed in FY24

Data#3 Adelaide team volunteering for Food Bank, 2024

Our sustainability journey

FY22

Produced first sustainability report.

First inventory review completed for FY21.

FY24

Produced third report, renamed as Sustainability Report.

Engaged Schneider Electric to produce CRFD gap assessment and recommendations for environmental strategic plan.

Completed FY23 inventory review.

FY26

Climate risk KPI definition.

FY25 GHG inventory.

Resource advisor to achieve Level 2 "Better" for FY26 reporting.

FY32

Carbon neutral.

FY21

Partnered with an environmental reporting consultancy to plan a path to carbon neutrality.

Began compiling diverse environmental data to measure impact.

FY23

Produced second report, renamed as ESG Report.

Committed to carbon neutrality by 2032.

Completed FY22 inventory review.

FY25

Opportunity and risk assessments and climate scenario analysis and transition plan created.

Risk management process update.

Enhanced climate disclosures ahead of mandatory requirements.

FY27

CRFD Year 1 reporting due date.

Sustainable practice in action

In FY24 we donated ex-demo laptops to Stepping Stone Clubhouse, a member-based community organisation that successfully addresses the serious impact of mental illness. The machines were kept out of landfill, and members now use the laptops to access information and apply for jobs as they work to get back on their feet.

Built on a long-standing relationship with Circonomy that began in 2013, Data#3 delivered a successful pilot programme to integrate circular economy principles across our operations in FY24. We have diverted valuable resources from premature disposal, explored circular design for our product offerings, and measured and reported environmental and social impact. It is by developing a comprehensive circular strategy with the help of Circonomy that we have positioned ourselves to responsibly re-commerce more materials, helping us to foster a culture of sustainability where the first thought is reuse, rather than dispose.

ICT Services achieved the largest reduction in emissions at -994.0

(-55% compared to FY22).

Greenhouse Gas (GHG) Emissions report FY23

Our FY23 GHG Emissions report, finalised in May 2024, is a comprehensive independent assessment of carbon dioxide equivalents (tCO2-e) accountable to Data#3.

Changes to data gathering methods and the inclusion of new data means we have improved accuracy in FY23 data. As such, the year-on-year figures are not directly comparable but provide a useful guide. Overall, they reflect the phases of information gathering and strategic planning that have dominated FY23.

Scope 1 direct emissions, such as those from fuel use, have remained steady in FY23, while indirect energy import such as purchased electricity has reduced by 3.9%. Indirect upstream and downstream emissions (scope 3) that result from activities along the supply chain dropped by 2%, with environmental considerations now factoring more heavily into procurement choices.

During FY24, measures such as a major solar installation at our Brisbane logistics hub and greener building choices have been introduced, and their effect will be analysed in FY24 figures (expected finalisation May 2025) and FY25 figures (expected finalisation May 2026).

Total (Gross) Emissions:

Bar chart:
- FY2021: 5276.7
- FY2022: 5090.2, -186.5 (-3.5%)
- FY2023: 4993.5, -96.7 (-1.9%)

As expected for an organisation centred around people, the Employees sector was the largest contributor, with post-pandemic travel increases a notable factor. The overall emissions per employee did compare favourably with major competitors. ICT Services achieved the largest reduction in emissions at -994.0 (-55% compared to FY22), due to the Dynamics 365 implementation impacting on the prior year data, and an overall improvement to energy efficiency of newer devices helping reduce impact.

Total (Gross) Emissions by category:

Employees (1042.7)

ICT Services (814.5)

Business Travel (601)

Electricity (576.9)

Office Supplies & Services (373.4)

Products, Materials & Equipment (365.3)

Professional Services (273.2)

ICT Equipment (231.8)

Postage, Courier & Logistics (181.7)

Uplifts (167.4)

Food & Beverage (105.8)

Waste (70.6)

Advertising & Marketing Services (65.4)

Synthetic Greenhouse Gases (47.3)

Water & Wastewater (36.3)

Construction & Repair Services (18)

Investments (12.7)

Transport Fuels (7.3)

Stationary Fuels (2.4)

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Sustain: meaningful environmental action

We are acting to reduce the impact of our operations through our five-point Sustain program.

1. Reduce, reuse, recycle

A key focus of our Sustain program is thoughtful use and disposal of all materials, from coffee cups to technology infrastructure.

This year we were able to join the Bintracker initiative in our Head Office, so that we can scan, count, and weigh waste from any smart device, using metering and analytics to track our progress. We are positioned to gather meaningful waste data during FY25 and beyond.

For customers, we provide environmental impact information when we propose any relevant solution. We also facilitate ICT lifecycle management with secure, responsible repurposing and disposal through our industry partners.

2. Conserve energy

As we work towards our goal of carbon neutrality by 2032, energy conservation and switching to sustainable energy sources are essential steps. While it sounds simple, there is no 'quick fix'. Rather, we are identifying and putting in place many measures that will combine to conserve energy.

Among the changes we are making are major investments, such as the introduction of solar energy, to reduce dependence on fossil fuels. We're evaluating purchases, from laptops to office leases, to identify energy efficient options. We have moved into new premises in NSW that improve energy usage, while a renovation of our Victoria office has led to more energy efficient cooling and heating. We're proud to say that our Perth office now has net zero energy supply, as well as a waste recycling rate of 47%.

3. Support green vendors

It is not only our own direct actions that affect our carbon footprint. The vendors we choose to work with make a real difference, so our selection process includes reviewing environmental considerations. Many technology vendors, such as HP, Cisco, and Microsoft place requirements on technology partners to demonstrate green credentials, and we're happy to report that we achieved HP Amplify Impact 4 Star Program in FY24. This certification reflects our commitment to sustainability programs as well as our collaboration with HP through their Planet Partner program. From training our employees to leading our sales with sustainability, we are working with our partners to help our customers make a positive impact.

Likewise, in FY24 we began working with Schneider Electric, a global specialist in energy management and automation. This engagement will help us to prioritise clean energy sources and has provided a transition plan to close the gaps as we work towards carbon neutrality. See the Partnerships section in this report to learn more.

4. Think green and volunteer

Volunteering is embedded in the Data#3 culture, with all staff allocated paid time away from the office to roll up their sleeves and help. Environment-related projects are especially popular, ranging from tree planting to recycling initiatives.

5. Build a green-thinking culture

We know that to make a real difference, care for the planet must be embedded in our culture. Shared experiences like volunteering and Earth Day activities are now part of our tradition. We're also proud to donate to Planet Ark's Seedling Bank for every new hire. This allows a tree to be planted by a school or community group for everyone who joins our business. In this way we can help to restore Australia's unique landscape while also marking an important occasion for new team members.

In FY24 our donations meant 372 extra trees could be planted across Australia.

Sustain: meaningful environmental action

(continued)

Why tree planting matters

During photosynthesis, light energy is captured and used to convert water, carbon dioxide, and minerals from the soil into oxygen and organic compounds. By planting trees, we help to remove carbon dioxide from the environment and release oxygen, benefitting our planet.

$$CO_2 + H_2O \rightarrow Glucose + O_2$$

Light

Carbon Dioxide (CO_2) + Water (H_2O) → Glucose ($C_6H_{12}O_6$) + Oxygen (O_2)

One tree removes approximately 10kg of carbon dioxide from the atmosphere per year.

In FY24, Data#3 planted 372 trees. 372 x 10 = 3,720 kg of carbon removed from our planet every year for the next 20 years.

Clean energy in Darra

Our logistics hub in Darra, Queensland operates in an extensive building space, making a great opportunity to convert to a sustainable energy source. We have just installed 60KW of solar panels, which will reduce our carbon footprint by an estimated 70kg per year.

"

When I go to work, it makes me feel good to know that our building has introduced recycling and clean energy initiatives that minimise our impact on the environment. Our Brookfield site ensures lights and air conditioning are turned off outside of working hours, blinds are closed on hot weekends to reduce the need for air conditioning when people return to work, plastic umbrella covers have been replaced with a drying stand, and we're provided with a little compost bin for food waste.

Roxanne Claes,
Team Leader – Customer Support,
Data#3

Sustainable buildings

In our Western Australian premises:

47%
of waste is recycled

100%
Renewable energy

Major awards

In FY24 Data#3 was awarded the Frost & Sullivan Enlightened Growth Leadership Best Practices Recognition 2024, one of fewer than 50 organisations in the Asia Pacific region to achieve this honour.

"The Enlightened Growth Leadership Best Practices Recognition represents a dedication that goes beyond traditional corporate responsibility and governance standards. These organisations are driving transformative changes in industries and societies, steering us towards a brighter and more sustainable future. We extend our heartfelt congratulations to these exceptional companies for their steadfast commitment to sustainable development and their efforts in creating opportunities that benefit all stakeholders. Their dedication to sustainability sets a strong example for all industries," said Aroop Zutshi, Director of the Frost & Sullivan Institute.

Data#3 Perth team using their annual volunteer day to plant trees for Trillion Trees

Data#3

Our People

Our People

While new technologies emerge at a faster rate than ever, one constant remains: it is the skill, dedication, and effort of our people. This is what makes Data#3 a trusted partner for more than 3,000 Australian organisations. They make connections, build relationships, solve business and technology challenges – ultimately, dreaming up the big ideas that keep us at the forefront of our industry. Our core values reflect the role our people play at the heart of our business.

Put simply, Data#3 is about people. We owe every customer success, every completed project, and every award we win to the 1,480 individuals who make up the Data#3 team. Our aim is to recognise these efforts with both fair reward and a healthy, vibrant workplace that welcomes everyone.

"

I feel valued, and I feel strongly that I'm part of the Data#3 family.

Sam Allitt, Principal Solution Architect, Data#3

Who we are

Our organisation

| **1,480** Number of staff at end FY24 | **15** Facilities & warehouses in Australia & Fiji | **47** Years in business |

Our growth

| **361** New hires in FY24 | **9%** of our people were promoted | **5.11** Average tenure at Data#3 |

Our people

| **4.43** Employee satisfaction (out of 5) | **86%** Of our people say they feel a strong sense of belonging | **90%** Of our people say they feel proud to work for Data#3 |

"

Being named in the top 25 of Australia's Best Workplaces™ in Technology for 2024 is especially meaningful because the award is based on employee surveys and benchmarks us against the world's best companies. It helps us to attract and retain the best talent, as well as giving us great insight into the ways we can enhance our culture. The positive employee engagement reflects our efforts to make Data#3 a great place to work.

Tash Macknish, Chief People Officer, Data#3

Data#3 named as one of Australia's Best Workplaces™ in 2024

Diversity and inclusion: Embrace program

What we're made of:

33%
of Data#3 staff are women

35%
of managers are women

40%
of the board of directors are women

33%
of executive leadership team are women

28%
of staff cite English as their second language

<1%
of staff identify as Aboriginal or Torres Strait Islander

5.5%
of staff identify as LGBTQIA+

50+%
of staff are caregivers

Age breakdown (of permanent staff)

Age	# of Staff	% of workforce
<29	124	12%
30-39	303	29%
40-49	323	32%
50-59	220	22%
60+	46	5%
Total	1,016	

*Total number of Data#3 permanent employees (not inclusive of contractors)

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. We recognise that building a diverse workforce doesn't happen by chance; our diversity and inclusion program, Embrace, actively works to make Data#3 a welcoming place where everybody belongs.

Increasing diversity in our business helps us to better understand our customers' needs. Maintaining an edge in the technology sector relies on our ability to reimagine our customers' worlds, and to find new ways to solve the most challenging problems. Cultivating an inclusive environment, where everybody can access opportunities, helps us attract and retain a more diverse workforce.

Our Embrace program has several focus areas including, but not limited to:

- Gender
- Family
- Aboriginal and Torres Strait Islanders
- Culture and faith
- Early career and generational changes
- All abilities

Gender

While women have been historically under-represented in tech, this is something that Data#3 and our partners are actively working to address. Over the last five years, Data#3 has made a concerted effort to attract, develop, and retain top female talent to our workforce, and we are proud that our workforce is above the industry average for gender diversity.

Women in IT: industry benchmarking

	Industry average	Data#3
Overall	30%	33%
Management Team	23%	35%
Executive leadership team	15.75%	33%
Board of directors	36.4%*	40%

*Average proportion of women on ASX 200 boards.

Source: INDEX, 2024 Gender Diversity in the Australian IT Market.

While we are proud of the great progress Data#3 is making, we are also aware that there is more work to be done. We provide gender pay information to the Workplace Gender Equality Agency (WGEA). To view Data#3's Employer Statement in relation to the WGEA report, visit www.data3.com/data3-employer-statement/.

As a business we are committed to ensuring we take steps to continue to progress equality within our workplace.

To date, we have invested in programs that support women entering technology careers and that enable progression, as it is expected that women will increasingly occupy senior roles attracting higher salaries. Since our last WGEA submission, we welcomed Tash Macknish to the role of Chief People Officer, and numerous women at Data#3 continue to earn promotions.

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Diversity and inclusion: Embrace program

(continued)

Gender programs

Women Rising:
World's fastest growing digital women's leadership development program.

Women in STEMM
(Science Technology Engineering Maths Medicine):
Training program to support women into traditionally male-dominated industry sectors.

Branch-level female-only networking groups:
Providing support and preventing isolation for women locally.

4B program:
Internship for young women in partnership with vendors, including Cisco.

Supporting industry associations:
Women in Tech, Women in Development, and Women in Tech Western Australia.

All abilities

Data#3 is proud to employ a number of people who identify as having a disability or impairment. To support all the abilities of our people, we offer both modern facilities that have been designed to accommodate speciality needs along with comprehensive Work Health and Safety (WHS) policies and processes. In addition to this organisational support, when requested, we can organise for staff to receive personalised workstation assessments with a qualified WHS specialist and provide ergonomic office equipment and adjustments where necessary. From recruitment and maintaining throughout their employment at Data#3, we encourage our people to let us know of any support their need to fulfill their work responsibilities.

"

I enjoy the flexible working environment Data#3 fosters, along with the opportunities it provides to grow my skills and knowledge.

Joshua Lawrence,
Dynamics 365 Support Analyst,
Data#3

Carers and families

Our people show remarkable dedication to their roles within our business, and we are ever conscious that they have responsibilities and priorities beyond the workplace. By respecting and supporting our people as they balance work and life, we are rewarded by a workforce that stays longer and is more engaged with their roles.

Through our partnership with Parents at Work, we offer a Family Carer and Wellbeing Hub, to provide our people with free access to a variety of resources to help support them through all stages of life. The platform provides access to interactive webinars, online courses, podcasts, case studies and toolkits covering work, family and beyond.

Re-accredited as a Family Inclusive Workplace in FY24

Updated parental leave benefits effective 1 January 2025:

Primary carers 12 weeks paid leave;
Secondary carers 2 weeks flexible paid leave

Data#3 will make superannuation contributions during paid parental leave

From January 1st 2025

Data#3 Queensland team at the 2024 Women in Digital awards night

Reconciliation Action Plan

Since launching our Reconciliation Action Plan (RAP) last year, we have taken several steps towards meaningful action to advance reconciliation. This includes celebrating culturally significant events, creating a Welcome to Country and Acknowledgement of Country Guide to support the cultural awareness and education of our employees, along with partnering with established groups such as Indigenous Literacy Foundation and Supply Nation, so we can continue to contribute towards reconciliation with Australia's First Nations people.

Data#3 has partnered with Supply Nation. Supply Nation has a vision of a prosperous, vibrant and sustainable Indigenous business sector by driving understanding that the purchasing power of businesses can be used to deliver positive social outcomes and by facilitating connections between Indigenous businesses and members' procurement departments.

We are also excited to begin working on our Indigenous Procurement Policy which will help us expand our spheres of influence through finding opportunities where we can partner with Indigenous businesses in the future.

June 2022
Formed first RAP Working Group to develop Data#3's Reflect RAP

June 2023
Reconciliation Australia endorsed Data#3's Reflect RAP

July 2023
Data#3 launched our Reflect RAP in alignment with NAIDOC Week

July 2023
Conducted companywide consultations to develop a Welcome to Country & Acknowledgement of Country Guide

Aug 2023
Formed FY24 RAP Working Group & developed the team's Terms Of Reference

Sept 2023
Published Data#3's Welcome To Country & Acknowledgement of Country Guide

Nov 2023
Conducted review on best practice race relations & anti-discrimination standards

Mar 2024
Became a member of Supply Nation

May 2024
Formed partnership with Indigenous Literacy Foundation

June 2024
Tracking D&I candidate metrics (inc. First Nations) throughout recruitment

Formed Indigenous Procurement Policy (IPP) Working Group

Major Moogy Sumner AM delivering a Welcome to Country at JuiceIT Adelaide 2024

Safety

Data#3 is committed to creating a safe working environment for our people and contractors. We assess risk throughout our operations and prioritise our focus where higher risk – based on our conservative approach – is assessed. For example, we have additional focus on safety in our warehouse facilities, and technical staff out in the field supporting our resource industry, manufacturing, and construction customers. Our safety strategy during FY24 featured continued proactive and practical implementation of our workplace health and safety business plan, including a particular focus on psychosocial hazards.

Data#3 provides ICT products to business customers. These products are manufactured by world leading vendors and to exacting safety standards. Data#3's safety statistics to 31 December 2023 are set out in the below table.

Financial Year	2019	2020	2021	2022	2023	2024 YTD (31.12.2023)
Lost time injury frequency rate (LTIFR)	0.449737	0.410914	0.40537	0	1.052779	0
Medical time injuries (MTIs)	2	2	2	1	0	1
Medical time injury frequency rate (MTIFR)	0.899475	0.821828	0.810741	0.384615	0	0
Total recordable injuries (TRIs)	3	3	3	1	3	1
Total recordable injury frequency rate (TRIFR)	1.349212	1.232742	1.216111	0.384615	1.052779	0.707013575
Workplace fatalities	0	0	0	0	0	0
Staff covered by Data#3 WHS system	100%	100%	100%	100%	100%	100%

Health and wellbeing: Thrive program

Everyone who works for Data#3 can access Thrive, our comprehensive health and wellbeing program aimed at helping our people to stay well and promoting healthy lifestyles. This year, we introduced a new EAP provider that was better suited to our growing business and offered an impressive digital wellbeing platform. The engagement in this platform has exceeded all expectations.

EAP inclusions:

- Access to four free counselling sessions per year, per issue
- Support from experts including psychologists, social workers, nutritionists, financial and legal advisors
- Specialist support including Aboriginal or Torres Strait Islander, people with disability or impairment, LGBTQIA+, English as a second language
- Support for managers as they navigate team and people needs
- Flexible delivery in person or via phone, video, or chat
- Free wellbeing webinars and monthly newsletter
- Online platform and app to support wellbeing through holistic guidance through workouts, meditation, and personal wellbeing assessments.

Key highlights

EAP
New EAP provider engaged

Physical Health
High level of engagement in our health promotion activities, including health checks and flu vaccinations

Mental Health
70 staff trained as mental health first aiders as part of our psychosocial program

Hybrid Workforce
Fully hybrid workforce that are office, home, or customer-based

Flexible Work
Formalised flexible work arrangements including nine-day fortnight, condensed work weeks, and job sharing

"

Data#3 has been an exceptional place to work, offering ample opportunities for professional growth and the cultivation of my skills and interests in a supportive environment.

David Gao, Cisco Product Associate,

Data#3

Health and wellbeing: Thrive program

(continued)

Leave entitlements

We recognise that rest and relaxation are essential to sustain busy lives. Our staff have opportunities to make time for what is important to them. Beyond competitive annual leave entitlements, Data#3 offers volunteer leave, study leave, and military leave. In addition, during the global pandemic, we decided to gift each of our employees an additional day off each year to support their health and wellbeing – called Wellness Leave. Whether to attend medical appointments, school events, or even celebrate their birthday with some extra pampering, the extra wellness day proved so beneficial that we made it an ongoing employee benefit.

Staff engagement activities

Sometimes, everybody needs to take a break and bond with their co-workers, so we like to celebrate a diverse range of events that hold a special place on our calendar. These annual events offer education and camaraderie in a fun environment.

These events include:

- Stress Down Month
- Safety Month
- Ice Cream Day
- International Women's and Men's Day celebrations
- NAIDOC Week
- National Reconciliation Week
- National Carers Week
- Harmony Day
- Data#3's Birthday
- National Employee Recognition Day

89% of our people say Data#3 is a great place to work

Australian average: 56%

"

Flexible working means having the ability to manage a full-time job while balancing personal responsibilities effectively. Living 1.5 hours away from the office and having three children at different schools presents significant logistical challenges. However, with the support of my business, I can navigate these demands seamlessly. This flexibility allows me to fulfill my professional duties without compromising on my family commitments. The ability to work remotely or adjust my hours as needed ensures I can be present for my children and manage the long commute, when necessary, all while meeting the expectations and requirements of my role.

Jules Calvert, Account Executive, Data#3

Data#3's Brisbane team celebrating June Rewards breakfast 2024

Data#3

Data#3

Rewards and recognition: Inspire program

Retaining skilled staff is especially challenging in the ICT sector, with almost 70% of ICT roles facing shortage according to the first annual National Jobs and Skills Roadmap. It is, then, especially pleasing that our employee retention is well ahead of industry average.

Long service figures in FY24:

35+ years	1 employee
30–34 years	2 employees
25–29 years	11 employees
20–24 years	13 employees
15–19 years	80 employees
10–14 years	91 employees
5–9 years	200 employees

Company awards

In FY24 we relaunched our company awards program, expanding it beyond the sole category of Core Values, to give everyone a greater chance to recognise their peers for going above and beyond.

The 5 award categories are:

Core Values: due to the important role our values play in everything we do, through our Core Values award, we have an opportunity to recognise someone across our business who has demonstrated outstanding and inspiring actions aligned to our five core values

Everyday Hero: this award provides an opportunity to shine a spotlight on an unsung hero and how their hard work, dedication and exceptional efforts have a positive impact on the lives of others. This individual demonstrates a willingness to go above and beyond the responsibilities and expectations of their roles to make a significant difference on those around them.

Rising Star: As a way to celebrate the outstanding contributions of our early career staff, our Rising Star award recognises the remarkable achievements of a Data#3 team member who has made a significant impact, grown in stature and responsibility and has demonstrated an outstanding level of initiative and leadership capability within their initial years in our business.

Achievement: this award recognises a Data#3 team member who has delivered an unrivalled contribution to the business, evident through outstanding professional and personal achievements. They have earned a reputation as an esteemed thought leader who has the ability and passion to attain results and be a positive and inspiring role model for others.

Visionary: this award recognises an individual who has an ability to think outside the box, identify new opportunities, challenge the status quo and take calculated moves that have a positive impact on our internal or external stakeholders. Their creative thinking and ability to convert ideas into solutions helps bring innovation to life.

In the past, only managers could put forward a submission, now any staff member can nominate a colleague for an award for exceptional achievements. Nominations are submitted by every part of the business, ranging from technical and administration roles to senior management, spanning the states and territories. From the stats we can see this has been a resounding success in acknowledging different talents across the company.

150+
Nominations in FY24

20
Nominations in FY23

"

Data#3's commitment to its employees is what makes it a great place to work. I appreciate the supportive and collaborative environment and for me it's not just a workplace but a community that supports my growth.

Bevie Erickson, Customer Support Representative, Data#3

Data#3

Learning and development: Data#3 Academy

Talent and learning programs

Data#3 recognises the incredible potential of our people. That's why we've invested in a diverse range of talent and learning programs that enable our workforce to expand their skills and deliver great outcomes for our customers. Our team has eagerly embraced these opportunities, gaining expertise in such diverse competencies as leadership, artificial intelligence, cyber security, mental health first aid, communication skills, and productivity/time management. There is no one-size fits all when it comes to development, that is why our Data#3 Academy offers:

- A vast library of self-paced learning content
- A variety of workshops, delivered in person and virtually
- Webinars and guest speakers
- Individual development coaching
- Mentoring
- Leadership development
- Bespoke team development sessions

We've seen great engagement through the Data#3 Academy program this year. Highlights included:

26K+
Learning hours completed

240
individual and team development sessions

48
Workshops delivered

70
Managers completed mental health first aid

Employment pathways

In response to the global ICT skills shortage, we are dedicated to supporting early career development. Our 4B Internship program for young women interested in technology, along with our traineeship program in partnership with MEGT and Microsoft, helps guide the next generation of tech professionals. Many of our interns and trainees have grown into valued members of the Data#3 team. We continue to work with our partners, industry associations, and broader communities to find opportunities to continue nurturing the future of our business and industry.

Activities

We run a full calendar of one-off and annual training activities that are well-attended and provide a great opportunity to connect with colleagues outside the usual day-to-day environment. These include:

- Learning month
- Cyber month
- Lead with HEART program

"

The training opportunities provided to me at Data#3, such as the Diploma of Computer Science and Data Analytics, have significantly enhanced my understanding of current technologies. This has enabled me to apply this knowledge to the digital services we offer, resulting in increased confidence when interacting with customers and a tangible improvement in the quality of service we provide to our customers.

Christine Manning, INS Digital Lead, Data#3

Data#3

Q&A with Tash Macknish, Chief People Officer, Data#3

Q&A with Tash Macknish, Chief People Officer, Data#3

Q **What was your first role with Data#3 and how did you progress to where you are now?**

I joined Data#3 in 2008, as a Recruitment and Retention Specialist. Little did I know that 16 years later I would have progressed via National Manager and then Group Manager roles to Chief People Officer. I still love the challenge every bit as much as I did when I started. I believe that my career progression was a result of building strong relationships at all levels along the way and learning about the business, which helped me to understand how best to support our people.

Q **What has been the biggest challenge of being a woman in a male-dominated industry sector?**

Early in my career, I did sometimes feel isolated; however, developing strong relationships with other women in the business meant I could reach out for support and guidance. Opening up and showing vulnerability helped to allow connections to form, and these evolved into great mentoring opportunities.

During my career self-doubt has crept in a few times, making me question if I was good enough. Working with an organisation with a strong,

inclusive culture has been the best defence against imposter syndrome, and I have appreciated the support of colleagues through the ups and downs. This has allowed me to develop the confidence needed to continue to strive for personal growth and to be successful.

Q **Why does Data#3 perform above the ICT industry average for gender diversity?**

We're an Employer of Choice and were recognised as a Best Place to Work – Technology workplace. The culture at Data#3 is really the winning factor here. Our core values of Honesty, Excellence, Agility, Respect and Teamwork – HEART – guide the way we work together, and the resulting sense of belonging is key to employee retention.

35% of our leaders at Data#3 are women, and we have some specific programs that help women to thrive in ICT. Our 4B program helps attract early career talent by inviting young women to experience life in our industry, and we also offer leadership and development opportunities such as Women Rising and Women in STEM. There are so many talented women who, given the chance, are ready to shine in tech, and we have seen time and again the benefits when we provide the right culture and environment.

Our people are more than just their jobs. More than half of our workforce are caregivers of children, parents, partners, or other family members, which is why we're proud to be an accredited Family Inclusive Workplace. We gained this endorsement through fostering an inclusive environment that is supported by accommodating entitlements such as our domestic and family violence leave, wellness leave, and flexible work options.

Q **How do you foster an inclusive organisational culture?**

There really must be recognition of the value of diversity at all levels of the company for it to become embedded in the culture. Our leaders play a critical role in ensuring the workforce feels supported, included, and that they belong. One of the things that is very evident at Data#3 is the way the leadership team interacts with people in all roles and pays attention to their insights. This really helps us to know how to connect the right resources to the right people, whether that's someone in HR, as part of our EAP program, or a mentor who has overcome similar challenges.

Q **What advice would you give to young women interested in a career in tech?**

Many employers are keen to attract more women, so don't be afraid to ask for what you want – the worst that can happen is you receive a 'no' response which provides an opportunity to learn and investigate other opportunities/options and pathways.

The other thing I would encourage women to do to support their development is to find mentors who can help with advice, coaching and guidance along the way. I still have a group of mentors, both male and female, within and outside of the ICT industry who I can go to when I hit a rough patch or need a sanity check.

Don't let anyone tell you that you can't! At Data#3 we have women in all kinds of roles, from systems engineers and senior consultants to account managers and device specialists.

Our Policies

Data#3

Our Policies

Data#3 prioritises maintaining an ethical culture that our people can feel proud of and that meets the standards expected by our stakeholders. The Data#3 Board, Executive and Senior Leadership teams are committed to setting the highest governance standards for the company to ensure we meet our obligations to customers, workforce, and partners.

As an Australian Stock Exchange (ASX) listed company, Data#3 is proud to comply with the relevant ASX Corporate Governance Council's Principles and Recommendations (Fourth Edition). We are reviewing proposed changes to the recommendations ahead of the release of the Fifth Edition, which is expected to take effect from 1 July 2025.

The Data#3 Board, consisting of four independent, non-executive directors and a managing director, is responsible for approving Data#3's Sustainability Framework and for monitoring its effectiveness. Through the Audit and Risk Committee (three independent non-executive directors), the Board oversees operational governance and risk. This committee oversees and monitors developments on sustainability and ESG-related topics, and has unfettered access to the Executive Leadership team, the General Counsel, and the external auditor.

Transition occurred in a number of key roles and management teams in FY24, as part of well-planned succession:

- Data#3's Chairman of the Board: Richard Anderson (retired) to Mark Gray (Independent Director 7 years tenure)
- Remuneration and Nomination Committee membership: Richard Anderson (retired) to Mark Esler (Independent Director 5 years tenure), joining Mark Gray (chair) and Susan Forrester
- Data#3's CEO and Managing Director: Laurence Baynham (retired) to Brad Colledge (29 years tenure)
- Executive Management team: New appointments from 1 March 2024
- Terence Bonner – General Counsel/Company Secretary (19 years tenure)
- John Tan – Chief Customer Officer (17 years tenure)
- Tash Macknish – Chief People Officer (16 years tenure)
- Existing Executive Management team members: CEO and Managing Director; CFO; EGM – Services

Every Data#3 Board and Senior Leadership team member actively participates in a continual education program that includes information about our performance, strategies, operations, and risk management processes, and has a particular focus on ESG-related topics.

As described earlier in this report, the Data#3 Sustainability Governance Structure aims to embed a focus on sustainability across the organisation. This makes sustainability an ongoing element of our work.

More information about Data#3 governance practices and related governance documents are available online **here** and **here.**

"

What connected us with Data#3 and their partnership with SecurityHQ was that they didn't talk only about what they could provide in terms of technology, they connected with our values and how they could provide services that help us to achieve our goals. Our values connected from both technology and non-technology points of view.

Armin Adineh – Manager – Information Technology, Business Services & Systems, MercyCare

Board, management staff diversity data

2024

	Female	Male
All employees	33%	67%
Management Team	35%	65%
Executive Leadership Team	33%	67%
Board of Directors	40%	60%

2023

	Female	Male
All employees	33%	67%
Management Team	30%	70%
Executive Leadership Team	25%	75%
Board of Directors	33%	67%

2022

	Female	Male
All employees	33%	67%
Management Team	30%	70%
Executive Leadership Team	0%	100%
Board of Directors	33%	67%

Related CRFD recommendation – board oversight of climate-related risks and opportunities.

Related CRFD recommendation – management's role in assessing and managing climate-related risks and opportunities.

Ethics

Our people care deeply about doing the right thing and acting with integrity. Our culture is one of treating others, such as customers and partners, the way we would like to be treated ourselves. In our most recent customer satisfaction survey, Data#3's ethical culture scored the highest rating.

"

At Data#3, it has always been critical that we are transparent with customers, suppliers and people when errors are made, or things don't go to plan. It isn't a policy; it is simply values of honesty and teamwork at work.

Andrew Heath, Senior Account Executive, Data#3

Our Ethics and Compliance Framework

Over Data#3's long history, our ingrained sense of ethical business principles – including acting responsibly and with fairness – has been established and 'lived' by our Board, Leadership Team and staff. To further guide our people on our ethical business principles, Data#3 has an established Code of Business Ethics (Code) that articulates the goals and strategies of our Ethics and Compliance Framework. The Code sets the standard for the way we behave as individuals and as an organisation and forms the foundations of Data#3's Ethics and Compliance Framework.

In FY24, we updated our Code to reflect continued improvements made in Data#3's ethics program. Underpinned by our core values, the code is supported by a suite of policies, processes, and training programs that cover all aspects of our business activities, from sales and marketing through to product and project delivery. In FY24, we further enhanced our practices through the release of a revised register of declaration of interests.

We are pleased to report that 100% of our staff completed our annual ethics training program in FY24. Data#3 draws on external expertise to ensure objectivity and allow us to meet the highest level of capability among leaders and staff throughout our business.

Ethics
(continued)

Community

Over time community expectations change, while technology is evolving rapidly. Our Ethics and Compliance Framework helps us ensure that Data#3 can adapt to an ever-changing landscape, without ever losing sight of the ethical approach that is central to our character.

Innovation and sustainability go hand in hand. As we navigate constant technological change, we are committed to investing in solutions that not only help our customers transform but do so responsibly. The alignment of emerging technologies with our sustainability objectives ensures a clear connection between our customers' investments and their ongoing success.

Graham Robinson, Chief Technical Officer, Data#3

Working with ethical partners and supply chain

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 recognises that customer and vendor expectations of ethical practices are increasingly important to their own businesses, and we remain well placed to exceed their expectations.

73%
of CxOs say becoming a "truly sustainable and responsible business" is a top priority

68%
of consumers say environmental sustainability is extremely or very important to them

Source: [2023] Shaping the Sustainable Organization, Accenture, 2021 2 The ESG Conundrum, IBM Institute for Business Value, 2023. Available at: https://www.ibm.com/thought-leadership/institute-business-value/en-us/report/esg-data-conundrum

Data#3 is aware that supply chains have a different risk profile from a bribery and corruption perspective. Appropriate controls are implemented, and periodically reviewed and enhanced, to manage bribery and corruption risk exposure in our supply chain.

Modern Slavery

Through Data#3's Modern Slavery Workgroup, Data#3 released its annual Modern Slavery Statement during FY24. We have embedded these requirements in our key vendor and supplier partnership decision making so that our customers and our workforce can be confident that our solutions and services are underpinned by consistent values throughout the supply chain.

We understand the urgency of addressing environmental challenges and are committed to providing solutions that not only meet the needs of today but also safeguard the future. Our customers seek more than just products; they seek partners who are conscientious, transparent, and proactive in their approach to sustainability. At Data#3, we are proud to be that partner, helping our customers make a positive impact on the planet while achieving their business goals and delivering their digital future.

John Tan, Chief Customer Officer, Data#3

Ethics

(continued)

Psychosocial programs

As an organisation, we accept our responsibility to treat our people with fairness and our duty of care to support their wellbeing and mental health within and beyond the workplace. While jurisdictions, including Western Australia, introduced codes of practice in 2023, Data#3 opted not to wait for legislation to be introduced and ran our first mental health first aid course in 2021. We now have 70 certified mental health first aid trainers in our organisation. Data#3 aligns to Australia's Psychosocial Hazard codes of practice.

> **We have 70 certified mental health first aid trainers in our organisation.**

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, it means focus is on the best possible customer outcome, not on any incentive or reward.

The committee is supported by Ethics Champions, who are trained and equipped to help staff members whenever they need to decide the most ethical course of action in any workplace situation. In FY24, Data#3 enhanced the Ethics Champions program in each state and provided further training to equip these individuals to offer support to their local colleagues.

Our key business ethics-related policies can be viewed online **here.**

> "
> **Through 2023 and 2024 I have been working closely with the business to focus on any emerging modern slavery concerns in our operations and supply chain.**
>
> **Natalie Mundy, Legal Counsel and member of Data#3's Modern Slavery Workgroup, Data#3**

Governance

Indicator	FY22	FY23	FY24
Investigations relating to anti-competitive practices	Nil	Nil	Nil
Fines or settlements relating to anti-competitive practices	Nil	Nil	Nil
Involvement in any ongoing corruption or bribery cases	Nil	Nil	Nil
Political contributions and lobbying	Nil	Nil	Nil

Ethical business practices

Indicator	FY22	FY23	FY24
Number of reported issues concerning Modern Slavery	Nil	Nil	Nil

Ethics in FY24

Our Ethics and Compliance Framework is not static, and we aim to continuously improve on this key responsibility of our business. Priorities for Data#3 in FY24 were the following:

- Rolling out an e-register for managing conflict of interest declarations (detailed design created in FY23)
- In-depth review of Data#3 gifts and entertainment policy and processes
- Rolling out ethics themes and scenarios into teambuilding exercises and CSR initiatives.

Ethics
(continued)

Data#3 ethics score

Three years ago, Data#3 established its own Ethics Score to benchmark and assess continual improvement. The score is determined by combining our People (25%) and Customer (25%) Satisfaction survey results, where we asked these key stakeholders to consider our ethical behaviours, as well as external benchmarking results (40%) and an external holistic compliance program maturity assessment (10%). Data#3's focus on continuous improvement in its ethics and compliance program has led to recording an improved score across the three years.

2021	2022	2023
3.89	4.15	4.49

Compliance, key code and policy refresh: Induction and annual mandatory training

It is important that ethical behaviour is consistently applied, and that every part of our workforce knows their rights and obligations. In FY24 we updated mandatory induction and annual compliance training, ensuring that Data#3 staff understand the requirements of key codes and policies, and are informed of any recent updates.

> **The Data#3 workforce had 100% completion rate of compliance training in FY24**

FY23: 99.98%.

Course content is refreshed annually to ensure relevance to all employees, with participants tackling knowledge quizzes to test their understanding. In FY24, additional content covered leave requests, business travel requests, and timesheet compliance. Data#3 compliance training is overlaid with programs tailored to our business unit operations, featuring topic-specific policies based on unique risks. Where appropriate, compliance training programs of our key vendors are covered.

	New staff induction completion	Annual staff compliance completion
Code of Conduct	100%	100%
Code of Business Ethics and ethical dilemmas	100%	100%
Cultivating corporate character	100%	100%
Gifts and entertainment	100%	100%
Discrimination, harassment, bullying and victimisation	100%	100%
Anti-bribery, anti-corruption	100%	100%
Conflict of interest	100%	100%
Safety	100%	100%
Modern slavery and human rights	100%	100%
Quality management and continuous improvement	100%	100%
Operational procedures (leave requests; travel requests; timesheets)	100%	100%
Cyber security	100%	100%

The entire Data#3 workforce is encouraged to actively identify and raise any compliance issues so that we can follow defined governance and processes to review and, where necessary, implement corrective action.

Ethics

(continued)

Quality Assurance ISO9001

During FY24, Data#3 successfully passed its 3-year recertification audit to maintain AS/NZS ISO9001:2015 accreditation. The external auditor commended Data#3 on a number of sustainability programs. The positive findings are reported as follows:

- Company's culture with a strong focus on people/client and continuous improvement
- Robust processes based on a reliable and sophisticated IT environment
- Involvement of the Leadership team and managers at all levels
- Ability to anticipate changes in the organisation
- Ability to transform innovation into opportunities, and;
- Internal communication through meetings and collaborative tools.

SCI QUAL
INTERNATIONAL

Quality Management Systems

Certificate of Registration

Data#3 Limited

Political donations

As an organisation, we count all levels of government among our customers. Data#3 has a clear position of political neutrality. It is Data#3's policy not to make donations or contributions to any political party. Furthermore, we do not lobby political parties, or publicly express views on political issues.

Individual Data#3 employees or agents may exercise their personal rights to make charitable donations from their personal resources, provided it does not result in any actual or perceived conflict of interests or appearance of impropriety for the company.

Risk management framework

To maintain the highest standards, we have adopted a structured and disciplined approach to risk management by developing and implementing a risk management framework in accordance with ISO 31000:2018 Risk Management – Principles and Guidelines. The Data#3 Board has established a risk management policy and procedures that promote identification, assessment, monitoring, and management of risk, including climate and ESG related risks. These are designed to identify and evaluate any material changes to Data#3's risk profile.

We continue to review the effectiveness of the current framework in identifying new and emerging risks. The board is updated on risk and compliance activities by the General Counsel on a monthly basis. For more information, please click **here.**

Cyber security

As a leading IT organisation with a highly regarded security practice, Data#3 is acutely aware of the fast-changing and increasingly sophisticated nature of cyber crime. We invest significantly in cyber security across our people, processes, and technology and it remains a top priority in our business. Data#3 has invested in and maintains ISO27001 certification. A key tenet of our cyber security posture is regular and targeted training initiatives, and cyber security is a key topic in the compliance training that our staff members undergo annually.

Data#3 manages cyber and information security risk through its operational risk management framework, and its established Information Security Management System. We continually assess cyber security threats and vulnerabilities. Data#3 collaborates with global technology industry vendors to enhance the cyber security tools and expertise at our disposal; we also share intelligence about emerging risks with the wider business community. A monthly cyber security report is provided to the Data#3 Board.

Our training program covers phishing campaigns, the evolving cyber threat landscape, best practices for staying secure, individual employee responsibility to keep data and information systems secure, and how to report any suspicious activity.

Ethics

(continued)

Cyber security

During FY24, the Security team conducted a cyber risk incident scenario with the Board. The Board and our Information Security Management Team also received a briefing from a representative of the Australia Signals Directorate.

Indicator	FY22	FY23	FY24
Substantiated complaints by regulatory bodies	Nil	Nil	Nil
Notifiable data breaches of Altium's privacy obligations*	Nil	Nil	Nil
Material leak, theft or loss of customer data due to unauthorised third party access	Nil	Nil	Nil
Other material cyber security breaches	Nil	Nil	Nil

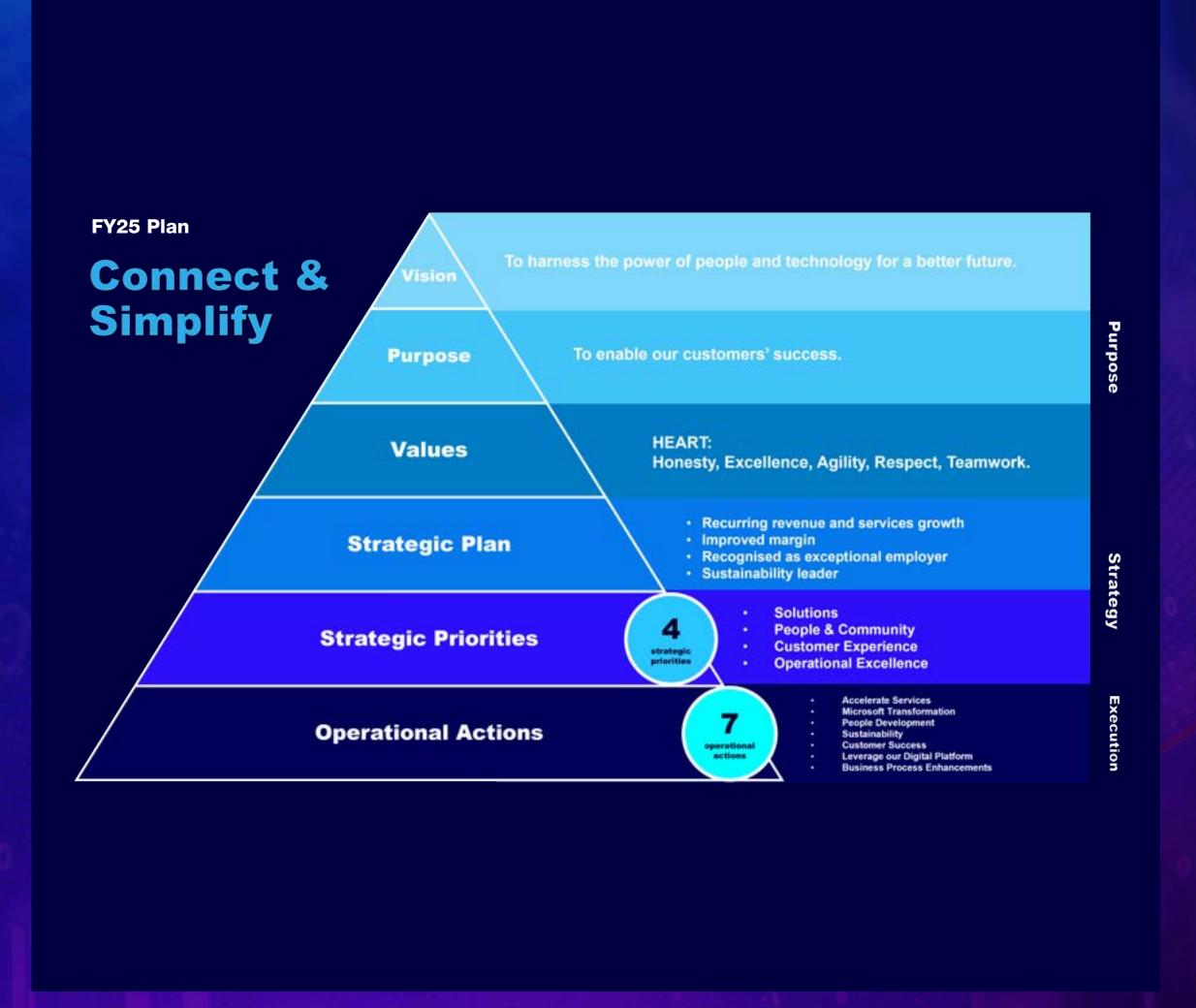*As defined by the Australian Privacy Act 1988 (Cth)

Board and executive remuneration

The Data#3 Board, with the guidance of the Remuneration and Nomination Committee, is responsible for establishing and maintaining an appropriate framework for remuneration at Data#3. Our objectives are to ensure that remuneration:

- Is fair, reasonable and in line with market and community expectations;
- Appropriately rewards individuals for performance against their commitments, including non-financial commitments; and
- Where performance based, is linked to appropriate financial and non-financial metrics which encourage long-term sustainable growth and does not reward conduct that is contrary to Data#3's values or risk appetite.

Remuneration and ESG

Each member of the Senior Leadership team is accountable for performance of aspects of our Sustainability Strategy. Effective execution of Sustainability Operational Action goals is assessed regularly and is considered in short-term, variable remuneration.

FY25 Plan

Connect & Simplify

		Purpose
Vision	To harness the power of people and technology for a better future.	
Purpose	To enable our customers' success.	Purpose
Values	HEART: Honesty, Excellence, Agility, Respect, Teamwork.	
Strategic Plan	• Recurring revenue and services growth • Improved margin • Recognised as exceptional employer • Sustainability leader	Strategy
Strategic Priorities	**4** strategic priorities • Solutions • People & Community • Customer Experience • Operational Excellence	
Operational Actions	**7** operational actions • Accelerate Services • Microsoft Transformation • People Development • Sustainability • Customer Success • Leverage our Digital Platform • Business Process Enhancements	Execution

Data#3

Ethics
(continued)

Taxation

Data#3 exists as part of a broader community, and that brings financial responsibilities. Data#3 takes its tax compliance obligations seriously and is committed to being a good corporate citizen of Australia, where we transact 99% of our business. To ensure complete transparency, we voluntarily disclose in our external reports the types and amounts of tax that Data#3 pays.

Data#3 has a developed Corporate Tax Governance Framework to set out the approach by which the group's tax obligations are met. This framework includes a tax risk register, which is presented to the Audit and Risk Committee annually. We engage reputable tax and legal advisors, as and when required, to make sure we are making the right and ethical choices around payment of taxes. For further information see our Tax Report in our Annual Report.

Tax paid by Data#3 in FY24:

	$'000
Australian corporate income tax	17,664
GST	27,212
Fringe benefits tax	577
Payroll tax	13,790
Duties	100
Foreign taxes	5,826
	65,169

The corporate income tax we pay in Australia amounts to approximately 30% of our annual net profit.

Financial reporting integrity

We are committed to safeguarding the integrity of our corporate financial reporting. As part of this process, we ensure our financial statements are completed in accordance with applicable accounting standards and that they accurately reflect our performance and financial position. We also commit to only using Data#3 funds for legitimate business purposes and to our staff following clear guidelines and policies for reimbursable business-related expenses on behalf of Data#3.

In FY24, Data#3 initiated an external market assessment for its future external audit engagement to comply with best governance practices.

Payment times reporting

Data#3 monitors the timeliness of payments to its small and medium suppliers in Australia. Internal payment systems promote timely payment in accordance with the Payment Times Reporting Act 2020 (Cth).

> We pay more than 90% of invoices from small contractors within 30 days of invoice receipt.

"

For me, Data#3 is the epitome of the concept of a trusted partner. They are always someone we can call when we are looking at the next stage of growth, or when facing an emerging challenge. They will put Morgans first, give us sound advice, and recommend the appropriate path for us.

Matt Neubauer, CIO, Morgans Financial Advisors

Our Partnerships

![Data#3 logo]

Our Partnerships

From technology vendors to environmental consultancies, from building services to freight businesses, our work is made possible by our valued partners. Those partners are chosen with great care and sustainability at the core.

Partners with HEART

Greek philosopher Aesop once remarked that "a man is known by the company he keeps," and we apply that same philosophy to our organisation. Through an ongoing review process, we review current and potential partners to ensure the company we keep meets our own core values of honesty, excellence, agility, respect, and teamwork: HEART. We expect those in our supply chain to incorporate sustainable practices and behave ethically, and we promise the same in return.

Sustainability in IT is the future. In FY24, we increased collaboration with our suppliers and key technology vendors, aligning to their efforts to create a greater overall environmental advantage. 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.

"For every extra ton of emissions, a company's expansion costs can jump by 18.5% due to higher operational and compliance risks." [1]

Vendor partners

"Delivering on important environmental, social, and governance (ESG) goals is not just critical for society, but also for our business." Chuck Robbins, Cisco Chairman and CEO, 2022 Cisco Purpose Report.

Data#3 works with the world's largest technology vendors as well as numerous experts in niche specialities. These technologies are the building blocks on which solutions and services are created. Combined with Data#3's proven skills and expertise, our partnership approach ensures customers achieve their desired technology and business outcomes sustainably.

More than 200 technology vendor partners	**We hold a Cisco Environmental Sustainability Specialisation**
Largest HP Power Services partner in Australia	**Highest level of partner certifications across the Microsoft ecosystem**

Our Device as a Service program

For many organisations, responsible acquisition and disposal of end user devices such as laptops is a challenge. In fact, 89% of companies recycle less than 10% of their IT hardware, and this is something we'd like to change. [2]

Data#3's Device as a Service (DaaS) program has a fresh approach to managing the device lifecycle. We start by assessing the customer's device refresh cycle to see where the useful lives of devices can be extended, or whether machines can be repurposed within the organisation. This keeps both costs and environmental footprint down. We even train our SaaS customers' employees on device care, so their laptops last longer. We prioritise community reuse to prevent devices going into landfill, and we work with partners such as Microsoft, HP, Lenovo, and Dell, who build environmentally responsible features into their designs, and who align with our sustainability values.

Microsoft

![Microsoft logo]

Microsoft has a responsible sourcing program dating back to 2005. Its devices increasingly incorporate ocean-bound plastics, while its Surface Pro 8 is 62.5% below US EPA Energy Star limits and the Surface Pro 9 includes more replaceable components to increase repairability. [3]

Data#3

Our Device as a Service program

(continued)

HP

HP has been listed on the Dow Jones Sustainability Index for ten consecutive years, thanks to continuous efforts to reduce the environmental impact of their products. They have a goal of using 30% postconsumer recycled plastic across their fleets by 2025. By 2023, the equivalent to 102 million 500ml plastic bottles had been saved from our oceans and put into HP devices.

Lenovo

Lenovo gives customers a point-of-sale option to offset any emissions associated with its devices. They use environmentally friendly bamboo packaging, feature energy saving technology, and are built for durability as well as aesthetic appeal, so that they do not have to be replaced as often. [4]

Dell

With an outstanding record on social responsibility, Dell also packs a punch in terms of sustainability. Their commitments include reusing or recycling an equivalent product for every device sold. Packaging is made from recycled or renewable materials, and

by 2030, they plan for more than 50% of product content to also be made from recycled or renewable materials. [5]

The company we keep: what our vendor partners say

"We will partner with governments, non-profits, and businesses to spur the broader societal enabling factors critical to global sustainability progress." Microsoft has "ambitious climate goals to be carbon negative by 2030 and remove our historical carbon emissions by 2050." Brad Smith, President and Vice-Chair, Microsoft. [6]

"Delivering on important environmental, social, and governance (ESG) goals is not just critical for society, but also for our business." Chuck Robbins, Cisco Chairman and CEO, 2022 Cisco Purpose Report.

"At the beginning of this fiscal year (FY24), Palo Alto Networks continued its committed and intentional stance to increase diversity at all levels, with a specific focus on leadership at the Senior Manager and Director + positions by kicking off our second annual Underrepresented Talent (URT) program." [7]

"Climate change is one of the greatest challenges facing us today. HPE has the power not only to reduce its own impact but also to innovate low-carbon technology solutions for our customers that drive industry transformation." Monica Batchelder, Chief Sustainability Officer, Hewlett Packard Enterprise [8]

"Our code of ethics is fundamental, not only to our business success, but to the growth of all that we value."
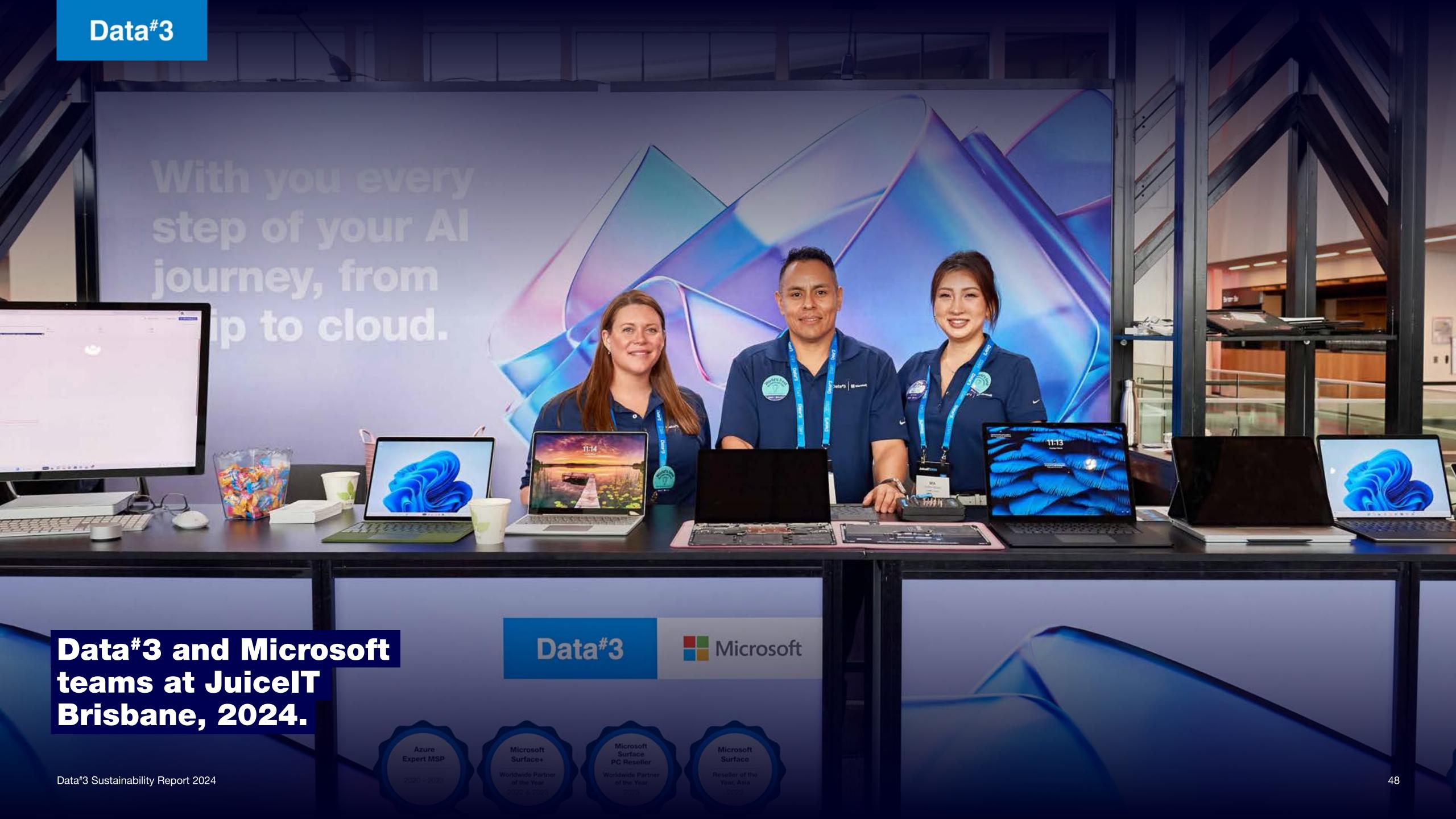
Data centres

Our data centre partners are already a notable factor in terms of our overall sustainability and the rise of AI-related infrastructure amplifies this effect. Powering and cooling this infrastructure must be done efficiently and with a focus on minimising environmental impact. We partner with NEXTDC and Equinix, chosen for both technology advantage and responsible sustainability practices.

NEXTDC

NEXTDC is certified 100% carbon neutral under the Australian government's Climate Active program. Among their key aims is to help other organisations to achieve carbon neutrality through their innovative solutions. Launched in 2021, NEXTDC's NEXTneutral service allows customers to offset all carbon generated by their IT equipment and environments collocated in any of its data centres. NEXTDC complies with stringent sustainability requirements to maintain its NABERS five-star rating.

Data#3 and Microsoft teams at JuiceIT Brisbane, 2024.

Data centres

(continued)

Equinix

Equinix has invested more than US$129 million in energy efficiency upgrades, retrofits and improvements that ensure customers can be confident they are making a sustainable choice. The data centres are designed to be energy efficient, and there is a constant focus on innovations that help Equinix in its aim to be carbon neutral by 2030. From energy efficient lighting choices to adaptive air control through use of intelligent sensors, Equinix has implemented a comprehensive array of smart solutions that align with our own sustainability values.

Equinix data centres are designed with high operational standards and energy efficiency in mind. They have invested more than US$129 million in energy efficiency upgrades, retrofits and improvements, and are constantly seeking new ways to innovate within their data centres.

Highlights and awards

Our success doesn't happen in isolation. Our vendor partnerships are vital to our ability to serve our customers, playing a central role in guiding them towards a digital future. From major global technology leaders to niche specialists, we are endlessly grateful to gain access to a worldwide network of experts. Their trust in us as a partner is something we are proud of. When we work alongside partners who share our passion for excellence and align with our sustainability goals, the magic happens. The partner relationships we have built are at the heart of each successful customer project, helping us deliver business-changing outcomes to be proud of. Our partners feature strongly in the 20+ accolades we won this financial year, and we applaud the part they play in our FY24 success.

Environmental partners

Just as our customers draw on our expertise to help them to meet their goals, we also benefit enormously from working with partners who are experts in sustainable practices.

Pangolin Associates

Since 2021, Data#3 has worked with Pangolin Associates, a carbon and energy management consultancy, to better understand our position and establish reporting processes.

Schneider Electric Australia

In FY24, Data#3 established a new partnership with Schneider Electric Australia, a global specialist in energy management and automation. Its expertise will help us to define the gaps that exist between our current and desired position on climate related reporting relating to governance and environmental impacts, and to devise a strategy that closes those gaps.

Schneider Electric's work with Data#3 and our technology partners as a member of the Sustainability Tech Coalition showed us that they share our vision for an environmentally responsible industry. More about their work with us can be found in the 'Our Planet' section of this report.

Sustainability Tech Coalition

Technology has the potential to play a vital role in tackling environmental issues. To do so will take the combined insights and technical capability of the best and brightest in our industry. In late 2023, Data#3 joined with industry leaders and niche experts to form the Sustainability Tech Coalition (STC).

The STC's shared vision centres on leveraging education and transformative technologies to act protectively, preserving our environment and its resources for the benefit of current and future generations. While the STC is in its early stages, it is already exploring certification options that will encourage sustainable practices. Alongside Data#3, founding members include Microsoft, Cisco, Schneider Electric, Moxie Insights, NTT Data, and Life is On.

Environmental partners

(continued)

Circonomy

More than a decade ago, a team from Data#3 and Cisco joined forces to help an initiative called The World's Biggest Garage Sale. The venture encouraged participants to join the circular economy by buying and selling used books, furniture, toys, and household items. The initiative evolved to become a worldwide organisation called Circonomy, specialising in repurposing and reusing items that may have otherwise ended up in landfill. Circonomy actively encourages a neurodiverse workforce and employs all abilities teams in their recovery and repair services.

Over the years, Data#3 reconnected with Circonomy from time to time, including sponsorship of catering at some of their events. In 2024, this relationship stepped up, with Data#3 partnering Circonomy on a pilot program to refurbish technology waste and extend its life. The program diverts still usable resources away from premature disposal and into Circonomy's recommerce channels, allowing items that could have been our trash to instead become someone else's treasure.

SolarBuddy

Around a billion children across the world are multi-dimensionally poor, and among key drivers of this inequality is energy poverty. Lack of access to energy affects health, education, and financial wellbeing. SolarBuddy is an impact organisation working to light the future for children, by giving portable solar devices that are safe, reliable, and affordable.

SolarBuddy's aims align well with the Data#3 workforce's passion for fairness and supporting diversity, and complements our sustainability goals, leading us to select them as our charity partner in FY25.

We're extremely proud and excited to announce SolarBuddy as our new national charity partner. As part of our SOUL Program, which encourages developing links with community organisations and channels our efforts to create a real and lasting effect, we've made the strategic decision to focus our efforts on a single national charity, allowing us to maximise our impact.

> **SolarBuddy aligns closely with our vision, to harness the power of people and technology for a better future. Together, Data#3 and SolarBuddy will create lasting change and empower future generations and we can't wait to get started.**
>
> Brad Colledge,
> Chief Executive Officer & Managing Director,
> Data#3

Data#3 teams up with SolarBuddy to illuminate futures and end energy poverty

Social partners

Partnerships feature heavily in our social program. Whether part of our volunteering efforts, our workplace giving program, to promote diversity, or the many other ways we enrich the Data#3 experience, our partners each bring something special.

Charity partners (SOUL)

Data#3 has always cared deeply about contributing to the communities where we live and work. As we evolve, so do the charities that we support. In FY24 we undertook a comprehensive evaluation to realign our charity partnerships to ensure they reflect diverse focuses that align with our business values and resonate with our people. Over several months, we considered factors including national presence, ethical standards, alignment with our sustainability goals, reputation, and governance. We wanted to maximise our positive impact.

As part of that process, we launched a key national environmental partnership with SolarBuddy, an organisation dedicated to finding new ways to fight energy poverty. Updates to our Workplace Giving Program are also underway, as we work to connect the program more closely with our sustainability goals.

Soul Program: community engagement
It is in working with community that our business and our workforce find the greatest sense of connection and meaning. This is perhaps why our Corporate Social Responsibility program, known as Soul, invokes such a passionate response among our people.

	FY23	FY24
Annual volunteering hours	957	1,050
Dollars Raised	135,000+	120,000+
Lives saved from blood donations	300	591
Technologies donated (including laptops, devices, keyboards, headsets, etc).	–	150

Our people have saved 591 lives through blood donations in FY24

We chose charity partners that are close to our people's hearts.

SOLAR BUDDY · Lifeline · Cancer Council · Starlight Children's Foundation · MOVEMBER · youngcare · Friends with Dignity AUSTRALIA · Indigenous Literacy Foundation · FOOD BANK · RSPCA

Charity partners

(continued)

Indigenous Literacy Foundation

For many of us, reading is something we take for granted, but not every Australian enjoys the same opportunity. Working in more than 400 remote communities, the Indigenous Literacy Foundation (ILF) provides the tools and resources needed to support children's literacy future. They also support First Nations writers, helping them to share their stories in both their own languages and in English.

In FY24 we began working with the ILF on a number of initiatives aimed at deepening understanding. In each Data#3 location, there is now a mini library of First Nations cultural books from the ILF that any of our workforce can borrow. Aside from giving insights and awareness of the challenges and traditions of Indigenous Australians, the libraries include some great reads.

Supply Nation

With more than a thousand verified Indigenous businesses listed, Supply Nation is Australia's largest First Nations business directory. Supply Nation works with Aboriginal and Torres Strait Islander businesses, as well as corporate and government procurement teams, to support the growing Indigenous business sector.

Within our Reconciliation Action Plan, Data#3 is in the process of building an Indigenous procurement policy. Partnering with Supply Nation will help us to establish relationships with a more diverse range of suppliers, and in the process to support Indigenous communities.

Wattlenest

Sport plays an important role in Australian culture. Little has the power to unite us as much as seeing our very best athletes as they perform in the green and gold. For developing athletes and their families, however, the costs of sporting excellence can be prohibitive without support.

Data#3 supports athletes through the Wattlenest program, which was established to help young elite athletes and para-athletes to reach their potential by contributing to the cost of training and competing.

"

Financial support takes that burden of worrying about if you have to do an extra session, you can, work isn't an issue... and [for] travelling, you have the funds readily available to go overseas if you have a last-minute comp to qualify. You can afford to pay for that comp and it takes that stress off, which is amazing.

Jess Borg, Australian number one ranked taekwondo athlete, and aspiring boxer.

Data#3's Adelaide team volunteering for Backpacks 4 SA Kids.

Data#3

Data#3 is delivering the digital future

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 45 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. We are dedicated to driving positive change through sustainability for a better tomorrow.

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youtube.com/user/data3limited

Founded in
1977

People
1,400+

Facilities across Australia and Fiji
12

Customers
5,000+

FY24 Gross Sales
$2.8b

Listed on the ASX
1997

Professional Services Projects
2,500+

Certifications
2,500+

Technology Specialists
500+

Customer Satisfaction Score (FY24)
4.29 out of 5

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