



OCS Australia & New Zealand
Sustainability
Report 2021

Our commitment to sustainable
development and practices

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Please consider the environment before printing this report



**THANK YOUR
CLEANER DAY.**
BSC POWERED BY KARCHER

About OCS

OCS supports businesses across the globe with world-class facilities management services. In the Australia and Aotearoa New Zealand (ANZ) region, we offer services from cleaning and catering, security and building maintenance, right through to customised waste and integrated facilities management services specific to the needs of our large customers in the government, corporate, healthcare, pharmaceutical, education, retail, and aviation sectors.

Our ANZ team is made up of almost 4,000 people, plus a network of contractors, to deliver services to our customers 24/7. With over 2,000 customers on board, we work hard to maintain a high level of trust when it comes to facilities management which is particularly important while COVID-19 continues to dominate our daily lives.

Since 1900, OCS has seen five generations of family investment and has been through a massive growth and development phase. We're committed to living our values, which form the backbone of our day-to-day work.

In our region, we operate under OCS Australia, OCS New Zealand, 1M and Midcity Group.

Our values



Care



Safety



Expert



Trustworthy



About this Report

This is our fourth combined Australia and Aotearoa New Zealand Sustainability Report, this year seeking to align our goals and outcomes with our parent company, OCS Group Limited.

Our sustainability reports hold us to account – they set the vision for our people, challenge our leadership team and encourage us to seek advice from external experts. We haven't worked in isolation, we're not afraid to say we don't know – and our thanks are heartfelt to the many who have supported us on our journey.

2021 was another challenging year for everyone, and we'd like to say thanks to the OCS ANZ team who continued to work tirelessly through constantly changing and often stressful working environments. Our people are at the heart of our business and it's because of them that we're able to seamlessly deliver world-class services to our customers.

This report not only reinforces our commitment to our own sustainability goals, but also those of our customers. We work closely with our partners to ensure we're contributing to the reduction in their footprint – in any way we can. Through this work, we aim to contribute in a positive manner to our communities, our people and our planet.

We're committed to becoming the most environmentally sustainable business in our sector by 2030.

All data, statistics and improvement targets are in relation to OCS' operations in Australia and Aotearoa New Zealand, including Midcity Group and 1M, unless specified.



A message from Managing Director OCS Australia & New Zealand, Gareth Marriott



Throughout the challenges of 2021, I was once again proud to witness our team members rise up and effectively provide a high level of care and support for our customers. We don't take our roles lightly in the fight against COVID-19 and keeping our communities safe.

The pandemic hasn't distracted us from our sustainability commitments. We believe that climate change is the biggest crisis facing our generation and we will continue to push the boundaries to achieve our sustainability targets.

I'm delighted OCS Australia has successfully completed its fourth year of Toitū certification and OCS New Zealand its fifth year. It's the second year we've achieved the Toitū net carbonzero certification. The achievements we've made since we began the programme have been significant (42% and 31% carbon reduction respectively). We intend to go further, as we all must, to ensure our impact on the planet is reduced.

As part of our evolution, we have created an Advisory Group, bringing in experts like climate change and sustainability advocate Mike Burrell, Māori culture and business advisor Dr Jim Mather, employment law expert Laura Scampion, business and financial experts like Sir Bill English, and others. We welcome the chance to challenge our thinking, to embrace new ideas and to push ourselves to do more.

Our evolution has also seen us become more competent at recording and capturing the information where we can make a difference. Implementing Power BI has made a significant difference in our ability to be more responsive in real-time to areas of concern.

Our people remain at the heart of all of our decision making across every aspect of our business. Their safety, both physical and mental, remains our top priority. We know that in order for our business to thrive, our people must do so too – and our communities.

The wellbeing of our team members continues to be top of mind. To that end, a number of initiatives were introduced throughout 2021 and more work is planned for 2022. To provide a level of assurance and financial safety to our team, we continued to pay all team members throughout the rolling lockdowns.

Our three sustainability pillars, Social Mobility, Environment, and Health and Safety, provide us with the framework we need to achieve our goal of being the most sustainable business in our sector by 2030. Some of our ambitions are lofty – but the future of our planet is at stake, so we can't risk taking our eye off the ball.

Reflecting on our Partnership Made Personal brand promise, we've seen this again rise to the fore. My warm thanks to our customers – thank you for choosing to partner with OCS. We value each and every one of you and it's our pleasure to assist each of you in achieving your own sustainability goals.

As we reflect on our achievements and challenges over the last 12 months and set our focus to the future, I'd like to offer my heartfelt thanks and admiration to our team members, without whom we would not have a business. I also want to thank our many supply partners – your efforts going above and beyond have ensured our supply chains remain strong, and our people and customers stay safe.

A message from OCS Group Chief Executive Officer, John Hunter



With over 68,000 colleagues internationally, OCS is well placed to make a difference for the long term, something we have been doing for over 120 years. We recognise the important role our business must play in protecting the environment, our colleagues, customers and the communities we serve. It is for this reason in 2021, we launched, the OCS Group Sustainability Strategy setting out our net zero target commitment, alongside a commitment to further build and deliver significant social value in those territories in which we operate.

The development and implementation of the Group Sustainability Strategy reflects our Values of Care, Safety, Trustworthy and Expert, and includes a commitment to a net zero carbon target date of 2040. This commitment has been made by all OCS UK companies, OCS Ireland, OCS Australia, OCS New Zealand and Landmark, our flexible workspace provider. It is a full scope commitment and includes Scopes 1, 2 and all of scope 3. Scope 1 covers direct emissions from OCS owned or controlled sources. Scope 2 covers emissions from the purchase of electricity, steam, heat, or cooling. Scope 3 includes all other indirect emissions that occur in our value chain.

In developing our strategy, we set goals which represent genuine, meaningful commitments which are designed to contribute to the advancement of the UN Sustainable Development Goals. In order to ensure we are doing everything we can to tackle climate change, delivery of the strategy will be assessed by external bodies and underpinned by internationally recognised Science Based Targets.

A commitment to deliver demonstrable social value alongside our carbon reduction plans is a critical element of our strategy. We believe our business has a responsibility to our planet's future generations as well as to those who are living on it today.

In this report you will read about the significant work being undertaken by our colleagues across the ANZ region as we continue to ramp up the delivery of our sustainability ambitions. Our colleagues' commitment and achievements are

reflected in this report; the fourth combined Australia and Aotearoa New Zealand Sustainability Report.

As we consider the importance of sustainability, we cannot fail to learn the lessons of the last two years, which have shown just how fragile humanity is. Compared to the impacts of COVID-19 the ANZ region felt in 2020, it was more heavily impacted in 2021. Rolling lockdowns caused many customer sites to close and labour constraints in the latter part of the year in Australia, as the Omicron outbreak took hold, caused significant challenges.

Despite the challenges, OCS ANZ has continued to achieve progress across our sustainability pillars. The region has taken important steps in carbon emission reduction and has continued to support our colleagues and communities through the delivery of impactful social value projects.

The stories in this report are reflective of our values, our commitment to excellence, and the care and personal responsibility shown by OCS colleagues in delivering critical, essential services to our customers every day. In doing so we work to help create a better future for the next generation, and we focus where we can make a genuine difference through our actions.

"As we consider the importance of sustainability, we cannot fail to learn the lessons of the last two years, which have shown just how fragile humanity is."

John Hunter
OCS Group Chief Executive Officer

A message from Sustainable Business Council Executive Director, Mike Burrell



2021 was a watershed moment for sustainability in Aotearoa New Zealand – both from a climate action perspective and from a social perspective.

In an effort to achieve the country's zero-carbon goal, our business community is moving from advocacy to action, including putting pressure on their own supply chains to do the same.

It's encouraging to see OCS making inroads in their carbon reduction efforts, reducing emissions by 33% since 2017 and achieving Toitū net carbonzero certification for their Australasian emissions in 2021.

I was pleased to see OCS working closely with its customers through their WasteLine business to help achieve their sustainability goals and, through the OCS Supplier Sustainability Code of Conduct, they're holding their suppliers to account.

Despite uncertainty caused by rolling lockdowns and pandemic outbreaks, OCS has continued to lead from the front, supporting their people, paying wages during lockdowns, encouraging diversity in the workplace and providing meaningful employee wellbeing tools.

The personal stories throughout this report illustrate OCS' focus on positive people outcomes. From people who stepped in to help in times of disaster, to those who go the extra mile everyday just to brighten someone's day.

As OCS looks to the future, I can see their investment in technologies such as Power BI will really come to the fore as they capture, measure and respond to a range of indices across the business.

I look forward to continuing to work with Gareth and his team to achieve ambitious sustainability outcomes.

"The personal stories throughout this report really demonstrate OCS' focus on positive people outcomes. From people who stepped in to help in times of disaster, to those who go the extra mile everyday just to brighten someone's day. "

Mike Burrell

Sustainable Business Council Executive Director
OCS ANZ Advisory Group member

Our Approach

In 2021 we've moved to evolve our sustainability framework to the recently launched OCS Group Strategy, while also considering feedback from our stakeholders and our ongoing involvement with the Sustainable Business Council, the Climate Leaders Coalition, and our relationship with Toitū Envirocare.

This provided a foundation for our materiality assessment and enabled us to consider feedback alongside our strategic priorities, key risks and opportunities. This, in turn, led us to realign our sustainable development priorities to three central pillars:

1. **Social Mobility:** Adding social value by advancing social mobility. We believe in enabling a culture where people can thrive and where our business adds value to the communities we work, live and play in. By creating opportunities for growth, we benefit our people and the economy.
2. **Environment:** Our sustainability strategy is fully embedded into our core business strategy and we're committed to operating responsibly to protect our environment.
3. **Health and Safety:** Health and safety are an integral part of our business operation, and one which ensures the safety of our team members, and our customers.

With these three pillars as our focus, we believe we're well-placed to contribute towards a healthier and safer planet for future generations. Every step we take – big or small – will make a difference.

Our approach also reflects our alignment to our corporate values and that of being a good employer. The long-term profitability of our company is part of our value system; without sustainable profitability we cannot guarantee employability/ability to pay our people, nor look after our people in the way in which they deserve.

Our aim is to be the sustainability leader in our industry by 2030. Through focusing on our three pillars and supporting the United Nations Sustainable Development Goals (SDGs) we will achieve this.



Sustainable Business Goals

The SDGs are a blueprint for a globally sustainable future. We've focused on seven SDGs where OCS can create the greatest impact and align with our wider strategy.



SDG3 Good Health & Wellbeing

We actively encourage health and wellbeing to our team through our suite of health and safety policies, our monthly wellbeing newsletters, access to free Employee Assistance Programmes and providing free influenza vaccinations.

SDG 4 Quality Education

We believe that collectively we can make a difference to the lives of every child through providing lifelong education opportunities. We partner with First Foundation in Aotearoa New Zealand, providing scholarships to students of OCS team members to attend tertiary education. In Australia, we partner with The Public Education Foundation to provide a hand-up to young people in public school education.

SDG 5 Gender Equality

We encourage and embrace gender equality. Women make up 62% of our executive leadership team (and 48% of our management team) and we're continually striving to increase female representation at every level of our business through our human resource processes.

SDG 6 Clean Water & Sanitation

Water consumption and quality is another focus for us. We work with our chemical suppliers and customers to use cleaning products that don't harm our natural environments whenever possible – particularly important in septic tank environments – and have created robust cleaning processes that minimise water usage, prevent environmental contamination and reduce wastage.

SDG 8 Decent Work & Economic Growth

OCS is a people business; we believe in developing the potential of our employees. Our focus is to ensure our team gets home safely at the end of the day. We have a zero-tolerance policy on forced labour, child labour, modern slavery and human trafficking, as reflected in our Global Code of Conduct and our Supplier Code of Conduct.

SDG 10 Reduced Inequalities

We embrace diversity and inclusion across all levels of our business. As an Equal Opportunities Employer, our workforce is a multi-cultural melting pot with 86 different nationalities employed across our ANZ region.

SDG 12 Responsible Consumption & Production

We believe all businesses should ensure their present needs are met without compromising the ability of future generations to meet their needs too. Every area of our business operates with that in mind, and we have policies and procedures in place to help facilitate this.

Social Mobility



Adding social value by advancing social mobility

Social mobility is at the heart of our company – we believe in building a culture where everyone can thrive. OCS ANZ aims to add value to every community we work in, by creating new opportunities for great careers and contributing to local economies.

Our people are our greatest asset and, with the COVID-19 pandemic deepening in Australia and Aotearoa New Zealand in 2021, our focus has been very much on our team members. We embrace diversity, equity and inclusion and have deepened our efforts to help all our team members thrive and to flourish.

Our Social Mobility Focus



Recruit from the widest possible talent pool

We will continue to grow our participation across a variety of ethical employment opportunity programmes. From local unemployment projects to government initiatives, we will successfully support people into work placements and sustainable careers at OCS. Learning what works, we will also pilot new approaches, continually refreshing our recruitment strategies accordingly.



Provide access to valuable careers

By offering ongoing training and support, we can offer long-lasting careers – not just jobs – both in our own offices and across our customer sites. We invest in learning and development pathways, such as apprenticeships and scholarships, and look to hire potential talent from underrepresented groups. We believe every person should have the chance to realise their full potential.



Foster and invest in a diverse and inclusive culture

Our team members truly reflect the global nature of our business, and we follow inclusive recruitment processes. Our Code of Conduct drives an open, respectful and transparent culture and we have zero tolerance to discrimination or unethical behaviour. We will continue to expand our investment in wellbeing, mental health support, diversity and equality training programmes.



Support through supply chain diversity

Championing a diverse supply chain allows us to support our local communities to financially grow and prosper. We will work to secure products and services from small businesses and local community enterprises where possible. We will work collaboratively with our supply chain partners to add social and economic value far beyond our own direct employment.



Supporting our local communities

Our frontline team members interact with our communities every day at shopping centres, hospitals, airports and other busy locations. We're an intrinsic part of the communities in which we live, work and play; we have an active role in local and national initiatives aimed at improving lives. Through partnering with The Salvation Army, we will continue to grow that support.

Broader Outcomes

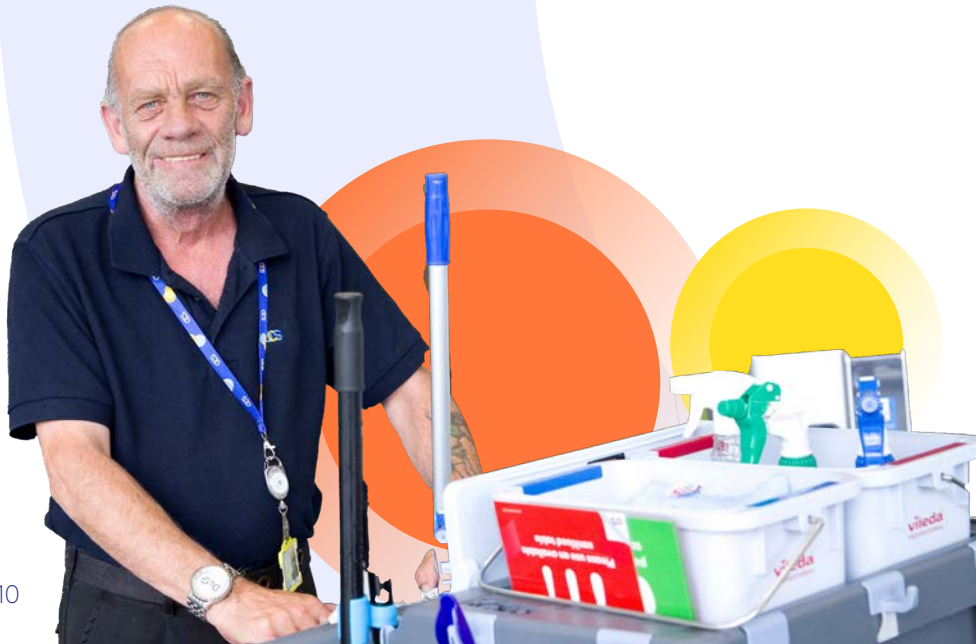
We support the Aotearoa New Zealand Government's commitment to achieving cultural, environmental, social, and economic outcomes for all its procurement activities. We do this by ensuring the health and safety of our team members and customers, protecting our environment through waste and carbon reduction, caring for our communities, and ensuring the wellbeing of our team members.

People

Every day almost 4,000 of our people go out to work in Australia and Aotearoa New Zealand to keep our communities and public places clean, hygienic and safe. In 2021, this role was even more critical as we continued to live and work in a pandemic environment.

We're a people business first and foremost. Our focus on the wellbeing of our people has remained our utmost priority. Throughout 2021, we committed to paying all of our team members throughout the rolling lockdowns, providing assurance and certainty for the team.

It's a privilege to see our people living our OCS values each and every day.



Estelle Courtney: Recognising Nelson's 'loo lady'

OCS New Zealand cleaner Estelle Courtney finds much joy and reward in her cleaning role at Nelson's Superloo. "My role is so much more than cleaning. I just love meeting the people that come through every day from all walks of life and other parts of the world. I have the chance to make a real difference in their lives – it's all about valuing people," she says.

Estelle is well known for the daily fresh flowers that adorn the Superloo and the extra special effort she makes each Christmas to decorate the facility. But it's the extra mile she takes for people in need where Estelle's community spirit and work ethic really shines.



Rizheil Regidor: All that glitters

Rizheil Regidor was hard at work at Christchurch's Air New Zealand Koru Lounge when she noticed an upset customer speaking to the lounge staff about a precious family heirloom they had just lost. Springing into action, Rizheil searched the lounge high and low for the jewellery and was pleased to be able to reunite it with its owner. Her work ethic, honesty and care for others is exemplary and embodies our OCS values of Care and Trustworthy.

Diversity and Inclusion

One of the key ways we aim to foster social mobility is by investing in and supporting a diverse and inclusive workplace culture. Our vision is to create an inclusive environment where our diverse workforce can be themselves and thrive. Throughout our business, we take care with the language we use, the behaviours we accept, and the workspaces we offer. We welcome and celebrate diversity and inclusion across every level of our business.

Gender

OCS ANZ, including Midcity and 1M, has a 62.5%/37.5% female/male gender split of our executive leadership team and a 48.1%/51.9% female/male gender split of our management team. Of our frontline supervisors, 56.7% identify as female.

We have made significant improvements over the last four years across the business to achieve gender equality. In 2018, our management roles were only 32% female – fast forwarding to today, that's an increase of almost 20% in female representation.

Workplace Gender Equality Agency (WGEA) reporting

WGEA is a mandatory programme for all relevant employers under the Australian Workplace Gender Equality Act 2012 and is part of OCS' legislative compliance.

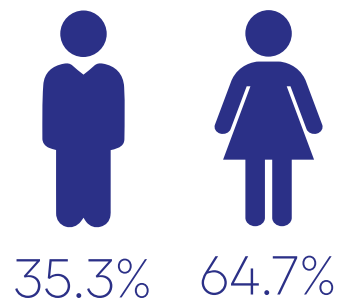
- [Read more](#)
- [Workforce Management Statistics Table](#)
- [Workplace Profile Table for Submission Group](#)
- [Questionnaire Report](#)

Period Positivity

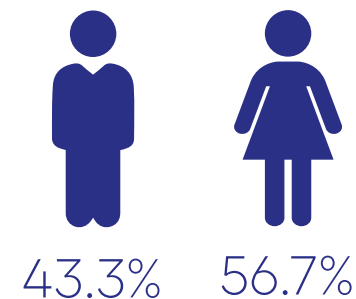
The Libra Period Positivity Programme promotes diversity and inclusion in the workplace by making women feel safe and removing the embarrassment and anxiety associated with periods. At OCS, we want to support normalising something that occurs to 50% of the population. In 2021, we installed units dispensing free feminine hygiene products at our National Support Office. The programme was so successful we rolled it out to our branch network.



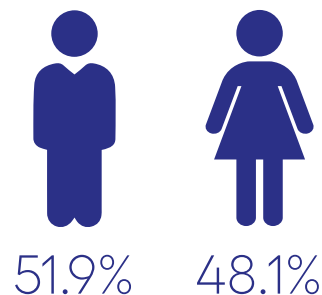
All Team Members



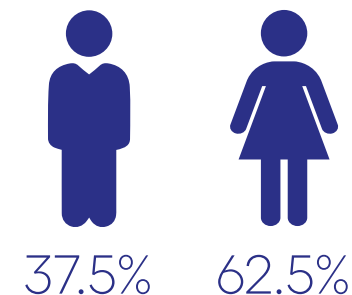
Frontline Supervisors



Management Roles



ANZ Executive Leadership Team

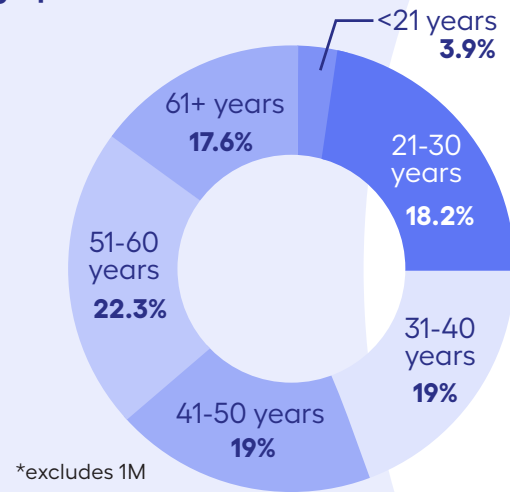


Generational

Generational diversity brings many benefits to OCS, including greater leadership and customer understanding, training and mentorship. We're committed to employing people of all ages and stages across the business – from young adults just starting out, to those beginning to wind down their careers.

17.6% of OCS team members are over the age of 61, and 44 of them have been with the company for over 20 years.

Age demographic*



Long Service



Work experience scheme

OCS New Zealand's youth employment programme launched in the summer of 2020/2021 at our Air New Zealand Valet Parking operation. Developed to support youth to grow life skills in their pathways to employment, the scheme has proven very popular. The life skills gained by youth at the valet parking facility include financial independence, coaching from relatable leaders, workplace discipline, personal development, interpersonal skills and a sense of purpose. It's important for both OCS and Air New Zealand to do what we can to support youth and our community within the South Auckland region where many of our team members live.



Margaret Houston: Age no barrier

At eighty years young Margaret Houston is one of Aotearoa New Zealand's oldest commercial cleaners. She works tirelessly to clean the South Westland Area Practice, Hari Hari Clinic and takes great pride in her work, keeping the clinic clean and hygienic for patients, nurses and doctors, especially during the COVID-19 pandemic. She knows her work is valued and she is an integral part of keeping the clinic running smoothly.



Cultural

OCS ANZ values diversity and inclusion in the workplace and we're committed to creating a workplace that welcomes and fosters cultural diversity. Our people come from all over the world – we employ people from 86 different countries to be precise!



Cultural Capability

Since June 2021, OCS NZ has been working with Māori development consultancy, Mather Solutions, to develop a framework for strengthening whanaungatanga (relationships) by embarking on a cultural journey of discovery. Through this process, we're dedicated to improving our understanding of biculturalism, Tiriti o Waitangi (Treaty of Waitangi) principles and how they can be applied in our day-to-day operations, as well as strengthening our sense of identity.

Dr Jim Mather, Managing Director of Mather Solutions said "I am excited to be working with the OCS team to support this kaupapa. We're developing a framework of interconnected cultural, community and commercial objectives which will provide a clear way forward for OCS NZ."

An initial wānanga (workshop) with the executive leadership team in August was held to establish goals, priorities, discuss challenges, and to provide clarity around expectations.

At OCS NZ, our people are our taonga (treasure). This project will help us strengthen our cultural identity.



Rawinia Wright: Te Wiki o te Reo Māori

A pandemic was not going to stop OCS operations manager Rawinia Wright from celebrating Māori Language Week. She transformed our Auckland-based National Support Office into a welcoming whare (house), complete with translations for the team to embrace te reo Māori. To support our wider Aotearoa New Zealand team, she also created an engaging video to help with pronunciation.



Disability

As an Equal Opportunities Employer, OCS ANZ partners with various organisations in Australia and Aotearoa New Zealand to provide vocational training to people with mental and physical disabilities.

OCS is working with Disability Employment Services NOVA in Eastern Australia and Workbridge in Aotearoa New Zealand. Through these agencies we're able to attract and retain a more diverse talent pool, while also providing opportunities for some of the most vulnerable members of our communities.

Through the services provided by the programmes, employees are offered coaching and advice for as long as they need it to ensure they're comfortable and well-settled into their role; this coaching service continues for the duration of their employment.

"This is so great, not only because it recognises the people currently working for us, but it also opens doors and shows other people in similar positions what they can do."



Angela Brooking
OCS Greymouth Branch Manager



See the video [here](#)

Attitude Awards: National recognition for inclusive culture

The OCS NZ West Coast team was one of three finalists in the 2021 Attitude Awards which recognises the efforts of employers who work hard to provide employment opportunities for people with disabilities.

Although our team didn't win on the night, the nomination is recognition of the West Coast team's dedication to helping those living with disabilities into work and providing them with ongoing opportunities and mentoring.

Greymouth manager Angela Brooking said the nomination was "huge". "This is so great, not only because it recognises the people currently working for us, but it also opens doors and shows other people in similar positions what they can do."

The West Coast team employs about 80 people, and with ongoing border closures throughout 2021, tapping into this pool of workers has been critical in ensuring a seamless experience for our customers.

Team Recognition

OCS ANZ celebrates our team members who've placed our values at the heart of their daily work; we do this through sharing stories of the amazing work they do, and rewarding our team members through internal recognition schemes.

We're proud to see our people continue to go above and beyond in everything they do in their workplace, despite the ongoing challenges.

OCS Stars

The OCS Stars scheme recognises the contributions of team members (individuals and teams) and celebrates those who live by our company values.

The scheme has three elements:

- **Instant Stars:** A certificate of appreciation and an OCS Stars lapel pin
- **Stars of the Month:** Each OCS division selects their Star of the Month from their division's Instant Stars. Winners receive a reward of a \$100 voucher (individuals) or a team celebration to the value of \$200
- **OCS Annual Star:** Four finalists made up of the annual winners from each values category receive a \$250 voucher each. The overall winner receives a trophy and a \$1,000 voucher.

In 2021, we awarded a total of 482 Instant Stars:



170

Care



48

Safety



191

Expert



73

Trustworthy



2021 OCS Stars Annual Winners

EXPERT (joint winners)

OVERALL WINNERS Perth Airport T1 International Sanitising Team

The team completed a complicated and specialised sanitising treatment following a very high risk international repatriation arrival at Perth Airport. The exercise was carried out in conjunction with Perth Airport, the Department of Health, WA Police and Border Force. The OCS team took a calm, safety-first approach to the job focusing on carefully performing their duties within a tight timeframe. The team worked diligently to deliver a safe, clean and sanitised workplace, allowing the airport to reopen on time.

Yoo-Bin Kim, Management Accountant – Auckland

Yoo-Bin is an expert in his field. He shows great attention to detail and a willingness to help others at any time which is much appreciated by everyone he works with. He is well known for going above and beyond what is required of him and is an integral part of our finance team. Yoo-Bin lives and breathes our OCS values.



CARE (joint winners)

Chalani Ranathunga, Contract Manager – Auckland

Chalani and her team worked through the night to clean up after a fire at an Auckland shopping centre, activated sprinklers causing subsequent flooding. Chalani's willingness, co-operation, and selflessness ensured the centre was cleaned and restored swiftly and efficiently to allow customers to re-enter quickly after the major incident.



Hannah Bill and the Buller High School team, West Coast

Hannah and her West Coast team went out of their way to support their customer, Buller High School, and team members after a one in one-hundred-year flood devastated Westport. Working around the clock, they managed to have the school impeccably clean for the start of the school term all whilst also supporting their local community.



SAFETY

Indra Baniya, Supervisor – Sydney

Following a major incident at our customer site, a large Sydney shopping centre, Indra rushed to provide assistance. He rapidly secured the scene, providing privacy for the impacted customer and preventing further harm. He provided assistance and care, reassuring the hurt customer until medical help arrived.



TRUSTWORTHY

Rizheil Regidor, Cleaner – Christchurch

Rizheil was hard at work at Christchurch Airport when she noticed an upset customer who had just lost a precious family heirloom. Springing into action, Rizheil searched high and low for the jewellery and was pleased to be able to reunite it with its grateful owner. Her work ethic, honesty and care for others is exemplary and embodies our OCS values.



Thank Your Cleaner Day™

Thank Your Cleaner Day™ is a chance to thank the many Australians and New Zealanders who provide this essential 'invisible' service.

OCS ANZ employs more than 3,500 frontline cleaners across Australia and Aotearoa New Zealand, providing essential services. OCS ANZ Managing Director Gareth Marriott says it's undeniable the important contribution cleaners make to society.

"Thanking our cleaners is more important than ever; like our healthcare professionals, they're on the frontline of Australia and Aotearoa New Zealand's COVID-19 response," says Gareth.

"This once-invisible workforce of cleaners has become the unsung heroes of the COVID-19 pandemic, alongside supermarket warriors and the extraordinary work done by our health personnel.

"Bursting their bubbles during rolling lockdowns to keep the rest of us safe, deep cleaning COVID-19 impacted areas and working harder than ever before as we come to terms with the virus and how best to reduce the spread."



Thank you from the NZ Prime Minister

Every year we do our best to encourage business leaders, politicians and other influential people to give a public shout out to the cleaners in their lives.

This year we were delighted that the Aotearoa New Zealand Prime Minister, Jacinda Ardern, took a moment in her day to record a video – personally thanking the 40,000+ cleaners throughout Aotearoa New Zealand.



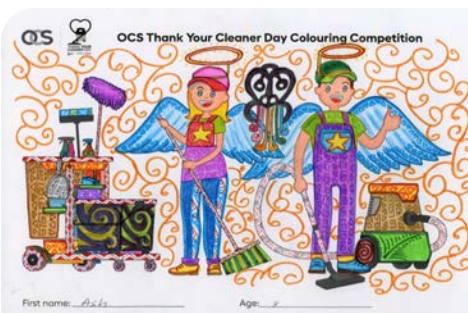
See the Prime Minister's video message [here](#)



Thanking our cleaners

Our Whanganui husband and wife cleaning duo, Noel and Patricia Sexton, were recognised for their outstanding work as part of Thank Your Cleaner Day™ 2021 with a surprise morning tea.

Noel and Patricia regularly clean Putiki Kindergarten, sharing the load between themselves to make sure the centre is spotless and everything is safe and hygienic for the children and their teachers.



Winning entries from our Thank Your Cleaner Day™ kids' colouring competition.

Thank Your Cleaner Day™



BSCNZ CleanSweep™ Awards

The BSCNZ CleanSweep™ Awards promote excellence and recognise the dedication, skills and hard work of the Aotearoa New Zealand commercial cleaning industry. The categories are designed to provide opportunities for businesses of all sizes to showcase their talent.

In 2021, OCS had eight finalists in seven categories, which is huge recognition of the hard work our teams deliver in all industries across Aotearoa New Zealand.

The awards evening, due to be held in September, was postponed due to COVID-19. The winners were announced via a live-streamed ceremony in March 2022.

Westport

The OCS Westport team won the award for the Education – ECE/ Primary/Secondary category for the work they do with Buller High School – and in particular the support they provided after the devastating floods in mid-2021.



Queenstown

The OCS Queenstown team were recognised for the amazing service they deliver 24/7 to the Queenstown Events Centre – winning the award for Retail/ Hospitality/Leisure under 15,000m².



Supporting our People

The challenges of 2021 were widespread and we're well aware that the impacts of the pandemic have caused hardship for some of our team members. Supporting our people is what we do. In doing this, we ensure their wellbeing is taken care of, first and foremost, and subsequently, this enables us to continue to deliver the best service to our customers.

Support covers a multitude of areas, but one small example is our team members who were impacted by the (Aotearoa New Zealand) West Coast flooding in July. Many homes were destroyed and lives were uprooted. OCS was there to help, providing grocery vouchers for those impacted, donations of food and bedding, ensuring all team members had contact details for government support agencies and OCS counselling services, as well as giving out hand sanitiser to team members and community helpers who were removing flood-damaged items.

We would like to acknowledge this team – despite their own losses, they still turned up to work to support our customers – one of whom was Buller High School (pictured below). Their focus was on the community and restoring some semblance of normality for the region's youth – amazing!



Photo: NZDF

Modern Slavery

OCS operates a zero-tolerance approach to modern slavery and is committed to mitigating the possibility of modern slavery within our business and supply chain.

We're committed to the OCS Global Code of Conduct, launched in 2018, whereby the success of our business will not be valued or sustained unless it's achieved by doing business "in the right way". All colleagues within OCS are required to follow this Code.

We work with our supply chain to ensure that appropriate steps are taken to prevent acts of modern slavery and human trafficking. We also ensure that our recruitment practices and agency agreements are fully compliant. Team members are actively trained on many important matters, including our policies that relate to modern slavery and human trafficking, with access to a suite of e-learning modules.

OCS is the only facilities management organisation to become a member of the Slave-Free Alliance (SFA) which was founded in 2018 to support the development of activities and initiatives for businesses working towards slave-free organisations. SFA has a close association with Hope for Justice, a global anti-human trafficking organisation. This combined knowledge and support provides OCS with confidence in mitigating the modern slavery risks to its supply chain and business.

Modern Slavery Leadership Advisory Group

Recognising OCS' commitment to end slavery in all forms, Gareth Marriott was invited to be part of the Modern Slavery Leadership Advisory Group by the Ministry of Business Innovation and Employment (MBIE) in Aotearoa New Zealand.

In March 2021, the Aotearoa New Zealand Government reaffirmed the manifesto commitment to explore the implementation of modern slavery legislation in Aotearoa New Zealand to eliminate exploitation in supply chains. The Advisory Group was formed to inform policy development work taking place in this area, contributing to the Ministry's understanding of what can be done and the impact that any actions will have on achieving the Government's objectives, as well as the impact on those affected by any changes.

Gareth has made significant contribution to the Modern Slavery Advisory Group and has enjoyed contributing meaningful dialogue to ensure people are treated fairly and appropriately across the board (contractors, sub-contractors, franchises, employees) in line with our values of care, safety, expert and trustworthy.

Rob Fyfe, NZ Government Advisory and Chairman Modern Slavery Leadership Advisory Group, said "Modern slavery is often hidden through the supply chains and operations of New Zealand businesses. There is a need to bring all New Zealanders on the journey towards addressing modern slavery and we're grateful to have businesses like OCS to help shape this important piece of legislation."



Supporting our communities

Our frontline team members are working in the community every day, interacting with members of the public in schools, hospitals, shopping centres, airports and other locations. We recognise the important role we play in local and national communities and a priority for us is to give a hand up to the communities we work, live and play in.

Community Partnerships

Rather than partnering with multiple agencies, we have chosen to partner with The Salvation Army whose work touches every part of our communities.

We support their year-round fundraising initiatives, including volunteering at various appeals (such as the Red Shield, Christmas, and Winter), Outreach and cooking programmes and redistributing unwanted food in our communities.

Winter essentials

In Aotearoa New Zealand, we partnered with The Salvation Army for their Winter appeal to provide some of the essentials to support Kiwis feeling the effects of going without during the cooler winter months. We promoted the opportunity to donate winter essentials to our team members – matching all donations ourselves. These goods were then packed into backpacks and handed out to homeless people on the streets.

Therapy on Wheels

Our Perth office team members are supporting a recycling initiative for a charity called Therapy on Wheels. Team members can now put their recyclables in a special bin, which is collected by the charity every fortnight. The contents are then recycled and the money from the recyclables goes towards helping the charity to raise awareness and provide support to individuals and their families suffering from breast cancer.



Cooking up a storm

Some of our initiatives also provide our teams direct ways to make an impact, such as our Perth team who help at The Salvation Army's outreach and cooking evenings. Christine Johnson and Martina Windsor from our Perth head office regularly lead a team of people to prepare almost 60 meals to be distributed to those who are homeless or struggling.

Scholarships

OCS cares about our team members and their families. We actively provide opportunities to better their future.

First Foundation: A hand up

Our relationship with the First Foundation programme allows OCS to help create better outcomes for the families of our team members. These scholarships have a significant impact on the student and their family.

In 2021, OCS NZ awarded four First Foundation Scholarships to the young family members of our workforce (pictured to the right).

About First Foundation

Since 1998, First Foundation's scholarships, mentoring programmes and paid work experience have supported students by helping them with university costs, guiding them through major transitions from high school to university, developing skills in a safe work environment, and building new networks.

**FIRST
FOUNDATION**

Public Education Scheme

OCS Australia has partnered with educational trust Public Education Foundation to provide tertiary scholarships for aspiring students. In addition to providing financial support, the scholarship also provides recipients with the skills and knowledge they need for a successful career by providing work experience across the business and a mentor from their field of study.

Nidhi Prasad

Nidhi Prasad's family experience has driven her desire to study a Bachelor of Medicine and a Bachelor of Surgery at The University of Auckland. "I feel grateful for the medical professionals who try their absolute hardest to come back with positive news, it's the backbone to why I want to pursue the medical field. It's more than just a dream, to me it's about attempting to put a smile on the face of those who are going through a tough time and trying to shine light in their darkness," she says.



Joelei Punivalu

Joelei Punivalu intends to study a Bachelor of Medicine and a Bachelor of Surgery at The University of Auckland. She says the financial backing of the OCS First Foundation scholarship will help her to defy the odds and pursue a career in medicine after her father was recently made redundant.



Braden Sole

Christchurch-based Braden Sole intends to combine his passion for STEM (science, technology, engineering and mathematics) based subjects as well as his drive to help people in need. He says the financial assistance offered through the scholarship will make a massive difference in his future study at university.



Isabella Wilson

Despite suffering a sporting injury that has left her partially blind, Isabella Wilson is determined her disability will not be a hindrance to her pursuing a career in law and one day becoming a high court judge. Isabella intends to study a Bachelor of Laws at The University of Waikato.

She believes the work experience through the scholarship will widen her knowledge and experience, while her mentor will provide a support system to transition into tertiary study and help to increase her independence.



Challenges

For businesses across the globe the challenges presented by COVID-19 continued to put pressure on the mental wellbeing of team members. As with 2020, OCS ANZ has dedicated countless hours and resources to ensuring our team members have access to everything they need to look after their mental and physical wellbeing.

Specific challenges:



Finite resources

Balancing the increasing needs of our own team members during a pandemic, with the responsibility of being committed to giving back to our community, all with limited resources. 2021 has been a challenging year and our ability to support community initiatives has been impacted.



Engagement

Due to rolling lockdowns in both Australia and Aotearoa New Zealand, there has been a real lack of in-person engagement. It's difficult to maintain and improve staff morale when management can't get out and see them in person. Popular meetings and events – such as the presentations of Long Service Awards – haven't been able to go ahead as usual, which we know can take a toll.



Wellbeing

A large contributor to team member wellbeing is providing payroll and employment assurance. Putting food on the table and a roof over their heads at a time when inflation and the cost of living is rising rapidly has caused significant anxiety for a number of team members. Ensuring we continue to pay the people and assisting with other costs where we can, despite not always receiving payments from customers, has been challenging.



Workforce stability

Tight border restrictions have severely impacted our ability to draw from traditional labour pools (often migrant workers on student visas). This has been exacerbated by a shortage in low-skilled workers across the ANZ region. While continuing to pay our people has been a critical part of our employee retention practices, growing wage inflation has put added pressures on our existing labour market.

Social Mobility Targets



Be a truly inclusive employer

We will encourage meaningful workplace diversity and gender parity amongst all levels of our business.

We will ensure cultural diversity with 20% of management roles filled by indigenous, Māori and Pasifika people. These aspirations will add diversity to all decision making for OCS ANZ.

Our ongoing commitment to our people will be reflected in the results of the annual OCS Employee Engagement survey. No baseline data exists, benchmarks will be created for 2023 onwards following the first survey in 2022.

We will maintain gender pay parity for like-for-like roles and report on how we're acting to reduce gender pay gaps.

We will create an ambassador programme with Australian of the Year, Dylan Alcott, to promote disability diversity and inclusion within our (and others) workplace.



Strengthen our cultural capability

In 2022 and beyond, we will continue the mahi (work) with Mather Solutions, a strategic Māori development consultancy, to continue to strengthen the cultural capability and the unified sense of purpose of OCS New Zealand.

- Wānanga are planned for all three regional leadership teams in Aotearoa New Zealand to identify what's important on the ground and what we can do as an organisation to truly embed the culture at all levels.
- All three regions will then come together to share what has been learnt and how the findings can be authentically woven into the culture.
- The existing values of OCS NZ will be considered in the context of how they can be aligned with core Māori cultural values such as whanaungatanga (relationships) and kotahitanga (unity of purpose).



Recognise and support our first nation people

In 2022, our intention is to grow our partnerships with organisations who support our vulnerable communities. In Australia, we will:

- Implement a Reconciliation Action Plan (RAP). A RAP includes practical actions that will drive our contribution to reconciliation both internally, and within the communities we operate, recognising our first nation people.
- Partner with Clontarf Foundation, a charitable not-for-profit organisation that exists to improve the education, discipline, self-esteem, life skills and employment prospects of young Aboriginal & Torres Strait Islander men.
- Partner with Stars Foundation, which provides holistic mentoring support to Aboriginal and Torres Strait Islander girls and young women. Stars provides a holistic programme that supports indigenous girls and young women to attend and remain engaged at school, complete Year 12, and move into full-time work or further study.



All people thrive and flourish

We will create a work environment where people can grow and thrive, reflecting in a high staff retention rate.

We will give all employees the opportunity to contribute to a diverse and inclusive culture.

We will regularly recognise the efforts of our team members through a range of programmes (OCS Stars, Thank Your Cleaner Day™).

We will reinforce OCS' zero tolerance to workplace bullying.

Active awareness and training programmes will be implemented throughout all levels of the business.

Environment



Caring for our future, and our planet

We're committed to reducing our carbon footprint. Our sustainability strategy is fully embedded into our core business strategy and we operate responsibly to protect our environment. We've developed systems, processes and adopted technological innovations to reduce our customers' and our own energy consumption, water usage, carbon emissions and waste. We're also working on a number of initiatives with our suppliers, team members and our local communities.

Our net-zero carbon target commitment date of 2040 is made alongside targets to reduce emissions (also aligning with the Paris Agreement goals). To achieve this we have set ourselves aspirational environmental standards, which meet and often exceed legislative requirements.

Our Partnerships

The vast majority of what we do happens outside of our own buildings, so we work in partnership to deliver on our commitment. This isn't just about us though – it's about how we help our customers achieve their own sustainability goals and drive positive change in our broader supply chain.

Sustainable Business Council

Since 2015, OCS has worked alongside over 100 other key businesses on the New Zealand Sustainable Business Council, working in unity to reduce emissions, adopting sustainable procurement policies and reporting back to the Council on various sustainability actions.

By working with the Sustainable Business Council and other key Aotearoa New Zealand businesses, OCS is able to remain accountable for the commitments we've made to incorporating sustainability in our day-to-day operations.



Climate Leaders Coalition

As a member of the New Zealand Climate Leaders Coalition (CLC), OCS collaborates with CEOs from other Aotearoa New Zealand businesses to determine actionable steps organisations can make to help instigate positive changes to how we deal with climate issues. The CLC's three pillars: CEO leadership, collective transparency, and climate action are key to ensuring a safe future for Aotearoa New Zealand and the planet.

We're also a signatory to the CLC emissions reduction programme – meaning we're accountable for measuring, reporting and reducing our emissions, and subsequently we're dedicated to working with our suppliers to reduce their emissions.



Toitū Envirocare

OCS Australia has successfully completed its fourth year of Toitū certification and OCS New Zealand its fifth year.

It's the second year we have achieved the Toitū net carbonzero certification.

Toitū net carbonzero certifications are accredited by the Joint Accreditation System of Australia and New Zealand (JAS-ANZ) and were the first carbon certification programmes to be accredited under ISO 14065. The certifications are currently available in 17 countries and the certification marks are recognised in over 60 countries – meeting and exceeding international standards and best practices.

We have worked with Toitū Envirocare to offset our carbon emissions for 2021, purchasing carbon-credits for the entire Australasian business.

Toitū Brighter Future Award 2021

OCS Australia was a finalist in the Toitū Brighter Future Awards in the category Toitū Brighter Future Award for Climate Action (international organisation).

To be nominated for the award, you must be a Toitū certified organisation outside Aotearoa New Zealand. You must have been certified for at least two years (as of June 2021) and have achieved a reduction in absolute total emissions (all scopes, tCO₂e).

From there, performance is based on the greatest percentage change (i.e., closest to zero). OCS Australia achieved a 36% reduction (collectively, the five international organisation finalists reduced 37,028 tCO₂e).

While not the overall winner, the award recognises the work our teams are doing to achieve positive outcomes, both for ourselves and our customers, and for our planet. To be a finalist in a pool of some of the world's largest companies was truly humbling.



2021 Toitū audit

Since 2017, we've worked diligently to reduce our emissions by 33% through to 2021.

A reduction in emissions intensity (per turnover/revenue) of 43% has been achieved since our base year of 2017. We've made significant advances in our targets against our planning.

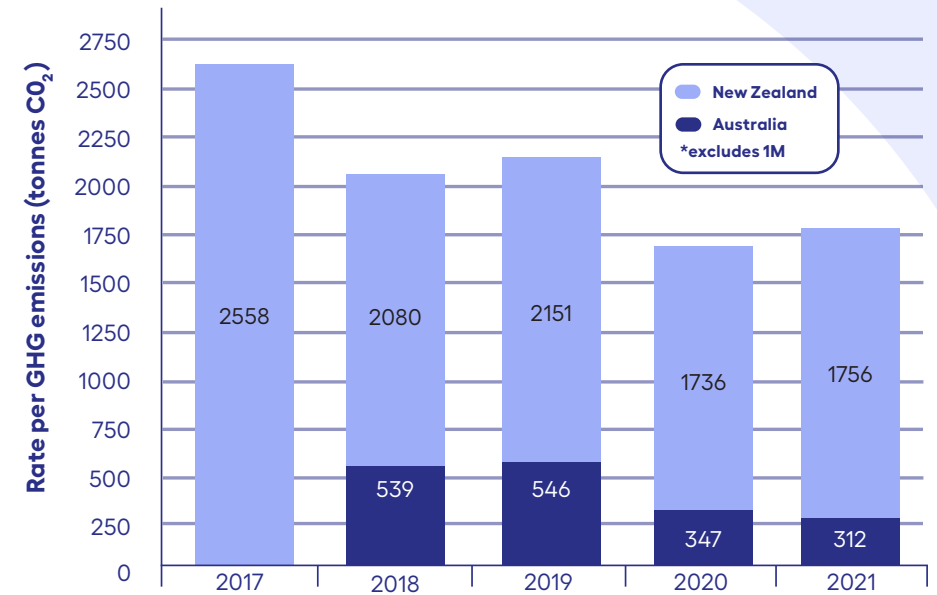
In Aotearoa New Zealand, changing our electricity supplier and installing new meters across key sites has contributed to these reductions. Across OCS ANZ, we also assessed our existing vehicle fleet and sold underutilised vehicles.

Some of the gains we made were unintended consequences of the rolling lockdowns caused by the ongoing impact of COVID-19. These have included reductions in vehicle activity (fuel emissions) and fewer personnel in offices (electricity emissions).

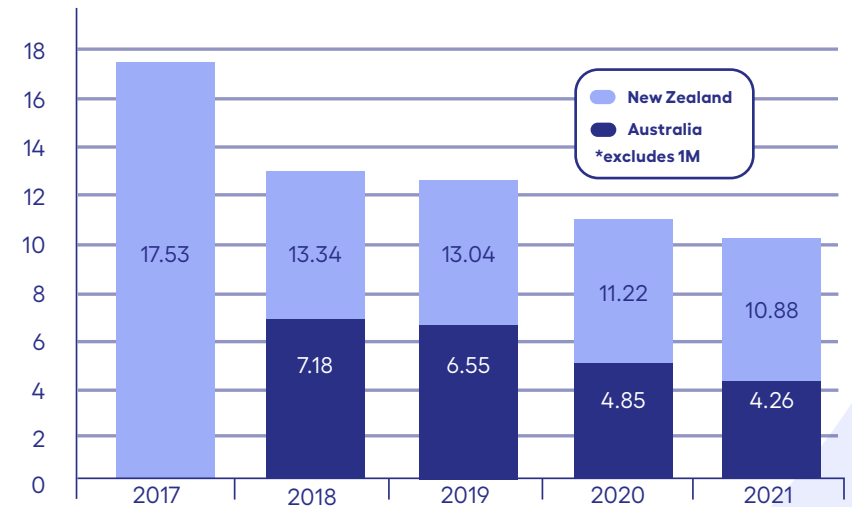
The waste to landfill target is the only area that has not seen significant improvement in 2021. This is primarily due to the disparity between the treatment of customer waste and OCS waste. Further analysis into this issue will happen in 2022, including looking into how we separate OCS waste from customer waste brought onsite. We've also taken on significant work in waste removal, which has impacted our ability to reduce greenhouse gases against the target.

Overall, we have reached a number of key targets in our sustainability journey and are well on our way to becoming a zero net emissions organisation.

Total Gross Carbon Emissions



Total Gross GHG Emissions per turnover/revenue (\$million)



Carbon Emissions

Vehicles

We continue to make inroads into reducing our carbon emissions across our fleet. Some of this was the result of rolling lockdowns across the Australia and Aotearoa New Zealand region throughout 2021, a smaller amount related to better driving (through our driver training programme), some by ridding ourselves of older model vehicles through our fleet management plan, and the remainder due to the increased number of hybrid cars within our fleet.

Electricity

Up until 2021, electricity usage at our National Support Office and some branch offices were estimated as a portion of our rental footprint in shared building spaces. The installation of meters across Aotearoa New Zealand branches measuring actual consumption (through our electricity supplier, Ecotricity), has allowed a more accurate measure. 2021 figures will allow us to set a baseline for future improvements.

Air Travel

Emissions from domestic and international air travel reduced significantly in 2020 and 2021 due to COVID-19 induced border closures and lockdowns, but remain one of our top 10 emissions by source. Increased use of technology, including Teams and Zoom supported remote working and therefore emissions reductions. However, the flipside has been decreased team engagement with less face-to-face interaction.

As borders reopen, we will need to balance the wellbeing of our team against the challenge of not returning to pre-COVID levels of air travel. As part of this balance, we've committed that where travel is required, we will utilize airline carbon offset programmes to offset our share of a flight's carbon emissions.



Key Environmental Results



Total gross emissions

New Zealand

Target
tCO₂e 2021

2,071

Actual
tCO₂e 2021

1,756

Result
Achieved

15% 
overachieved

Australia

Target
tCO₂e 2021

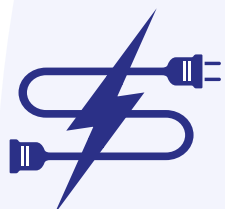
462

Actual
tCO₂e 2021

312

Result
Achieved

33% 
overachieved



Reduce electrical energy consumption in OCS offices

Target
tCO₂e 2021

77

Actual
tCO₂e 2021

6

Result
Achieved

92% 
overachieved

Target
tCO₂e 2021

53

Actual
tCO₂e 2021

119

Result
Achieved

124% 
underachieved



Reduce tCO₂e emissions for company vehicle fleet

Target
tCO₂e 2021

1,714

Actual
tCO₂e 2021

1,439

Result
Achieved

16% 
overachieved

Target
tCO₂e 2021

146

Actual
tCO₂e 2021

181

Result
Achieved

25% 
underachieved



Reduce tCO₂e emissions from waste to landfill

Target
tCO₂e 2021

148

Actual
tCO₂e 2021

266

Result
Achieved

80% 
underachieved

Target
tCO₂e 2021

61

Actual
tCO₂e 2021

2

Result
Achieved

97% 
overachieved

Climate Change Impacts

We're increasingly seeing the physical repercussions of climate change on our planet. Our teams are often faced with unexpected and extremely challenging situations that require them to go over and above their day-to-day work.

Midcity

It was a busy year for our Midcity team (our insurance repair company). Midcity had a massive job in the second quarter of 2021 after Cyclone Seroja caused havoc across the Pacific. The Midcity team spent a lot of time on the ground assessing damage, actioning make-safes, and assisting with the recovery and repair process for impacted customers.

Aotearoa New Zealand

Aotearoa New Zealand also had their own struggles with natural disasters. In July 2021, our West Coast team leapt into action following the worst flooding in a century. Despite many of the team dealing with flooding in their own homes, they worked around the clock for our customer, Buller High School, to have the school ready for school children to return.

Cyclone Seroja

On 11 April 2021, severe Tropical Cyclone Seroja made landfall in Western Australia. Immediately, 4,500 people lost electricity as the storm's high winds downed powerlines, particularly around the coastal settlement of Kalbarri (north of Perth).

The devastating storm (attributed to the deaths of more than 270 people) had wind gusts recorded of up to 170km/h per hour and the number of power outages soon increased to over 25,000 within hours of making landfall as Seroja accelerated further inland.

In total, 875 buildings were damaged by the cyclone, while at least 32 buildings were destroyed beyond repair in Western Australia.

In the aftermath of the storm, the Midcity team were on the ground assessing damage, actioning make safes, and assisting with the recovery and repair process for impacted QBE and Elders Insurance customers.

Challenges included the vast geographical footprint of the cyclone and the widespread damage which impacted travel times, the presence of asbestos in many of the older damaged properties, and working in vulnerable communities.

"In cases of vulnerable customers or sensitive and complex claims, that's where our customer partnerships are so important," says Midcity General Manager, Rosie Pratarelli. "We were able to work closely with our customer to prioritise their vulnerable customers in terms of both make safes

and assessments and response. To a large extent, our business is about managing our response and customer expectations with as much transparency, timeliness, and sensitivity as possible."



Supplier Sustainability Code of Conduct

As part of our ongoing sustainability commitment, the OCS ANZ Supplier Sustainability Code of Conduct (the Code) ensures that our entire supply chain adheres to responsible and sustainable labour and business practices.

The Code defines the principles and standards that we, and our subsidiaries, expect our suppliers to understand and adhere to.

The Code includes:

- Practising, accepting and promoting our OCS Values of Care, Safety, Trustworthy and Expert
- Diversity and inclusion expectations
- Conducting their businesses ethically and with integrity
- A commitment to Health and Safety
- A commitment to the Environment
- Security of personal data and commercial information
- Intellectual property rights
- A commitment to anti-bribery and corruption
- Recording of conflicts of interest.

Our expectation is that all vendors, contractors, consultants, service providers and suppliers who do business with OCS across Australia and Aotearoa New Zealand should comply with the Code – both in letter and in spirit.

At the end of 2021, 68% of our key suppliers have signed and returned the Code.



Waste

OCS ANZ is committed to reducing the amount of waste we generate across the business, as well as working with customers to meet their waste reduction ambitions.

WasteLine

WasteLine is our Aotearoa New Zealand-based waste management division. They work with more than 50 organisations across the country to help reduce their waste and design tailored waste management solutions to suit individual requirements.

Consistent waste strategy

The WasteLine team has been working on a national strategy for a central government department to streamline the different waste standards at their sites throughout the country.

Throughout Aotearoa New Zealand, waste standards differ from region to region. Some accept glass recycling, some don't, some are lucky enough to have their organic waste taken separately, some aren't. Because OCS understands the different requirements, we were able to develop a standardised plan for all their sites, so the communications they're receiving – no matter where they are in the country – are consistent.



Air New Zealand food diversion

At the start of the second Aotearoa New Zealand-wide lockdown in August 2021, when Air New Zealand closed their Koru Lounges at Auckland Airport, OCS WasteLine team members helped Air New Zealand divert unneeded food supplies to The Salvation Army food bank in Auckland.

It's through opportunities like this that we can both support our customers and our wider communities. Food poverty is a growing problem and being able to facilitate these initiatives at a time when people were highly stressed about food supply was very rewarding.



Waste diversion

We work with a range of businesses to divert waste to minimise the amount of waste being sent to landfill.

In late 2021, we began working with a large company in Auckland to redeploy their unused office furniture. The OCS WasteLine team worked with a local community centre in South Auckland who then redistributed items such as desks, chairs and office stations to those who needed them.

OCS WasteLine is halfway through this project and to date we have diverted approximately 35 tonnes from landfill – that's 409 desk sets given to people in the community. In addition, we donated \$1,000 of Chromebooks to children in the community as a thank you to the community centre for assisting us to redirect this would-be waste. Not only do projects like this have a positive impact on the environment, but the community impact is huge.



Massey University

We've been working with Massey University's Albany Campus since 2015 to educate their staff and improve waste minimisation. OCS began educating faculty and administration staff about how they could make changes to their internal processes (e.g. printing and office waste). We found that helping them to understand the concept of kaitiakitanga (guardianship and protection) was an effective way to communicate the benefits of waste reduction. As a result of this education piece, we were able to divert 45% of waste from landfill – up from 30%.

In 2021, with buy-in from Massey University's staff, we were able to ramp up the waste minimisation project. One of the biggest challenges Massey faced was a lack of funding in a COVID-19 environment; to save money to enable us to continue to increase waste diversion, we went through a procurement process with the waste providers.

By breaking down the waste at a micro level, we were able to remove it in a more cost-effective way. This included taking all the perceived decontaminated recycling and looking through it for opportunities – e.g. things that actually could be recycled, and making sure it's going to the cheaper waste streams. By doing this, we were able to move their waste diversion from 45% to 75%.

In the future, the WasteLine team would like to take the programme to the next level by managing the organic waste on-site. Currently, it's sent offsite where it's composted and then brought back to campus. By putting food waste directly onto gardens, we would be able to cut out the transportation costs and subsequent emissions.

Partnering with Bank of New Zealand (BNZ)

Our work with BNZ is two-fold; the first involved a project in which we undertook an overhaul of how their metro areas were managed in terms of waste. OCS conducted an 18-month trial collecting waste from the BNZ Auckland metro sites and, on a weekly basis, manually sorted the waste. In doing so, we were able to improve waste diversion from 60% to 92%.

The team conducted waste audits every night, separating the waste into where it needed to go – for example, sending the right metals to the right places in order to receive rebates, and not paying for organic waste treatment, by diverting it to worm farms. The savings made offset the cost of having someone onsite to physically sort the rubbish.

The biggest win was the organic waste stream. All of the paper towels and coffee grinds went to worm farms rather than landfill!

The second part of our BNZ partnership was working with them to eliminate single-use rubbish bags. OCS WasteLine supplied them with reusable rubbish bags – which can be used up to 200 times. Not only is this a better solution for the environment, but they are more cost-effective, and at the end of their life, they can be repurposed into many things.



Perth Airport Biosecurity Waste

Pre-COVID lockdowns, Perth Airport was the fourth busiest airport in Australia (in terms of passenger traffic) and operated 24 hours a day, seven days a week. With millions of international and national visitors every year, airport customs officers seize hundreds of items every day that pose a biological risk to Australia.

Since 2018 OCS has held the Approved Arrangement for the Waste Collection, Waste Storage and Waste Transport on behalf of Perth Airport within Perth Airport premises. We're the frontline of Biosecurity at this International Port ensuring biosecurity waste is disposed of responsibly and securely.

The OCS team worked closely with the Department of Agriculture to ensure best practice, establishing guidelines and procedures and undergoing a number of audits before being approved to deliver the service.

Perth Airport is fully compliant in every aspect of biosecurity waste removal and disposal and no non-conformances have been found in random annual audits conducted by the Department of Agriculture.

The safe disposal of biosecurity risk items helps to keep Australia's \$32 billion agricultural export industries, as well as Australia's unique environment, safe from exotic pests and diseases.



1M Waste Audit

The 1M team completed a waste audit in March 2021 to specifically identify areas where they could reduce what was going to landfill. The team discovered a range of soft and hard plastics, wood, electronic boards and mixed metals.

As a result of the audit, the team now have bins for:

- polystyrene
- e-waste
- scrap metal
- soft plastics
- paper/cardboard
- landfill
- and a worm farm for food scraps.

This awareness of waste to landfill has also helped to change the personal habits of many team members in their home lives.



Accreditation and Compliance

Alignment with quality, health and safety and environmental standards allows OCS to benchmark our performance against regulations and best practice and manage the risks we face while operating in more efficient and sustainable ways. It also allows us to demonstrate the quality of what we do to our customers.

OCS is committed to upholding the standards as set out by the International Organisations for Standardisation, ISO 14001 – environmental management.

These standards provide practical tools to manage our environmental and health and safety responsibilities, including developing robust and comprehensive Standard Operating Procedures.

Building on previous results, there were no corrective actions identified; improvement opportunities listed in the assessor's reports have been used to further improve processes.

ISO 14001:2015 Environmental Management Systems – assessment and repair of building damage and contracted heard services to facilities maintenance (Midcity).



Challenges

The COVID-19 pandemic continues to impact operations across all aspects of the business. And, while the challenges have been far-reaching, OCS ANZ is more determined than ever to continue to work towards a more sustainable future for our business, our customers, and our communities.

This year has been particularly challenging for us to meet our environmental commitments with the COVID-19 pandemic requiring ongoing changes to

the standards of cleaning procedures and products we use. In some areas, this has meant we've needed to use more chemical-based products (and less environmentally friendly products) than we would like to maintain public health and safety in all of our services.

Specific challenges:



Adapting protocols

As in 2020, the ever-changing protocols for best practice cleaning and hygiene has put extra pressure on our teams to meet customer demand for products that are proven to reduce the spread of COVID-19.



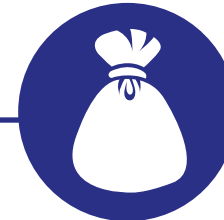
Vehicle availability/affordability

The comparative replacement cost of electric or hybrid vehicles from standard vehicles, as well as the low number of models available in market, pose challenges for our commitment to reducing fuel emissions. We're committed to moving more of our fleet to electric or hybrid vehicles over time.



Health mandates

As a business, we've learnt to adapt quickly in the constantly changing environment, but it's challenging to keep up with changes to health mandates and WHO guidelines. Even the smallest change can have a huge ripple effect in how we work.



Waste disposal

While some inroads have been made in our OCS office waste reduction, we acknowledge more can be done to improve this. COVID-19 restrictions have seen fewer people in our offices, but the increase in PPE has seen waste increase.



Waste management

We've not achieved our target around landfill waste management. This has been driven by an increase in the customer work we've performed (dealing with waste sorting on site) and the increase in the impact this now has on volumes. Going forward, we will break down the data more effectively to split out waste from ourselves vs our customers.

Environmental Targets 2024*



Carbon emission reduction

NZ 1776 tCO₂e

AU 396 tCO₂e

(Total Scope 1, Scope 2 and mandatory Scope 3 emissions)

Work with our customers to meet their carbon emission reductions.

Work with our suppliers and develop a reporting framework within our Supplier Code of Conduct to ensure their commitments to reduce their emissions are upheld.



Vehicle fuel usage

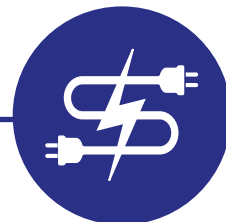
NZ 1469 tCO₂e

AU 125 tCO₂e

Transition fleet to hybrid or electric vehicles wherever practicable.

Ensure appropriate procedures and maintenance are in place to limit emissions from vehicle fleet.

Educate drivers in more efficient driving techniques.



OCS offices electricity consumption

NZ 66 kWh

AU 46 kWh

Partner with Ecotricity (New Zealand's only provider of 100% Renewable and carboNZero Certified electricity) for our branch network.

Prioritise energy-efficient and low-emission options when renewing or planning new infrastructure and facilities. Consider options to improve the energy efficiency of currently installed systems



Waste to landfill reduction

NZ 127t

AU 52t

Use technology to reduce the use of paper / printing.

Accurate measurement of OCS generated waste vs customer waste disposed of at OCS premises.



Education

We're committed to educating our team members about how they can work to reduce their personal emissions through an awareness piece that highlights the climate change risks that Australia and Aotearoa New Zealand face, and by providing them with the tools to reduce their impact.

*Aligned to Toitū Envirocare audit timelines

Health and Safety



The safety of our team members is our number one priority

Throughout 2021, our frontline teams have helped keep essential services running across the OCS ANZ region while also ensuring that our schools, workplaces, leisure spaces, and healthcare providers are safe, hygienic and clean.

Safety is our number one priority. We've worked to support our team members' mental and physical wellbeing as they continue to play their critical role on the frontline in the COVID-19 response effort. The focus also extends to our training, ensuring each and every team member is adequately prepared for the task at hand.

Health & Safety

Throughout 2021, we were able to source good supplies of PPE and other critical products to keep our team and our customers safe. This was largely thanks to utilising our extensive global partnerships to both source hard to find product and ship directly into Australia and Aotearoa New Zealand.

Our Vault risk management system, Power BI reporting and our toolbox talks, mean we have robust systems in place that have been well tested over the last year. We can respond quickly to changes in standards as the COVID-19 pandemic evolved throughout 2021.

Health and safety is not simply a box-ticking exercise for us at OCS, it's an integral part of our business operation, and one which ensures the safety of our own teams, and that of our customers.

2021 Highlights

- 967 employee engagement meetings held
- 11 employee wellbeing newsletters produced
- OCS ANZ and Midcity Achieved ISO45001, 18001 and AS/NZS4801
- Integrated Management System reviewed and development of new policies and procedures
- Continued accreditation to HACCP in Australia – food safety management system accreditation
- Continued accreditation to Approved Arrangement – Biosecurity (Perth Airport)

“I’m in regular contact with our frontline team members, checking in on those isolating and offering support to them from OCS. It’s a team effort – we’re all in this together. I’m amazed by the dedication and resilience of our frontline staff.”



Pam Hancock
Rehabilitation & Wellbeing Manager

The collage shows three newsletters from OCS:

- September:** Titled "12 Months of Wellbeing September". It includes a "Hi team" greeting, a quote from Pam Hancock about the pandemic, and articles on the Whare Tapa Whā model of wellbeing and household routines.
- November:** Titled "12 Months of Wellbeing November". It includes a "Welcome to the AU November edition of the Wellbeing newsletter" and articles on Men's Health, General Health, and Christmas. It also features a "Wellness - what is it?" section and a list of wellbeing quotes.
- Unlabeled Issue:** Titled "Months of Wellbeing". It includes a quote about weather, a "start of the Māori New Year" article, and a "ment recently in New Plymouth" article.

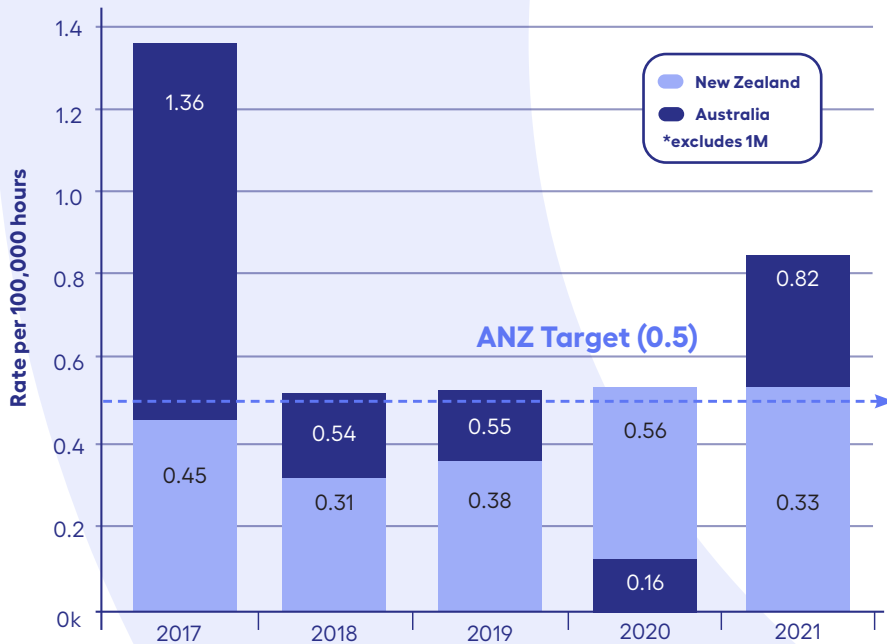
Lead Indicators

2021 saw a slight decrease in our ANZ rolling 12 month Total Recordable Injury Frequency Rate (TRIFR) – 0.40 per 100k hours worked (versus 0.51 in 2020).

Our teams have shown a clear desire to enhance workplace safety and there is a concerted drive for continuous improvement in all areas of our health and safety performance. The health, safety and wellbeing of our team members is fundamental to our strategic objectives and our diligent approach to team member engagement will continue into 2022.

After 16 months of no (LTI/MTI) injuries, OCS Australia had 5 in a 6 month period in 2021. Due to our lower number of team members in the Australian business and a reduction in hours worked, even a small increase in injuries can lead to a proportionally high increase in our TRIFR as reflected in our 2021 result.

Total Recordable Injury Frequency Rate (TRIFR) 2021*



Testing and tagging electrical equipment

Over the past few years, during internal HSEQ audits, the OCS NZ HSEQ team encountered a number of electrical equipment with expired Portable Appliance Testing (PAT) tags and missing tracking records.

While not large in number the failures needed to be addressed. Wanting a workable solution that would be simple to implement, the HSEQ team worked closely with Operations teams around the country to find the best solution.

Now all OCS NZ branches have PAT machines, and 45 team members across our branch network have been trained how to use them. Branches can now test and tag electrical equipment, calibrate and retain a history of testing records for each piece of equipment aligning with ISO standards.

This simple yet effective solution ensures the safety of our team members, customers and the public who come into contact with the equipment, while also minimising the risk of an electrical hazard.



Certification and Audit

As part of our ANZ integrated audit approach, our OCS management system was successfully recertified to ISO9001:2015, ISO14001:2015, AS/NZ 4801 with ISO45001 attained for the first time in July 2020. This was audited by Equal Assurance in July 2020. Midcity also attained the same certifications in September 2020.

In our 2021 surveillance audit there were four minor corrective actions identified and various projects are underway with relevant stakeholders to review actions, recommendations and implementation. Additional improvement opportunities were listed in the assessors' reports and have been used to further improve and streamline processes.

OCS also continued to successfully maintain third party contractor accreditation at customers' requests through providers such as Cm3, SiteWise NZ, Rapid Global, Toitika, SHE Software and PREQUAL. These accreditations provide both us and our customers with the assurance that our health and safety management systems are independently audited regularly and aligned with customer, industry and international best practice.



Workplace Wellbeing

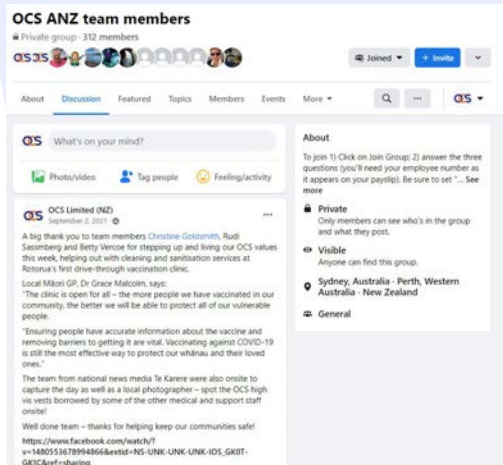
Our values are at the heart of everything we do to encourage and maintain our team's wellbeing. We aim to create an environment where every team member feels safe, valued, and respected.

In 2021 we focused on mental, physical and financial wellbeing. We led and promoted a range of initiatives, including sharing mental health resources, offering free influenza vaccinations and access to resources around smoking cessation and drug and alcohol education.

We continued sharing links to The Salvation Army COVID-19 loans, mortgage holiday information and other financial assistance opportunities. Each edition of our wellbeing newsletter also contained a topic on financial literacy/awareness.

All OCS ANZ branches and offices have a health and safety noticeboard, which are kept up-to-date with the latest information for all team members, as well as quarterly health and safety committee and/or improvement meetings.

Reflecting the diversity of our workforce and the geographic spread, we keep team members informed of wellness initiatives and information through multiple touchpoints. These include tools such as the monthly Wellbeing, Dimensions and Spotlight on Safety e-newsletters, MD notes, and our closed ANZ Team Members Facebook group.



Get vaxxed to stay safe

As the pandemic worsened in Australia and Aotearoa New Zealand, OCS ANZ team members were regularly encouraged to get vaccinated and information and resources were shared through the wellbeing newsletters, MD notes, toolbox talks and at all team meetings. By year end 2021, 79.38% of our team members were fully vaccinated.

In line with our Safety value, OCS also implemented a policy requiring all team members and visitors to OCS sites and offices to be fully vaccinated to ensure the safety of our team, customers and suppliers.

No place for bullying

Pink Shirt Day in Aotearoa New Zealand supports schools, workplaces, communities and whānau to create spaces where everyone feels safe, valued and respected.

On Pink Shirt Day 2021, all OCS NZ staff were encouraged to wear something pink in support of the Kōrero Mai, Kōrero Atu, Mauri Tū, Mauri Ora – Speak Up, Stand Together, Stop Bullying! campaign.

Along with a 'pink' morning tea, our National Support Office came dressed in pink and played a little game of 'guess who' where they had to match a statement with someone in the office to learn more about each other.



Employee Assistance Programmes

OCS ANZ provides access to employee assistance programmes (OCP in Aotearoa New Zealand and Pace National in Australia) to promote wellbeing and provide support where needed.

Programme utilisation

27 (NZ)
(80% increase on
previous year)
5 (AU)

Due to the confidential nature of the programmes, specific reasons for attendance are not captured for the sessions. However, it's well documented in the media about the ongoing impacts that the pandemic is having on mental wellbeing. We continue to heavily promote these services to our team members.

2.85 (NZ)
Average number of
sessions per user
2 (AU)

Support type

100%
Sessions were
held face-to-face

Referral type

81.48%	11.11%	7.41%
Personal	Work-related	Both

Learning and Development

Toolbox Talks

One of the most important elements of an effective safety programme is conducting regular discussion on safety topics relevant to our work. Toolbox talks are one-page outlines that address a wide variety of topics. They provide a solid foundation for each topic.

In 2021, OCS ANZ exceeded our target for Toolbox talks by 118% – which is testament to the work our HSEQ team carries out. Toolbox talks are an opportunity for our team to reinforce safety messaging, deliver key information regarding the latest injury prevention measures, and keep them up-to-date with workplace and industry changes.

Throughout 2021, ToolBox talks were carried out on Hazards & Risks, Emergency Procedures, Chemicals, Vehicle & Driver Compliance, Workplace Aggression, Working Alone, Safety Data Sheets and many more.

Midcity

At Midcity, we regularly deal with the aftermath of disasters making our attention to health and safety imperative.

Our highly skilled team is made up of both contractors and employees. It's important that all team members, regardless of contract status, are up to date with the latest in health and safety training. Toolbox talks include heat exposure (reflecting the extreme temperatures we're often dealing with), working from heights, asbestos contamination, electrical safety, fire prevention and many others specific to our insurance repair business.

Every Tool Box training session is an opportunity for our team members to discuss specific situations and challenges that are encountered on everyday jobs.



5649

Toolbox talks held

118%

increase in Toolbox talks held in ANZ (against 2021 target)

61

different Toolbox training sessions held

Driver training – Aotearoa New Zealand

As Aotearoa New Zealand returned to more activity across the country following the COVID-19 lockdowns, our focus on the safety of our driving team members continued to be a priority. Our EROAD technology system continues to provide us with information on speeding events, harsh braking, acceleration, cornering and unnecessary engine idling helping us to improve our team's safety and driving habits.

Each vehicle also has a GPS system to monitor the location of our drivers, ensuring their safety and providing us with data to improve productivity, improve customer service, reduce costs and create route efficiencies – all in turn reducing our carbon footprint.

In 2021, 135 drivers in our Aotearoa New Zealand team completed driver safety training and across the ANZ region, 181 people completed our toolbox training on safe driving. There was a 13% reduction in speeding events (NZ) compared to 2020.

135

OCS NZ drivers completed safety training

13%

reduction in speeding events (NZ, compared to 2020)

181

Safe driving ToolBox sessions completed

Challenges

COVID-19 has continued to present many unforeseen challenges across the business, but the reliance and dedication of our team across the board have been second-to-none.

Our focus on health and safety has not abated but in some areas been made more challenging by the ever-changing government (in Australia both federal and state) legislation and requirements.

Specific challenges:



Engagement

Due to COVID-19, site visits for Health and Safety, engagement improvement, and training haven't been able to be facilitated face-to-face.



Resources

Ongoing and unplanned development and implementation of COVID-19 related documentation, as well as increased communications, have added pressure to already strained resources.



Wellbeing

Added pressure and stress on team members in relation to uncertainty surrounding COVID-19, specifically job security and general mental health and wellbeing.

Health and Safety Targets



Wellbeing

Provide health and safety information via the monthly OCS wellbeing newsletter.

NZ Wellbeing Manager to conduct in person wellbeing roadshow to team members throughout our branch network.



Total Recordable Injury Frequency Rate (TRIFR)

We will work to ensure our TRIFR is consistently on a downward trajectory.

TRIFR target 0.5



Driver safety (NZ)

10% year on year reduction in speeding events.

All drivers to complete Safe Driving Toolbox sessions to ensure our people and others on the road are safe.



Toolbox Talks

In 2022, we will continue to deliver a wide breadth of training topics, aiming to increase the number of participants through each session.

We will also add in Toolbox talks that expand our breadth of health and safety coverage, including whistle blowing, electrical shock management, fatigue at work and others where we've identified improvement opportunities.

This report is dedicated to our ANZ team members who have worked tirelessly to support our customers and our business over the last two years. Our frontline team has been at the forefront of fighting the global pandemic, often under challenging conditions. They, and our support staff, have upheld our values and gone above and beyond countless times.

We are incredibly proud of the work they do each and every day.

Our sincere thanks.

We're fully committed to listening to our stakeholders and we welcome feedback on this report and any aspect of our sustainability performance.

To provide feedback or to contact us:

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OCS Australia & New Zealand
Sustainability
Report 2021



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