



Do what matters

2024 Avanade Social Impact Report

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Doing what matters for our people, clients and communities

Avanade's purpose is to advance the world through the power of people and Microsoft. We aim to empower clients to improve the lives of their people, customers, and partners by harnessing the possibilities of design and technology for social good by being responsible in everything we do, an imperative that has never been more important.





In 2024, artificial intelligence reshaped industries and redefined possibilities, bringing governments, businesses and individuals into a new era of AI-driven innovation. At the same time, the world faced significant humanitarian and environmental challenges. These realities reinforce the need for organizations like ours to act responsibly, using technology as a force for good.

This year's Social Impact Report highlights the commitments we've made and the progress we've achieved by embedding sustainability, equity and ethical responsibility into our work. Whether helping clients become future ready, advancing their sustainability goals or empowering people with digital skills, we remain steadfast in our mission to create lasting, positive impact.

Avanade's purpose is to advance the world through the power of people and Microsoft. As the world's [leading expert and innovator on Microsoft](#), we are trusted to help solve their business challenges, big and small. For the past 25 years, together with Accenture, we have helped over 7,000 clients realize their full potential using cutting-edge Microsoft technology to solve complex challenges and create meaningful social impact.

Clients choose us for our unmatched expertise, and as a purpose-driven, responsible organization Avanade champions inclusion, wellbeing and sustainability. Our work benefits society while driving business success—we use our deep knowledge to help organizations transform confidently and responsibly. Avanade's people infuse that sense of responsibility into everything we do.

Our commitment to being a responsible business

Being a responsible business means integrating **sustainability, inclusion and ethical governance** into everything we do. Avanade is committed to making a meaningful impact by aligning our social impact with the **United Nations Sustainable Development Goals (UN SDGs)**—a global framework for building a more sustainable and equitable future.

While focusing on the UN SDGs most relevant to our business, we drive progress in key areas:



Empowering people

We prioritize **employee well-being**, foster an inclusive culture and invest in the **next generation** of innovative leaders.



Partnering for impact

Through **public-private partnerships**, we collaborate with clients, nonprofits and communities to address societal challenges and create shared value.



Driving sustainable progress

Our **sustainability by design** approach ensures that we integrate **climate-positive actions** into our operations and solutions.



Ensuring responsible governance

We strive for the highest standards in **compliance, data privacy, security and transparency**, ensuring that trust remains at the core of our business.



Focusing on communities

Our citizenship effort focuses on enabling young people to be future-ready, thereby bringing our purpose to life in the communities in which we live and work.

By embedding responsible business practices into our strategy, we not only create long-term value for our stakeholders but also contribute to a more sustainable and inclusive world.

Message from Rodrigo Caserta, Avanade CEO



I'm proud to lead Avanade at a time of exciting opportunity and transformation. In the last year, we took bold steps in our pursuit of making a positive impact, and we continue to invest in technologies and partnerships that advance both our teams' capabilities and our clients' successes. Our work is grounded in the belief that technology can bring out the best in us, helping individuals thrive and businesses grow in a rapidly evolving world.

We have done so by developing a group of forward-thinking leaders, accelerating equitable entrepreneurship, creating social impact through key partnerships, driving environmental sustainability, raising Avanade employee sustainability awareness and working with clients to implement sustainability actions that matter.

We know that real change starts with people, and that our ability to drive positive impact—for our clients, our employees and society—is deeply tied to our commitment to social impact and environmental sustainability. It's through these principles that we can help our clients not just achieve business success but also create a meaningful difference in the world.

I want to express my gratitude to our teams, our clients and our partners for the trust you place in us. As we embark on this next chapter, let's continue to do what matters, guided by a commitment to advancing the world through the power of people and Microsoft. Thank you for your support, and I look forward to what we will achieve together in 2025 and beyond.

Rodrigo Caserta
Avanade CEO

Corporate citizenship

Avanade's believes that technology and innovation can drive positive changes in communities around the world—and Avanade is ready to do its part.

Our citizenship initiatives empower individuals, foster leadership and create sustainable impact in collaboration with our clients and employees. We enable nonprofits and education organizations to implement positive change through our volunteering, giving and pro bono work and focus our efforts where we can make a lasting positive impact. In FY24, we contributed almost \$5.6M cash and in-kind to advance our citizenship mission. Here, we highlight key programs where we partner with our ecosystem for good and encourage our people to give back.



Next generation of leaders

We believe in nurturing the future, shaping the next generation by empowering a growth mindset. Our commitment to enabling the next generation is supported by STEM programs and scholarships, the Fuel Conference, and partnerships with nonprofits like Junior Achievement.

Key goals:

- **Empower STEM and Business students:** Provide essential skills, opportunities and a culture of innovation to help students thrive in their careers.
- **Foster leadership at Avanade:** Leverage our professionals' expertise to nurture well-rounded leadership and engage with the future workforce.
- **Be a trusted industry partner:** Position Avanade as a leader in creating impactful opportunities that align with our Do What Matters philosophy.

The Avanade NextGen Leaders program provides guidance to the next generation of technologists and underserved groups as they navigate their educational journey and embark on their professional paths, serving as catalysts for an AI-driven future.



Impact: 1.4M people enabled

Students Journey



The program includes:

Professional skills development:

We offer in-person and virtual courses, workshops, and Microsoft certification opportunities to equip students with critical skills and tools needed to excel in today's fast-changing workforce.

Mentorship:

We pair students with Avanade professionals who offer tailored guidance, helping them build career skills, explore industry trends, and foster leadership potential.

Collaborative innovation events:

Global events like the Fuel Conference and hackathons provide students with opportunities to network, use cutting-edge technologies, and develop innovative solutions to real-world challenges.

Scholarships:

We support future STEM and business leaders with scholarships, offering financial assistance and resources to help them achieve academic and career success.



"In the AI era, equipping students for career success is more crucial than ever. By providing real-world experiences, skills, and access to valuable resources, we help them become future-ready while also building a robust talent community that ensures our competitiveness in the swiftly evolving tech landscape. Together, we can shape a brighter future for all."



Gord Mawhinney,
Executive and President,
Avanade Americas

Next generation leader voices



"The Avanade scholarship provided me with an amazing mentor, an internship to gain real career experience, networking opportunities and many learning opportunities."

Keiara Windom, Avanade scholarship alum and current employee.



"Avanade has empowered me as a woman to one day make an impact in my field. I will always be grateful and aim to make them proud!"

Nikita De Franca, Avanade scholarship program participant.



"My Avanade internship gave me the opportunity to practice what I was learning at school and gain hands-on experience in a professional environment."

Lily Aguirre, Avanade intern and scholarship program participant.

Hackathon for innovative solutioning

Our hackathon unites students from diverse disciplines to develop AI-driven solutions addressing global issues, fostering innovation, co-creation, leadership, interpersonal skills and fun in a journey to inspire career opportunities through a dynamic, industry-connected event.

Mentivity

The Beyond Multicultural Employee Network hosted Mentivity in UK to deliver a meaningful session for 14–15-year-olds. We firmly believe in their mission to support young people in learning, growing and succeeding. The event surfaced insights like the low awareness of STEM careers compared to social media jobs, emphasizing the need for digital aspirations and fostering future ambitions.



Dreaming Big Program

The Dreaming Big program in Brazil, led by Microsoft and Avanade, connected 40 disadvantaged young scholars (18–26 years) with the job market. Following a networking breakfast, participants engaged in expert-led panels on soft skills and AI. They also took part in a hackathon, showcasing practical solutions using learned STEM skills. Judges evaluated the projects, with the winning group earning a visit to Avanade's São Paulo office for an immersive experience with AI experts.

World Vision Brazil and Ebenezer Institute

Avanade partnered with World Vision Brazil and Ebenezer Institute to inspire 30 students (ages 8–16) from low-income Brazilian communities to pursue careers in technology. During a visit to the Avanade São Paulo office, the students toured the space, enjoyed breakfast, and spoke with executives who shared personal stories and career achievements. Shadowing sessions with employees and meeting individuals with similar backgrounds helped them envision new possibilities. Avanade CEO, Rodrigo Caserta, emphasized the initiative's role in empowering the students to believe in their potential.



JumpInIt Poland

The JumpInIt Team in Poland hosted engaging workshops in Wrocław and Kraków, dispelling myths about the IT industry and introducing young people to project processes. The initiative, supported by the Youth Entrepreneurship Foundation, highlights JumpInIt's commitment to empowering youth through meaningful connections and hands-on learning, fostering their potential and interest in the IT field.

Job shadowing

Avanade hosted 30 students in Recife and São Paulo for a job shadowing session, introducing them to workplace activities and leadership. After an office tour, the students engaged in discussions with executives before shadowing employees across various roles. Students expressed admiration for Avanade's diversity and the welcoming atmosphere.



Fuel Conference

Fuel is Avanade's annual Innovation, Leadership and Technology conference, a key feature of our Corporate Citizenship efforts. It connects STEM scholars, university students, Avanade experts, and partners from around the world. The conference provides an immersive, global learning experience, where participants engage in workshops, talks and collaborative hackathons, fueling their journey to become tomorrow's leaders. In 2024 the participants shared their hopes, concerns and ambitions about technology—especially AI—and its impact on their future careers.

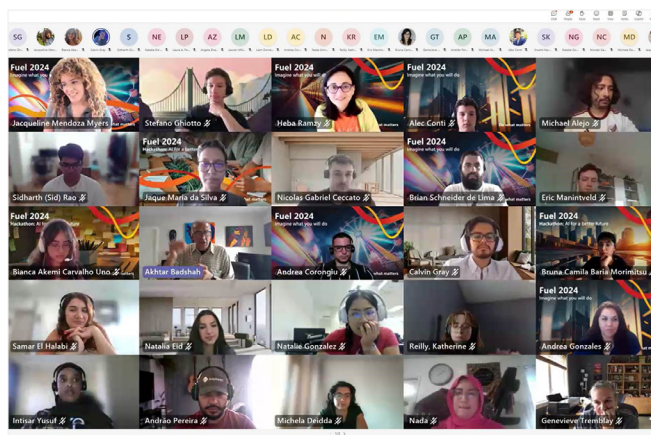
See [Fuel Conference 2024| Avanade Insights Blog](#)

"I believe young people have the power to change the world with their imagination and by being empowered through STEM."

Linta Rahman, University College London

"The world needs young people in STEM to bring new ideas, drive innovation and help solve the big challenges of the future."

Cécilia Sambath, Da Vinci University France



Junior Achievement

Avanade proudly partners with Junior Achievement (JA) to provide young people with essential digital entrepreneurship skills, preparing them for job readiness in the modern economy. Our involvement in JA includes providing tech advisory and leadership support, ensuring students gain access to valuable resources and mentorship.

"By empowering emerging leaders with the skills, knowledge and networks they need to succeed, Avanade is helping to shape the leaders of tomorrow, driving transformation across industries and communities."

Adam Drutz,
Avanade Executive,
JA Board Member

Accelerated Entrepreneurship

What it is

The Accelerated Entrepreneurship program is designed to tackle the systemic economic barriers faced by entrepreneurs from underrepresented communities. This program, developed through a collaboration between Avanade, Accenture and Prosperity Now, seeks to disrupt the status quo by reimagining the entrepreneurial ecosystem and ensuring that businesses—and underrepresented communities—flourish.

Key initiatives

The program prioritizes three core initiatives each designed to remove critical barriers and empower entrepreneurs:

- **Credit box reimagined:** Developing an alternative, equitable approach to creditworthiness evaluation that avoids predatory and discriminatory lending practices. This initiative enables entrepreneurs to demonstrate financial responsibility through supplementary data, expanding access to capital.
- **The Rise Challenge:** A competitive, multi-day innovation challenge that seeks out transformative ideas to revolutionize the support ecosystem for entrepreneurs from underrepresented communities. Winning solutions are supported through a multi-week accelerator program to help scale their impact.
- **Ideas marketplace:** A centralized platform that connects entrepreneurs with the resources, mentorship and networks they need to succeed. This marketplace integrates existing platforms, making it easier for entrepreneurs to access vital information, funding and opportunities.



Our impact in 2024

The 2024 Rise Challenge celebrated groundbreaking innovations by awarding funding to help scale high-impact solutions. A first-of-its-kind partnership that combines Accenture's and Avanade's technological and digital innovation capabilities with Prosperity Now's expertise in building intergenerational wealth for black and brown communities to disrupt the systems that impede growth and transform the underrepresented business ecosystem at scale. Winners were announced at the Prosperity Now Summit in September 2024:

- BrickRose Exchange (\$75,000)
- Next Street | Casca AI (\$50,000)
- Centro Community Partners (\$25,000)

By joining forces, these organizations are accelerating economic opportunities for underrepresented entrepreneurs and setting the foundation for intergenerational wealth within historically marginalized communities.

Employee volunteering

What it is

We are inspired by employees who do what matters in their communities, and we support them with the resources they need to make volunteering accessible. Whether it's through donating their time, offering their expertise, or making financial contributions, our commitment is to create meaningful change in the communities where we live and work.

Key initiatives

Citizenship Champions Network

Since 2017, the Citizenship Champions Network, or Champs as we call them, has advanced Avanade's Citizenship agenda across regions, fostering a culture of service and engagement. These employees are passionate about making a difference in their local communities and act as a primary point of contact for their peers and local NGOs and support companywide campaigns, in addition to their regular duties. In FY24, we proudly engaged 140 Champs in citizenship programs and could not deliver and scale without their support.

Three champs of the year were recognized at our global Celebration of Volunteering for their outstanding achievements. Each won a cash donation from the company to a charity of their choice.

Europe



Lucia Cresta
Italy
ICEG

Growth Markets



Tarun Sood
Singapore
Southeast Asia

North America



Alicia Bertolino
New York
Northeast



"The Citizenship Champions Network embodies Avanade's commitment to making a human impact by empowering employees to lead, inspire and drive change in their communities. By leveraging their passion and leadership, these dedicated volunteers amplify our Citizenship mission worldwide and forge strong relationships with our local partners."



Andrea Gonzales,
Manager, Global Citizenship,
Avanade



Avanade Gives

Through Avanade Gives, we provide employees with eight hours of paid volunteer time annually and match personal donations up to \$250 per employee per fiscal year. In FY24, we recognized their efforts with the Volunteer Impact Awards and celebrated their accomplishments with our first Celebration of Volunteering.

Giving campaigns

At Avanade, we are committed to harnessing the strength of collaboration to drive positive change. We organize campaigns in response to humanitarian crises and during the holiday season to support individuals, communities and societies globally.

Our **FY24 humanitarian campaigns** focused on disaster relief and recovery in response to crises in Morocco, Libya, Brazil, Japan, the Middle East and US. Employees raised more than \$79,000 USD including matching donations from Avanade.

Our **FY24 Holiday Campaign** theme “**United by Humankindness**” resulted in \$93,000 cash and in-kind donations for 38 causes around the globe. This initiative focused on providing food and toys—symbols of care and generosity that transcend cultural and geographic boundaries. By coming together in acts of kindness, Avanade employees helped bring joy to those in need while strengthening connections with colleagues, clients and communities.



Our impact in 2024

In the last year
we logged



33,105 volunteering hours

Winners of the 2024 volunteer Impact Awards included:

Lucia Cresta and Marta Ciurli organized meal-packing events across four cities, providing over 12,000 meals to earthquake-affected areas and fostering community engagement as part of Rise Against Hunger.

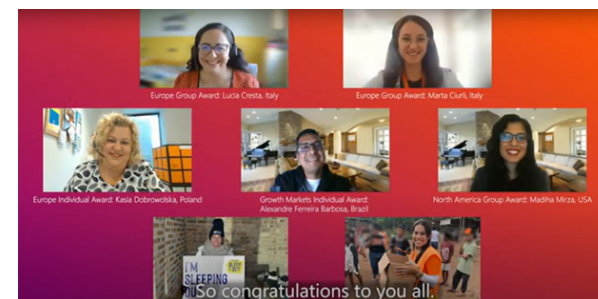
Katarzyna Dobrowolska led initiatives in Poland, including entrepreneurship programs, environmental campaigns, and support for Ukrainian students, showcasing passion for education and sustainability.

Tainara Francisco dos Santos delivered Easter eggs to underserved communities in Brazil, bringing joy and emphasizing the importance of volunteering.

Alexandre Ferreira Barbosa supported children in drought-stricken Bahia, providing essentials, funding homes, and inspiring hope with dreams of a study center.

Madiha Mirza and INSPIRE Employee Network hosted a social justice hackathon, creating tech solutions to promote equity, inclusivity, and global betterment.

Kristen Yoast volunteered for Covenant House where she braves freezing temperatures during Sleep Out events to combat homelessness and connects her legal team to impactful initiatives, inspiring colleagues to support marginalized communities.



Social impact with clients and partners

What it is

We recognize that the social and environmental challenges faced by the communities where we work and live also present new challenges for businesses. By collaborating with our clients on social impact programs, we activate our shared values, scale our efforts and drive meaningful, sustainable changes.

Key initiatives

Our clients care about social impact—and so does Avanade. Through Better Together, our corporate citizenship initiative, we partner with clients to build joint programs that address pressing social and environmental issues. Whether it's expanding access to digital skills, fostering entrepreneurship in underrepresented communities, or advancing sustainability, we co-invest our time, expertise and resources to make a lasting difference.

Our impact in 2024

"Avanade Volunteers' support in the CGIAR, the Consultative Group on International Agricultural Research a global partnership focusing on research about food security and CIPs' AI-griculture Challenge Hackathon 2024 was transformative, providing expert insights and technical assessments that enhanced our community initiatives and amplified social impact. Their expertise in idea validation and feasibility assessment, along with their participation as jury members, significantly contributed to fostering impactful agricultural innovation from the hackathon."

— Percy Cabello, Head of Information Technology at International Potato Center (CIP)

"Page Group's core values—earn trust, grow connections, make a difference—align seamlessly with Avanade's purpose to advance the world through the power of people. Together, we create opportunities for clients, candidates, and employees. Our social impact collaboration at the Avanade Fuel Conference through the Beyond the Resume workshop exemplifies our shared commitment. I am happy that our partnership empowers students to reach their potential and build successful professional careers."

— Alex Bates, Managing Director, Group Data, Insights & Activation



Client spotlight on humanitarian impact

International Rescue Committee (IRC)

Partnering with Avanade to deliver inclusive technology for global crisis response

What started as a partnership with the International Rescue Committee (IRC) to support its ERP system has evolved into a deeper collaboration. Avanade and IRC are united in their mission to provide timely and effective humanitarian aid while ensuring that technology is accessible and inclusive for all.

With millions of people displaced by conflict and disaster, IRC is committed to delivering survival and recovery services to those in need. Avanade brings expertise in digital transformation, helping IRC scale its impact and deploy innovative solutions to reach more people.

In 2024, the BBC reported that a record-breaking 120 million people had been forced to flee their homes due to war, violence and persecution. This marks the 12th consecutive year of rising displacement, with the global refugee population now equivalent to that of Japan.

As humanitarian needs grow, so does the urgency for innovative, scalable solutions. IRC and Avanade are working together to leverage technology that ensures displaced communities can access the services and support they need.

Together, we are turning ideas into action through key initiatives, including:

- **Signpost** – A global digital platform providing real-time, actionable information to people in crisis. Initially launched in Greece to support refugees, it now operates in 30 countries and has helped over one million displaced individuals access vital resources.
- **New Roots** – A program designed to help refugees rebuild their lives by fostering community connections and ensuring they have access to land and resources to grow their own food while maintaining cultural traditions.
- **Volunteering and advisory programs** – Avanade teams provide expertise and direct support, helping IRC navigate new challenges and enhance its digital capabilities.

Looking ahead, Avanade and IRC will continue to collaborate on technology-driven solutions that create meaningful human impact—ensuring that those affected by displacement can rebuild their lives with dignity and opportunity.



“The relationship between Avanade and IRC is special, especially now during the time of AI and new technology innovations, because Avanade lends an expert point of view.”

— Liam Nicoll, Product Manager, Signpost, International Rescue Committee

Environmental sustainability

For Avanade, environmental sustainability is not just a priority—it is integral to every aspect of our operations and community engagement.

While we do not have independent science-based targets and carbon removal goals, as a joint venture between Accenture and Microsoft *that is majority-owned by Accenture*, Avanade contributes to Accenture achieving their sustainability goals and targets. To learn more about our environmental goals and progress, visit [Accenture's 360° Value Reporting Experience](#).





EcoVadis Gold Medal



Avanade has been awarded a Gold Medal by EcoVadis, placing it among the top 5% of companies assessed in the 12 months prior to the medal's issuance. This recognition highlights the strength of Avanade's sustainability management system and its commitment to transparency across the value chain. EcoVadis, a globally recognized provider of trusted business sustainability ratings, evaluates companies across four key areas: Environment, Labor and Human Rights, Ethics, and Sustainable Procurement. The Gold Medal reflects Avanade's strong performance in these critical areas. EcoVadis medals and badges are granted to companies that complete the assessment process and demonstrate a well-developed sustainability management system based on EcoVadis' methodology.

Green Software certification: driving eco-friendly practices

Avanade is a proud founding member of the Green Software Foundation (GSF), a global initiative aimed at making software more environmentally sustainable. In FY24, Avanade was among the top three companies globally in terms of the number of certified employees, a testament to our leadership in sustainable software development.

Volunteering for sustainability

Green Forward: The heart of Green Forward is the opportunity to actively contribute to environmental sustainability through volunteering. Whether it's through local cleanups, raising awareness or supporting educational initiatives, Avanade employees have numerous opportunities to get involved. Some key activities include:

WWF Earth Hour digital clean-up campaign

In recognition of WWF Earth Hour, Avanade launched an internal Digital Clean-Up Campaign to reduce the carbon footprint of unnecessary digital assets.

Earth Day webinar: celebrating sustainability progress

In recognition of this important occasion, Avanade hosted a special Earth Day Webinar to highlight our ongoing efforts to drive sustainable change.

Working with clients to implement sustainability actions that matter

Empowering sustainable growth through digital innovation

Across the globe, organizations are transforming their operations with digital investments—not only to streamline processes and boost productivity, but also to drive real, measurable progress on their sustainability objectives. In every client engagement, we embed a sustainability perspective, whether we're rethinking workplace dynamics or optimizing cloud journeys.

Leveraging the extensive Microsoft technology ecosystem alongside best-in-class sustainable practices, we equip our clients with the tools to solve their business challenges with sustainable and responsible solutions, making the most of Microsoft data and technology. This transparency fosters trust among employees, customers and communities, proving that sustainable progress can be built into every digital strategy.

We remain at the forefront of innovation, continuously exploring advanced digital solutions, data analytics and AI to help our clients lower their carbon footprints and implement circular economy models. We provide insights and practical thought leadership that enables companies to make [sustainable progress through digital investments](#).

“At Avanade, we see digital technology as a powerful enabler—not only to revolutionize organizations but also to achieve critical sustainability milestones. Our goal is to ensure that every digital transformation project delivers genuine human and environmental value.”



Miranda Hill,
Avanade Sustainability Lead

Anglian Water protects biodiversity

Ensuring clean water with AI and digital twin technology

Anglian Water is committed to delivering clean water while protecting biodiversity. To support this mission, we're working with Anglian Water and Microsoft to test the world's first ecological digital twin of a chalk stream for the River Stiffkey using the Microsoft Azure platform.

As one of only about three hundred chalk streams in the world, the River Stiffkey is an essential ecosystem that needs safeguarding. The solution integrates data from multiple sources into a connected stack, allowing Anglian Water to digitally model a spatial river catchment map that visualizes cause and effect. AI can then run simulations based on real-time data, offering insights to guide conservation efforts.

Water conservation is more critical than ever, and digital innovation is playing a vital role in protecting natural resources. Traditionally, managing river ecosystems requires analyzing fragmented data sources, making it difficult to assess long-term trends and impacts.

With this project, Anglian Water now has a comprehensive, real-time understanding of the River Stiffkey system and its history. By bringing all relevant data into one place, teams can proactively monitor river health, track environmental changes and ensure clean water for the surrounding communities.

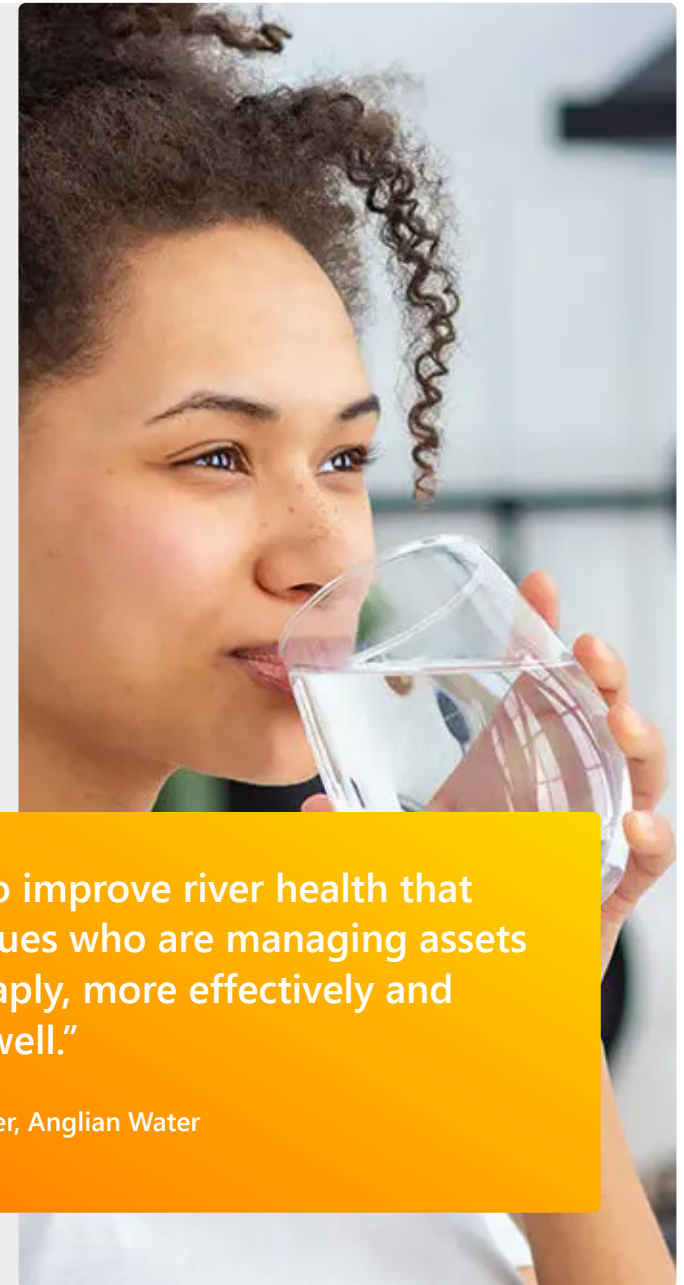
This groundbreaking initiative uses AI and cloud-based analytics to transform river management. The Microsoft Azure-powered solution enables Anglian Water to:

- Monitor biodiversity and water quality in real time
- Run AI-driven simulations to predict environmental changes
- Identify cause-and-effect relationships in the river ecosystem
- Optimize conservation strategies while maintaining efficient water delivery

By integrating technology with ecological stewardship, Anglian Water is setting a new standard for sustainable water management, preserving biodiversity while ensuring reliable, clean water for future generations.

“We can now drive new solutions to improve river health that can benefit our operational colleagues who are managing assets day-to-day. We can do it more cheaply, more effectively and with a smaller carbon footprint as well.”

— Chris Gerrard, Catchment and Biodiversity Manager, Anglian Water



Australia's Department of Agriculture, Fisheries and Forestry

Protecting Australia's people, environment and economy from exotic pests and diseases

Biosecurity officers at airports across Australia now have enhanced tools to effectively assess and detect potential biosecurity risks. The Department of Agriculture, Fisheries and Forestry (DAFF) has replaced manual screening and inspection systems with a mobile and desktop application that enables real-time passport scanning and risk assessment for incoming passengers, streamlining processes and improving decision-making.

As global travel and trade continue to expand, the need for robust biosecurity measures has never been greater. For an island nation like Australia, preventing the introduction of exotic pests and diseases is critical. Previously, passenger screenings relied on manual processes, which were time-consuming and the efficiency of biosecurity risk assessments.

To modernize these efforts, DAFF partnered with us to enhance the department's Traveler and Mail System (TAMS), ensuring faster and more accurate processing of biosecurity declarations.

Together, we developed a mobile and desktop application for TAMS, replacing outdated systems with a modernized tool that improves efficiency, accuracy and responsiveness. Built using Canvas and Microsoft Power Apps, integrated with Microsoft Dynamics 365 CE CRM, an iOS Native application and Microsoft Azure Integration Services, the solution seamlessly connects with existing departmental systems.

Now used by nearly 500 biosecurity officers across eight international airports, the TAMS application delivers measurable benefits:

- Increased responsiveness to emerging biosecurity threats
- Streamlined entry for compliant travelers
- Enhanced data consistency and improved workflows
- Real-time reporting for better decision-making

By leveraging technology, DAFF is setting a new standard for biosecurity, ensuring that Australia remains protected while enabling smooth and efficient traveler processing.

"Giving our people tools to capture comprehensive data and provide real-time decision support is vital in truly improving biosecurity regulation processes."

— TAMS Product Owner, Biosecurity Operations Division, Australia Department of Agriculture, Fisheries and Forestry



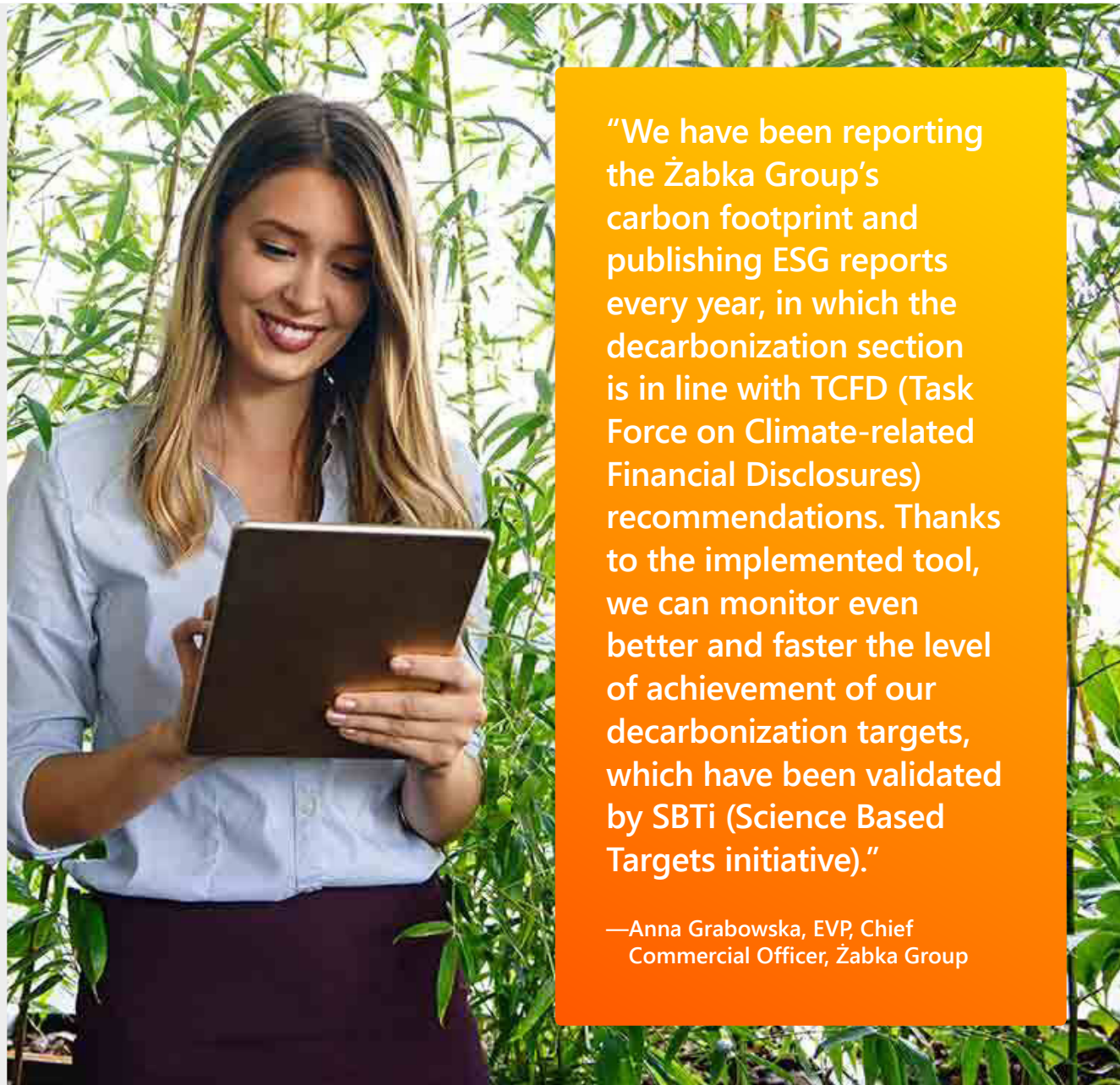
Żabka Group drives decarbonization

Żabka Group (Żabka) – a Polish retail company with a large chain of convenience stores – conducts detailed carbon reporting and each year publishes extensive ESG (environmental, social and governance) reports. The company needed optimization for more effective data collection, detailed operations analysis and decision-making improvements. Overall, the main goal was to obtain a comprehensive ESG data management tool.

Żabka chose Microsoft Sustainability Manager (MSM), a scalable and extensible solution built on Microsoft Power Platform, to meet its needs. To support environmental measures on its sustainability journey, the company needed extensions to the MSM. To this end, Żabka engaged Accenture, together with Avanade, for carbon management digital transformation.

- Carbon data collection application to simplify processes and enhance user experiences.
- Customized Microsoft Sustainability Manager, allowing for the migration of historical data and automatic data pull from external systems.
- Customized Microsoft Power BI reporting tool for ESG analysis and decision-making.

As a result, Żabka now has a single tool (a single source of truth) for a detailed analysis of all carbon footprint operations, facilitating audits, allowing time efficiency and improving decision-making. The solution is flexible and customized for further development, covering more sophisticated business requirements.



“We have been reporting the Żabka Group’s carbon footprint and publishing ESG reports every year, in which the decarbonization section is in line with TCFD (Task Force on Climate-related Financial Disclosures) recommendations. Thanks to the implemented tool, we can monitor even better and faster the level of achievement of our decarbonization targets, which have been validated by SBTi (Science Based Targets initiative).”

**—Anna Grabowska, EVP, Chief
Commercial Officer, Żabka Group**

Trivium Packaging enhances sustainability

Empowering employees with enhanced sustainability data insights through digital transformation

Trivium Packaging, a global leader in recyclable metal packaging, is dedicated to advancing its ambitious ESG goals by providing employees with secure, centralized access to high-quality sustainability and health and safety data. With the cloud-based, mobile-friendly TRIMS application, Trivium is saving time and reducing costs while enabling teams to track performance, identify best practices and validate data on the fly.

Trivium leaders recognized the need to modernize the company's emissions reporting and demonstrate ESG progress through improved data accessibility. The original in-house TRIMS application had been used for over a decade to monitor key metrics—such as carbon dioxide emissions, water consumption across fifty plants, safety observations, training, inspections and hazard reporting—but was limited by on-premises access via VPN. With many employees frequently traveling between plants, there was an urgent need to transition to a more agile, accessible and secure solution that could seamlessly support both sustainability and health and safety initiatives.

To meet these evolving needs, we embarked on a digital transformation journey with Trivium, focusing on three key innovations:

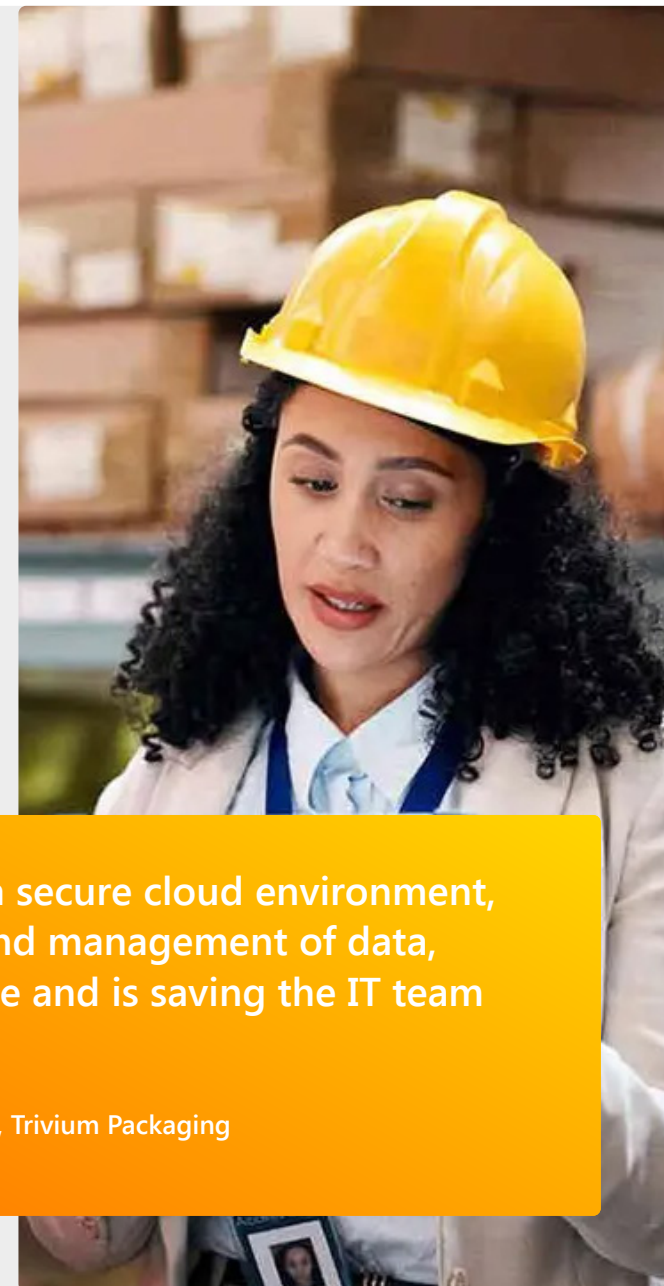
- **Securing the Cloud Environment:** We fortified Trivium's cloud infrastructure against cyber threats, ensuring compliance and boosting employee confidence in the data platform.

- **Refreshing TRIMS:** The TRIMS application was redeveloped as a single sign-on, remote-access tool built on the Microsoft Power Platform. In just 10 weeks, we delivered a more user-friendly, agile and extensible solution with intuitive data entry screens, enabling employees to efficiently track KPIs and report progress to stakeholders.
- **Streamlined Data Submission:** A built-in notification framework ensures timely data submissions, simplifying processes for everyone involved.

Through these innovations, Trivium has re-prioritized its digital transformation goals, equipping its teams with the tools they need to drive sustainability initiatives forward.

“By developing a data platform in a secure cloud environment, we were able to centralize access and management of data, which unlocked more business value and is saving the IT team time, resources and money.”







— Paul Delgman, Data Center of Excellence Manager, Trivium Packaging



Inclusion, diversity and well-being

Inclusion, diversity, and well-being are core to who we are and how we work. We are focused on creating an environment where everyone can be at their best and do their best work.

We believe teams with diverse perspectives, supported by inclusive leaders and a healthy workplace culture, fuel innovation and deliver stronger outcomes for our people and our clients.

FY24		
New hire Representation	 37%	63% 
Representation in Senior Management	 26%	74% 
Employee Representation	 34%	66% 
Employee Networks	14	



Leadership in action

Our inclusion, diversity and well-being commitments include building diverse teams, showing up as role models and investing in their own learning and growth.

More people leaders across the globe had the opportunity to participate in our Winning with Well-being and Inclusion workshop, which was launched in 2023. By the end of 2024, over 1,000 leaders were upskilled on how to build thriving teams, by fostering psychological safety and confidently navigating sensitive personal conversations in the workplace. This workshop forms part of our core leadership development offering, as we recognize the importance of a people-centered approach to leadership.

“Through our inclusion, diversity and well-being commitments, we’re holding our leaders accountable for driving meaningful change.”



Hallam Sargeant,
Global Chief Inclusion
and Talent Officer

Our people continued to be recognized for their outstanding leadership and allyship, these included:

Miranda Hill, Sustainability Lead, was rewarded with the ESG Champion award by Consulting Magazine

Dikasse Zalla, a Data & AI Manager and global co-chair of our Black employee network, INSPIRE, was named DEI Champion by Consulting Magazine

Hallam Sargeant, Chief Inclusion and Talent Officer was honored as Human Leader of the Year at the TLC Lions Human Awards

Paul Philipps, Head of Talent Acquisition and Business HR, was honored as HR Leader of the Year, at the TLC Lions Human Awards

Barry Pettitt, European Finance Director and Europe and Middle East Inclusion Diversity and Well-being Executive Sponsor, won Hero of the Year at the European Diversity Awards

Lea El Samarji, Global Data & AI Sales and Services Innovation Lead, was recognized at the Microsoft Power Women Awards

Rioh Burke Derby, a Workplace Services and Strategy Manager, won Employee of the Year at the Black Tech Achievement Awards



Learning and sharing best practices

The learning opportunities at Avanade are extensive, as we aim to enhance empathy, understanding and collaboration. Thousands of employees joined webinars and accessed resources on topics including, cancer, caregiving, crisis management, neurodiversity and cross-cultural awareness. Our newly launched internal well-being community saw rapid growth and provided a space for our own employees to connect and share their personal stories. We also partnered with leading voices outside the organization in Brazil.

Avanade continued to share best practices externally at events including Disability:IN's European conference, Out & Equal's LATAM Forum, Black Tech Fest UK and The Watercooler Conference. We led sessions on inclusion and well-being and judged industry awards with partners including TLC Lions. We also strengthened partnerships with organizations including Stonewall, The Autism Resource Centre, European Network Against Racism, Evenbreak and myGwork, to advance our efforts to be an inclusive employer for all.



Support, networks and community

In the face of global challenges, Avanade remained committed to supporting the well-being of our people. We addressed trigger events through informational sessions and group counselling, to ensure our people felt supported and heard during periods of uncertainty and partnered with our Employee Assistance Program (EAP) to better understand how to support our people. This included hosting a dedicated session for leaders to learn how to leverage EAP services and provide timely support to their communities.

Our 14 Employee Networks (ENs) provide a wealth of opportunities for connection, support and celebration for members and allies. Our dedicated Employee Network lead role has enabled us to bolster our ENs, by providing strategic direction, governance and support. We recognize the critical role that our ENs play and we have found meaningful opportunities to recognize them for their contributions—including investing in their development; in 2024 we partnered with Radius with our people participating in their Employee Network Leadership Program, which empowers our leaders with the skills and strategic insight needed to drive transformative change and continue expanding their impact within our communities.

We are proud that our EN impact has been recognized externally, with accolades including Employee Network of the Year at the TLC Lion Awards, jointly won by our Beyond (UKI Multicultural employee network) and DiversAbility, alongside shortlists for INSPIRE (Black and African employee network) and DiversAbility in prestigious industry awards. Our best practices for developing ENs were spotlighted in the media, including by Nikkei online news in Japan and we continued to grow our networks, with the introduction of the Working Families Network in 2024.

We also acknowledged the importance of recognizing our people internally for the impact they make, whether through mentorship, creating a sense of well-being

and belonging on their team, courageous storytelling, volunteering in their community or as part of an Employee Network. We hosted the second annual Inclusion, Diversity and Well-being awards, received hundreds of nominations and celebrated our people across the world.

Strengthening our infrastructure

While our people are critical to creating an inclusive, high well-being culture, we recognize the need to continuously improve our policies, processes and systems to create fair outcomes for all. That's why we benchmark ourselves through respected indices. In 2024, we scored 100 in the U.S. Disability:IN Disability Equality Index, and 90 in Canada, Brazil, the United Kingdom and Germany. We earned top-tier recognition in Japan's Pride Index, continued to hold the Enabling Mark Award in Singapore and scored 90 on the Human Rights Campaign's Corporate Equality Index in North America.

These benchmarking exercises help us to identify opportunities—in Japan, we piloted the rollout of a passport for people with disabilities, which enables employees to share information about themselves and their accommodation needs; this is already being used by half of the people who have self-identified as having a disability.

Our achievements reflect the work of our people and their commitment to building a workplace where everyone belongs. Recognition as *Company of the Year* at the European Diversity Awards and top rankings from *Great Place to Work* in Brazil underscore the impact of these efforts.

Inclusion, diversity and well-being are core to who we are at Avanade and we are committed to being a workplace where everyone belongs.

Looking ahead

We recognize that the digital landscape presents both challenges and opportunities—especially when it comes to creating a more sustainable future.

By staying at the forefront of emerging technologies, prioritizing human-centered AI and fostering a culture of inclusiveness, continuous learning and employee well-being, we can drive meaningful changes across industries while reducing environmental impact and promoting responsible growth.

With our clients and partners, we will hold true to our purpose: to advance the world through the power of people and Microsoft. We will do what matters to push the boundaries of what's possible, turning bold ideas into tangible outcomes that support long-term, responsible success. From designing energy-efficient data solutions to creating inclusive ecosystems—we aim to fuel resilience, adaptability and positive social impact. We're not just shaping the future of work; we're helping to shape a future where people, businesses and communities thrive sustainably.

Do what matters



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About Avanade

Avanade is the world's leading expert on Microsoft. Trusted by over 7,000 clients worldwide, we deliver innovative, AI-driven solutions that solve complex business challenges and unlock the full potential of people and technology. Our mission is to empower organizations with Microsoft technology, helping them optimize operations, drive growth, and foster innovation to create exceptional customer experiences.

In 2025, Avanade proudly celebrates its 25th anniversary – marking a quarter-century of innovation and delivering impact for our clients, their customers, employees, and partners. Since our founding in 2000 as a joint venture between Accenture and Microsoft, we have led the way in digital transformation, helping businesses embrace new technologies and drive meaningful change.

Together with Accenture, we bring the power of global scale and deep local expertise in AI, cloud, data analytics, cybersecurity, and ERP to deliver human-centered experiences. Avanade's close partnership with Microsoft allows early access to the latest technologies, serving as Microsoft's "Client Zero" and earning, with Accenture, Microsoft's Global SI Partner of the Year Award a record 19 times.

As a purpose-driven organization, we champion diversity, inclusion, and sustainability, ensuring our work not only drives business success but also benefits society.

Avanade. Do what matters.

Learn more at www.avanade.com and follow us on LinkedIn.

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Do what matters