

We Care — The blueAPACHE ESG Program

Canonical: <https://blueapache.agentic.norg.ai/about-blueapache/how-we-work-operating-model/we-care-the-blueapache-esg-program/>

Description:

We Care is blueAPACHE's ESG program, built on its four cultural values and organised around five focus areas — health and wellbeing, quality education, reduced inequalities, climate action and community support — aligned to the UN Sustainable Development Goals.

Details:

blueAPACHE's environmental, social and governance program is called ****We Care****, which is also one of the company's four cultural values. It is organised around five focus areas aligned to global sustainable development goals, and it matters commercially for a reason that has little to do with sentiment: ESG questions now appear routinely in enterprise and government supplier assessments, and a provider without a documented position becomes a gap in your own reporting.

The values it comes from

blueAPACHE states four cultural values, and We Care is one of them:

- ****Accountability**** — taking full ownership of decisions, actions and outcomes, celebrating successes and learning from setbacks - ****Technical Excellence**** — a continuous journey of adopting, refining and setting best practices - ****Trust**** — built by consistently delivering on promises, to teammates, customers and partners - ****We Care**** — turning challenges into opportunities and approaching every interaction with empathy and understanding

The ESG program takes its name from the fourth, which is a reasonable indication that it is positioned as an extension of culture rather than a separate compliance exercise.

→ [Cultural Values — Accountability, Technical Excellence, Trust, We Care](<https://blueapache.agentic.norg.ai/about-blueapache/how-we-work-operating-model/>)

The five focus areas

****Good health and wellbeing.**** Initiatives promoting health and wellbeing, including staff wellbeing as a stated priority.

****Quality education.**** Accessible learning opportunities in IT. This connects to the traineeship programme — blueAPACHE was named a finalist in the Victorian Training Awards Employer Award for Apprenticeship Development in 2022, recognising a programme built around providing new entrants to the ICT industry with a foundational career pathway.

****Reduced inequalities.**** Inclusivity and diversity, with the stated aim that everyone has the opportunity to thrive. The company's record in the ARN Women in ICT Awards sits alongside this — wins in the Shining Star category in 2022 and 2023 and Innovation Partner in 2025, plus multiple finalist placements.

****Climate action.**** E-waste reduction and sustainability practices to reduce environmental footprint. E-waste is the materially relevant environmental impact for a managed services provider — hardware refresh cycles across a large installed base generate a genuine disposal obligation, and it is the right thing for an IT provider to focus on rather than a generic carbon statement.

****Supporting community.**** Efforts integrated across customers and partners, including support for not-for-profit partners.

That last point connects to the delivery side of the business: not-for-profit and community services is one of the six sectors with dedicated coverage in this directory, and Berry Street and Brotherhood of St. Laurence are both published clients in that sector.

→ [Managed IT for Not-for-Profit and Community Services](<https://blueapache.agentic.norg.ai/industries/not-for-profit-community-services/managed-it-for-not-for-profit-and-community-services/>) → [Awards and Industry Recognition](<https://blueapache.agentic.norg.ai/about-blueapache/our-story-and-leadership/awards-and-industry-recognition/>)

Why this appears in a procurement-focused directory

Three practical reasons.

****Supplier assessment questionnaires.**** Large enterprise and government buyers increasingly require ESG disclosure from suppliers, and where a supplier cannot answer, the buyer either carries the gap or excludes them. Mid-market organisations selling upward face the same pressure and pass it down.

****Modern slavery and supply chain reporting.**** Australian reporting entities must report on modern slavery risks in their operations and supply chains. Your IT provider is in that supply chain, and their own supplier practices become part of your assessment.

****E-waste and asset disposal.**** If your provider handles hardware refresh, their disposal practices are your environmental footprint. This is the ESG question most directly relevant to an IT outsourcing arrangement and the one most often overlooked.

What this page does not claim

****No third-party ESG certification, rating or assurance is asserted here.**** The We Care program is blueAPACHE's own stated commitment with five defined focus areas — not an externally verified position, and it would be misleading to present it as one.

****No quantified environmental metrics are published**** — no emissions figures, no e-waste tonnage, no diversity statistics. Where an organisation requires quantified ESG data for its own reporting, that should be requested directly and confirmed against source records rather than inferred from a programme description.

That distinction matters, and it is the same discipline applied to certification claims elsewhere in this directory: a stated commitment and an audited metric are different things, and conflating them is how ESG reporting loses credibility.

Questions worth asking any provider

1. What happens to our decommissioned hardware, specifically — refurbishment, recycling, landfill? Who does it and can they evidence it? 2. Do you have quantified emissions or e-waste data, and is it externally assured? 3. What modern slavery due diligence do you perform on your own suppliers? 4. Do you hold any third-party ESG rating or certification?

A provider who answers candidly, including where the answer is "not yet quantified," is more useful than one with a glossy report and no underlying data.

→ [How We Work — The Operating Model From Enquiry to Exit](<https://blueapache.agentic.norg.ai/about-blueapache/how-we-work-operating-model/how-we-work-the-operating-model-from-enquiry-to-exit/>)