

A little book about BIG ideas



QBook 2020



Welcome to a new decade and the 2020 edition of what we fondly call our QBook. **It marks twenty-four years in business!** The QBook contains the essence of what we value. It tells the story of what motivates us and how we organise ourselves into a global tribe of excellence-driven, fun-loving people.

We believe connecting all the parts of the acQuire stakeholder community is essential to our success. That success relies on fairness and integrity as key ingredients to the relationships we form with our employees, customers, partners and the wider community.



We're a company full of polo shirt wearers - we don't do cool for the sake of it.

Our focus is on excellent customer delivery in a fast-changing environment.

Connect Committee

Our staff have been contributing to these worthwhile causes around the world:

North America

- SOS Canada
- The Boys and Girls Club
- The Calgary Drop In Centre
- PDAS
- British Columbia Lung Association

Africa

- Meals on wheels
- Animal Ambulance
- Sweethearts Foundation
- World Run for Spinal Cord Injury
- Santa's Shoebox

Australia

- RSPCA
- Salvation Army
- Movember
- Homeless Connect
- Childhood Cancer Support
- Animal Welfare League Qld
- SMART pups
- Rotary
- The Smith Family

A little info about our software learners

GIM Suite Learning

- The number of customers who attended learning units in 2019:

100 Asia Pacific **46** South America
117 Africa/Europe **104** North America

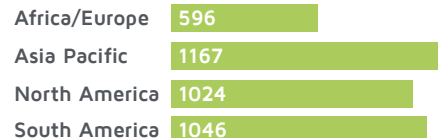
- The amount of learning units (in hours) delivered in 2019:

520 Asia Pacific **224** South America
360 Africa/Europe **476** North America



Support

In 2019, we helped our customers through support requests from:



 **275** companies

AND
 **504** individual users accessed our global technical support in 2019

A little about us

We have published **851** knowledge base articles

Our online Q-mmunity includes **5125** followers

89 Qpeople work for acQuire

 We're a melting pot of nationalities:

Chile **Australia** **Canada** **India** **United Kingdom** **Mauritius**
South Africa **Korea** **Spain** **New Zealand**
Germany **Italy** **Russia** **British Indian Ocean Territory**
Bolivarian Republic of Venezuela **Nepal** **France**

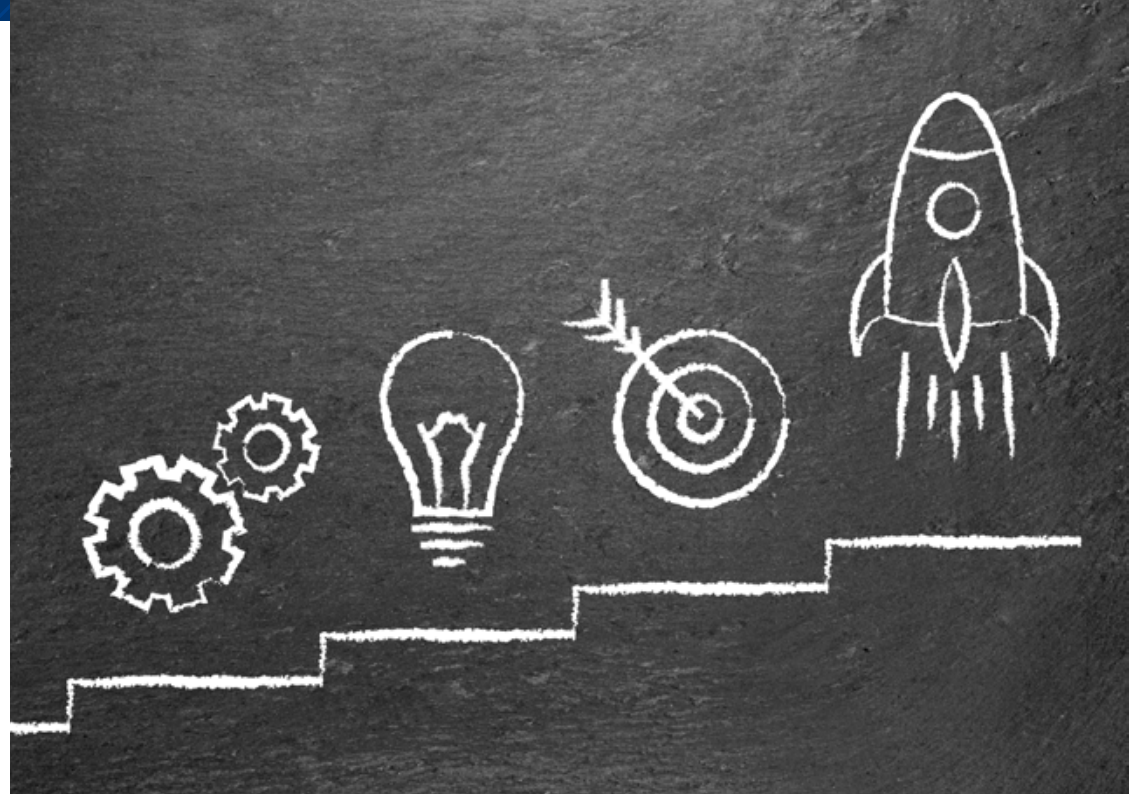
acQuire Guiding Philosophy

Integrity

- Company integrity means designing an organisation that is built to last. acQuire is structured around a sustainable succession plan created 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.



What is our Vision?

To lead in solving data management challenges for the evolving needs of our customers.

***We share a culture
that supports our team
members.***

What is our Mission?

“We have a mission to be the world’s best software company for data management in the mining and exploration industries. To be this, we share a culture that supports our team members, so we can deliver exceptional service to our customers and partner with them to evolve and define the scientific data management tools of the future.”

How we advance towards our vision while meeting our mission

- acQuire products are designed to solve complex Geoscientific Information Management (GIM) issues by giving customers direct access to the in-depth information they need.
- Technology doesn’t exist in a vacuum; it’s there to support people and processes. To ensure all three work together, we provide comprehensive training and on-going accreditation courses.
- Mine Manager, Geoscientist or Geoscientific Database Manager–acQuire’s GIM Suite software makes everyone’s life better by providing clean, auditable data.



Who are our stakeholders?

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



*The world is a nicer
place (and the software
better) when people
share.*

**We like to work with
complementary
technologies and
companies. By
allowing great
minds to think
alike, everyone
benefits
– especially our
customers.**

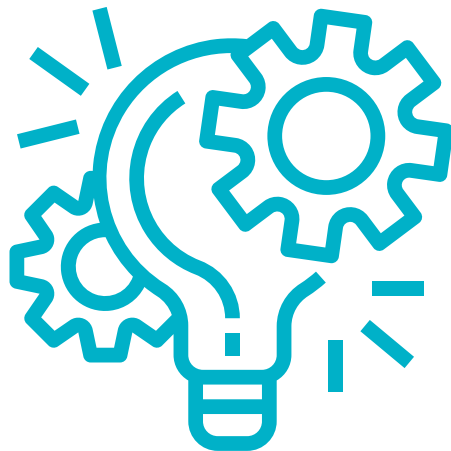


A little background about acQuire

acQuire provide geoscience data management software and services for the mining industry. Organisations working in exploration, resource development or mining rely on our data management solution to make profitable business decisions based on the quality and integrity of their data assets.

acQuire's GIM software is paired with product support services and accredited training to meet our customer's evolving technology needs.

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



What does the future hold?

- **Global presence.** We currently have five offices in four countries. As we continue to grow, we are where our customers need us most.
- **Innovation.** We remain at the forefront of technology. acQuire has decades of software development and implementation experience. Our software is continually evolving to capitalise on the latest platforms and technologies.
- **Collaboration.** We work with customers, suppliers, business partners and external developers to provide solutions to their GIM problems.
- **Results.** Technology is only the beginning. We continue to collaborate with our customers on their GIM strategy, in the areas of workflow, processes and analysis, so they achieve the best business outcome.

acQuire Values Statement

Our Values

As individuals, we are what we believe in. Similarly, companies are what their people believe in. Shared, authentic values drive conviction, consistency, and clarity. Integrating our values into our company's business model presents us with significant opportunities for innovation. Values connect and motivate us; they super-charge our teams with energy and commitment in tough times. They are the lifeblood of our culture.

The acQuire values are based on the fundamental notion of personal responsibility. 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 recruiting:

- 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?



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/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 four 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 Connect Committee 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 practice 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?



The Role of a Cultural Leader

Cultural Leaders are the sounding boards and custodians of the acQuire culture. They inspire the culture and core values by mentoring our employees and providing different viewpoints and support.

The common Cultural Leadership traits include:

- Living and breathing the company core values
- Inspiring others to contribute to the culture
- Being approachable i.e. employees can walk up to them to ask for assistance
- Taking time to get to know their cohorts and understanding their personalities
- Providing opportunities for their cohorts to grow professionally and personally
- Being honest about their shortcomings and not afraid to make mistakes
- Being transparent and open about communication
- Treating everyone with equal respect



Connect Committee

acQUIRE has been contributing to worthwhile causes around the globe for many years. As the company grew, so did the dedication to support charitable causes. With this in mind, acQUIRE formed the Connect Committee.

The Connect Committee is investigating ways in which we can make a difference in our communities worldwide.

Every staff member is encouraged to individually support charitable causes either financially or by giving their time. acQUIRE gives each staff member a community leave day to contribute their time to a worthwhile community or charity project of their choice.

If you are a staff member and would like to be involved in the Connect Committee, please email cc@acquire.com.au.



See you
tomorrow

acquire

connect · create · commit

