

An aerial photograph of a dense, lush green forest. The canopy is thick with various shades of green, and some bare tree branches are visible in the lower center. The text is overlaid on the upper half of the image.

Data#3

Delivering
the **Digital**
Future

Sustainability Report 2021

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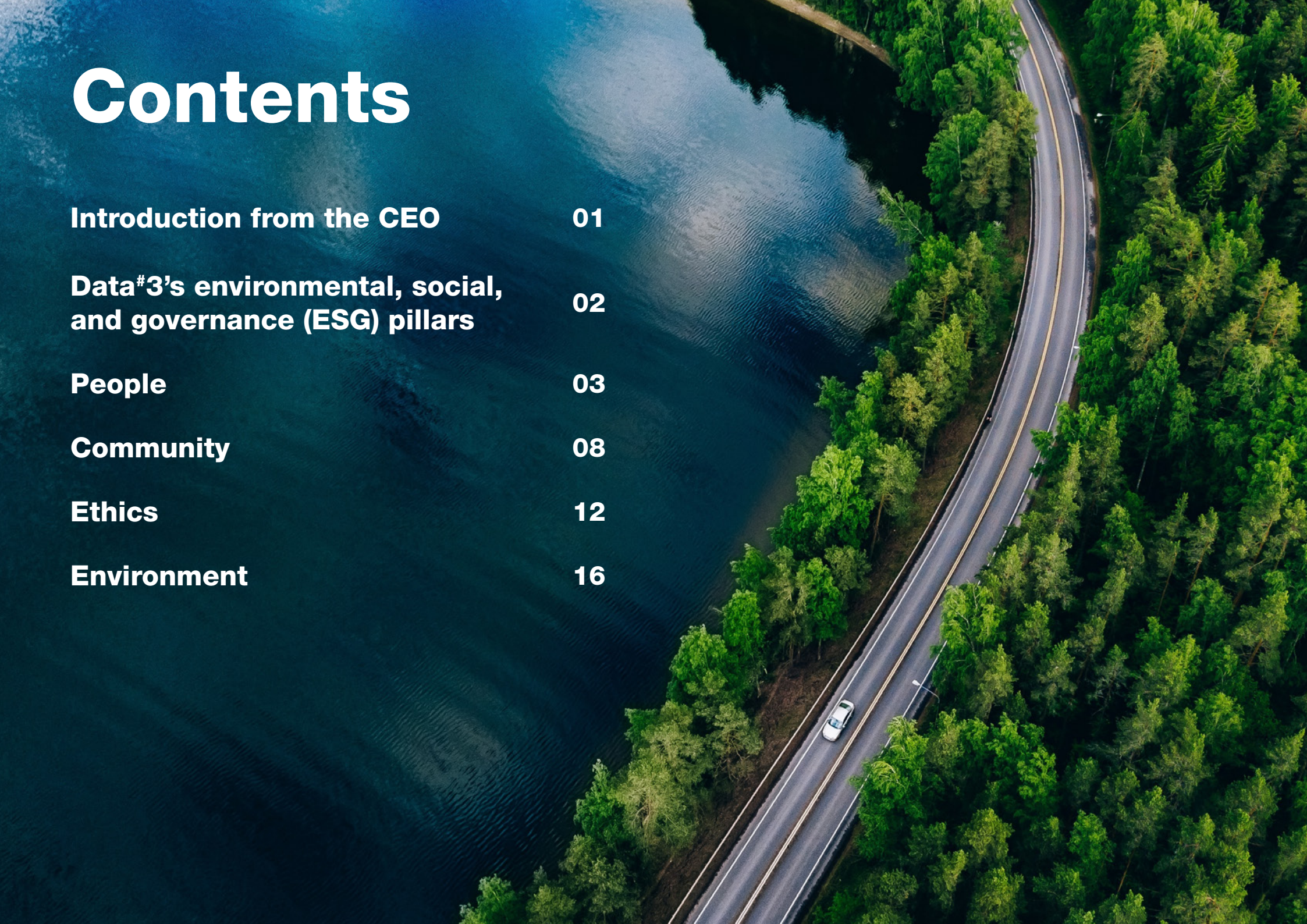
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Introduction from the CEO

Data#3: A Story of Sustainability

Since our beginnings in 1977, Data#3 has faced many challenges, and embraced a wealth of opportunities. Throughout our history, we have made decisions with the longevity and sustainability of our organisation in mind. 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. We strive to build long-term relationships with our customers, suppliers, and vendors, based on mutual trust. As we grow our business, we believe it is increasingly important to support our local community. We want our people to feel supported in their lives and careers, and to know that we back them to make decisions based on what is right. For the benefit of future generations, we aim to lead the Australian technology sector in our environmentally responsible practices, while helping our customers to do the same.

By sharing this report with you, we invite you to join us on our journey.



Laurence Baynham

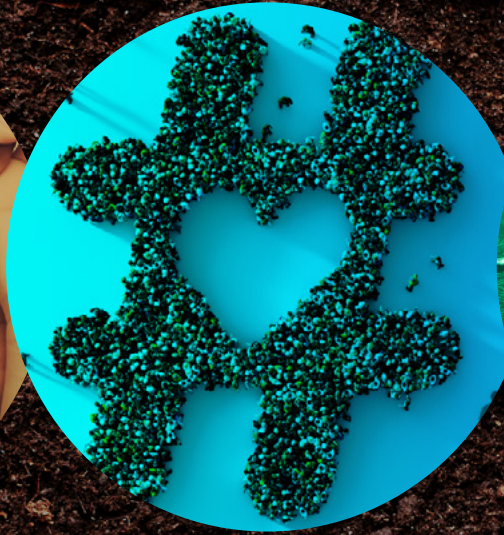
Chief Executive Officer and Managing Director



Data#3's environmental, social, and governance (ESG) pillars



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.

Diversity and Inclusion is a Strategic Priority for the business as we want to ensure that all our people feel a sense of inclusion and belonging while working at Data#3. While our Embrace program has several focal areas, last financial year, we concentrated our efforts on supporting gender diversity. This was evidenced through our CEO's membership with the globally recognised Champions of Change Coalition with the mission to help achieve gender equality and to see increased and sustained representation of women in leadership roles.

Additionally, we delivered a number of gender targeted informational/networking-based sessions covering topics such as "Overcoming Self Doubt", "A Journey To The Boardroom" (insight from our board member, Leanne Muller) and "Unconscious Bias", and have enrolled many 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.

These initiatives were delivered in addition to Data#3's compliance with WGEA (Workplace Gender Equality Act) 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 last financial year, many of our female staff have been 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 the Qld (WIT) Awards.

Our ongoing and genuine efforts to support and promote gender diversity across the company has been widely recognised. Last financial year, Data#3 was recognised as a Women in Technology "Employer of Choice", an award we are hoping to secure again this financial year.

“I’ve been with Data#3 for nearly 22 years and the thing that makes it a great company, in my eyes, is because they treat you as a real person. Especially when I was going through treatment, the support that I received, from HR, management and staff was unbelievable, and it made my journey so much easier to cope with the cancer.”

**Debbie McGrath,
Accounts Payable Administrator, Data#3**

Supporting Staff

While we ensure we pay staff fairly by using an industry benchmarking process, we understand that this is only one element of employee satisfaction. A diverse workforce has varied needs. For some staff, our flexible working arrangements make it possible to achieve the right balance, whether through job sharing, work from home opportunities, or compressed hours. For others, the security of being supported through domestic violence, the demands of carer roles, or illness, via additional leave and employee wellbeing programs, means that they don’t have to feel alone when addressing life’s challenges. Our Employee Assistance Program (EAP) provides further specialist support and counselling for LGBTQI+ specific issues, mental illness support, and a range of situations where extra help is needed.

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, our staff attended one of our 40 workshops. More than 9,000 hours of learning were completed, over 18,000 education videos were watched on LinkedIn Learning, and 260 individual coaching sessions attended.

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 2021 as an all-company learning month, whereby we delivered weekly learning activities to help promote specific learning interests and opportunities to our people.

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 Harmony Day, Stress Down Day and R U OK? Day 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 FY21 we delivered a range of sessions including; Mental Health First Aid training and webinars on mental health and suicide awareness, staying calm in the face of change, mindfulness, and a specific series on how to stay active and healthy throughout COVID-19.

“From the very first day working at Data#3 I’ve received nothing but support, encouragement, respect and opportunities to learn and grow professionally where I can develop new skills. Everyone is just so welcoming and friendly, and I truly believe that is what makes Data#3 a great place to work.”

**Patricia Reyes,
Junior Graphic Designer, Data#3**

Staff Development

We believe in the potential of every person working within 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. 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 trainings to assist teams with time management and productivity, so they are better positioned to meet the varying work demands they manage day-to-day.

Our Results

In Data#3’s most recent annual staff survey, we achieved a score of 4.54 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 5.6 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.

“Having been here for 35 years, I’ve had the opportunity to do many roles across the business, and being a female, I’ve always had opportunity, and also had the chance to work with a diverse range of people.”

**Brenda Conroy,
Sales Manager – Public Sector, Data#3**

Data#3



A large crowd of people, seen from above, forms a prominent cross shape on a light blue background. The people are densely packed within the cross's arms and center. In the background, outside the cross, several smaller groups of people are visible, some standing and others sitting, suggesting a public gathering or event. The overall image has a blue tint.

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 work 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. 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 which 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. While we provide ongoing support to these six key charities every year, our support to the community is not limited to these groups. For example, throughout the last financial year, Data#3 contributed the following support through organising a number of events and fundraising activities:



\$35,000+ for Lifeline through our support of Stress Down Day, Christmas fundraising, and participation in community fitness initiatives and events.



\$25,000+ for men's mental health initiatives through our Movember and R U OK? Day activities.



\$3,000+ for breast cancer awareness and support through the 55 Challenge.



\$25,000 through workplace giving, where staff choose to donate a percentage of their salary to one of our six key charities.

A mountain of toys and books for the Smith Family Toy and Book Christmas Appeal.



300 lives saved through staff donating their blood via the Australian Red Cross Blood Service's LifeBlood program.

Local Giving

In addition to the national support we provide, smaller, local initiatives are close to the hearts of our people, and the SOUL program fuels this passion. Every branch chooses activities that allow them to make a difference in their local communities. This has seen us support our communities in a range of meaningful ways including:

QLD – Our Queensland team supporting women in need, through donating unused business clothes to Dress for Success and providing a financial contribution to the Women's Legal Service.

NSW – Our New South Wales team similarly looked to support disadvantaged women through donating unused mobile phones to women using an essential domestic violence service, DVConnect.

ACT – Our Australian Capital Territory team ran a company silent auction to help raise funds for Lifeline and support those in our community doing it tough.

VIC – Our Victorian team ran a staff trivia evening to help support a range of mental health charities including Beyond Blue, Salvation Army and Uniting.

TAS – Our team in Tasmania donated a TV and PlayStation to a local mum's group for use in children's recreation areas.

WA – Our Western Australian team contributed to Foodbank and 'Feed the Frontline', programs that supported both the homeless and medical workers during the COVID-19 outbreak.

“Data#3 connected us with one of their solutions architects and offered to help us as part of their social responsibility program. Finally, we were able to progress!”

**Trevor Hendy,
Club President, Surfers Paradise
Surf Lifesaving Club**

Volunteering

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. For many, this is just a starting point, and we are proud that our people give their time to a diverse range of organisations, from charities and community groups to children’s sports, and environmental initiatives.

Volunteering brings our people together, with many staff volunteering in groups. It is not unusual for senior managers to find themselves collecting litter or preparing meals alongside our most junior team members. From cleaning up our waters in kayaks, to Christmas gift wrapping at a local shopping centre and even cooking up meals for those in need the choice of activities is endless, and our people always return to work happy.

“I got involved in our SOUL Program when I first started at Data#3. As a new starter it accelerated my induction into our company values and culture, and effectively introduced me to many amazing colleagues I simply wouldn’t have had access to easily in my day-to-day role. It’s given me a great sense of belonging.”

Lachlan Everett, Customer Support Representative,
Data#3

Donating Skills

For many charities and community groups, limited funds can put the technology they need out of reach. Data#3 includes pro-bono volunteering in the SOUL program, so that our highly skilled people can donate their time while doing what they do best: providing great IT solutions and services. We draw on knowledge of vendor not-for-profit programs to source more affordable technology, and provide the expertise needed to bring it all together for diverse organisations including schools, aged care charities, and even surf lifesaving clubs.

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.

“My favourite area in Data#3 – SOUL. I love every aspect of it and how we focused on health and education as well as supporting various charities that are close to our hearts. Best of all – we get to do lots of team building, while giving back to the community.”

**Andrea Riveros,
Branch & Marketing Coordinator - Perth, Data#3**



A conceptual image featuring a silver-toned compass with a black face and white markings, resting on a green printed circuit board (PCB). The compass needle points towards the upper right. The PCB background is filled with intricate silver circuit traces and various electronic components. The word "Ethics" is written in a large, bold, white sans-serif font on the right side of the image, partially overlapping the compass and the circuit board.

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.

“When I write a proposal for a customer, my vested interest is in doing what is right for them. I know with certainty that this is backed by the entire business, and it makes me feel good to know that I am doing the right thing for our ongoing relationship.”

**Jules Calvert,
Account Executive, 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.

**“Times change, technologies change,
but ethics remains a constant. The
desire to do what is right is just as
relevant today as it was when Data#3
was formed in 1977.”**

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



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 actively pursue environmentally sound practices to incorporate into our daily business activities.

Our Environmental Leaders

Throughout our organisation, we have appointed a committee that strives to educate our community about environmentally beneficial practices. They identify 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 Five Point SUSTAIN Program

Data#3's SUSTAIN 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 emerging as a particular environmental challenge, with toxic chemicals including mercury, arsenic, and lead leaching into the environment. Where possible, we repurpose ageing equipment, and we help our customers to do the same - our project proposals will cover disposal of old equipment where applicable. We were early adopters of e-waste programs, and continue to explore new ways to increase our recycling programs.
- 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. We will complete our Greenhouse Gas emission assessment for Climate Active in 2021, cementing our commitment to responsible energy practices. This 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. 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.
- 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 around the country. Our people participated enthusiastically from home, and submitted their Earth Hour photos in a competition to show how they got involved – candlelit dinners and board games proved popular. 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. We strongly encourage suggestions for environmental initiatives from any staff member, customer or vendor, and this inclusion has helped fuel our green-thinking culture.

“Involving the whole organisation means that we can create a more effective and more meaningful environmental program. Globally, we face environmental challenges, and we feel a responsibility to play a part in creating the best future for the next generation.”

Janelle Phillips,
General Manager for People Solutions, 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.

Data#3

**Delivering
the Digital
Future**



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