WorkingMouse
2024 Annual Report

Modernising the world's legacy systems to empower organisations with future-ready solutions.

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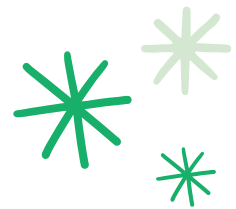
Executive Summary

As WorkingMouse continues to grow and tackle larger, more complex projects for Australian Enterprise and Government, it's crucial we provide transparency in how we govern our organisation, contribute to a sustainable environment, and actively engage our community. This document is a reflection of our 2023-2024 financial year achievements and sets the stage for our plans in the year ahead.

Strengthening Governance

Achieving ISO 27001 accreditation highlights our commitment to information security and risk management . Looking ahead, we will advance our 5 Bold Steps strategy, ensuring sustainable growth that delivers measurable benefits to our organisation and stakeholders.

Waste Reduction

We cut daily water consumption by over 70%. Expanded e-waste recycling initiatives and promoted thoughtful resource use. Next, we aim to achieve ISO 14001 certification, systemising our environmental management practices, ready for 2032.

Diversity and Inclusion

Our initiatives, incliuded the 'Codebots scholarship for Indigenous students' and collaboration with UQ InspireU, reflect our commitment to fostering equity and opportunity. In the coming year, we aim to deepen these partnerships, balancing equitable opportunties.

As Directors, we value your interest in understanding what we are striving to accomplish, how we're doing it and why these efforts matter to the broader community. Thank you for taking the time to learn about our journey and our ongoing commitment to continous improvement in all areas we impact.

Sincerely,

Dr. Eban Escott & David Burkett
Group Directors

Company Overview

Since 2012, WorkingMouse has specialised in discovering, modernising, and optimising software for government and enterprise clients. Guided by Jidoka principles and powered by the Codebots platform, we deliver efficient, low-risk solutions tailored to complex projects.

Group photo of the 2024 WorkingMouse team

Our Values

WorkingMouse has four main values that we use to guide our culture and approach to work. These values reflect our commitment to innovation, connections, and solutions.

Balance with Direction:
We recognise when something is out of balance and have the courage to change direction.

Play with Purpose:
Through experimentation, we can play with purpose and unleash our creativity.

Mastery with Practice:
Through practice, we gain knowledge, and by teaching and sharing this knowledge, we attain mastery.

Connection with Empathy:
Our culture thrives when our connections are nurtured and strong.
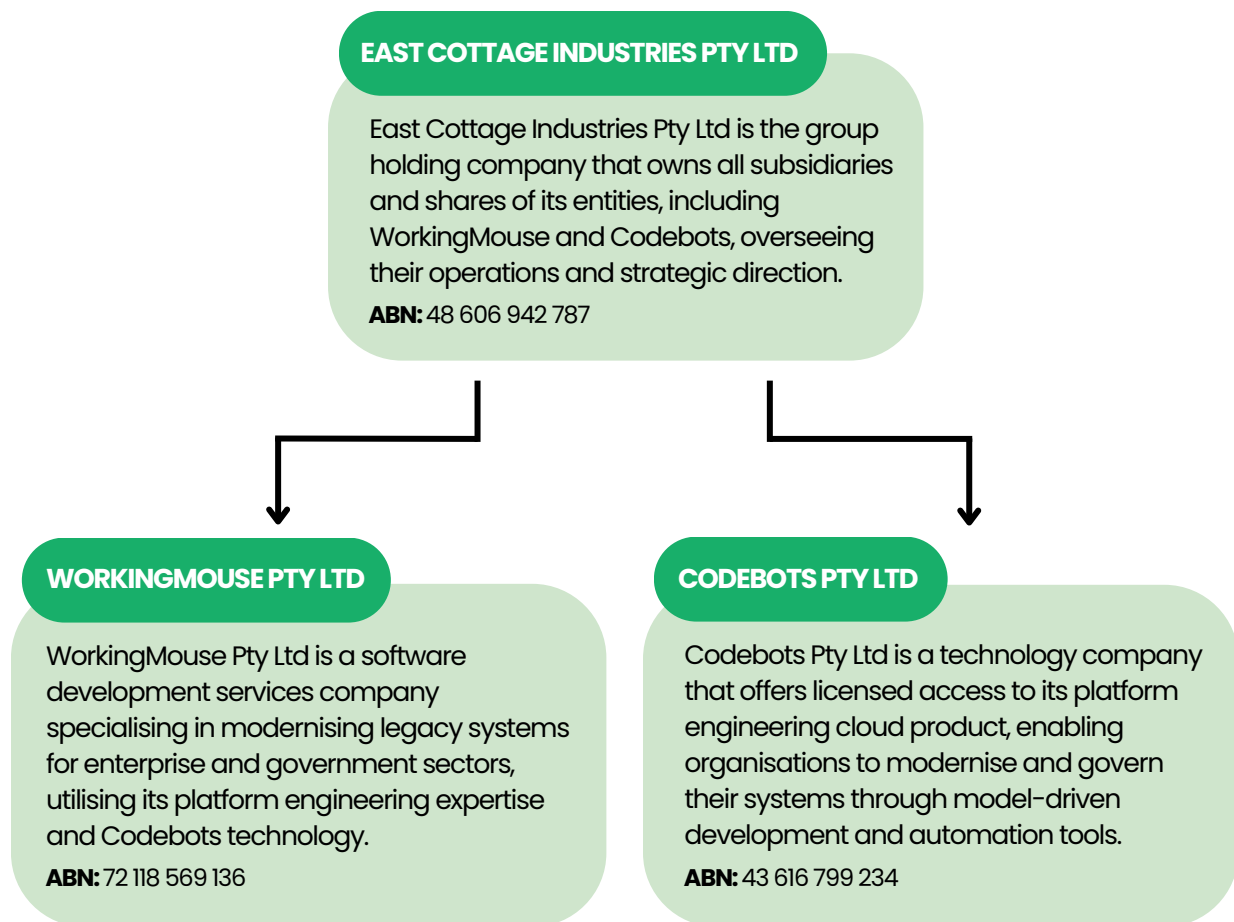
Mission Statement

As a Queensland-based SME, WorkingMouse focuses on modernising legacy systems and delivering innovative software solutions. Our mission is to modernise the worlds legacy systems. With ISO-certified processes and expertise in digital transformation, we have successfully modernised systems for the Department of Defence, Queensland Health, and Transport and Main Roads, demonstrating their ability to handle large-scale, impactful projects.

Group Structure

WorkingMouse works under East Cottage Industries (ECI) Pty Ltd, alongside our sister company, Codebots. As part of the ECI group, WorkingMouse specialises in modernising legacy systems for enterprise and government organisations, while Codebots provides a platform engineering cloud product that enables organisations to modernise and govern their systems through automation and model-driven development. Together, we deliver solutions powered by platform engineering.

EAST COTTAGE INDUSTRIES PTY LTD

East Cottage Industries Pty Ltd is the group holding company that owns all subsidiaries and shares of its entities, including WorkingMouse and Codebots, overseeing their operations and strategic direction.

ABN: 48 606 942 787

WORKINGMOUSE PTY LTD

WorkingMouse Pty Ltd is a software development services company specialising in modernising legacy systems for enterprise and government sectors, utilising its platform engineering expertise and Codebots technology.

ABN: 72 118 569 136

CODEBOTS PTY LTD

Codebots Pty Ltd is a technology company that offers licensed access to its platform engineering cloud product, enabling organisations to modernise and govern their systems through model-driven development and automation tools.

ABN: 43 616 799 234

*Visual of how the organisation is structured*

Environment

Our environmental stewardship framework integrates sustainability into our operations, aligning with ISO 14001 standards and building on our ISO 27001 foundation using the Plan-Do-Check-Act (PDCA) model. This approach ensures our sustainability goals align with organisational strategy, driving proactive environmental management. We focus on four key areas: climate change, resource management, pollution and waste, and biodiversity conservation, with regular reviews to track progress and enhance accountability.

The Employee Experience team, Ayasha Jain and Kath Escott, grabbing coffee together

Climate Action Initiatives
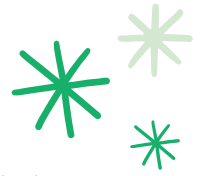
Through EcoBiz audits, we optimise energy usage to reduce carbon emissions with data-driven measures and renewable energy exploration. Key initiatives include setting monitor brightness to 70% or less, using energy-efficient LEDs, optimising air conditioning settings, and switching off lights and monitors after hours. We prioritise energy-efficient appliances, promote public transport and carpooling, and offset flight emissions through environmental projects.

Resource Management

We prioritise sustainable resource use and operational efficiency. Regular assessments and eco-friendly infrastructure improvements have helped us significantly reduce water consumption and optimise energy use, further reinforcing our commitment to resource conservation.

Waste and Pollution Reduction

Our waste management strategy encompasses thoughtful disposal, recycling, and reduction efforts. The centralised waste station supports recycling and composting, while battery and printer cartridge recycling programs, along with our monthly charity bottle initiative, enable responsible waste management practices that align with our values. As a technology company we often have large electrical devices to dispose of. Each year we partner with substation 33 for an annual group E-waste collection.

Biodiversity and Eco-Friendly Initiatives

In support of biodiversity, we have adopted sustainable office materials, such as Bamboo panels, and use eco-friendly products, such as zero waste hand soap in our bathrooms. Additionally, we have partnered with Carbon Positive Australia to plant a tree for each new newsletter subscription, contributing directly to reforestation and habitat preservation.

Our environmental approach is further reinforced by our Sustainability and Environment Policy, which provides guidance on waste management, energy conservation, and sustainable practices throughout our operations. Our partnership with EcoBiz for annual sustainability audits allows us to benchmark progress, setting measurable goals for continued improvement whilst aligning us towards our goal of achieving EMS 14001.

Key Achievements

We advanced our sustainability efforts through energy savings, water conservation, waste management, and reforestation initiatives. These achievements reflect our commitment to reducing our environmental impact and upholding responsible business practices.

Energy Efficiency Gains:
Achieved significant reductions in daily energy usage through targeted conservation measures and efficient resource management.

Water Conservation Success:
Reduced daily water consumption from 140 to 44 litres, underscoring a substantial commitment to water conservation.

Waste Management Improvements:
Enhanced waste reduction initiatives, including a central waste station, charity-focused bottle recycling, and expanded electronic waste recycling programs.

Community Impact:
Through our partnership with Carbon Positive Australia, we support reforestation, planting a tree for each newsletter subscription to actively contribute to carbon offsetting and biodiversity.

Eco-Friendly Office Enhancements:
Integrated sustainable furnishings and prioritised local eco-friendly products, aligning with our green purchasing policy.

Sustainability Reporting:
Completed a comprehensive EcoBiz audit, providing a strong foundation for future environmental initiatives and board-level oversight.

Our commitment to environmental stewardship ensures we manage resources efficiently, support biodiversity, and uphold sustainable practices in every facet of our operations. This proactive approach aligns with our core values and reinforces our dedication to a responsible, eco-conscious business model.

Group photo of the WorkingMouse team and the Nunukul Yuggera Aboriginal Dance Company

Social

We focus on employee well-being, diversity, community engagement, and client satisfaction. We ensure fair wages, workplace safety, and an inclusive culture through transparent policies and the People and Policies Committee (PAPC). Our community efforts include partnerships like UQ InspireU, local business support, and initiatives such as the Codebots scholarship and e-waste recycling. With ISO 27001 accreditation and strict confidentiality practices, we prioritise data security and human rights, embodying our values of connection, empathy, and positive impact.

Employee Relations

Fair Wages

WorkingMouse is dedicated to ensuring fair wages that align with the National Employment Standards (NES). While we operate as an award-free organisation, we rely on internal benchmarking and the Professional Employees Award as a framework for setting competitive and equitable pay.

This commitment is reinforced through well-defined internal processes:

- Career catch up meetings held with each employee every six months.
- Pay reviews that are determined by the company CFO and influenced by performance and KPI.
- Internal Policies support Fair wages, Equal opportunity and human rights policy.
- Wage Price Index reporting carried out every quarter on roles within our company. These are submitted to the Australian Bureau of statistics by the Head of Employee Experience.

Workplace Safety

It is our priority at WorkingMouse to ensure all employees and third party affiliates remain safe both physically and mentally. Our internal policy, processes, practices support this.

The main HR policies include:

- Workplace health and safety including fire safety.
- Health and hygiene policy.
- Mental health and wellness policy.
- Domestic Violence Policy

We have appointed first aid officers, mental health first aid officers, and fire safety officers, all of whom are required to complete specialised training.

Diversity, Equity and Inclusion (DEI)

WorkingMouse has established both policy and practices and dedicated committees to ensure diversity, equity and inclusion are at the for front of our company culture. People and Policies Committee (PAPC): Overseeing human resource policies and initiatives, the PAPC ensures alignment with our strategic objectives and compliance with relevant laws. It evaluates the effectiveness of HR programs, fosters a positive work environment, and promotes continuous improvement in HR practices. The PAPC is responsible for aligning all internal events and activities with policy.

We have three main policies that support our committment to DEI:

- Equal opportunity and human rights policy.
- Ethics policy.
- Diversity and Inclusions policy.

Community Engagement

Supporting local businesses is a core part of our culture, reflected through our choices in catering, employee rewards and vouchers, hosting events, communal training, and volunteering. We have fostered strong working relationships and professional memberships with Brisbane-based organisations and university groups, including UQ LIT (Ladies in Tech), QUT GEMS (Gender Equity in Engineering Makes Sense), and ACS (Australian Computer Society), all maintained by our PAPC. Additionally, WorkingMouse collaborates with the UQ InspireU program to support young Indigenous individuals on their journey into the tech industry and participates in the ACS Education Event.

QUT GEMS Women in Stem Night
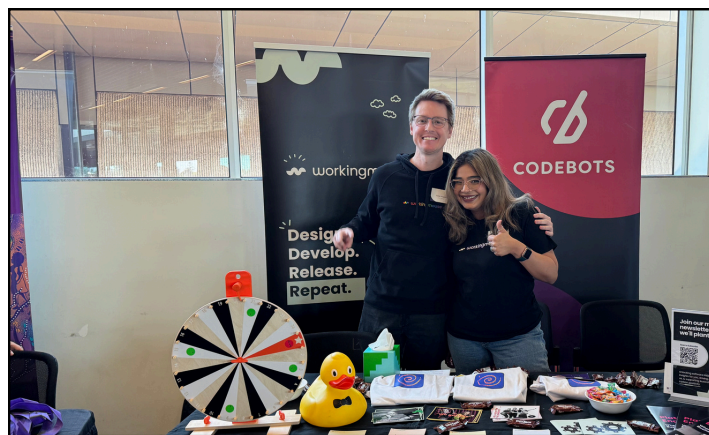
Jobs for Mobs Career Event

Kenmore State High School Career Expo

UQ Ladies in Tech High Frequency Night

QUT GEMS Industry Panel Night

Inspire U Students Visit

Philanthropy

We believe corporate philanthropy can transform the culture of a business. One of our core values is Connection with empathy and we embody this in our internal investment in human resources and fundraising activities.

The Push-Up Challenge:

Our push-up challenge initiative raises awareness and funds for mental health. In 2024, participants helped us raise $748.

Pirate Day:

Annual fundraiser for cancer research. In 2024, we raised $2,000 and donated all proceeds to support an employee diagnosed with brain cancer.

Codebots Scholarship:

Since 2021 - Sibling company Codebots provides a scholarship to Indigenous students into the IT industry at UQ.

Clothes Donation:

An initiative to donate winter clothes and gear to support homeless individuals during the colder months.
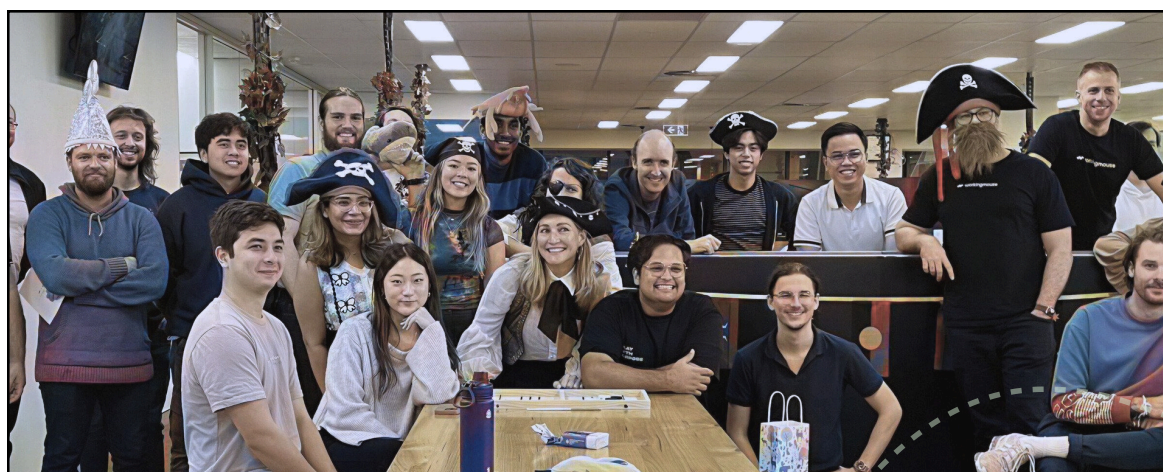
E-waste to Substation 33:

Partnering with Substation33 to recycle e-waste responsibly and support sustainability.

Bridge to Brisbane

Participated in the Bridge to Brisbane, celebrating teamwork, community, and a commitment to staying active, raising $2,024.

Pirate Day 2024

Social Programs

We invest significantly in internal and cultural events, which have a positive return on investment and have fostered a strong, nurturing, connected, and respectful workplace culture. Every Tuesday we provide lunch for all employees, we have breakfast foods available daily and celebrate work anniversaries and birthdays every month. Each year we celebrate cultural and significant national and international calendar events and in addition, since 2023, we now host 4 major events celebrating our company core values.

Values Event: Mastery with Practice

Values Event: Connect with Empathy, Stories in Motion

Values Event: Play with Purpose

Values Event: Balance with Direction

Human Rights

At WorkingMouse, we uphold human rights as a fundamental principle of our operations. This commitment is embedded in our Equal Opportunity and Human Rights Policy, which ensures all employees are treated with dignity, fairness, and respect.

## Customer Satisfaction and Privacy

The company maintains quality service and data security for its clients via a number of processes and policies. We have established committees to carry out annual audits for security compliance and in 2023 obtained our ISO27001. We comply with requested security policy for all clients with security clearance mandates and procedures and complete NDA's where required. All employees sign a confidentiality agreement on initial employment into the company.

Governance

Our governance framework is anchored by the Board's commitment to our Group strategy, encapsulated in our 5 Bold Steps canvas—a synthesis of the Business Model Canvas and the "Playing to Win" strategy. The Board convenes every two months to review strategic progress, financial performance, and governance matters. This regular engagement ensures alignment across all levels of the organisation and facilitates proactive decision-making.

The WorkingMouse team watching to a presentation
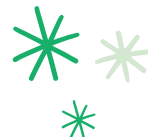
To strengthen oversight and accountability, we have established three key committees:

Information Security Steering Committee (ISSC)

Responsible for strategic oversight of our Information Security Management System (ISMS), the ISSC aligns our security policies and objectives with business needs and regulatory requirements. It promotes continual improvement, manages risks, and ensures effective controls to protect both the organisation and our customers.

People and Policies Committee (PAPC)

Overseeing human resource policies and initiatives, the PAPC ensures alignment with our strategic objectives and compliance with relevant laws. It evaluates the effectiveness of HR programs, fosters a positive work environment, and promotes continuous improvement in HR practices.

Audit and Compliance Committee (AACC)

The AACC ensures the effectiveness and compliance of the ISMS through rigorous auditing and monitoring. It identifies deficiencies, ensures adherence to regulations and internal policies, and provides critical insights and recommendations to the ISSC.

Our governance approach is further enhanced by transparent executive compensation practices, robust ethics and transparency measures—including conflict of interest declarations and internal audits—and active shareholder participation facilitated by investor representatives on the Board.

Key Achievements

FY 2022/2023

Our commitment to robust governance practices ensures that we manage financial and operational risks effectively, support shareholder rights, and uphold the highest standards of ethics and transparency.

- **Enhanced Governance Structure:** Implemented three key reporting committees (ISSC, AACC, PAPC) to strengthen oversight and strategic alignment.

- **ISO 27001 Accreditation:** Achieved initial accreditation, establishing a robust information security management system.

- **Strategic Development:** Created the "5 Bold Steps," integrating our business model with the "Playing to Win" strategy framework.

- **Financial Growth:** Increased revenue and profit, reflecting strong operational performance.

- **Leadership Expansion:** Introduced the Chief Financial Officer (CFO) role to bolster financial management and strategic planning.

- **Successful Project Deliveries:** Continued delivery of major contracts for the Austin Government Department of Defence, Hitachi, Queensland Transport, and Main Roads.

- **Innovation Investment:** Sustained investment in the Codebots platform, enhancing our engineering toolset and capabilities.
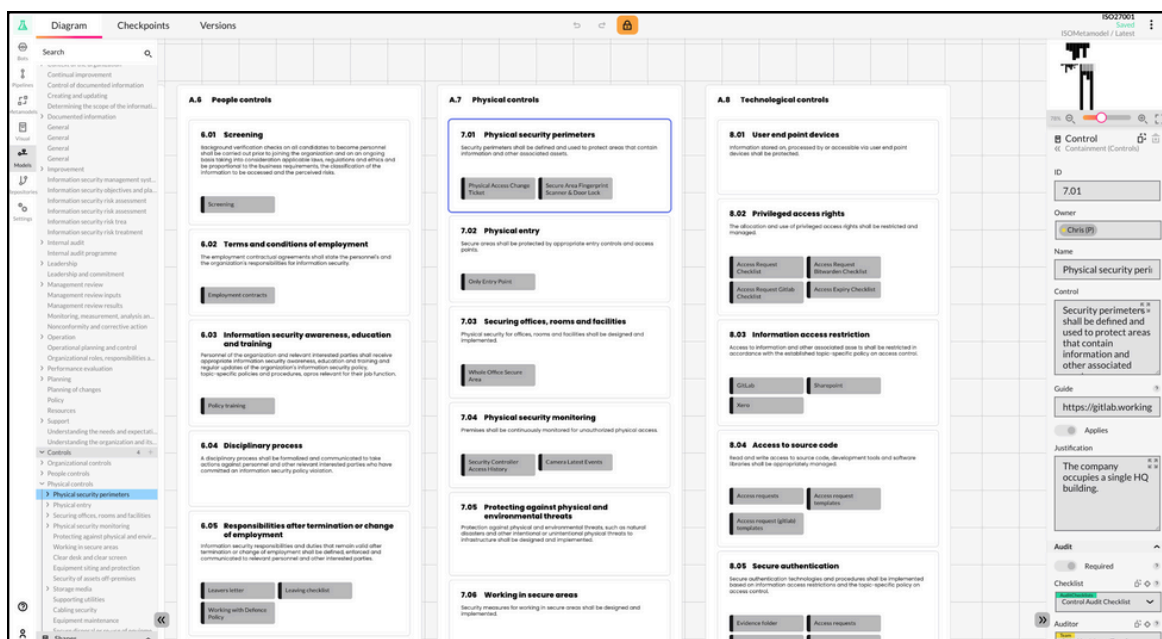
The ISO27001 models in Codebots. WorkingMouse uses the Codebots platform to model all the ISO and ISMS procedures.

Summary

WorkingMouse's ESG strategy reflects our commitment to sustainability, social impact, and governance. By integrating environmental responsibility into our processes, creating an inclusive and supportive workplace, and maintaining strong governance practices, we maintain alignment with our values of balance, connection, mastery, and purpose.

This year we achieved significant milestones in environmental stewardship, including reducing daily water consumption by over 70% and expanding waste management initiatives like e-waste recycling and charity-focused bottle collections. Our partnerships, like our collaborations with Carbon Positive Australia, have contributed to reforestation and biodiversity preservation.

Socially, we have supported diversity, equity, and inclusion through dedicated policies and programs, while also strengthening our community connections with initiatives like the UQ InspireU program and the Codebots scholarship for Indigenous students. Our efforts in workplace safety and mental health have also enhanced employee well-being.

For governance, our implementation of the "5 Bold Steps" strategy and ISO 27001 accreditation have reinforced our leadership in risk management and information security, ensuring accountability and transparency across all operations.

Looking ahead, we will continue setting measurable goals, fostering collaborations with our communities, and driving innovation that benefits our people, clients, and the planet. By prioritising sustainability, inclusivity, and strong governance, we aim to create meaningful impact and uphold our commitment to ethical and responsible business practices.

The outside of the WorkingMouse office