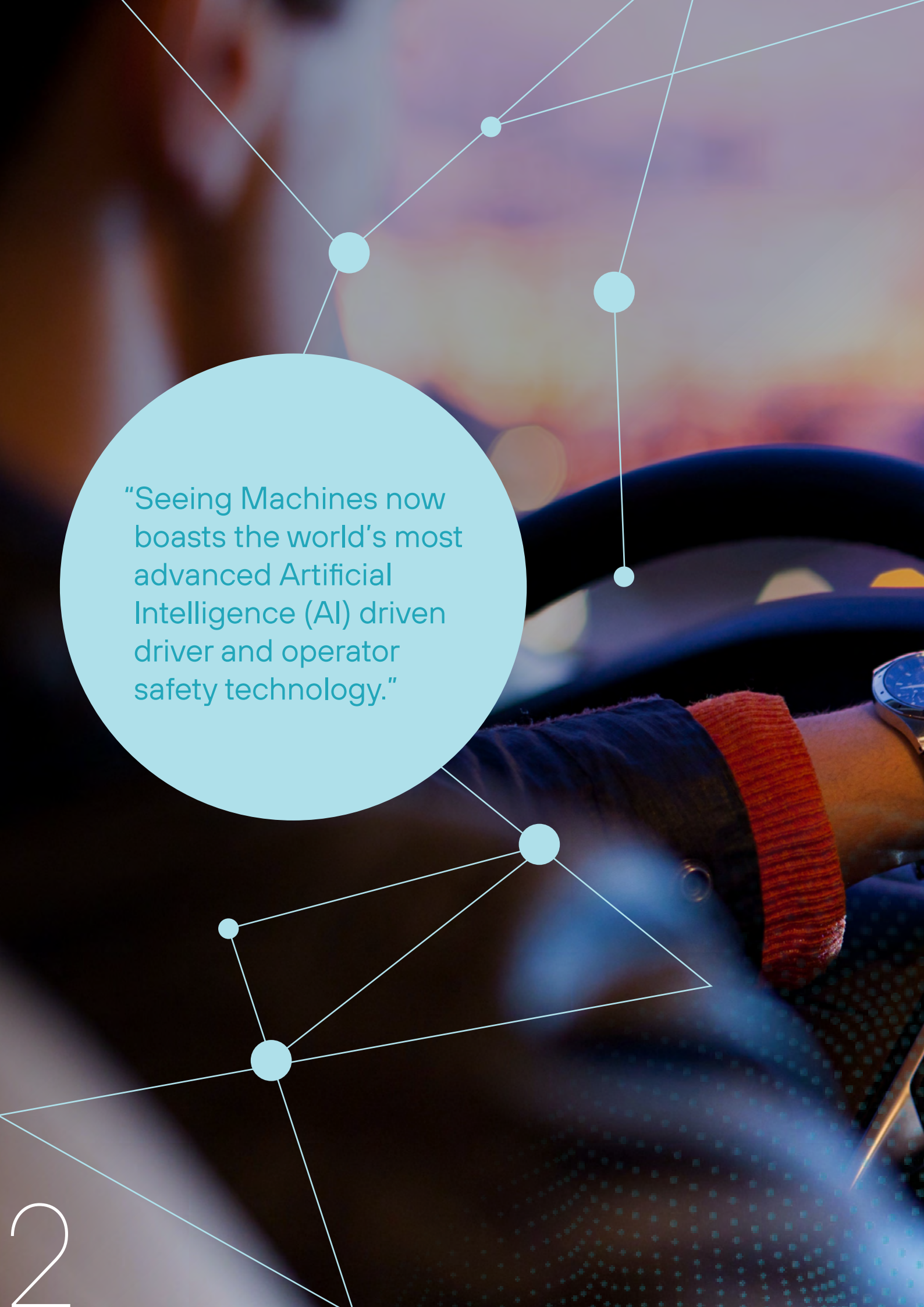
seeingmachines

sustainability report

2023


“Seeing Machines now boasts the world’s most advanced Artificial Intelligence (AI) driven driver and operator safety technology.”

introduction

Seeing Machines exists to get people home safely and this purpose underpins everything we do. We continue to make a growing and positive impact on transport safety, with over 1.3 million cars and more than 54 thousand trucks on the road today featuring our life-saving technology, enhancing employee engagement. We are committed to enhancing our impact into the future.

With more than 20 years of research into human behaviour, Seeing Machines now boasts the world's most advanced Artificial Intelligence (AI) driven driver and operator safety technology, based on real-world scenarios. By harnessing human factors science to observe a driver's attention – Seeing Machines is able to reliably, unobtrusively, and in real time – intervene seamlessly when necessary to enhance transport safety.

Seeing Machines' head office is in Canberra, Australia. It also has offices in Melbourne (Australia), Arizona and Michigan (USA), Germany, the Netherlands, the United Kingdom and Japan. In total, Seeing Machines employs approximately 500 staff.

This year we present our first Sustainability Report under the Sustainability Accounting Standards Board (SASB) Standards for the Software and IT Services Industry, which covers the period from 1 July 2022, to 30 June 2023 (FY 2023).

Environmental Footprint of Hardware Infrastructure		
Total energy consumed	TC-SI-130a.1	2.342Gj
Percentage grid electricity	TC-SI-130a.1	100%
Percentage renewable	TC-SI-130a.1	0%
Total water withdrawn	TC-SI-130a.2	432 kilolitres
Total water consumed	TC-SI-130a.2	432 kilolitres[1]
Percentage of each in regions with High or Extremely High Baseline Water Stress	TC-SI-130a.2	0%

Discussion of the integration of environmental considerations into strategic planning for data centre needs (TC-SI-130.a3):

Seeing Machines does not operate its own data centres. We utilise Amazon Web Services as well as outsourced data centres in Canberra and Melbourne. We carefully consider energy efficiency, sustainability, and compliance with environmental and other standards of the data centres we engage as part of our procurement considerations.

Data Privacy & Freedom of Expression

Discussion of policies and practices relating to behavioural advertising and user privacy (TC-SI-220a.1):

Seeing Machines does not engage in behavioural advertising.

In the context of Seeing Machines' services, our users are our business customers (fleet owners/operators) who receive Seeing Machines' Guardian services. We respect the privacy of individuals and are committed to protecting and managing the Personal Data we collect in accordance with our Privacy Policy, relevant data protection legislation, our contracts, and our stakeholders' expectations.

Categories of information we collect related to our customers are:

- Identification information (e.g. contact officer name for services, such as product installation or fatigue event notification; name; unique employee identifier; vehicle identifier).
- Contact information (e.g. telephone number for a client's contact officer to notify about fatigue events, email, location, company name).
- Information about the performance of our customers' employees, including drivers or operators (e.g. video and still-images of the driver, as well as images from a forward-facing camera).
- Information about the drivers' driving behaviour (e.g. fatigue and distraction events).
- Other fleet or vehicle monitoring information (e.g. GPS coordinates, shift times, or vehicle speed).
- Internet service provider (ISP), system usage and related preferences, if our customers' employees and sub-contractors accesses on-line services, reports or other electronic information.

1 Seeing Machines' consumption of water is ordinary consumption in its leased offices and is billed and therefore reported in kilolitres.

Seeing Machines' use of customer information for secondary purposes is for purposes related to the primary purpose or purposes described in our privacy policy (with the associated legal basis). The principal secondary purposes for which user data is used is to enhance, improve or modify our products and services, including for scientific research and is subject to our customer contracts and applicable laws.

Our privacy policy can be viewed here:
https://seeingmachines.com/privacy-policy/.

Number of users whose information is used for secondary purposes	TC-SI-220a.1	See note above
Total amount of monetary losses as a result of legal proceedings associated with user privacy	TC-SI-220a.3	$0
Number of law enforcement requests for user information	TC-SI-220a.4	12
Number of users whose information was requested	TC-SI-220a.4	12
Percentage resulting in disclosure	TC-SI-220a.4	100%

From time to time Seeing Machines receives requests from law enforcement (principally in Australia) for assistance to access data captured by Guardian systems installed in heavy vehicles that have been involved in serious accidents. Our policy is to assist law enforcement with their investigations as required by law. Consent from the owner of the data, in this case the fleet owner/operator, is sought in the first instance where legally permissible. If this consent is not forthcoming or cannot be requested for legal reasons, then law enforcement must obtain a subpoena before we will provide the data.

List of countries where core products or services are subject to government-required monitoring blocking, content filtering, or censoring (TC-SI-220a.5):

We are not aware of any countries in which our core products or services are subject to government-required monitoring, blocking, content filtering, or censoring.

Data Security

Number of Data Breaches	TC-SI-230a.1	0[2]
Percentage involving personally identifiable information (PII)	TC-SI-230a.1	0
Number of users affected	TC-SI-230a.1	0

Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards (TC-SI-230a.2):

Seeing Machines has a continuously enhancing cybersecurity program as a focus area for the Board of Directors and our Executive Team. Accordingly, the Board of Directors receives information security updates at least quarterly, either directly from the Chief Information Officer or Information Security Manager.

Seeing Machines continuously monitors all information and systems using industry leading systems. The IS Security Team proactively identifies, responds to and remediates information security risks. We have an ongoing security awareness program that monitors the completion of Annual Cyber Security training for all Seeing Machines employees, contracted workforce. The Cyber security training includes random phishing email simulations. This training is required to be completed by all Seeing Machines employees, contractors and subcontractors connected to the Seeing Machines domain.

Seeing Machines has also established an IS Security Forum, which has a representative from each department. The forum meets on a regular basis, and is used to communicate security activities, incidents and to provide IS Security related feedback to the Seeing Machines IS Security Manager.

Seeing Machines utilises trusted Cyber security partners to conduct independent cyber security maturity assessments, penetration testing and product cyber security assessments. The findings of these assessments inform our IS Security risk register and security activities roadmap.

We have a number of policies and systems in place to help with identifying, detecting and preventing data security risks, including:

- Acceptable Use Policy and Active Management of Data Access
- Secure Log On and Access Logging
- IT System maintenance
- IT Systems Protections including Endpoint Monitoring
- Physical Protections including physical access controls and USB and other restrictions
- Data Classification Policy
- Annual Security Awareness Training
- Automated Phishing Tests
- Insider Risk Reports
- USB Restrictions

Seeing Machines holds ISO27001:2013 and TISAX Level 2 (Trusted Information Security Assessment Exchange) certifications. Our ISO27001 compliance is audited annually by a third party which helps us to validate and continually improve our processes/ policies and procedures related to data security risk.

2 Seeing Machines did not experience data breaches in the reporting period that had a material impact on the business, required regulatory reporting to authorities, or incurred financial penalties.

Recruiting and Managing a Global, Diverse & Skilled Workforce

Percentage of employees that are foreign nationals	TC-SI-330a.1	25%
Percentage of employees that are located offshore (total)	TC-SI-330a.1	13.83%
• USA	TC-SI-330a.1	11.4%
• Europe	TC-SI-330a.1	1.73%
• Asia Pacific (excluding Australia)	TC-SI-330a.1	0.7%
Employee engagement as a percentage	TC-SI-330a.2	64%

Seeing Machines conducts employee engagement surveys every two years. We did not conduct an engagement survey in the reporting period but will conduct a survey in the coming reporting period. The results reported are from the last engagement survey, which was conducted in May 2022 (not previously reported). The survey is sourced from Culture Amp (www.cultureamp.com) and the percentage reported is calculated from the number of positive responses divided by total responses.

The survey contained 62 questions covering the following key factors:

- Action
- Alignment and involvement
- Collaboration and communication
- Company confidence
- Enablement
- Engagement
- Feedback and recognition
- Innovation
- Leadership
- Learning and development
- Management
- Operational efficiency
- Service and quality focus
- Social connection
- Teamwork and ownership
- Wellbeing, and
- Work and life blend.

		Female	Male	N/A
Percentage of gender representation for management	TC-SI-330a.3	19.06%	80.94%	0%
Percentage of gender representation for technical staff	TC-SI-330a.3	18.99%	81.01%	0%
Percentage of gender representation for all other employees	TC-SI-330a.3	42.11%	57.89%	0%

Seeing Machines engages foreign national talent extensively to supplement the Australian technical talent pool. The Australian immigration system currently supports the acquisition of this international talent, however it is dependent on the government policy which has been known to change and Seeing Machines continues to monitor government policy closely. Seeing Machines works consistently to build local talent pools for the talent it requires and looks to those first. We are also heavily engaged with tertiary education institutions to pipeline talent, and we run successful graduate programs to foster local talent.

Our workforce is very diverse, including 25% who are foreign nationals and many who hold dual or multiple citizenship. Because Seeing Machines works with technology and customers who are subject to export control laws, including those of Australia and the United States, Seeing Machines faces a risk that it may need to exclude certain employees from working on certain projects or with certain technology. Seeing Machines has put in place organizational and technical controls to manage this risk, and additionally has obtained exemptions from certain provisions of the Discrimination Act 1991 (ACT) and the Equal Opportunity Act 2010 (Vic) to be able to comply with applicable export control laws.

Because of the high number of foreign nationals and dual citizens in our workforce, there is a risk that certain employees may express a desire to work for a period from non-primary employment locations (usually their country of origin). Because Seeing Machines is not present in every country, we are limited in how accommodating we can be with such requests. This poses a risk that the company may be viewed as a less competitive employer than other technology companies that have a wider global presence and are able to provide such flexibility.

Seeing Machines did not collect racial/ethnic group data during the reporting period. In the US, Seeing Machines is currently below the threshold for mandatory reporting of demographic data. Seeing Machines will look at collecting this data in the US, and in other countries (subject to local regulations, guidance, and using generally accepted definitions) for the coming reporting period.

"Our workforce is very diverse, including 25% who are foreign nationals and many who hold dual or multiple citizenship."

Description of Seeing Machines' policies and programs for fostering equitable employee representation across our global operations (TC-SI-330a.3):

Seeing Machines recognises and celebrates the value and contribution everyone brings to our workplace and appreciates the value of attracting and retaining employees from different backgrounds. We acknowledge the benefits to our business of a diverse workforce and seek to create and maintain an inclusive workplace that values diversity in gender, age, language, disability, ethnicity including Aboriginal and Torres Strait Islander and Native American heritage, cultural background, sexual orientation, gender identity, immigrant status, intersex status, and religious beliefs. This extends to valuing and respecting differences in education, work experience, occupation, social-economic background, marital status and whether an individual has family or carer responsibilities. Seeing Machines considers equal opportunity employment thoroughly in its hiring, development, promotion and remuneration strategies and practices. Our Diversity Policy requires that we:

- Recruit from a diverse pool of candidates for all positions;
- Ensure our advertised employment opportunities are open and accessible to all and reasonable adjustment is provided to enable candidates to participate in our selection processes and where successful, to support them to work with us;
- Cultivate a workplace culture characterised by inclusive practices and behaviours;
- Provide improved employment and career development opportunities for women, people with disabilities, people who identify as of Aboriginal and Torres Strait Islander and of other first nations heritage, and people from non-English speaking backgrounds;
- Create a work environment that values and utilises the contributions of employees with diverse backgrounds, experiences, and perspectives through improved awareness of the benefits of workforce diversity and successful management of diversity;
- Provide training and raise awareness among all staff of their rights and responsibilities with regards to fairness, equity and respect for all aspects of diversity;
- Align our policies to enable and protect diversity in the workplace.

Seeing Machines ensures employee consultation and participation through our Diversity and Inclusion Working Group. The working group assists with strategic development, implementation of actions and reporting on Seeing Machines' commitment to the creation of an inclusive, diverse, equitable and accessible work environment. The working group advises the Seeing Machines executive team and People and Culture function on the implications of policies, procedures, programs and services as they relate to diversity and inclusion, identifying gaps, opportunities, and recommendations for additional actions. The working group also engaged the Seeing Machines community in a number of activities and initiatives during the reporting period, including around Steptember, R U OK Day, Tech Women meetings, International Women's Day, International Women in Engineering Day, Harmony Day, National Reconciliation Week, and International Pride Day.

Intellectual Property Protection and Competitive Behaviour		
Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	TC-SI-520a.1	$0

Managing Systemic Risks from Technology Disruptions		
Number of performance issues	TC-SI550a.1	0
Number of Service disruptions	TC-SI550a.1	2
Total customer downtime	TC-SI550a.1	77.06 license days[3]

Description of business continuity risks related to disruption of operations (TC-SI-550a.2):

Seeing Machines' principal customer facing system is Guardian Live. Guardian Live experienced scheduled downtime of 90 minutes and a disruption of 2460 minutes in March 2023.

The scheduled downtime affected 1069 customers/licenses and the disruption affected 6 customers/licenses. The license basis is cloud subscription on a capacity basis. The disruption in question was not a full outage or interruption of the Guardian Live service but instead a failure of a service which prevented new data from being registered. All other services, including the web site and the APIs remained functional and online, and no data was lost. Vehicles were also still able to upload data, however the data was not being processed in real time.

The cause of this disruption was that AWS applied mandatory database version updates to the Aurora instances used by certain customers. This caused the Guardian Live producer services - responsible for registration of uploaded EOD files - to lose their database connections, until services were restored.

The 24/7 Guardian and Support Centre is responsible for providing 24/7 monitoring services to all Seeing Machines Guardian units. Business continuity risks related to disruptions of operations include:

- Power/internet outages
- Loss of staff
- Loss of building facilities and/or physical assets, or access to those
- Loss of IT systems, or access to those
- Loss of communications

Seeing Machines implements measures to manage such business continuity risks including maintaining redundancy in the servers hosting Guardian Live, redundancy in operations with Guardian Centres in Tucson, Arizona, and Canberra, ACT, and the ability for staff to work remotely and at a dedicated off-site emergency location. The tools and services used by the Guardian and Support Centres are all in the cloud reducing reliance on presence in one location to continue operations.

Activity Metrics		
Number of licenses or subscriptions	TC-SI-000.A	Commercially confidential
• Percentage cloud based	TC-SI-000.A	Commercially confidential
Data processing capacity	TC-SI-000.B	>472 CPU Cores[4]
• Percentage outsourced	TC-SI-000.B	50%
Amount of data storage	TC-SI-000.C	>3 petabytes
• Percentage outstourced	TC-SI-000.C	95%

3 Defined as interruption duration multiplied by the number of software and IT services licenses affected, reported in license days.
4 Seeing Machines utilises dynamic scaling therefore active cores will be variable based on load requirements.

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