

Sustainability Report 2022

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.

An aerial photograph of a coastline. The top half of the image shows a wide, orange-colored sandy beach with some sparse, low-lying vegetation. The bottom half shows clear, turquoise water with visible ripples and a white foam line where the waves meet the shore. The overall scene is bright and natural.

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An aerial photograph of a rowing team in a long, narrow boat on a body of water. The boat is dark-colored with a long, pointed prow. Four rowers are visible, each with their own oar. The water is a deep teal color, and the boat is moving towards the top right of the frame, leaving a white wake behind it.

About this report

Atturra's 2022 Sustainability Report covers the period from 1 July 2021 to 30 June 2022. It provides a framework for how we meet the needs of our clients today, without compromising future generations.

As a forward-looking leader in the technology industry, it's important we embrace opportunities that come with building a sustainable future, while monitoring and managing the complex economic, social and environmental challenges facing business, community and our planet, today.

This report provides an overview of Atturra's annual sustainability initiatives. It has been prepared with reference to the following standards:

- **Sustainability Accounting Standards Board (SASB),** Technology and communication sector, Software and IT services. A voluntary set of standards used to regulate sustainability according to industry.

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

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

- 2022 Annual Report
- [Governance documents](#)

CEO message

Hello and welcome to Atturra's inaugural Sustainability Report.

We've had a big year. In December 2021, we transformed from being one of Australia's largest private technology service providers, to a publicly listed company on the ASX. This process gave us the opportunity to embed new corporate policies and formalise our Ethical, Social and Governance (ESG) framework.


While Atturra has grown rapidly over the past 24 months, with a number of acquisitions that build on our service offering, our ethics have always been at the heart of how we do business. What's more, much of the sustainability work we do is already embedded into our brand and culture.

We believe in looking after the future of Australia in all facets, not just through technology. We're proudly Australian-owned, and firmly believe in building sovereign capability by growing skills on shore, using local people and delivering locally.

As Atturra continues to grow, we are working hard to make sure the ESG framework is in place for consistency across each business unit. Part of this includes taking best practice approaches from each area and rolling these out to other business units. This will take time, but we are seeing fast progress already.

We're extremely proud of all we have achieved in the last 12 months and look forward to building on our momentum of a people first, ethical culture to create a unified business that can continue to drive value for all stakeholders.

Stephen Kowal, CEO, Atturra.



"After all, technology exists to enable and support industry and ideas. It can and should be used for positive impact in all areas."

Stephen Kowal, CEO, Atturra

About Atturra

Advisory specialists at scale

Atturra became a public company in December 2021. We're headquartered in Sydney, with offices across Australia, and have a presence in New Zealand and Singapore.

As one of Australia's leading advisory and IT solutions providers, we offer end-to-end digital transformation services for our clients. Partnering with other leading technology companies, we offer scalable, expert solutions.

Atturra helps clients see exciting possibilities through technology that work today and into the future.



Sustainability approach

After substantial growth over the past two years, including the acquisition of numerous local businesses, Atturra is working towards embracing all features of the future – not just in technology.

Our ESG position is key to our planning, as we must compete at a more sustainable level to remain at the forefront of Australia’s technology industry. That’s why we’re:

- **Redefining the way we operate** so we can authentically position the brand as an integrated business.
- **Streamlining our service offering** so we’re known for our end-to-end client support.
- **Simplifying** how we show up through client experience and messaging.

A collaborative attitude

We take a highly collaborative approach to understanding what’s important for our clients, employees, partners, community and the environment.

Although it’s only been eight months since our business became public, we’re proud of our progress. Throughout the year we will continually assess our performance and how we can equip our people with the skills we need to be a leader in the technology industry, as well as a sustainable, future-ready Australian business.

Where we are today

Our sustainability behaviours are aligned to the following five pillars. We explore our performance and goals for each of these pillars over the following pages.

ESG pillars provide key framework





Ethics and governance

Our values

- Camaraderie
- Innovation
- Dedication
- Excellence
- Respect

These values are embedded into the culture of Atturra and form part of the employee handbook and employee value proposition, which is actively used to clarify expected behaviour.

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.

View [Atturra's governance policies](#).

ISO certificates



Atturra is certified in three ISO standards. They are:

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

The ISO certifications are an important part of Atturra's governance, as they provide a set of standards and objectives that must be met, and continually delivered to. These undergo external verification on a quarterly basis.

Being accountable

Employees can report issues around quality management, the environment, health and safety, and IT security as well as provide suggestions via Atturra's reporting and suggestions register. This goes to management to review.

Anti-slavery policy

Atturra is committed to identifying and addressing modern slavery risks within its operations and supply chain. We have implemented supply chain mapping, a modern slavery risk questionnaire, a modern slavery clause in contractual agreements, a modern slavery statement, training, and reporting procedures to assist in the detection and prevention of risks in this area.

View [Atturra's anti-slavery policy](#).

People and culture

People are at the heart of who we are. We're proudly Australian and strongly believe in investing in our sovereign capability. This means we focus on developing local skills, on shore, to deliver our services locally.

We believe in being the kind of business great talent seeks. And that means building relationships both internally and externally, to create a reputation as an employer of choice.

Through our natural growth and the acquisition of key businesses, we've seen Atturra increase its employee numbers significantly over the past two years.

Employee sentiment

We have several ways to measure how our people are feeling in order to support their careers and grow our business with a strong team ethos.

Teamgage

A quick monthly survey checks the mood in the organisation and aims to build a culture of continuous improvement. Teamgage is at the heart of our organisation - our people know they can provide feedback anonymously and then engage with their manager and team to discuss and make improvements.

"We are passionate about our people's wellbeing. In fact, this is critical to the organisation. We measure this every month and action any findings - it's fundamental to the way we operate".

Stephen Kowal, CEO, Atturra

Anniversary interviews

These annual meetings are being rolled out across all business units for permanent employees over the coming months. They will allow us to better understand our people and shape company values.

Reward and recognition

Delivered via our Elevate platform (an internal hub for reward, recognition, wellbeing and discounts), peers can recognise each other's input and management can formally reward those who have gone above and beyond via personalised messages and awards.

Employee wellbeing

Employee wellbeing is critical to our business. We have several programs and initiatives to help employees manage their overall health and wellbeing.

Wellbeing centre and savings

Our online wellbeing hub, Elevate, is filled with thousands of healthy recipes, videos and resources to help employees look after how they munch, move, manage money and care for their mind. Here, employees can also access savings on everyday groceries as well as deals with retailers like JB Hi-Fi, Myer, Freedom and Event Cinemas.

The Employee Assistance Program (EAP)

We offer all staff access to free, confidential counselling support and advice for work or personal reasons, including a management support line.

RUOK day

An annual recognition day encouraging meaningful conversations and connection with those who may be struggling with life. We champion this concept by creating connection opportunities throughout the year and aim to build on this.

Gender equality, diversity and inclusion

Research demonstrates a link between organisational performance and workplace diversity¹. Through fostering an inclusive environment, which recognises a variety of quality employees, Atturra aims to improve employee retention, embrace different perspectives and enhance our reputation as an inclusive business.

This will be our fourth consecutive year of reporting on workplace gender equality, and in this time there has been a significant increase in female employee representation, going from 24.3% to 33.6%. We have also seen a small uplift in non-binary employees.

We have initiatives for gender equality and diversity and inclusion, and are working towards building a company-wide diversity and inclusion program.

Current initiatives include:

Gender neutral hiring policies

We've reviewed and removed unconscious gender-skewed language from our job ads and offer most roles as flexible or part-time to help encourage those who have other life commitments.



Women Rising program

In partnership with Microsoft, 30 employees have completed this six-month course aimed at developing leadership and confidence in women within the industry. Our internal mentorship program provides additional support for these employees.

Code like a girl

An organisation aiming to close gender inequality in the technology industry. We have a history of hiring graduates through this program.

Spotlight on PRIDE

This year we've focused on PRIDE within the culture, for LGBTQIA+ inclusion and respect. We're developing new internal policies, starting with education for all employees as a key goal.

Retraining Defence veterans

We work with MEGT, an organisation supporting job seekers and apprentices, to hire veterans from the Australian Defence Force, to be retrained.

Monthly diversity and inclusion culture group

A voluntary culture group that creates opportunities to learn about different communities within the company. Previous spotlights include those observing Ramadan, The Cancer Council, Men's health and NAIDOC week.

Raising awareness

We hold events throughout the year to help raise awareness internally, including International Women's Day, Wear It Purple Day and International Day for the Elimination of Racial Discrimination. This not only shows our support for these causes but also helps our staff connect with each other.

Learn more about our [diversity policy](#).





Protecting our workplace and clients

Data security

As a business in the technology industry, data security is paramount to our operations – for our clients, and our organisation.

Atturra is run in a secure environment, striving for balance between very high levels of security while providing seamless access to the right tools for an effective workplace.

We primarily operate from a cloud environment, meaning no on-premises infrastructure, and we use leading edge Software as a Service (SaaS) providers. We have invested heavily in the Microsoft M365 platform for the security and management of our Identity, Cloud, Device and Application environments, including all end-point device services.

**Microsoft Secure Score
well above industry standard**

The Microsoft Secure Score is an independent measure of an organisation's security. The score is calculated in real time, and we strive to maintain a target above 98 for Identity & Cloud. For the past 12 months, our daily average has been over 98%, which is 22% higher than the industry standard.

**Exceed ACSC's essential 8
security controls**

The ACSC (Australian Cyber Security Commission) essential 8 are controls to combat cyber-attack. The Atturra environment surpasses these requirements.

**4 Defence Industry Security
Program (DISP) certifications**

All organisations dealing with the Department of Defence must have appropriate controls to protect against cyber activity. Atturra has four DISP certifications to protect ourselves and our clients against any potential cyber activity.

**Regular independent
security audits**

We undertake independent six-monthly Security and Health assessments, that inform a continuous service improvement program to maintain our security and management profile, continuously validated via the Microsoft Secure Score.

**ISO27001 standard
near completion**

The certification for information security management (ISO27001) is currently going through the second stage of the audit to obtain the certification, which validates our processes.

Fully compliant devices

All devices fully comply with our security policies, including the implementation of encryption, antivirus/malware, local admin rights, multi-factor authentication, advanced threat protection, and conditional access. We also have extensive back-up regimes and regular recovery tests.

Managing technological disruptions

Technological disruptions can provide a risk to performance, security and client services, and it's important for organisations to have policies to minimise this.

Fortunately, service disruptions are extremely rare for Atturra. This is because we operate via the cloud, and in our clients' space. We only partner with large, multi-tenanted service providers, and all platforms are sufficiently multi-backed up.

There are also a range of mitigation approaches to address risks like service provider outage, and as most applications are run locally, impact would be minimal.

Remote working environment

As a business run primarily via cloud-based software, we don't build on-premises infrastructure. All our end-point devices are aligned with internal compliance needs. They must be encrypted, have full anti-virus software, and contain robust data management controls.

Non-corporate provided devices can only interact with our environment within a highly controlled cloud environment, thereby ensuring containment and protection of company data and IP. We also run phishing attack simulation exercises for employees to help us remain self-aware, proactive and vigilant.



Risk management with third-party suppliers

We have enhanced risk management approaches with third-party service providers and undertake ongoing due diligence with our key suppliers to ensure they are aligned with Atturra's policies, codes and values.

Report register

Any incidents or issues relating to IT security, must follow the protocol outlined in the internal ISO manual. Issues are raised and a report is filed. Appropriate managers receive a notification and action is taken.

Data privacy

We typically work within our clients' environments when delivering an outcome. This means we don't hold client data in our systems (apart from billing details), so privacy and security remain intact and uncompromised on their systems.

We have robust policies on laptops and mobiles to prevent corporate data leaving the environment.

Breaches

Atturra has had no data breaches to date. If unauthorised access, disclosure or loss of information occurs in the future, we have a comprehensive policy to manage and respond accordingly.

Community support

Community engagement and support is one of Atturra's passions. As business units continue to align, our goal is to build an organisation-wide, national policy on community engagement. We currently provide community support in the following ways:

Fundraising

Atturra runs a fundraiser for the Cancer Council's Biggest Morning Tea, each year. This is company-wide, and our largest annual fundraising initiative.

Volunteering

Many of our people are highly community minded and volunteer their personal time for organisations in need. We are exploring ways to provide volunteer opportunities more broadly, so staff can support communities and events they are passionate about.

Pro-bono work

Atturra believes giving back should also come in the form of our professional skills. Atturra has offered pro-bono services for organisations requiring support, such as the ACT Recovery College and Women in Technology. We'd like to build on these efforts in the coming year.

Blood bank

Our goal is to save 200 lives by donating blood to the Lifeblood bank. We have a corporate group who regularly donate blood. Unfortunately, this was put on hold due to COVID-19, but we will be reinstating it in FY23.

Environmental accountability

Atturra is committed to protecting the environment from any pollution or damage caused by our business activities. We use our influence to promote sustainable environmental practices to our partners and clients.

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

The main ways we achieve this are:

- Identifying potential environmental impacts associated with our business activities and mitigating or reducing these where possible.
- Implementing processes to reduce the use of resources waste, greenhouse emissions.
- Conducting internal audits and participating in external audits to determine environmental compliance, and implementing corrective action if required.
- Regularly monitoring and reviewing our environmental policies and practices.
- Engaging subcontractors and suppliers based on their ability to meet environmental requirements.
- Using environmentally friendly products with low energy consumption, recycled or reused where possible.

Meeting our environmental policy is the responsibility of all staff and training is provided regularly.



Our goal is to be carbon neutral

We do this in partnership with Carbon Positive Australia. Atturra's carbon footprint is calculated as an average over 12 months, and a large margin is added. We then make a donation to offset this by planting the equivalent in new trees in Australia.

We have introduced very tight policies around interstate travel, to reduce emissions and keep our environmental impact as low as possible. Many interstate meetings previously held face-to-face, are now run via video conferencing.

5-star Nabers ratings for three offices

Nabers is a government standardised building rating system that looks at the sustainability performance of commercial buildings around Australia. Our Sydney and Melbourne offices have a 5-star rating and Canberra office has a 5-star rating for water. Our goal is to upgrade our other offices to achieve this rating and to have this as one of the key criteria for new office selection over the next five years.

As part of the fit-out of all Atturra offices, we are careful to repurpose furniture that is still in good condition, rather than buy new furniture. In fact, our COO has personally driven to other states to pick up furniture and bring it to the new offices.

Laptop repurposing

We work in partnership with organisations across Canberra and Brisbane to recycle our laptops and other hardware. Once the information has been securely cleaned, we will repurpose it within the organisation, or donate it to remote communities. If it cannot be donated, we make sure it is properly recycled.





Key takeaways

1. Ethics and governance

We embed our values across all areas of the business through a strong governance structure, overseen by the Board of Directors. Staff have access to tools to raise any concerns, and we hold regular internal audits to ensure adherence.

2. People and culture

We strongly believe in investing in our people and supporting diversity. We listen to our employees and have built a process of continuous improvement so we can be sought out as an employer of choice.

3. Protecting our workplace and clients

Data security is paramount to our operations, and we take it very seriously. Atturra goes above and beyond industry standards in our security measures, and we manage to strike a balance between very high levels of security, while providing seamless access to the right tools to run an effective workplace.

4. Community support

Community engagement is a passion at Atturra, with initiatives supporting both local and national charities. We are in the process of refining and streamlining our community policy.

5. Environmental accountability

We aim to be a carbon neutral company, committed to maintaining low emissions across the business and aim to protect the environment during our daily operations.

What's next?

We have some strong sustainability initiatives across the company. Our goal is to build on these each year, and report our progress in the yearly Sustainability Report.

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

atturra We'll lead you there