

We'll lead you there.

Sustainability Report 2024



atturra

Acknowledgement of Country

Atturra acknowledges the Traditional Custodians of Country throughout Australia and their connections to Land, Sea and Community. We pay our respects to Elders past and present and extend that respect to all First Nations Peoples across Australia and the Torres Strait Islands.

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About this report

Atturra's 2024 Sustainability Report covers the period from July 1 2023, to June 30 2024. It outlines our approach to meeting the needs of our clients, employees and partners today to minimise the impact on the broader community and environment.

We believe the power of technology can enable a more positive and sustainable future. It's our responsibility as industry leaders to recognise and address the complex challenges faced by businesses and communities both here in Australia and around the world.

Now in its third year, this report gives an overview of Atturra's annual sustainability initiatives, including our environmental, social and governance (ESG) impact. It has been prepared with reference to the following standards:

- **Global Reporting Initiative (GRI) Standards.** The world's most widely used standards for sustainability reporting.
- **Sustainability Accounting Standards Board (SASB),** Technology and communication sector, Software and IT services. A voluntary set of standards used to regulate sustainability according to this industry.

Atturra's Board of Directors oversees the management of sustainability-related issues for our shareholders.

This sustainability report forms part of Atturra's annual reporting suite, including:

- Financials – [2024 Financial Results – Full Year](#)
- Corporate Governance – [Governance documents](#)



About Atturra

Atturra is an Australian-born, ASX-listed advisory and IT solutions company. We now have over 900 people working in offices across Australia, New Zealand, Singapore and Hong Kong.

We help clients redefine their future through technology. Partnering with leading global technology providers, we offer scalable, expert end-to-end solutions.

Atturra has a track record of serving over 700 clients across the public and private sectors to meet their business objectives, mission imperatives, and transformation goals.

CEO message

Welcome to Atturra's 2024 Sustainability Report.

We've had another big year. Alongside the acquisitions of Cirrus, Silverdrop and Sabervox, we have maintained our commitment to understanding and minimising the impact of how we do business through our Environmental, Social and Governance (ESG) framework.

Technology is just one way we can look after Australia's future. As we invest in well-regarded Australian businesses, we recognise the long and trusted business and community relationships that come with them. We believe in honouring these and being intentional about maintaining the integrity of these connections after each acquisition.

As Atturra's growth trajectory through acquisition continues, we have further built out our teams of industry and technology experts. These team members have been integrated into business areas that best align with their skills.

As a technology leader, our internal cyber security strategy continues to be a critical and fundamental component of our business. We've focused on strengthening an already robust cyber security and business continuity approach so our employees, technology partners, and clients can feel confident and empowered to achieve their goals.

Improving environmental, social and governance outcomes is a continuous journey for us. We're proud of our progress over the last 12 months, with tighter security measures and new environmental and community initiatives that aim to benefit our planet and community.

Our commitment to ESG remains steadfast, and we will continue to strive for better outcomes. We look forward to continuing to build a united business with an inclusive culture that drives sustainable value for all stakeholders.

Stephen Kowal
Chief Executive Officer

"Our One Atturra environment encourages cross-collaboration and fosters a workplace where people are included and supported to do quality work and deliver the most value to our clients."



Sustainability approach

Over the past year, Atturra has continued to expand through the acquisition of Australian businesses. Integrating these new businesses into our ESG planning and incorporating their best practices is a core aspect of this process.

For example, we're using PonyUp for Good, originally a Cirrus initiative, throughout Atturra to manage our e-waste. This strategy has allowed us to stay at the forefront of Australia's technology industry, whilst maintaining our ability to be sustainably competitive.

Over the last 12 months, we have:

- Doubled down on our Managed IT Services capabilities, consolidating multiple acquisitions into one business unit.
- Continued to embed the One Atturra ethos into our operations for a stronger, more cohesive business.
- Made our service offerings simpler to enable more comprehensive end-to-end client support.

Understanding what's important

To identify what matters to our clients, employees, partners, and the broader community, we undertake regular surveys, forums, and interviews with our stakeholders. This also enables us to uncover opportunities for improvement and update our sustainability initiatives.

Atturra's culture of continual learning and growth is valued by our people. When applied to our employees and wider business, it allows us to be a technology industry leader and sustainable, future-ready Australian company.

Sustainability behaviours

Our sustainability behaviours are aligned to the following five pillars. We explore our goals, initiatives and progress for each pillar over the following pages.



Ethics and governance

Our values

Our values form part of Atturra's Employee Value Proposition. They are rooted in our culture and intentionally used to clarify and encourage expected behaviours.





How we operate

The Board of Directors is primarily responsible for ensuring Atturra has an appropriate Corporate Governance structure in place and oversees the execution of these policies and procedures.

ISO certificates

Atturra is certified in four ISO standards.



- ISO 9001:2015 Quality Management Systems
- ISO 45001:2018 Occupational Health and Safety Management Systems
- ISO 14001:2015 Environmental Management Systems
- ISO 27001:2013 Information Security Management Systems

As a critical part of Atturra's Corporate Governance, these ISO certifications provide a set of standards and objectives that must be met and continually delivered to. These undergo annual external verification.

View Atturra's [Corporate Governance policies](#).

Being accountable

Atturra's reporting register allows employees to report issues or ideas about the environment, health and safety, quality management, and IT security. The register is reviewed and actioned by management.

Anti-slavery policy

Atturra recognises that modern slavery is a complex problem that can occur in every industry. We are committed to identifying, reducing and mitigating the risk of modern slavery practices within our supply chain and business operations.

Alongside our modern slavery statement, training and reporting procedures, we use supply chain mapping, a modern slavery risk questionnaire, and a modern slavery clause in contractual agreements.

View Atturra's [Anti-slavery Policy](#).

People and culture

Our people are at the core of who we are. As an employer dedicated to recruiting and retaining top talent, we're focused on cultivating an environment full of potential and development through our Employee Value Proposition. As new teams are integrated through acquisitions, we emphasise cross-departmental collaboration and a One Atturra approach to our shared mission.

Organisational learning and development

Our people come to us for opportunities to grow and expand their skills with access to the latest technology. We aim to support their career goals through a range of learning options.

New HR Modules

In October 2023, we launched two new modules in our Human Resources Information System (HRIS)—SuccessFactors.

The Learning module gives employees easy access to a significant number of online courses that are linked to their personal profiles. It's a simple way to monitor and track training and external learning completed by our people.

The Performance & Goals module empowers our people to set goals and receive feedback in a streamlined way, enabling better development and career progression.

Lunch & Learn Program

To encourage cross-collaboration, knowledge sharing, and personal development, we run a regular program of well-attended Lunch & Learn sessions that include time for Q&A. Leveraging internal and external SMEs, the one-hour sessions cover a range of topics, from deep dives on interesting and significant projects to useful information around career progression and improving life outside of work.



Employee engagement and feedback

Knowing how our people feel means we can better support their career journeys and grow our businesses with a united team. We do this in several ways.

Teamgage

We use this tool to build a culture of continuous improvement. This anonymous monthly survey gives us an organisational pulse check. Over the last 12 months, we have achieved a response rate of 40% and maintained a consistent score in the upper middle range. Feedback and suggestions drive management action for improvement within each business area.

Anniversary interviews

These interviews aim to increase transparency, open the lines of communication, and generate action where required. The People & Culture team assesses themes across the organisation, and qualitative feedback provides valuable insights for leaders.

Reward and recognition

We have Atturra Star Awards awarded twice a year, which align with our five company values. Individual monetary prizes are awarded for gold, silver, and bronze winners, plus an award at the team level.

Beyond this, we encourage regular peer-to-peer engagement via our internal reward and recognition platform, Elevate. This enables employees to send internal messages that recognise and celebrate significant moments. The use of this tool has increased by 18% in the last year.

Employee referral scheme

Referred candidates continue to be a valuable talent acquisition channel for Atturra. We encourage existing employees to refer people within their network for employment opportunities through a tiered referral scheme with monetary benefits.

Town Hall meetings

Over the last year, we have continued to run twice-yearly Town Hall meetings for all staff. To ensure key business information is communicated effectively, these meetings include formal presentations, a Q&A executive panel and rotating roundtables, allowing employees to interact with senior executives. Our CEO travels to most of our Australian city locations to foster a sense of belonging and community, whilst bringing everyone together to better understand his vision for the business.

People and culture

Employee wellbeing

Atturra has several initiatives and programs that support employees in managing their overall health and wellbeing. These are outlined below.

Wellbeing Centre and retail savings

Atturra's Elevate platform also features a retail discount portal, which helps employees with the cost of living. In the last year, they have collectively saved \$47,500 on everyday groceries and deals with reputable retailers, an increase of 11% from the previous year.

Our Wellbeing Centre provides access to hundreds of workout videos, healthy recipes, expert guides, and audio that help staff get active, eat better, improve financial wellness, and manage stress.

Mental health matters

All staff have access to our Employee Assistance Program (EAP), which includes free, confidential counselling and advice for work or personal reasons, as well as a management support line. We actively promote this service to our employees via the monthly newsletter, the Atturra Central Intranet, and our People & Culture team.

In September 2023, Atturra participated in RUOK Day, an annual day that encourages people to stay connected and have conversations that can help others through difficult times. To further expand this initiative, some of our leaders attended additional mental health awareness training run by the Australian Red Cross.

We plan to do more for managers and employees in the coming year, including raising mental health awareness through a targeted communications plan and training for recognising and addressing mental health concerns.



Gender equality, diversity and inclusion

Atturra understands that an inclusive workplace enables a diverse workforce that enriches our business through different experiences and perspectives. We are committed to progressing in this area through multiple initiatives that promote gender equality, diversity and inclusion.

Workplace gender reporting

This is our fifth consecutive year of reporting on gender representation in the organisation, which saw a slight decrease in female representation due to Atturra's significant acquisitions that greatly increased our headcount.

Gender-neutral hiring policies

Most roles at Atturra are offered as flexible to encourage people who have other life commitments. Our job ads do not contain unconscious gender-skewed language, and we de-identify internal mobility applications to reduce bias.

Sponsorships and awards

We have continued as Bronze sponsors of Women in IT (WIC), attending events, connecting with the committee, sharing industry information and participating in the WIC High School Work Experience program.

As an industry partner of Code Like a Girl (CLG), we've supported a CLG intern as she finishes her honours degree at ANU. As well as gaining real-world experience within an established tech team, our intern is participating in meaningful project work that will help accelerate her professional development and build a network.

Earlier in 2024, Atturra won a Merit Award in the TechDiversity Awards business category. The awards, which have been running for a decade, shine a spotlight on individuals and organisations driving impactful change within our technology workforce. We were one of six finalists from 24 entrants.

Women Rising program

Developed in partnership with one of our major technology partners, Microsoft, this six-month course aims to develop leadership and confidence in women within our business. We continue to see positive results with current and past participants reporting increased confidence, motivation, and recognition as they progress their careers with Atturra.

"The Women Rising Program was a fantastic experience. It offered empowering insights that have boosted my confidence. It helped me work through challenges in my career, develop practical strategies to advance in both my career and personal life, and motivated me to pursue my goals with renewed passion."

Alisha

Project Manager, Atturra

Workplace adjustments

Over the last 12 months, we have become more intentional about making workplace adjustments that reduce or eliminate barriers and better support our people's equal participation in the workplace. Examples of this are providing assistive technology and adjusting workplace location. Adjustments help employees feel included and able to perform at their best.

Neurodiversity awareness training

In the past year, we have introduced a new e-learning module available to all staff. Designed to broaden understanding of neurodiversity, it has enabled our employees to grasp the fundamentals of diverse brain function and behaviour. Over a quarter of employees have completed the course, leading to greater levels of acceptance.

Retraining Defence Veterans

We continue to collaborate with MEGT, an organisation that helps veterans from the Australian Defence Force find work or complete apprenticeships. We assist them in retraining with the goal of becoming permanent employees. Over the last year, previous participants have been further promoted.

We recognise and support our ADF reservists who continue to serve our country. Atturra is engaged in the Employer Support Payment Scheme, a complex program and process through which we receive financial support from Defence to release our employees for service. We pass on that payment to Atturra Reservists to provide extra support and financial assistance.

Diversity & inclusion events

Atturra recognises the importance of embracing the diversity of our people, who come from different walks of life and cultural backgrounds. Over the past 12 months, we have participated in Ramadan, Diwali, International Women's Day, Wear It Purple Day, and Harmony Day, to name a few.

In May 2024, our New Zealand office participated in Pink Shirt Day as part of Atturra's commitment to a safe and inclusive workplace. Started by the Mental Health Foundation of New Zealand, it aims to end bullying and spread kindness.

We also participated in Pride Month, which once again featured initiatives and events that raised awareness about the LGBTQIA+ community. With the aim to make Atturra a better, safer workplace, it included a new e-learning module called Uplifting LGBTQIA+ Voices, an invitation from The Pride Chapter to a pride-themed Atturra Happy Hour, and our traditional Pride Trivia.

[Learn more about our diversity policy](#)

Protecting our workplace and clients

Data security

As a leader in the technology sector, data security is prioritised and taken very seriously. It is critical to our operations, clients, and the wider organisation. Atturra operates within a secure environment and our aim is always to maintain an efficient workplace with seamless access to essential tools while ensuring high security standards.

We have limited on-premises infrastructure and primarily operate from a cloud environment utilising advanced Software as a Service (SaaS) providers. The security and management of our Identity, Cloud, Device and Application environments, including all end-point device services, are through the best-of-breed Microsoft M365 platform.

<p>Exceeds the majority of ACSC's Essential Eight security controls</p>	<p>The ACSC (Australian Cyber Security Commission) Essential Eight are controls to combat cyber-attacks. Currently at level 1, the Atturra environment continues to improve its maturity and we are working to reach Level 2.</p>
<p>Multiple Defence Industry Security Program (DISP) Memberships</p>	<p>Atturra holds multiple DISP memberships at various levels. DISP memberships are a pre-requisite for working with key Government and Defence clients. Atturra has over 300 security-cleared consultants, one of the largest pools in the industry.</p>
<p>Regular independent security audits</p>	<p>We undertake independent six-monthly Security and Health assessments to maintain our security and management profile, drive inputs to our continuous service improvement program, and validate our Microsoft Secure Score. We also have an annual independent external auditor that audits our ISO 27001.</p>
<p>Business Continuity</p>	<p>Building on existing disaster recovery regimes and extensive backup testing, Atturra has strengthened its Business Continuity planning by including desktop cyber security simulations for executives. It has also helped us continuously improve our breach response plan.</p>
<p>Security Awareness training for staff</p>	<p>To ensure all staff members are cyber-smart, we have introduced security-specific mandatory training in addition to our quarterly phishing campaign. The primary goal of the simulation is to underscore the evolving tactics employed by malicious actors and heighten our staff's awareness of the need for vigilance in scrutinising email communications. 69% of employees have completed the training.</p>
<p>Microsoft Secure Score above industry standard</p>	<p>The Microsoft Secure Score is an independent measure of an organisation's security taken annually. Our Secure Score of over 60% continues to be well above organisations of a similar size.</p>

Cyber security strategy

In the last year, Atturra has developed a more robust internal cyber security strategy. We have adopted a Defence-in-Depth strategy that integrates people, technology, and operational capabilities, layering multiple security measures that fulfil our security objectives and protect our users and sensitive company data. The strategy also adheres to information security frameworks such as ISO 27001 Information Security Management Systems, and Essential Eight.

Managing technological disruptions

While performance, security, and client services can be at risk of technological disruptions, we address these through our policies and mitigation approaches to keep any potential impact to a minimum.

Service disruptions continue to remain extremely rare for Atturra because we operate primarily via the cloud and in our clients' space. We maintain a seamless service by partnering with large, multi-tenanted services and ensuring sufficient multi-backups of all platforms.

Breaches

Atturra has not had any data breaches to date. If unauthorised access, disclosure or loss of information occurs in the future, we have comprehensive response plans and decision flows in place. We also comply with the requirements under the Office of the Australian Commissioner (OAIC) Notifiable Data Breaches scheme in accordance with the Privacy Act 1988.

Incident management

We follow the protocol outlined in the internal ISO manual if any incidents or issues relating to IT security occur. Issues are raised to Management and a report is filed with appropriate action taken.

Internal risk management

To ensure our practices stay relevant and adapted to the evolving risk landscape, Atturra's robust insider threat program is reviewed annually. We address the risk of information breaches through employee screening, vetting, and performance monitoring. We currently have a significant number of security-cleared staff, further supporting our overall risk management strategy. Additionally, we regularly review our risk register to make sure that relevant mitigation strategies are in place and working.

Third-party supplier risk management

We undertake ongoing due diligence and have implemented enhanced risk management approaches to ensure our key suppliers are aligned with Atturra's policies, codes and values. This year we introduced a Cyber Security Assessment Questionnaire for all new vendors and have commenced annual security evaluations of all third-party suppliers.

Data privacy

Atturra does not hold clients' data in our systems (apart from billing details) and typically works only within our clients' environments when delivering a project outcome. This enables privacy and security to remain intact and uncompromised on their systems.

Due to adhering to the best industry cyber security framework, we have specific mechanisms in place that only permit data sharing outside the organisation if approved. We also have robust technical, digital, and operational policies that cover laptop and mobile use to help prevent corporate data from leaving the environment.

Community support

Our people are passionate about community engagement and support. As we integrate more businesses into the Atturra family the efforts for community engagement change and adapt.

Fresh food charity

A great example of this is the partnership with PonyUp for Good, who came on board this year via the Cirrus acquisition. This organisation improves community outcomes by donating 50% of profits to SecondBite, Australia's largest fresh food rescue charity. On the frontline of food poverty, they redistribute fresh surplus food, dishing up more than 150,000 meals daily to people in need.



Blood Bank

This year, Atturra exceeded its goal of saving 200 lives through blood and plasma donations to the Life Blood Bank. Across five states, our collective donations saved 270 lives.

Fundraising

Atturra ran its largest Cancer Council Biggest Morning Tea this year, incorporating our expanded office locations nationwide. It was a big success, raising \$4,200, a 20% increase from the previous morning tea.





Environmental accountability

Atturra is dedicated to reducing the environmental impact of our business activities. We continue to encourage our partners and clients to implement sustainable environmental practices.

Atturra has an environmental management policy compliant with ISO 14001:2015 Environmental Management.

The main ways we achieve this are:

- Establishing processes to decrease resource usage, waste, and greenhouse emissions.
- Ensuring environmental compliance through internal and external audits and taking corrective action where required.
- Regularly assessing and updating our environmental policies and practices.
- Selecting subcontractors and suppliers based on their capacity to fulfil environmental requirements.
- Using environmentally friendly products that are recycled, reused or have low energy consumption whenever possible.

All staff are responsible for these environmental practices, and training is regularly provided.

Environmental activities

Reducing our carbon footprint

Atturra partners with Carbon Positive Australia, which offsets our carbon footprint from air travel and electricity use in our offices through tree planting and ecosystem restoration. In the last 12 months, our offset donations have contributed to several initiatives, including the planting of 287,000 native seedlings and the restoration of 400 hectares of cleared Australian land.

To help ensure our emissions and environmental impact are as low as possible, we continue to have strict interstate travel policies. We seek to deploy people to client jobs in their state, further reducing non-essential travel.

“Forward-thinking and progressive organisations like Atturra who participate in our offset programs are critical to climate health. They join our vision of ecosystem restoration and improved biodiversity in addition to carbon capture. Their continued investment and support of our projects allows us to keep working on restoring highly degraded sites around Australia, which are often not profitable enough for other project developers.”

Catherine Patterson

Head of Partnerships, Carbon Positive Australia

“By partnering with PonyUp for Good, Atturra delivers meaningful and measurable ESG outcomes across schools. This is a values-aligned solution engaging schools, staff and students, adding an environmental and community-based outcome for their decommissioned technology. These ongoing stories of community impact, culture and sustainability will continue to evolve school community legacies.”

Mardi Brown

Co-Founder, PonyUp for Good

Office NABERS ratings

NABERS is a government-standardised building rating system that looks at the sustainability profile of commercial buildings around Australia. In the last year, Atturra has increased its number of offices through acquisition. Most of these offices have NABERS ratings between 4.5 and 5.5. We also aim to limit our carbon footprint through initiatives such as recycling. All our offices have separate bins for paper/cardboard, plastic and general waste, and where possible FOGO.

Technology recycling

Atturra's offices nationwide utilise PonyUp for Good for its e-waste sustainability programs that cleanse and reuse decommissioned technology. The success of the program has seen Atturra extend participation to our client schools.



3,847Kg

Technology kept out of landfill



13,717

Fresh meals donated to SecondBite



19.9%

Of technology reused

“PonyUp for Good is great! Alignment with our values is essential, and PonyUp for Good is a valued partner. We know our e-waste is being re-used and not ending up in landfill. The contribution to SecondBite is a highly valued outcome of this partnership.”

Fred Ritman

Director Information Services & Support, Geelong Grammar

Key takeaways

1

Ethics and governance

We continue to integrate our company values throughout all business areas, including newly acquired businesses, defining and clarifying the behaviours we expect. Our business operations are supported by a strong Corporate Governance framework overseen by the Board of Directors. Employees have access to tools for raising concerns, and we conduct regular internal audits to ensure compliance.

2

People and culture

We have focused on keeping our promises to our people by uplifting our organisational learning and development and empowering employees to better manage and track their career growth. We've also become more intentional about workplace adjustments that help employees feel included and able to perform at their best. Over 25% of employees have voluntarily completed a neurodiversity e-learning module, which has led to greater acceptance. Our staff are 18% more engaged in peer-to-peer recognition and collectively we have saved 11% more on retail purchases through our Elevate discount portal.

3

Protecting our workplace and clients

Atturra has doubled down on Business Continuity and Cyber Security by adopting a Defence-in-Depth strategy. This integrates people, technology, and operational capabilities, layering multiple security measures that protect our users and assets and adhere to frameworks such as ISO 27001: Information Security Management Systems, and Essential Eight. We have introduced desktop cyber security simulations for executives and mandatory security-specific training for all employees.

4

Community support

Atturra exceeded its goal of saving 200 lives through blood and plasma donations to the Life Blood Bank. Across five states, our collective donations saved 270 lives. We provided 13,700+ fresh meals to people in need as part of our initiative with PonyUp for Good, an Engagement Agency & Social Enterprise. With the number of employees growing significantly through acquisitions, we also achieved our most successful Cancer Council Biggest Morning Tea fundraising total to date.

5

Environmental accountability

Atturra's partnership with PonyUp for Good also resulted in 3,847kgs of e-waste saved from landfill, with 20% of technology reused. We've also continued to progress towards our carbon offsetting and recycling targets, with most of our offices having NABERS ratings of 4.5 to 5.5.

What's next?

Our goal is to continue building on the local and national sustainability initiatives and publish our progress in the yearly sustainability report.

For any questions, please get in touch with us at info@atturra.com

atturra