



2023/24

SUSTAINABILITY REPORT

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Welcome to our first Sustainability Report

ASI Solutions are committed to running a business that is environmentally and socially sustainable, with robust governance. This report emphasises the importance of sustainability for the future of our planet, health, and economy.

By aligning ourselves with the goals of the United Nations Sustainable Development Goals (SDGs) and the Australian Government's framework for sustainability by 2030, our impact will reach farther than the tech industry alone.

In 2023/24, ASI achieved significant milestones in environmental, social, and governance areas. Our major achievement was measuring and then offsetting our carbon footprint through a rainforest rescue project, switching to renewable energy, and recycling IT equipment. Socially, ASI supported social enterprises, digital literacy, and skills development, while also participating in charitable donations and corporate giving. Governance-wise, ASI maintained ISO certifications.

We are excited to share our efforts with you, and look forward to advancing technology, enhancing sustainability.



A MESSAGE FROM NATHAN LOWE

Countries, organisations, and individuals across the globe are recognising the importance of sustainability to the long-term future of our planet, our health, and our economy. Initiatives and actions—from small steps to large leaps—are being taken to help ensure that we survive and thrive as a planet and as communities.

ASI is part of the global drive for sustainability.

We want to run a business which treads lightly on our land, contributes to our society, and helps our customers to deliver their services in a socially and environmentally sustainable way. We want to create a business that puts sustainability at the heart of all we do, and one that we can be proud to hand down to the next generation.

We know that sustainability is the key to unlock the potential for growth in our own business, for those with whom we interact, and for the communities in which we work. So, our focus is to run a business that is environmentally and socially sustainable, and which has robust governance.

We cannot achieve any of this without our valued customers, staff, and suppliers. It is a journey we must take together.

In this, our inaugural sustainability report, we share with you our passion and drive for a sustainable future, and the steps that we have taken to this point to achieve it. It summarises ASI's guiding principles for sustainability, our goals, the actions we are taking, and the outcomes we have proudly achieved so far.

We thank you for your support and look forward to a sustainable future together.

Nathan Lowe

Managing Director
ASI Solutions

ABOUT ASI

Our business

ASI Solutions provides innovative technology solutions to public and private sector organisations throughout Australia and New Zealand.

We help our customers to use the power of technology to drive efficiency, change, and innovation. Our technology solutions span artificial intelligence (AI) and big data, cloud services, mobility, digital transformation, security, and disaster recovery.

We build our solutions on technology from the world's leading IT vendors and support them from inception to responsible disposal.

Our business was founded in 1985 and has approximately 190 employees across Australia and New Zealand. We are a family owned, 100% Australian SME.

Advancing technology, enhancing sustainability.

Our purpose

To elevate your experience, through technology!

Our core values



Dare to be different



Our word is our bond



One in, all in



Quality first



Our foundation is family

Acknowledgement of Country

ASI operates out of multiple locations across Australia and acknowledges the traditional owners of the lands on which we work. We respect the history and rich cultural heritage of our shared environment and aim to reduce the footprint we leave.

ASI acknowledges the traditional custodians of the lands on which we live and work and pays respect to Elders past, present, and emerging.

Botany - Gadigal

Belconnen - Ngunnawal

Mulgrave - Wurundjeri Woi Wurrung and Bunurong people of the Kulin Nation

Adelaide - Kaurna people of the Adelaide Plains

Fortitude Valley - Turrbal and Jagera/Yuggera Indigenous groups

Mildura - Ladji Ladji Tribes

Perth - Whadjuk Nyoongar people

Hobart - Muwinina Land, known as Nipaluna

Auckland - Tāmaki Makaurau

SUSTAINABILITY VISION AND HIGH-LEVEL GOALS

Our sustainability vision is: Elevating our impact through sustainable technology

As a company that delivers innovative technology solutions, we want to create an impact for all our stakeholders. We aim to provide solutions that are not only sustainable in their sourcing and supply, but which help our customers to run their organisations in a more sustainable way.

Our clients value operational excellence, and good governance, so they can reduce their risk of service disruptions and can be sure of data privacy and security.

Our overarching goals are therefore:

Minimise supply chain impacts.

Reduce our carbon footprint.

Prioritise security and privacy.

OUR GUIDING PRINCIPLES FOR SUSTAINABILITY

We are inspired and guided by the principles of:

United Nations Sustainable Development Goals

The United Nations Sustainable Development Goals (SDGs) provide a framework outlining the 17 specific areas that need to be addressed to achieve sustainability for all. We believe it is important to firmly align our strategy within this global framework.

The UN's 17 SDGs also form the Australian Government's framework to achieve greater sustainability by 2030.

The Australian Government's focus is on regional stability, security, and economic prosperity, along with promoting gender equality and governance.

ASI will align our future initiatives with the goals of the Australian Government, underpinned by the SDGs in the areas we can have the most impact.

SUSTAINABLE DEVELOPMENT GOALS



ASSESSING PERFORMANCE

We align our efforts against key international, Federal Government, and State Government frameworks.



ISO 9001

ISO 9001 is an internationally recognised standard for quality of products and processes.

ASI has held ISO 9001 continuously since 1991.



ISO 27001

ISO 27001 is an internationally recognised standard for information security management systems (ISMS). It provides a framework for organisations to manage data and information security, protect data, and avoid security breaches.

ASI has achieved ISO 27001 certification.



Workplace Gender Equality Act (2012)

ASI reports annually as required by the Act.



Modern Slavery Act (2018)

ASI submits a statement annually as required by the Act.



Government Social Procurement Framework

The Australian Government places a high degree of focus on social procurement and environmental sustainability. ASI follows the frameworks to practice social procurement when making purchases.



OUR 23/24 PROGRESS AGAINST THE THREE ESG PILLARS

We have taken significant steps forward in enhancing our environmental sustainability, social sustainability, and governance in 2023-2024. Here we look back and summarise those achievements.

Environment

Environmental sustainability comes through understanding our impact and taking action to reduce it. It means us taking the long view and acting now to secure our environmental health and stability for the future.

In reviewing and taking action towards environmental sustainability, we look at our own operations, our supply chain, and how we can proactively help our clients to reduce their impact.

We choose to work only with manufacturers who share our commitment to environmental sustainability and who have robust programs in place to reduce the emissions they produce in manufacturing, packaging, and shipping their goods.

We design our solutions with consideration for the entire technology lifecycle, from manufacturing, packaging, and distribution through to operation and end of life reuse or recycling.



Our achievements

Since 2022/23, we have been measuring our carbon footprint. In the same year, we made the decision to offset emissions through a rainforest rescue project.

Working with external experts, NetNada, we:

- assess our emissions each year
- develop a plan to reduce our emissions through energy saving measures
- offset the remaining emissions through a suitable project.

We will work with our suppliers to better understand their environmental impact and to partner with them to reduce this year on year.

Energy usage

- We have automated lighting in our Sydney office, so that lighting is not on when not needed.
- ASI buys green power for our Sydney and Melbourne offices.
- Our warehouse and configuration centre has facilities for IT equipment recycling, with the IT waste bin collected and recycled by SPEcycle.
- We recycle all cardboard from packaging.

In New Zealand, our ASI cloud offering is deployed in the CDC data centre, which uses

100%

**RENEWABLE ENERGY AND IS
CERTIFIED CARBON NEUTRAL.**

Asset recycling

ASI has enhanced our repurposing and recycling offer to customers through our partnership with market-leading IT Asset Disposition (ITAD) organisation, Lifecycle+. When devices reach the end of their useful life in our customers' organisations, we offer services to extend their lifecycle through donation or remarketing or, when this is not feasible, to send the devices for eWaste recycling where over 99% of the materials go towards creating new products, avoiding landfill.

Seedling Bank

Through our partnership with Lifecycle+, ASI supports Planet Ark's Seedling Bank. Assets are submitted for buyback/repurposing and seedlings are donated to the program, supporting reforestation and working with schools and other community members to create a greener future.



In the year to June 30 2024,
ASI submitted

1,295

DEVICES TO THE PROGRAM.



Social

Social sustainability occurs when societies are strong and robust. We have a role to play in creating a workplace that is ethical, safe, and supportive for our teams, and in supporting enterprises that operate for social good.

For ASI, social sustainability is about the kind of company we want to be and the way that we operate, that encompasses the working environment we provide for our staff, the role we play in our community, and the example we set for our industry.



Social procurement

ASI recognises the potential of social procurement to make a difference to the social fabric of our communities. For us, social procurement means harnessing the power of the money we spend to deliver socially and environmentally sustainable outcomes. We recognise that, by spending differently (not necessarily spending more), we can create social value over and above the value of the goods being procured.

We recognise that one of the important ways we can help to deliver against our corporate ambition is through the choices we make when we spend money.

Social procurement is, therefore, about being aware that our supply chain offers the opportunity to drive greater outcomes than simply receiving a product or service in return. Our choice of suppliers, and the goods and services we procure, offers the opportunity to drive sustainable outcomes by purchasing from social benefit suppliers, including social enterprises, aboriginal enterprises, and disability enterprises.

Member **2025**

Social Traders

BUYER FOR GOOD



Our achievements in the workplace

We aim to provide a workplace that offers fair and equitable treatment for all, and which offers our staff the chance to bring their full selves to work, contribute to the business, and progress their careers. We help our employees to build the skills needed for the workplaces of the future, whilst achieving a healthy work/ life balance. We encourage feedback and participation and value all staff equally.

We have robust policies to support our staff and build a diverse workforce, and give them all equal opportunity to participate, grow, and thrive within ASI.



Our workplace sustainability goals and achievements

Leave and entitlements

We set ourselves a goal to provide all employees with access to family violence leave, which we have achieved.

We provide six weeks parental leave to the primary carer.

We comply with all Workplace Gender Equality Agency guidelines and report annually.

Safety

Our team gets together nationally to discuss safety issues. SafeWork NSW conducted an audit in our Sydney warehouse, and we have continued to monitor safe practices.

Employee training and development

Through our cyclical performance program, all employees are encouraged to take part in both technical and personal skills development.

Employee surveys

Under our Culture Compass program, we run an employee engagement survey every six months. We use the Culture Amp tool to survey employees and collate results. We share the results with the whole company, and the executive team are tasked with actions to address improvement areas.

For example, the most recent survey saw a small (two point) drop in the engagement score, and the executive team now has a KPI to complete two actions to address this.



Modern Slavery Statement

Businesses in Australia above a threshold size have to submit a Modern Slavery Statement to the Federal Government every year. The report, which is made publicly available, must include:

- Company structure, operations, and supply chains.
- An assessment of the risks of modern slavery in our operations and supply chains.
- Steps we have taken to assess and address those risks.
- How we will assess the effectiveness of our risk management plan.
- The process we used to consult with other entities. ASI has successfully submitted a Modern Slavery Statement every year since the process was introduced in 2019.



Achievements in our supply chain

Our Supplier Code of Conduct ensures that we work only with suppliers who comply with industrial relations laws, promote secure employment, and have robust policies in place to protect against modern slavery.

Social enterprise suppliers

We have become a member of the Social Traders organisation. Social Traders is a national body that certifies social enterprises in Australia. They connect social enterprises with organisations like ASI, who want to buy goods and services that drive social sustainability.

In 23/24 we purchased from four social enterprises. Additionally, we have chosen to purchase office supplies in Victoria, from an organisation that supports First Nations people.

Who Gives a Crap

toilet paper, paper towels, tissues

Waverly Enterprises

office catering

The Bread & Butter Project

office catering

Emotions

toilet paper, paper towels, tissues



Achievements in the community

Increasing digital literacy

ASI's Digital Skills Team supported the state of WA and its 'Digital Inclusion' project. The project is aimed at uplifting the digital skills of all citizens in Western Australia.

[WA Digital Inclusion Project](#)
[Digital inclusion](#)

ASI hosted five sessions early in 2024 which were promoted by Microsoft and open to all of WA. Attendances ranged from 300-1,000 people per session.

Skills for the future

Developing skills for the jobs of the future is a key element of sustainability. ASI's apprenticeship scheme offers school and university leavers the opportunity to train in STEM roles and prepare themselves to take on the work roles of the future.

Corporate giving

Charitable donations and corporate giving play a part in nurturing and strengthening the local communities in which we operate. We participate in the RSL Lifecare program, donating laptops for veterans to assist with job readiness and career transition. We additionally support multiple local charities, sports teams, and organisations regularly.



Governance

We take sustainability seriously and this is reflected in our governance model. Our policies and practices are driven from the top of our organisation and reach every part of our business. Through strong governance, we show clients, employees, and suppliers that sustainability is a cornerstone of our business.



Executive sponsors and executive champion

The executive sponsors of our ESG initiatives are directors, Nathan Lowe and Justin Lowe.

Our executive champion for ESG is our Director of People, Culture, and Sustainability, Sharon Dunn. Sharon is responsible for ensuring that sustainability is embedded into our business culture and processes.



Measuring our impact

We manage our sustainability policies and initiatives through:

An ESG Board – the Board's primary role is to ensure we put our efforts into the right activities: the ones that will make the biggest difference and that we support/believe in. The board approves initiatives from an ESG perspective and is responsible for understanding and communicating regulations, legislation, and reporting requirements to the rest of our organisation.

An ESG repository – we have great collateral in many places. The repository is the central source of information to streamline reporting or pull together tender documentation.

ESG Focus Group – if sustainability is to become embedded in all that we do, it is essential to engage our employees in our activities. Our ESG Focus Group (called the Culture Collective) is made up of representative employees from across the business. They are a sounding board to test new ideas and are our champions of change. The Culture Collective ESG Focus Group enables our leadership team to increase internal engagement and spread the load.



Our policies

The foundation for our approach to sustainability is made of the policies that define how we manage our business, support our staff, and engage with our supply chain. The policies that define and drive our sustainability approach include:



- ✓ Diversity and Inclusion Policy
- ✓ Education and Study Assistance Policy
- ✓ Employee Code of Conduct
- ✓ Employee Handbook
- ✓ Environmental Policy and Environmental Management Systems
- ✓ Fair Treatment in the Workplace Policy
- ✓ Modern Slavery Statement
- ✓ Policy on Leaves and Other Entitlements
- ✓ Privacy and Confidentiality Policy
- ✓ Procurement Policy
- ✓ Quality Policy and Quality Manual
- ✓ Recruitment and Selection Policy
- ✓ Workplace Health and Safety Policy and Procedures



Modification and review

We will review our ESG strategy and plans on an annual basis. We will conduct a gap analysis to identify future requirements for capability development against current capabilities and required steps to address those gaps in building organisational ESG capability.



FUTURE COMMITMENTS

We've achieved a lot and we're proud of where we are now. However, we're not going to rest on our laurels. We have ideas for future ESG activities which will be discussed and prioritised by the ESG Board.

In FY25, we will work through what is materially important to ASI, our customers, and our employees.

Our materiality assessment will provide the backbone to our overall ESG strategy. We will address material issues and set firm targets which we commit to reporting on regularly. Our plans will demonstrate impact and delivery of societal change.

Family friendly workplace

Family Friendly Workplaces (FFW is a certification developed by UNICEF Australia and Parents at Work. It encourages organisations to support working families and carers by improving workplace policies and practices).

ASI aims to achieve the Family Friendly Workplace certification by 2028.

Gender balance

We aim to improve our gender balance and have a target that, by 2028, 30% of the overall workforce and 9% of our STEM roles will be held by women.

We are committed to reducing our gender pay gap by 50% and we report annually to the Workplace Gender Equality Agency.

Increasing our spend with social enterprise suppliers

We will add two new social enterprises every year to our supplier list for office related services and increase our spend in the social enterprise sector.

Extension of the Digital Inclusion project in Western Australia

The 23-24 Digital Skills sessions were very well received and there has been overwhelming demand for more. In 24-25, ASI is running more workshops, with a series of nine currently under way.



ASI is committed to environmental and social sustainability, and to strong governance to embed these principles into everything we do, set goals, and measure our progress. We have this commitment because it is the right thing to do for our people and our planet, and because it is sound business strategy that will see the ASI business grow, thrive, and become a business that supports our clients and staff for generations to come. We look forward to working with all our stakeholders to build on our progress so far, and to turn our aspirations into the reality of a sustainable future for all.