

acquire

# QBook

2024 edition

A little book  
about *BIG ideas*



*As individuals, we are what we believe in. Similarly, companies are what their people believe in.*



**Welcome! Bienvenue! Willkommen! ¡Bienvenido!  
Benvenuto! Hoş geldin! Selamat datang!**

Welcome to the 2024 edition of our small but mighty QBook. Our QBook is a little book with big ideas. It embodies the essence of acQure – what we value as individuals and as a collective, and shares the story of what motivates us and how we organise ourselves into a global team of excellence-driven, authentic people.

We believe building lasting relationships with our stakeholders, showing integrity and striving for excellence are the anchors for our success, especially as we continue to grow.





**Values connect  
and motivate us;**

*they super-charge our teams  
with energy and commitment  
in rapidly-changing times.*

## The acQuire story

acQuire is here to provide strategic software solutions. When the right information is available to the right people, we know they can make business decisions with confidence.

We work with some of the world's leading organisations to tackle increasingly complex data challenges impacting Environmental, Social and Governance (ESG), as it relates to the earth's resources, the natural environment, and their communities.

Our solutions are combined with worldwide support, a global network of partners and consultants, and a vast collection of learning resources to meet customer's evolving needs.

We've been here for a while! Founded in 1996, acQuire originated in Perth, Western Australia, and since 2018 has been a part of Constellation Software, Inc via its operating group, Vela Software. acQuire currently has five offices around the globe, with customer support centres operating in each major time zone.

5 Background

### Looking to the future

**Global presence.** We currently have five offices in four countries. As we continue to grow, we are where our customers need us most.

**Continual innovation.** We remain at the forefront of technology. acQuire has more than two decades of software development and implementation experience. Our software is continually evolving to capitalise on the latest platforms and technologies.

**Sharing a common goal.** Software doesn't develop itself. It takes a committed team of suppliers, partners and employees who share a common goal of excellence.

**Results that matter.** Technology is only the beginning. We're not satisfied until our customers achieve the best business outcomes. We continue to collaborate with our customers on their information management challenges, in the areas of workflow, processes and analysis, so they achieve the best business outcome.

## The acQuire way

We have continuously evolved to be at the forefront of technology and leaders in information management solutions. The anchors of our success, which collectively we call The acQuire Way, is unique to us. We believe recognising, reminding, reinforcing, and staying true to what this represents ensures our continued success.



### Our anchors:

The acQuire Experience  
Integrity and  
Excellence.

### The acQuire Experience

As a software company we regularly intersect with a range of people who play in our space. The acQuire Experience describes how we engage, interact, and connect with people to build lasting relationships. We are all custodians of the experience others may have with acQuire, including:

- customers,
- partners, and
- other external stakeholders.

### Integrity

Company integrity means designing an organisation that is built to last. acQuire is structured to ensure the resiliency and longevity of the company.

Employee integrity means hiring, training, developing and retaining the right people to do more than they ever thought possible.

Technological integrity means continually renewing and updating our platforms, so you can rely on them, whatever the next wave of innovation brings.

**Integrity underpins everything;** *not just data, but our company, our people and our technology.*

### Excellence

We are proud of our commitment to solving big challenges. An ever-present pursuit of Excellence means we will adapt and evolve, inspiring us to continually innovate. Because of this, we always endeavour to seek outcomes above and beyond expectations. We are encouraged to:

- be creative while being commercially aware,
- show personal initiative, and
- embrace continual improvement.

## Our purpose

**Right information, right people,  
confident decisions.**

## Our vision

We aspire to remain true to the acQuire way, committed to delivering excellence as our software solutions evolve, empowering you to make confident decisions.



## How do we plan to get there?

At acQuire, we are dedicated to creating a great experience for our people, our customers, and our partners.

We focus on delivering quality and sustainable software solutions that empower confident decision-making and foster dependable, long-lasting business relationships.

With a commitment to excellence and being good global citizens, we look forward to shaping a brighter future together and continually evolving our company for tomorrow.

**We are all custodians of the  
experience others have with  
acQuire.**



## Our Q-mmunity!

### External Q-mmunity

Software doesn't develop itself; it takes a committed team of suppliers, partners and employees, who share a common goal of excellence.

We work with leading organisations around the world across the following industries:

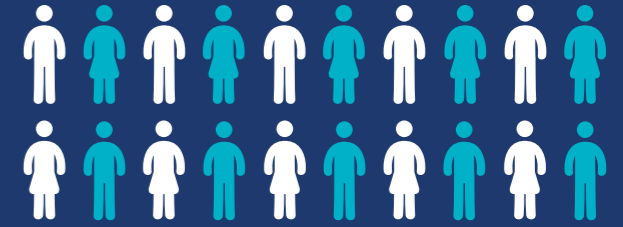
-  Mining
-  Local, state and federal governments
-  Water utilities
-  Oil and gas
-  Consultants

### Internal Q-People

We're incredibly proud to be an equal opportunity employer. It means our acQuire team is an inclusive, melting pot of diverse people.



We've got **124** Qpeople across **5** offices.



Our team come from all over the world.



Our online Q-mmunity has **8681** followers!



## Our Values

Our values are our most visible and obvious guide for our culture. In our company, everyone collaborates to make acQuire a great place to work and is a custodian of our culture. Our objective is to employ people who are culturally aligned and fit into a community driven by shared values.


Our values pose these questions when we look for the next acQuire team member:

- Can this person fit into a company that changes rapidly and will they embrace innovation?
- Can this person deal with our ideas of personal responsibility?
- Can this person work well in our collaborative culture?
- Does this person have genuine empathy for the greater team?

***Values connect and motivate us; they supercharge our teams with energy and commitment in tough times. They are the lifeblood of our culture.***



## The acQuire Values



*It is important to realise the values work as a unified whole, and each one forms an integral part of the acQuire culture we have created over the years. We believe every acQuire employee can apply these values by using their common sense, practical judgement and professional or personal experience.*



# Work as ONE

## Our Meaning

Working in the spirit of ONE company is key to the success of acQuire. This motivates us to build a truly global company, where we act and communicate consistently in all parts of the world. Our connection to people globally helps us develop a resilient organisation. Although acQuire has five global entities, we run the company as ONE profit-and-loss centre. Each office is associated with another on a peer-to-peer basis to foster collaboration.

At times, you, your team or others may experience challenges. By cultivating connections within and across teams, we can identify these instances and behave accordingly to help us all achieve a successful outcome benefiting our ONE company.

The acQuire community spirit is driven by you, employees who provide for and engage with their peers and the world they live in. The acQuire Social Club and the Community Connect are two examples of acQuire groups engaging with peers and society at large.

## Recognise:

- You are joining a company made up of different cultures and ethnic backgrounds but with ONE integrated organisational culture.
- To become part of the fabric of acQuire, you need to be connected.



## Ask Yourself

- Do you think you have been working in the spirit of ONE company? If not, why?
- Have you done anything to enhance the ONE company objective?
- Do you feel connected within acQuire?
- Are you a member of any committees or clubs within acQuire?
- Do you communicate with other teams and offices to develop your commercial awareness and promote how we work as ONE?
- Do you empathise with and help colleagues or teams under stress, where appropriate?



# Be a Conscious Leader

## Our Meaning

Conscious leaders make acQuire a great place to work. They are enablers who lead by example and embrace personal leadership, trust and accountability no matter what their role.

Being a conscious leader is all about identifying things that can be improved and doing something about it. It's about explaining 'who we are', 'where we come from' and 'where we are heading'. It's about embracing curiosity and adopting a learner attitude.

Sometimes we may be challenged with a colleague's or customer's view, opinion or actions. Have courage to hold the hard conversations, but make sure you do so with both authenticity and empathy. Be considerate, respectful and open-minded to their situation and the bigger picture. Get to know them and you'll get a better understanding of why they do what they do.

In short, a leader is anyone in acQuire who consistently acts with the company's goals and values in mind to create a happy, focused and engaging environment to achieve great things.

## Ask Yourself

- Have you identified areas of improvement and have you questioned why it is like this?
- Have you offered any suggestions to make improvements?
- Are you open to others challenging the value of your ideas?
- Are you open to receiving advice?
- Do you encourage, support or challenge other's ideas?
- Do you try to get to know others outside your immediate team and understand what it is they do?



# Develop Yourself and Others

## Our Meaning

To grow and succeed as a whole, we encourage each other to develop personally and professionally. 'Develop' in this context goes beyond just improving your skills and capabilities, to include sharing our collective knowledge. It takes many hands to do what we do, so a shared body of knowledge is critical to our success.

Whether it is to improve the way we work or follow your career aspirations, it is important to practise the handover of knowledge. Many see the role they are performing as 'theirs'. This ownership can lead to good outcomes but may also make it difficult to see the role objectively. Remember, you may not necessarily continue to perform the same role during your career with acQuire; you are simply the caretaker of your current role. To move forward, you need to hand over – have empathy for your successor and help them build on what you have learnt and explore new possibilities.

Develop yourself by being curious and adopting a learner attitude. Keep your personal happiness in check by getting the balance right between your professional responsibilities and personal-life responsibilities.

### Personal considerations include:

- Being fair and reasonable to the important people in your life.
- Making good choices to live a healthy, balanced life.
- Supporting those around you and being conscious of their situation.

## Ask Yourself

### Things to consider professionally include:

- Looking at what skills and knowledge will improve how you perform your current role.
- Seeking out advice and mentorship.
- Thinking about how to take steps on your aspirational career path.
- Mentoring and training others.
- Handing over and trusting others with tasks to improve our effectiveness.
- Do you continually assess requirements for performing your role?
- Are you willing to contribute to the handover of knowledge?
- Are you curious to understand issues outside of your area of expertise?
- Do you support others in developing their skills?
- Are you curious about what is happening in our industry and how you can grow and keep up with it?
- Have you recognised someone in the company whom you can learn new skills from and who can be a mentor to you?
- Do you actively assist people to learn, regardless of their organisational relationship to you, and empathise with individuals who have different skill sets to you?

# Aim High and Deliver

## Our Meaning

We are proud of our commitment to solving big challenges. Because of this, we always endeavour to seek outcomes above and beyond expectations. All Qpeople are encouraged to support others in their contribution, to show initiative, and to be creative in line with our commercial awareness.

Sometimes the outcome we seek requires input beyond our capabilities or point of view. Collaboration and connection with others helps us to focus on a problem and achieve exceptional results.

Personal initiative and continual improvement are key to maintaining the reputation we have carved out for ourselves over the years.

## Ask Yourself

- Do you encourage and support others in delivering something to be proud of?
- Do you offer guidance when you can see the outcome may not meet these expectations?
- Do you promote or celebrate successful and outstanding outcomes?
- Do you contribute and share ideas with your team to make a difference?
- Do you ask yourself what you can do to overcome obstacles to achieve your goals and seek out help when needed?
- Do you balance the effort required with the expected commercial outcome?



# Be Customer Focused

## Our Meaning

Our customers are key — they are the reason we are in business and why we do what we do. Being customer focused helps us keep their needs, both commercial and technical, front and centre in our view.

To be customer focused, we build long-term, strong relationships which endure the entire customer journey. We go beyond the 'stated need' to identify the 'actual need' and recommend an effective solution. Be curious, creative, commercially aware and, above all, engage.

At times, the path forward presents challenges for the customer. Put yourself in their shoes, have empathy and meet them where they are to lead them on the journey. The 'cool solution' may be 'cool' but may not always translate into good, sustainable business for ourselves or our customers.

acQuire's success comes when our customers experience a real sense of partnership when dealing with us.

## Ask Yourself

- Are you working on building sustainable, healthy and profitable business relationships benefiting both customers and acQuire?
- Did you honour your commitment to the customer, delivering on time and on budget?
- Do you understand the customer's needs and expectations?
- Did you discuss your concerns with the customer so a realistic and mutual expectation is reached?
- Are you curious to seek out the customer's real problems and look for solutions on how to solve these?



## Life at acQuire

acQuire believes in finding the right people, inspiring them to realise their full potential and nurturing them to achieve more than they ever thought possible. It's a place where we take those brilliant sparks and turn them into amazing products that our customers love. When you work with acQuire, we've got your back – we want you to feel secure, supported and valued.

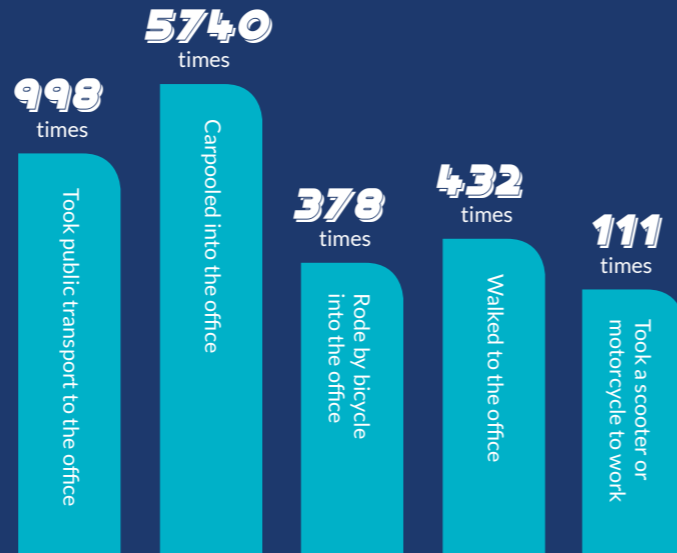
Now, let's talk values – mutual respect, personal responsibility, empathy, flexibility, honesty and professionalism are the core themes at the heart of each of our values. These aren't just words on paper, we make a serious investment to ensure these principles are embedded in every part of acQuire, in each of our five offices around the world.

Explore more about the life at acQuire [here](#).

### Encouraging sustainable commuting

We encourage our employees to use sustainable methods of transport to get to the acQuire office, no matter where they are in the world. We know this isn't always possible but, we're proud of what the team have achieved so far!

In 2023, acQuire employees:



### Finding the right balance at home and at work

We believe in empowering our team to do their best work in a way that suits them. We aim to find the balance between connection time in our offices and the flexibility to work from home. That is why, at acQuire, we are flexible in our approach and offer a hybrid work environment.



## Commitment to ongoing professional development

We benefit as individuals and as a company when we invest in our people. At acQuire, we are committed to providing opportunities for ongoing professional development, regardless of people's roles and responsibilities. All employees are provided with an equal number of hours and remuneration for learning and professional development each year, no matter their role.

## Cultural Mentors: embodying the acQuire values

Our Cultural Mentors inspire others to contribute to acQuire's culture; they're helpful, honest and approachable, and they want to help others grow!

## Connecting with our peers

We believe in connecting with our peers. The social club is an opportunity for those working at an acQuire office to socialise with fellow workmates and friends in a fun and social environment. From lunches to laser tag, theatre shows to ice skating, there's something for everyone.

## Giving back to the community

At acQuire, we want people to have the opportunity to give back to the community in a way that resonates with them. Whether that's sharing our knowledge or volunteering our time, our employees can choose how they would like to spend a day each year giving back.





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