

OCS Australia & New Zealand

Sustainability Report 2020

Our commitment to
sustainable development
and practices



TOITŪ



ISO 14064-1
ORGANISATION

OCS

Welcome

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OCS New Zealand is
proud to be a member of



About OCS

OCS is one of the world's largest family-owned facilities management services company, supporting businesses for over a century. Since 1900, our business has seen five generations of family investment, experienced massive growth and development, and ensured our family values and ethos have remained intact.

As our customers' needs have changed, we've evolved to change with them. Today, we have more than 20,000 customers across the globe and more than 72,000 team members – from the United Kingdom to the Middle East, and of course, here in the Asia Pacific region.

Across Australia and New Zealand (ANZ), OCS employs more than 4,000 team members plus a large network of contractors providing specialised services to our customers. We're trusted by thousands of customers to deliver sustainable facilities management services, 24 hours a day, seven days a week.

In the ANZ region, our specialties range from building maintenance services, cleaning, security, catering and concierge services, through to fully integrated facilities management, waste management and recycling and insurance repair solutions.



About this report

We're delighted to publish our third combined Australia and New Zealand Sustainability Report.

2020 was a year like no other and amidst the global uncertainty, we have faced a number of challenges to our sustainability goals and ambitions, many of which are outlined in this report. At this time, we wish to acknowledge the people at the heart of our business, our frontline team members who day after day have continued to support OCS and our customers.

This report enables OCS to affirm our commitments, both to our own sustainability goals, and to those of our customers. It's a reflection of the countless hours of effort across our business as we strive to make a positive difference to our people, our planet and our communities.

We are humbled to be able to contribute to a wider movement of sustainable business practice through our involvement with the Sustainable Business Council, being a signatory to the Climate Leaders Coalition, and achieving Toitū carbonzero certification across our Australasian business. We are 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 New Zealand, including Midcity Group, unless specified.



A message from OCS Managing Director Australia & New Zealand

Gareth Marriott



In January 2020, none of us could have predicted just how our world would be irrevocably changed by a little-known virus.

As I look back over the year, every area of our business has been impacted. In many respects, COVID-19 has inevitably pushed us ahead of our sustainability targets – but in other areas, we’ve seen setbacks as the world has collectively struggled to get ahead.

As we expected - and in line with many others - our carbon emissions have seen significant reductions. We applaud the New Zealand Government’s announcement to make the public sector carbon neutral by 2025, part of the wider goal of achieving net-zero by 2050 and remain hopeful that the Australian federal government will follow suit.

We must all take decisive action. Recognising this, we committed to going carbon neutral in 2020, fast tracking our initial plans and I’m delighted to say, we’ve certified both OCS Australia and OCS New Zealand Toitū carbonzero. Going forward we will continue to offset our emissions and be a carbon neutral business.

Our use of eco-safe commercial cleaning products has taken a step back this year. COVID-19 necessitated reverting to chemicals with proven efficacy against

the virus. In many cases, the use of environmentally friendly chemical applications have ceased altogether in line with recommendations from the World Health Organisation. We’ll continue to work with our chemical suppliers and health experts to provide our customers with alternative, safe solutions that are also kinder on our planet.

Across our business, we have seen a step-change in learning and development. Our teams have embraced new practices, procedures, chemical applications and technologies to keep our customers, and each other, safe. I’m immensely proud of what they’ve achieved.

“Our teams have embraced new practices, procedures, chemical applications and technologies to keep our customers, and each other, safe. I’m immensely proud of what they’ve achieved.”

Throughout 2020, the one constant for us was the dedication of our people and, in turn, our commitment to them. Knowing the hardship that many of our families were facing with rolling lockdowns, and to acknowledge their efforts, each frontline person who worked two weeks or more over Alert Level 4 was presented with a voucher for The Warehouse (New Zealand) or Coles Myer (Australia).

In 2020, we also cemented our Partnership Made Personal brand promise. We’ve strengthened our engagement with both our internal teams and our external partners on issues of high importance. We’ve also worked with independent industry experts to gain their insights and assessments of our performance, allowing us to better prioritise our business responses and activities.

In closing, I’d like to thank our wonderful teams across OCS Australia, OCS New Zealand and Midcity Group for their hard work and dedication to our customers – at our heart, we’re a people business and this has come to the fore in 2020. My heartfelt thanks also to our customers and suppliers for their continued support, for placing their trust in OCS and for allowing us to support them to build sustainable businesses.

A message from OCS Group Chief Executive Officer **John Hunter**



Despite the unexpected turbulence of 2020, OCS ANZ has continued to make encouraging progress in achieving its sustainability goals.

This is the third annual sustainability report for OCS ANZ. The report shows improvements in a number of metrics, including a significant reduction in carbon emissions and an increase in hybrid vehicles across the fleet, and emphasises the importance of remaining focussed on outcomes.

The team has worked to align Australia and New Zealand's data collection and sustainability endeavours and we're delighted that they have been certified by Toitū Envirocare as Toitū carbonzero certification, offsetting their Australasian carbon emissions for 2020. This puts them in an excellent position to achieve their goal of becoming the most environmentally sustainable organisation in their sector by 2030.

OCS ANZ's partnerships with the Sustainable Business Council and the Climate Leaders Coalition further

demonstrate the importance the ANZ team place on reducing carbon emissions, lessening environmental impacts and using financial, natural and social resources in an efficient, effective and economic manner.

The ANZ strategies are a reflection of OCS Group's global sustainability strategic framework, working in partnership with our colleagues, customers, suppliers, communities and stakeholders to create a safe passage to a better future for generations to come.

Globally, we recognise that we are perfectly positioned to make a real difference, particularly in the areas of social mobility and environmental protection. Together with our customer and supplier partners, we can continue to work together to achieve long-term sustainable differences in the communities we work and live in, and for our global communities.

The Australian and New Zealand Government approaches to COVID-19 allowed a degree of freedom not seen in the rest of the world allowing

many OCS and Midcity team members to return to work – although not in the usual sense. Changes in operational activity and customer expectations meant people had to respond and adapt quickly. I am proud of our team members efforts to focus on each other and our customers.

“ Globally, we recognise that we are perfectly positioned to make a real difference, particularly in the areas of social mobility and environmental protection. ”

A message from Executive Director, Sustainable Business Council

Mike Burrell

2020 was characterised by uncertainty and challenge, particularly in our combined efforts to combat climate change and move from climate advocacy to action.

It is therefore pleasing to see the many commitments that OCS Australia and New Zealand, along with Midcity Group, have made and their journey towards meeting those commitments over the last three years.

In particular, achieving Toitū carbonzero certification for their Australasian emissions in 2020. This demonstrates OCS' commitment to carbon reduction and the Paris Agreement, setting an example for many others in the sector to follow suit.

I would particularly like to acknowledge the work of their frontline team members who stepped up to learn new skills and chemical application to keep us all safe, and the OCS leadership team. Despite the myriad of tasks they had to do with keeping the business running effectively, they still found the time to ensure sustainability was not forgotten, as evidenced by this 2020 Sustainability Report.

The road ahead will continue to be challenging. It is important that OCS continues to be bold in their target reductions and use their influence to change the behaviour of the sector as a whole. I look forward to working with Gareth and the team through our climate advocacy groups, the Sustainable Business Council and the Climate Leaders Coalition.



“ It is important that OCS continues to be bold in their target reductions and use their influence to change the behaviour of the sector as a whole. ”



Our approach

As a globally responsible employer, OCS has an important role to play in helping to solve some of our planet's most pressing sustainability challenges. At OCS ANZ, we contribute to sustainable development through three central pillars:

- Sustainable business and **our people**: promoting diversity and inclusion, learning and development, health and safety, and workplace wellbeing
- Sustainable business and **the environment**: acknowledging our duty of care, reducing our environmental impact and helping our customers to do the same
- Sustainable business and **the community**: creating positive and sustainable change across the communities we live, work and play in.

Balancing our pillars presents many challenges, however our eye is firmly on the long-term and leaving our planet in a better place for future generations. We know that each step forward is another step towards meeting that goal.

Our aim is to lead our sector by example; we want to be the most environmentally sustainable business in our sector by 2030. With our ethical approach to our people, environment and communities, we're committed to supporting the United Nations Sustainable Development Goals (SDGs).

The SDGs are made up of 17 interlinked global goals designed to be a "shared blueprint for peace and prosperity for people and the planet, now and into the future". At OCS, we're particularly focused on seven of these goals as they closely align with our corporate strategy and allow us to focus our efforts on where we can make the greatest impact.

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 New Zealand, providing scholarships to first in family 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 50% of our executive leadership team (and 47% of our management team) and we're continually striving to increase female representation at every level of our business through our Human Resource processes.



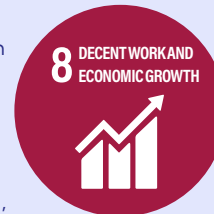
SDG 6 | Clean Water & Sanitation

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 all 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 88 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.



**SUSTAINABLE
DEVELOPMENT
GOALS**



Our challenges

Impacts from the COVID-19 pandemic will be felt around the world for many years to come and for our sector, the impact has been both positive and negative.

For OCS, some of the first effects were announcements by the World Health Organisation (WHO) and our own ministries of health about the effective way to eliminate the virus on surfaces – effectively wiping out the use of some of our most environmentally sustainable products.

As our customers grappled with the safety implications, we moved swiftly to evolve best practice cleaning and sanitisation protocols, rolling out extensive training through our learning and development toolbox meetings and updating our Vault risk management system.

We have partnered with Toitū Envirocare since 2019, and New Zealand was awarded their prestigious Toitū carbonzero certification in the same year. Since 2017 we have seen significant carbon emission reductions and were delighted to receive the certification again in 2020. This has been achieved through multiple measures in our carbon footprint reduction plan, including reducing air travel (which was a given in 2020), vehicle management and other initiatives, such as changing our electricity provider.

In Australia, we undertook our inaugural Toitū verification audit of carbon emissions from 2018 to 2020 and worked closely with Toitū to offset our emissions for the entire Australasian business. Going forward, we will continue to offset our emissions and be a carbon neutral business.

We continue to work with our vehicle suppliers to look at the capacity of providing vans, station wagons and utility vehicles that are either electric or hybrid. Constraints around fit-for-purpose vehicles still remain, particularly when carrying chemicals and equipment. Across Australia and New Zealand our current fleet of 296 vehicles contains 30 hybrid vehicles. We are currently reviewing replacement vehicles with a view to also substitute these with electric or hybrid vehicles as appropriate.



Specific challenges

2020 has provided many unforeseen challenges, both in terms of our wider business and of course our sustainability initiatives. The year has made us more determined than ever, and we continue to work closely with our team members, our suppliers and our customers to proactively look for ways to create a more sustainable future for all of our communities.



People

- Available talent pool (border closures have eliminated many of our traditional labour markets)
- Value of clean – while initially we saw a marked increase in understanding and the importance of the role our team do, in many cases this has largely reverted to pre-COVID-19 perceptions
- Legislative changes – steady increases in minimum wage rates (NZ) have meant the exiting of some budget-conscious customers
- Retention of front-line team members

Environment

- Availability of fit-for-purpose electric or hybrid vehicles
- Limited means to further carbon emission reductions
- New protocols for best-practice cleaning has increased customer demand for products which are laboratory proven effective against COVID-19

Community

- Increased unemployment and poverty as a result of COVID-19 economic pressures
- Ability to re-align our efforts in order to make most significant impact within the communities we operate

People

Since our beginnings 120 years ago, OCS has been a people business – people are at the very heart of who we are. As such, we take an active involvement in ensuring the welfare of all of our team members at every level of the business.

Our focus on returning our people safely home at the end of every day was under the spotlight in 2020 as we responded rapidly to a swiftly changing pandemic environment.

During the COVID-19 lockdowns, OCS provided essential cleaning and waste services to a number of customers on the essential services list. We worked closely with them to understand their (sometimes quite complex) needs. In doing so, the health and safety of our people (and theirs) was top of mind.



People

We ensured team member safety through the provision of job-specific PPE and training, as well as working with our health and safety team to identify those most at risk (over 70 and/or with identified health issues). Through urgent consultation with those at risk team members (and at the behest of their individual health providers) we moved to temporarily stand down some of our vulnerable frontline team members at the height of the pandemic.

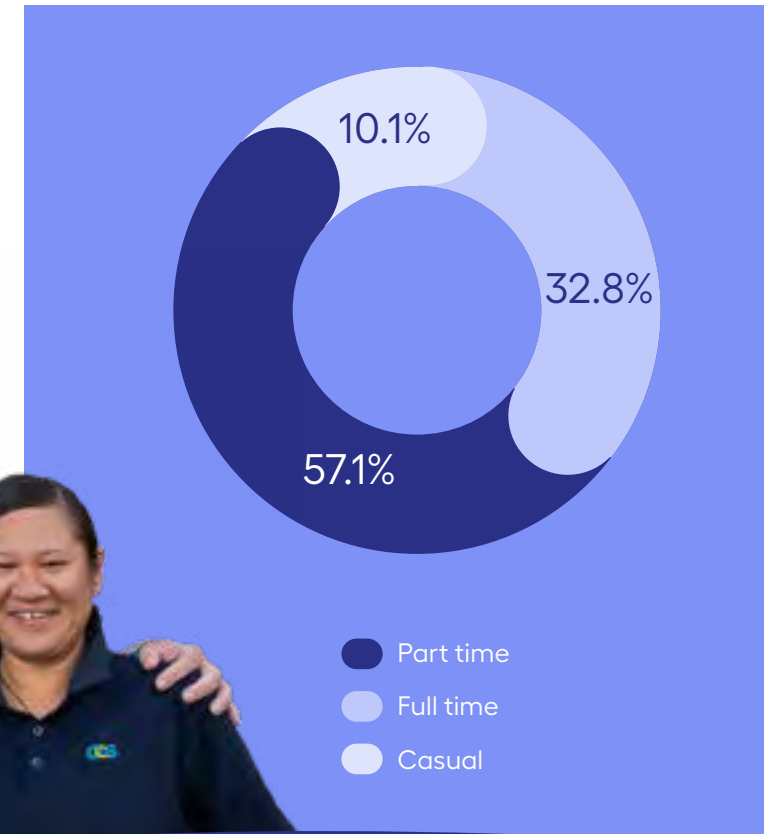
All team members on stand down continued to be paid at least 80% of their normal income throughout lockdown. Our frontline team members who continued to work through were of course paid 100% as normal and in addition and were also acknowledged in a number of ways, including a gift voucher to use at Westfield, The Warehouse (New Zealand) and Coles Myer (Australia) for those who worked over two weeks during the highest level of lockdown.

In 2020, we employed 4,025 people across the ANZ region – more than 63% of those are women. We offer more than 89% of our people permanent employment opportunities that are both full and part-time.



I have never been prouder of our OCS team than I have been throughout 2020. While the majority of people hunkered down at home during rolling lockdowns (particularly in Australia), our frontline warriors were out there ensuring the safety of us all. It was humbling to see the bravery shown by so many at such an uncertain time. It was also pleasing to see our cleaners being acknowledged by the New Zealand Prime Minister for the work they were doing with the NZ Police.

Gareth Marriott
Managing Director



- Part time
- Full time
- Casual



Diversity and inclusion

OCS is a business built on respect for all people, regardless of background, race, beliefs or attitudes. We are an Equal Opportunities Employer and as such are committed to promoting true equality across our teams.

We have zero tolerance for any form of discrimination and work in a collaborative environment where ideas are shared freely and open communication, creativity and exploration is encouraged.

We have strenuous policies in place to protect our team members, as well as contractors and job applicants. We aim to create a workplace free from discrimination and harassment, which in turn creates opportunities for all of our team to thrive.

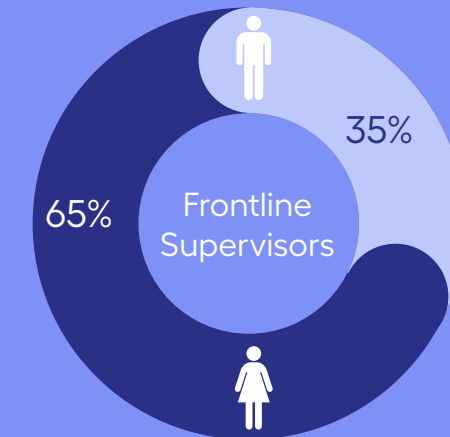
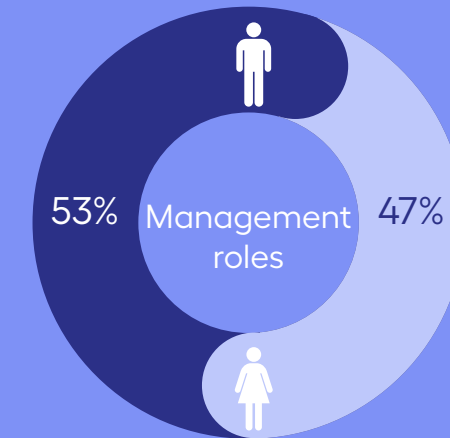
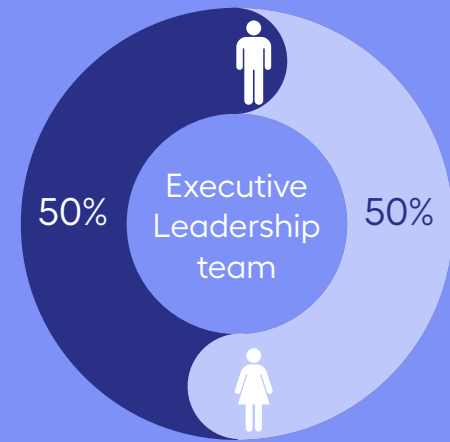
Gender diversity

OCS, including Midcity, benefits from a 50% gender diversity split of our ANZ executive leadership team and a 47%/53% gender split of our management team. Of our frontline supervisors, 64.7% identify as female.

We have specific training that supports our managers to build collaborative teams, create success plans and understand the benefits of a diverse team.

We're continually working to ensure our people, policies and processes promote a healthy workplace for all genders. We recognise that some of these now require review and will be working throughout 2021 to update our suite of HR policies in line with global best practice standards.

“We're continually working to ensure our people, policies and processes promote a healthy workplace for all genders.”



People



Generational diversity

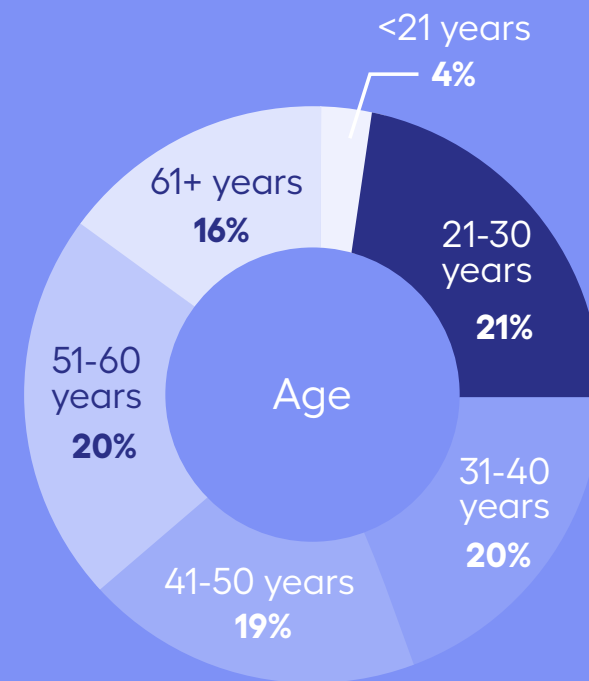
Generational diversity brings many tangible benefits to our business. Across the business we have team members at every age and stage – from teenage tertiary students in their first jobs through to grandparents at the last stages of their career.

Collectively, generational diversity adds greater leadership and customer understanding along with training and mentorship.

We are cognisant of the increasing age of many of our frontline team members, something that was highlighted in 2020 with the impacts of the pandemic. We continue to work with our older and health compromised team members to ensure their continued engagement with our wider workforce.

OCS employs 39 team members over the age of 70, many of whom have been with the business for over 20 years, reflecting the value of our family-based culture.

As part of developing toolbox training modules specifically for each COVID-19 Alert Level, we provided support material for managers with older/vulnerable team members. As a business, we focus on robust training (and guidance material) around workplace health and safety including preventing slips, trips and falls – one of the most common types of accidents across our entire workforce, regardless of age.



Cultural and disability diversity

OCS ANZ is truly a melting pot of ethnicities with our team members coming from 88 different countries! From Afghanistan to Zimbabwe and everywhere in between, we welcome cultural diversity to our workplace.

Cultural diversity helps us recognise and respect different ways of being so that as we interact within our diverse nations, we're able to more easily build bridges to trust, respect and understanding across cultures.

Cultural diversity also helps us as a business through bringing new ways of thinking, different experience and knowledge, helping to inspire creativity and drive innovation across our business.

Our New Zealand branches work closely with social enterprises such as Workbridge, an employment service connecting job seekers with a disability or health condition with employers. Through this and other similar relationships, we're able to have a wider candidate pool and attract greater thought diversity to our roles.



88
different
nationalities

Engagement

We seek to engage our team members at every level of our business. The physical challenges of 2020 saw us turn to more virtual methods of engagement with our teams through tools such as video conferencing and pre-recorded materials.

We recognised very early on that communication was going to be key in assuring our many team members, so actively stepped up our communications throughout the pandemic across multiple channels.

No formal engagement surveys were undertaken in 2020 due to COVID-19 constraints, however we do know that new initiatives were well received. For example, we introduced the new OCS Stars programme, our team member acknowledgement and reward programme. 183 Instant Stars were awarded, along with 262 team members achieving more than 10 years service and 34 with more than 20 years. Refer to page 16 for more information about our OCS Stars programme.

Our OCS private Facebook group grew to 317 team members and, complementing our quarterly Dimensions team newsletter, we added a monthly wellness newsletter.

183
Instant Stars
awarded

262
team members
with 10+ years'
service



34
team members with
20+ years'
service

Team recognition

The pandemic saw a wave of support from our customers for the work our team members do every single day. We were able to pass on many of those directly to the individual team members, who were delighted at the accolades.

All team members who worked through Alert Level 4 lockdown for two weeks or more were rewarded with personalised thank you cards and gift vouchers – both as recognition of their efforts and understanding the hardship many of our families were going through at that time. This initiative saw us reach more than 2,000 team members across the business.



Waste Management NZ Ltd
7,772 followers

+ Follow

We are so thankful to the support and appreciation we have received by members of the public during Alert Level 4.

Today, however, we want to give our thanks to the other essential workers that help make what we do possible, and particularly the team at [OCS New Zealand](#).

Malu and Tapu work tirelessly to keep our all of work spaces clean and without their efforts it would be impossible to operate during COVID-19.

Thank you Malu and Tapu, and to all our OCS friends across New Zealand. We appreciate everything that you do.





Auckland Airport
April 7, 2020

...

We're celebrating the great work of frontline staff at Auckland Airport. Without these amazing people we wouldn't be able to safely run our operation. Nuu comes to work every day to keep the terminals clean and sanitised. Thank you Nuu, we are very grateful! [#WeAreAucklandAirport](#)

"I like to clean, it's my exercise. I'm happy to be working. We're helping people at the airport to help stop the virus from spreading. I have four kids: 13-year-old twins, a 9-year-old and a 7-year-old. My husband stays at home and looks after our kids. They say each morning 'mummy, stay safe and wash your hands'. My job is important and I like to do it. It's what I do at home to look after our house and my family." – Nuu Niko, OCS Cleaner, 8 months at Auckland Airport.



Our values



Care

We take care of you. We take pride in delivering your customers' needs; we respect and look after one another; we actively contribute to the communities and environments we work in.



Safety

We act safely and responsibly. We believe everyone deserves to go home safe every day; we create and maintain safe working environments; we protect information and confidentiality.



Trustworthy

We are trustworthy. We keep our promises; we can be trusted to do the right thing; we deliver time after time.



Expert

We work as experts. We use our skills to understand and meet our customers' specific needs; we add value to our customers; we continuously strive to improve our service.



OCS Stars

We introduced our global OCS Stars programme to reward and recognise team members going above and beyond. In 2020, 183 Instant Stars were awarded for living the following OCS values:

- 72 Care Stars
- 22 Safety Stars
- 35 Trustworthy Stars
- 54 Expert Stars

About the scheme

The OCS Stars scheme recognises the contributions of colleagues (individuals and teams) and celebrates those who live by our Values of Care, Safety, Trustworthy and Expert.

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 the Instant Stars from

their division. 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 \$250 each. The overall winner receives a trophy and a \$1,000 voucher

Awards are given to colleagues who demonstrate our values.

2020 OCS Stars annual winners

Values winners:

Care

Helen Te Wake, New Plymouth

Expert (joint winners)

Kasa Taufu & Nicole Jackson, Master Data Team
Chris van Niekerk & Willie Nel, NZ IT Team

Safety

Harshil Vaghela, Melbourne

Trustworthy

Steven Schaper, Greymouth



Annual winner:

Helen Te Wake from New Plymouth (our Care category award winner) is our first OCS ANZ Annual Star!

Helen is the epitome of community minded. She regularly collects bread from local supermarkets in New Plymouth and distributes it to families, kindergartens and anyone she that she knows is in need. She is a valued OCS staff member who cleans at a kindergarten for us while is also employed by one of the local schools and cleans there as well. Helen is a shining light and is one of those special people that goes out of her way to help anyone in need – including taking on extra work for us at the drop of a hat.

OCS and the entire New Plymouth community really appreciate all that Helen does, both during working hours and the many additional hours she freely gives to ensure the care of the community.



OCS Stars
Recognition & Celebration

ANZ Annual Star - Helen Te Wake

Thank Your Cleaner Day™

On 21 October 2020 we celebrated Thank Your Cleaner Day™, a global initiative founded in New Zealand back in 2015.

Thanking our cleaners was more important than ever in 2020 as, like our healthcare professionals, they were (and still are) the frontline of our COVID-19 response.

“This once-invisible workforce of cleaners became the unsung heroes of the COVID-19 pandemic, alongside supermarket warriors and the extraordinary work done by our health personnel,” says Gareth Marriott, OCS ANZ Managing Director.

“Bursting their bubbles during lockdown to keep the rest of us safe, deep cleaning COVID-19 impacted areas and working harder than ever before as we came to terms with the virus and how best to stop the spread.

“We appreciate the work our people do every day, but in 2020 we wanted to make these hard-working members of our society feel more valued than ever before.”



People

Learning and development

Amongst the many challenges COVID-19 presented were the temporary closures of some customer premises and other essential services requiring increased levels of cleaning and hygiene during the lockdown period and beyond. Much was learnt during the period which is now an integral part of OCS' day-to-day operations to continue to stamp out the virus.

Strong partnerships with our suppliers and customers made it easier to communicate with our team as we knew we had the right information. Consistent and clear communication also helped bridge the gap that working from home can create – we were more connected than we had ever been before.

As several customers were deemed 'essential services', the dynamic environment meant that these customers' requirements (such as pharmaceutical manufacturers, airports, ports, police, corrections and other government agencies) had to be keenly evaluated to ensure needs were met alongside COVID-19 restriction / regulatory alignment.

On 5 February 2020, OCS New Zealand completed the first decontamination clean of its kind at Auckland International Airport after a government-chartered Air New Zealand Boeing 777 touched down with 193 passengers from COVID-19 stricken Wuhan, China.

This was one of the biggest early challenges as we needed to make sure the OCS team felt comfortable and safe when they came to work.

To combat any unease, we ran online training sessions and put together a series of toolbox guides, looking at the COVID-19 situation and explaining how our enhanced methodology and risk controls worked.

The team was well prepared with suitable cleaning products, PPE and standard operating procedures endorsed by the Ministry of Health. This provided both the Airport and our team an extra layer of reassurance when dealing with the virus – knowing that our systems, products and procedures were world-standard.



Case Study: Auckland Airport Decontamination

On 5 February 2020, a government chartered Air New Zealand Boeing 777 touched down at Auckland International Airport. On board were 193 passengers from Wuhan – the first repatriation flight into New Zealand from COVID-19 stricken China. Amongst the passengers were 54 New Zealand citizens and 44 permanent residents.

Shortly after the passengers were escorted from the gate lounge into quarantine, the newly formed OCS COVID-19 cleaning team entered the airport to sanitise, clean and decontaminate the airport spaces

passed through by the passengers. Over the course of the evening, the teams also removed 2.5 tonnes of hazardous waste and cleaned the airport buses (from the plane to the airport terminal).

This was the first decontamination clean of its kind in New Zealand and the team were well prepared with product and SOPs endorsed by the Ministry of Health. This provided both Auckland Airport and the OCS teams an extra layer of reassurance when dealing with the virus – knowing their systems, products and procedures were world-standard.

Ian West, General Manager Northern Region, was delighted with how the team responded, and the performance of their new products.

“This was the first time our team utilised the Chlorox Total 360 Electrostatic Sprayers – or fogging machines – brought into the country specifically to fight the virus,” explained Ian. “By early the next morning it was business as usual for Auckland Airport with the international terminal fully operational thanks to the amazing work of our hard-working team.”



In the early months of 2020, the HSEQ team worked closely with the marketing and communications team to create hygiene and hand washing posters and training manuals, many of which were also made available to customer sites.

The HSEQ team worked quickly to deliver relevant regular toolbox training for frontline team members, helping to document new standard operating procedures, processes and training on new chemicals and equipment, and other services, such as new trauma clean procedures. This had the added benefit of being first to market for many of the new services OCS were able to offer.

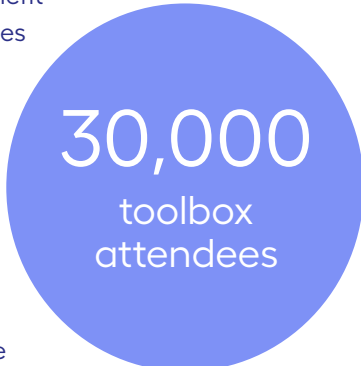
Toolbox talks are a great way to reinforce safety basics, focus on common industry risk scenarios and to inform team members about latest injury prevention measures, and any changes to the job site and working conditions that may have occurred. They also ensure our frontline colleagues have the opportunity to raise concerns and provide feedback, as well continue to stay involved with HSEQ, making sure everyone knows what's required of them.

Safetrac continues to be our regulatory e-learning resource. This is online training for our managers and includes a range of modules on various business and health and safety topics, from anti-bullying to cybersecurity and unfair business practices.

In 2020, across the entire ANZ region, 6,205 different toolbox training sessions were completed (an increase of 614 sessions over 2019). In total, we had over 30,000 attendees across these sessions.

A number of New Zealand team members completed professional development training on a range of topics, including:

- NZQA National Certificate in Cleaning and Caretaking (Level 2) – 5 completed
- NZQA National Certificate in Cleaning and Caretaking (Level 3) – 9 completed
- Professional Leadership Programme – 14 completed



“It’s not enough to provide team members with resources and simply ‘tick a box’ in a training manual. The work that OCS does is critical to the health and safety of hundreds of thousands of people across the ANZ region.



We actively invest in our people to become the best they can be and provide assurance and surety to our customers that they’re partnering with the best in industry.”

Jason Fawcett,
General Manager, HSEQ ANZ



In Australia, we contracted a number of external providers to facilitate training across both our OCS and Midcity businesses. These included:

- Greencap – Quarterly sessions commenced in December 2020 and will continue in 2021. Sessions were facilitated by field specialists and covered topics including asbestos awareness, mould, methamphetamines, high-risk work, and hazards.
- Master Builders Association (WA) – engaged to provide Working Safely at Heights and Contracts Administration courses.
- Allion Partners – Provided team training on the Work Health and Safety Act 2011 with approximately 20 attendees.
- Midcity hosted 70 contractors at a contractor forum information/training session ensuring all contractors were abreast of the latest health and safety information.

Looking ahead into 2021, training and information sessions will be held by our Employee Assistance Programme (EAP) provider to cover the topic of mental health and wellbeing, essential for our team members to lead fulfilling lives.



Driver training

Despite the decreased activity on the road in 2020, the safety of our driving team members continued to be a focus.

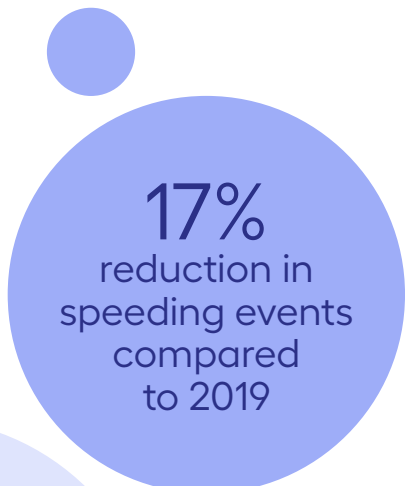
Our EROAD technology system in New Zealand (fitted to all 270 fleet vehicles) continued to provide us with information on speeding events, harsh braking, acceleration, cornering and unnecessary engine idling which assists us daily to improve our team's driving habits.

EROAD also contains a GPS system that monitors the vehicle location, allowing us to quickly access the location of our drivers to ensure their safety. It also provides us with the information we need to

help improve productivity through managing unnecessary downtime, meeting agreed customer service levels, reducing costs and maximising driving routes – all adding up to help us to further reduce our carbon footprint.

In 2020, 288 drivers in our New Zealand team completed driver safety training and across the ANZ region, 1,367 people completed our toolbox training on safe driving.

In all, our training initiatives, along with our EROAD technology, allowed us to further reduce speeding events in 2020 by 17% (compared to 2019).



Health and safety

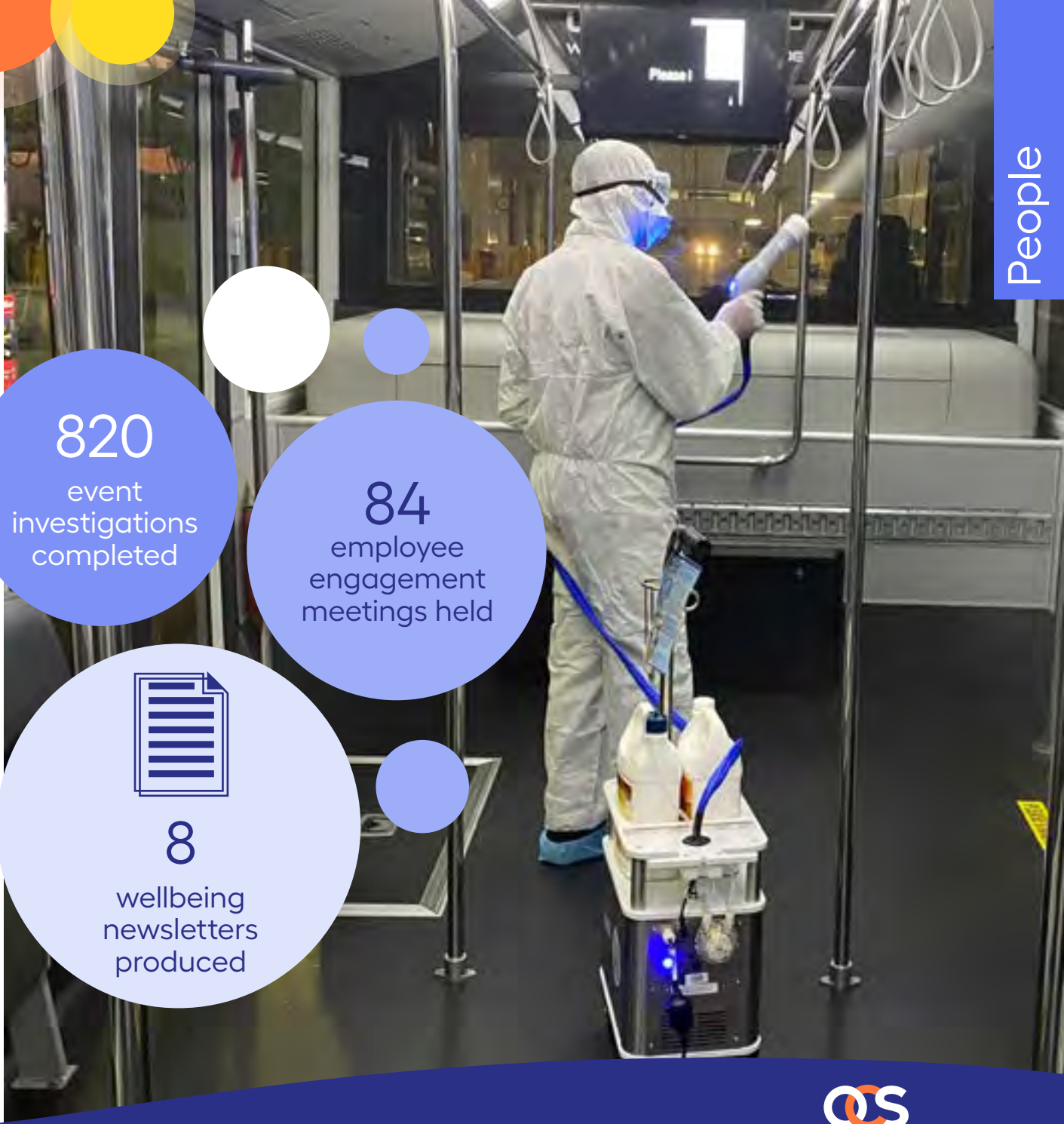
Our frontline team members were the first line of the COVID-19 defence throughout 2020, ensuring the safety of others through keeping essential services running. This was only possible by ensuring our people were protected. We worked with our global suppliers to ensure safety first for our team members (and our customers) through the provision of task-specific PPE and adequate supplies of sanitisers and other appropriate products.

2020 also clearly pushed our health and safety policies and procedures into the spotlight. Fortunately, having robust systems in place using our Vault risk management system, PowerBI reporting and our toolbox talks, enabled us to be able to swiftly and efficiently deliver updated training when it came to using new chemicals, equipment and processes.

Also imperative was our ability to be able to have ready access to task-appropriate PPE. We were able to source sufficient product for ourselves and our customers, sourcing and shipping the hard to source products into ANZ using our extensive global partnerships.

We are very clear that health and safety is not simply a box-ticking exercise – it is an integral part of our business operation, and one which ensures the safety of our own teams, and that of our customers.

We were delighted that across our Australian business we had 10 consecutive months with no lost time injuries - including contractors working on our sites. This was particularly impressive for our Midcity business given the often high-risk situations the teams are working in.



820
event
investigations
completed

84
employee
engagement
meetings held

8
wellbeing
newsletters
produced

Lead indicators

2020 saw a slight increase in our Total Recordable Injury (TRI) rate for ANZ – 0.50 per 100k hours worked. This is an increase of 23% vs 2019 rates, but overall TRI remains 23% lower than in 2017.

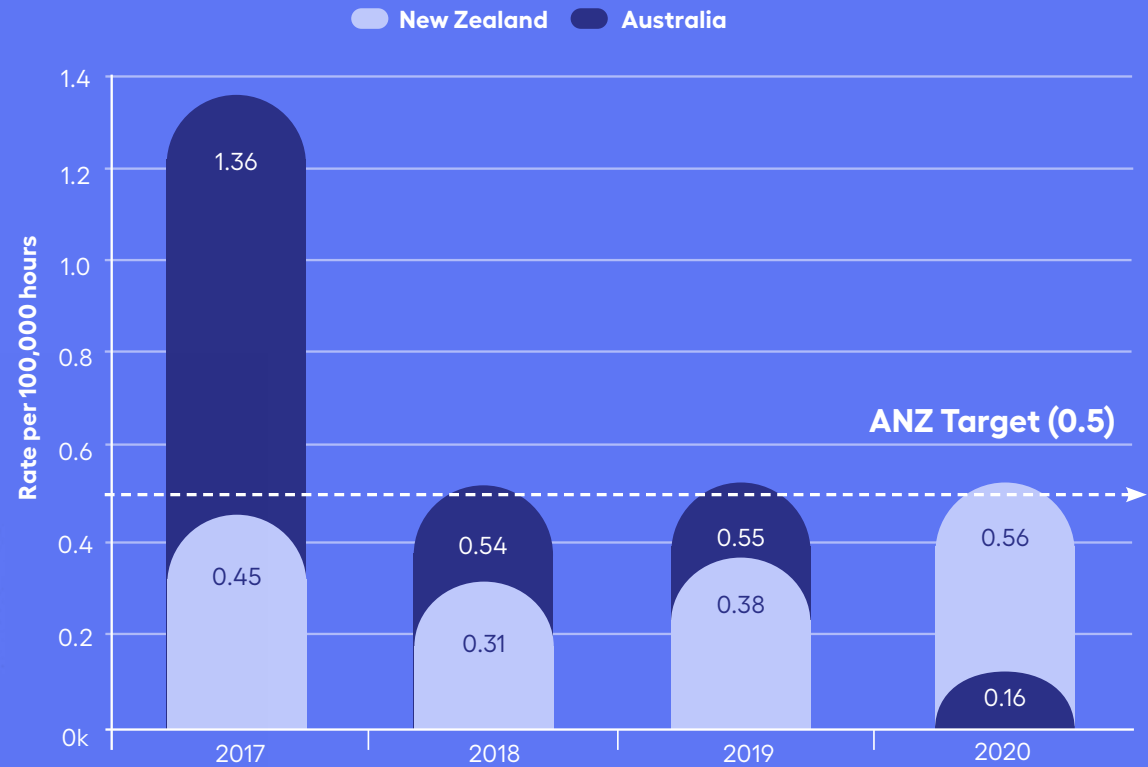
Our teams have shown a clear desire to enhance workplace safety and there is a concerted drive for continuous improvement in all areas of our health and safety performance.

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 2021.

- 820 event investigations completed
- 84 employee engagement meetings held involving worker and management representation
- 1,244 managers and health and safety committee members completed internal health and safety training
- 8 wellbeing newsletters produced and distributed to all team members (NZ only)



Total Recordable Injury Frequency Rate (TRIFR) 2020



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.

There were four minor corrective actions identified and various projects have been completed or 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 customer's requests through providers such as Cm3, SiteWise NZ, SHE Software and PREQUAL. These accreditations provide both OCS and our customers with the assurance that our health and safety management systems are independently audited regularly and aligned with customer, industry, international best practice.



Workplace wellbeing

Reflecting our global values, wellbeing is an intrinsic part of our OCS business. Our wellbeing focus for 2020 was on mental, physical and financial wellbeing.

We encourage all team members to lead a healthy lifestyle through a range of initiatives, including mental health resources, free influenza vaccinations and access to resources around smoking cessation and drug and alcohol education.

All COVID-19 communications included links to The Salvation Army COVID-19 loans, mortgage holiday information and other financial assistance opportunities. Each edition of our wellbeing newsletter (on the following page) also contained a topic on financial literacy/awareness.

All OCS ANZ branches and offices have a health and safety noticeboard, kept up-to-date with the latest information for all team members, as well as quarterly health and safety committee and/or improvement meetings. These are made up of members of the management team along with nominated/elected employees to review risks, policies and process to drive continuous improvement.

These sessions are also supported by the toolbox training programme which provides the opportunity for employee consultation and engagement.

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



“Due to the risk COVID-19 presents to health and the way we live, our brains and bodies are responding as they’re supposed to with ongoing ‘fight or flight’ chemical reactions. Unfortunately, that ‘fight or flight’ response doesn’t have anywhere to go right now so we will continue to connect with our people to identify techniques and initiatives that help all of us feel in control, get some exercise, do some breathing exercises and be kind.”

Jason Fawcett,
General Manager, HSEQ ANZ

In 2020, OCS NZ exited from the ACC Accredited Employer programme which freed up our rehabilitation and wellbeing manager in NZ to focus on wellbeing at all levels of the business, whilst still managing the tail of the ACC claims.

Private counselling services are available to all team members through the Employee Assistance Programme (EAP) – in Australia through Pace National and New Zealand, through Organisational Counselling Programme (OCP).

The EAP service is free and confidential and is available to support team members through a range of personal and/or work issues. The programme allows all team members to access confidential and professional counselling provided by an independent organisation. In 2020, EAP services were accessed by 15 people (or 59 sessions) in New Zealand and four people in Australia.

Wellness

Wellbeing and team wellness was particularly under the spotlight with COVID-19 bringing increased levels of anxiety recorded at every level of the business. The HSEQ team stepped up, offering extra counselling and wellbeing sessions and worked closely with the communications team to ensure key messages were getting to the people who needed them most.

The HSEQ team also worked closely with the human resources team, identifying vulnerable team members who may have been at risk from the developing crisis (those over 70 and those with underlying health issues).

These team members were offered extra reassurance about how OCS would help protect them and, as the country moved into lockdown and customer sites were closed, they were able to be moved off customer sites and into a stay at home situation.

We spread our messages via social media and the more formal internal communications tools, as well as speaking directly to operational managers from each area to ascertain specific needs and feedback from the frontline.

EAP has been in place across ANZ for many years and we stepped up promotion of this service to our staff. The pandemic also saw us step up our wellness initiatives, including investigation and recommendation of mental wellbeing apps, monthly wellbeing e-Newsletters and posters in branches. We also reached out to team members, reminding them of our long-standing partnership with The Salvation Army and the community services available to our teams, including short-term assistance with food, budgeting advice and low-interest loans.



Environment

We are committed to operating responsibly to protect our environment, which means we carefully consider the potential impact of our activities on the environment.

We continually work to improve our performance, aiming to make a positive contribution for generations to come. We set ourselves aspirational environmental standards, which meet and often exceed legislative requirements.

Our goal is to ensure OCS is an organisation that is in harmony with our environment, setting an example for other facilities management services businesses around our region and the world. We don't cause damage to our environment by ensuring the products we use don't deplete non-renewable resources and don't harm our social or natural environment – crucial to human wellbeing.



Our partnerships

Sustainable Business Council

OCS has been a member of the New Zealand SBC since 2015 and is one of more than 100 key businesses across a myriad of sectors, all committed to reducing their emissions, adopting sustainable procurement policies, and regularly reporting on their sustainability activities.

We acknowledge the work they do to provide a sustainability platform for New Zealand business and in doing so, help us to remain accountable for the commitments we've made to reduce our greenhouse gas emissions and building sustainability throughout our supply chain.

Climate Leaders Coalition

We've been a member of, and signatory to, the New Zealand Climate Leaders Coalition (CLC) since 2018. We believe collaborating with other CEOs from like-minded businesses is the best way forward to bring about the changes that our planet so urgently needs. Now with 104 signatories, having a body where we can collaborate and hold each other to account is an important step in meeting our commitments to carbon emission reduction.

We support the three pillars of the CLC – CEO leadership, collective transparency and climate action

– and applaud the resilience of our member partners. The work they're doing to help New Zealand towards a low emissions economy is vital to the future of New Zealand and our planet.

OCS New Zealand is also a signatory to the CLC emissions reduction programme – formalising our commitment to measuring, reporting and reducing our emissions, as well as working with our suppliers to reduce their emissions.



Toitū Envirocare

OCS New Zealand has been measuring and managing carbon emissions from a baseline of 2017 and gained Toitū carbonreduce certification for our efforts. Since then we've managed to reduce our emissions by 32% through to 2020 - a huge effort by all our team members.

A reduction in emissions intensity (per turnover/revenue) of 36% has been achieved since our base year of 2017.

In 2020 our biggest carbon reductions were achieved through reducing air travel (both international and domestic) with pandemic-induced border closures and lower rates of domestic vehicle travel.

To align our Australian business, we engaged Toitū Envirocare to undertake a verified greenhouse gas emissions inventory audit for 2018, 2019 and 2020 (assessed against ISO 14064-1:2006). The reduction from 2018 to 2020 was 35.6% based on Total Gross Emissions and 32.5% based on Total Gross GHG Emissions per turnover/revenue (\$ Millions).

Following the verification audit, we decided to fast track our plans to bring both businesses into the Toitū carbonreduce programme and have instead worked with Toitū Envirocare to offset our carbon emissions, purchasing a combination of New Zealand and international carbon credits for the entire Australasian business.

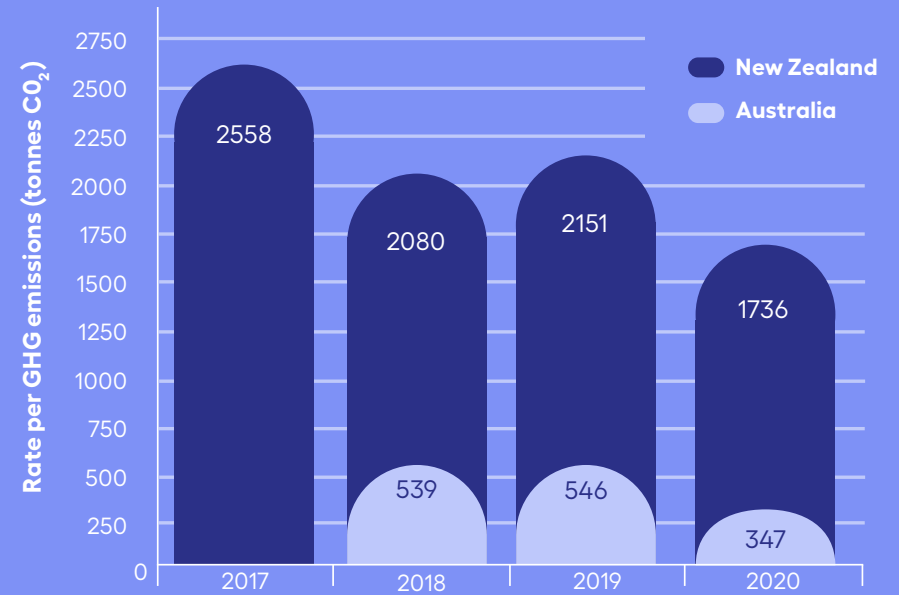


Both OCS Australia and OCS New Zealand have now been certified Toitū carbonzero. Going forward we will continue to offset our emissions and be a carbon neutral business.

Certification from Toitū Envirocare is proof that we're taking action on climate change, accurately measuring and reducing our greenhouse gas footprint. Both Toitū carbonreduce and carbonzero certification 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 practice.

Total Gross Carbon Emissions



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



Key environmental statistics

Targets

Results 2020



Reduce electrical energy consumption

15% reduction in tCO₂e year on year (NZ)
3% increase in tCO₂e year on year (AU)



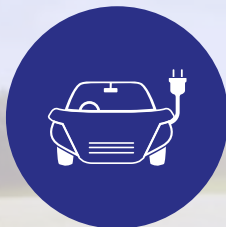
Achieve Toitū carbonreduce certification (NZ)
Undertake verified GHG emissions inventory audit (AU)

Achieved - fast tracking to be certified Toitū carbonzero



Reduce tCO₂e emissions for company vehicle fleet at 2% year on year

16% reduction in tCO₂e year on year (NZ)
2% reduction in tCO₂e year on year (AU)



To have 30 electric or hybrid vehicles in the OCS NZ fleet by 2020

Achieved



Supplier Sustainability Code of Conduct

It's important to us that our whole supply chain adhere to responsible and sustainable labour and business practices, including meeting and exceeding employment standards across their workforce (including contractors). That's why in 2020, OCS implemented a Supplier Sustainability Code of Conduct (the Code), defining the principles and standards that we, and our subsidiaries, expect our suppliers to understand and adhere to.

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

The Code includes:

- Practicing, 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.

At the end of 2020, 68% of our key suppliers have signed and returned the Code. We continue to follow up with all suppliers to try and achieve 100%.



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 responsibilities.

Recertification audits were completed in Australia and New Zealand in July 2020 as part of the ANZ integrated audit approach using Equal Assurance (as noted previously). Continued accreditation was awarded for all standards, including ISO 14001. 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.

In July 2020 we achieved ISO 45001 Occupational Health and Safety for the first time – this replaced the outdated 18001 standard.

Hazardous substances

Over subsequent years, OCS has moved towards utilising more environmentally friendly cleaning technologies.

COVID-19 and changes to best practice guidelines by The World Health Organisation (WHO), the Department of Health (Australia) and the Ministry of Health (New Zealand) saw a move away from many of these products to provide surety of disinfection to customers who demanded cleaning chemicals with laboratory proven effectiveness against the virus. This has been a disappointing side-effect of the pandemic and we will continue to work closely with our supply partners to provide alternative environmentally green products.



Handling and storage

The pandemic also created a scarcity of many of our popular cleaning products and hand sanitiser resulting in the requirement to store greater volumes of some products. This meant some key metropolitan branches and offices were required to attain location compliance certificates.

Storage of chemicals is treated very carefully with all chemicals stored in approved hazardous substances storage cabinets. Care is taken to ensure chemicals are not stored in a way that allows a risk of accidental mixing, fire or explosion. This means that our team ensure incompatible substances are not stored together and that decanted substances are stored in the correct type of container and labelled correctly.

Education in the handling and safe use of chemicals is key for our team members who work with, supply and store hazardous materials. Before the purchase or use of new or modified chemicals, health and safety personnel are consulted and safe-use evidence is

provided, including the completion of the Procurement Equipment Safety Checklists.

All chemicals purchased must be supplied with the appropriate Safety Data Sheet (SDS). The sheets provide information on the chemicals, describing the hazards the chemical presents and information on handling, storage and emergency measures in case of an accident. All chemicals must always have SDS sheets available onsite at all times. A master file of all SDS sheets is kept within the Vault Risk Management system.

Team member responsibility

When it comes to dealing with hazardous materials, both our management and team members have key responsibilities.

Management ensures all team members are provided with appropriate training and supervision to safely

use, handle, store and dispose of hazardous materials; they control all aspects of risk mitigation, provide and maintain appropriate personal protective clothing and equipment (PPE) for team members who are to use the hazardous material and provide appropriate storage and safety equipment.

Our team members who use, come into contact with or have responsibility for hazardous material must do so in an appropriate manner; they must ensure they are familiar with the hazards associated with the material and the appropriate methods for handling, transporting, storing and disposing of the material. They also need to conduct themselves (and supervise others) with the greatest of care in the use of hazardous materials; use any PPE equipment provided and to follow instructions provided for the safe use and storage of the hazardous material; and follow precisely all provided policies, procedures and guidelines.



Case Study: Diversey - supplier support

When supply looked tight and OCS needed additional guidance on chemical application, OCS' long-term relationship with Diversey meant help was only a phone call away. A quick and frank conversation between the two organisations fast-tracked a guaranteed product supply and access to best-in-field chemicals.

"We had complete confidence that Diversey would be able to supply us with both EPA and TGA certified products that were safe for humans and weren't going to cause issues with the surfaces they were applied to," said Gavin Upston, OCS NZ Operations Director.

"Customers were asking us to provide sanitation to surfaces such as soft

furnishing and the inside of vehicles. We needed to ensure the products wouldn't cause damage to upholstery and other finishes – and we didn't have time to undertake our own vigorous testing."

Having a global brand like Diversey on the team added increased certainty for both OCS' team members and

their customers, particularly when it came to adhering to the Ministry of Health and World Health Organisation evolving best-practice guidelines.

We had the information at our fingertips from a global leader in infection control products.



Fleet

Transportation, by the very nature of our business, will always remain a consideration for OCS. We aim to reduce emissions from our transport usage by between 5% and 10% year on year.

In New Zealand, we operate a fleet of 270 vehicles, of which 30 are now hybrid, reducing our fuel consumption and CO₂ emissions. We continue to work collaboratively with our supply chain partners to replace expiring vehicles with more environmentally sustainable options and watch in interest the recent advances in hydrogen fuel cell electric heavy vehicles.

Monitoring our CO₂ emissions are made possible through our company vehicle ANZ fleet partner, LeasePlan, which provides environmental performance data for the full fleet of OCS vehicles.

The table shows NZ data.



Period	Total carbon	Carbon per vehicle	Vehicles	Total carbon % change
Dec 2017	519	1.20	419	6%
Dec 2018	431	1.20	277	-18%
Dec 2019	417	1.10	365	-3%
Dec 2020	387	1.00	270	-7%

Waste

At OCS, we aim to reduce the amount of waste we generate across every aspect of our business, through our operations and our supply chains. We also work closely with our customers to help meet their waste reduction ambitions.

OCS WasteLine

WasteLine, our New Zealand based waste management division provides services to more than 50 organisations across the country, including Massey

University and Auckland Airport, as well as customers in the manufacturing, healthcare, government and corporate sectors.

The team work with customers around the country to provide a unique end-to-end waste identification and management system, assessing and designing total waste minimisation solutions. From providing initial measurements and analytics, the team continue to monitor and measure waste collection against targets. In 2020 the team also innovated New Zealand's first commercial reusable bin liner.



Innovation case study – Sustainable Waste

A major commercial customer is on track to save 84,000 black plastic bin bags from going to landfill this year – that's about 1.2 tonne of plastic – by switching to OCS' environmentally sustainable reusable bin liners in three of its locations.

OCS' National Waste Solutions Manager, Jamie Henry is passionate about demystifying sustainability and making the transition to sustainable waste practices as easy as possible for our customers.

Disappointed that bin liners were exempt from New Zealand's national plastic bag ban, Jamie approached Kiwi company Zerobag to help him create a reusable bin liner out of recycled plastic bottles.

While there is an up-front investment in the reusable bin liners, they've been found to withstand more than 200 washes, which Jamie equates to around two years of use. This brings the overall cost in line with two years' worth of compostible bin liners.

When the liner has reached the end of its lifespan, it is given a second life through Teracycle. The bag is made out of recycled drink bottles (rPET).

"These bags compete with the generic compostible bin liners you see everywhere as they are hugely economical to implement," says Jamie.

OCS manages and sorts our customer's waste and successfully defers 85% of its refuse from landfill each year.



"It's one of OCS' strategic objectives to be the most environmentally sustainable business in our sector by 2030 and to help our customers to do the same – this initiative is another step towards making this a reality."



Communities

Our commitment to the communities we live, work and play in is to create positive and sustainable change. Investing in our communities remains an integral part of our sustainability strategy and while this had to take a backseat in 2020, we will continue to encourage social progress, working with partners across our whole value chain to create 'shared value'.



Supporting our people

The pandemic saw immediate impacts on many of our customers, our communities and our own people. To that end, our priority has been the health, safety and wellbeing of our customers and our team.

OCS worked closely with the Department of Health (Australia) and the Ministry of Health (New Zealand) to implement health and safety measures to keep our teams, our customers, and all of the ANZ region safe. We introduced new wellness measures and stepped up our many communications and touch points, ensuring we connected on a personal level with all of our people.

We also used our long-term partnership with The Salvation Army to offer further support to our people with budgeting advice and access to other services.

Unfortunately, given the massive impacts across the aviation sector, we had to make some tough decisions to farewell a small number of people. We worked closely with unions, our customers and our teams, and in many circumstances, we were able to reassign team members to other jobs, particularly to parts of the business where there were requirements for increased cleaning. Our heartfelt thanks to all of those involved.

Investing in our communities remains an integral part of our sustainability strategy and while this had to take a backseat in 2020, we will continue to encourage social progress, working with partners across our whole value chain to create 'shared value'.

Australian Fires

Following the devastating bush fires that tore through Australia in late 2019 and early 2020, OCS joined OCS Passengers with Reduced Mobility Ambassador, Dylan Alcott, to help raise nearly \$40,000 for bushfire victims with disabilities.

Alcott had pledged \$100 per ace throughout his grand slam title-winning performance at the Australian Open. OCS and other partners were able to come on board and eventually boosted that amount to \$800 per ace.

Hand-up

Continuing our long-standing commitment to our New Zealand educational trust partner, First Foundation,



we again awarded a scholarship to a team member's family member.

In Australia, we partnered with the Public Education Foundation to provide a life-changing scholarship to a young person in public education. In 2020, a scholarship was awarded to 17 year old Ugandan born Jordan Ddibya, an outstanding Year 12 student.

Public Education Foundation scholarship

OCS Australia partnered with the Public Education Foundation in early 2020 to award our first scholarship in Australia to Jordan Ddibya. We were delighted to be supporting Jordan in building his future and to help him pursue his dreams in becoming an orthopaedic surgeon.

Jordan is interested in working with the communities affected by war, poverty, and natural calamities by joining organisations such as Mercy Ship, which is an independent charitable organisation that seeks volunteer doctors to travel around the world performing lifesaving surgeries in countries in real need.

OCS made their first contribution of AUD \$5000 towards Jordan's first step towards his goal covering his essentials (tuition fees, computer, necessities) for the year.



As of January 2021, Jordan has completed his Higher School Certificate and is enrolled at the University of Sydney for his Double Degree in Law and Science. OCS is looking forward to continuing with Jordan's scholarship and support him with his higher education to help more young people.



About First Foundation

First Foundation is a unique education trust founded to assist academically talented New Zealand students with a hand-up to tertiary education.

OCS partners with First Foundation to provide tertiary scholarships for students of the families of OCS team members who are first in family to study at tertiary level. The three-year scholarship goes beyond financial assistance, arming the scholars with the skills and knowledge they need for a successful career by providing work experience and aligning a mentor within their field of study.

In 2020, OCS was delighted to award Marcellin College excellence student Teresa Ata with the scholarship. Teresa is the daughter of Manavaha Ata, one of OCS' hard-working Auckland-based cleaners. Teresa will be studying for a Bachelor of Health Science at the University of Auckland in 2021.

"My father is the only income earner for my family, and it's been financially difficult to pay school fees and purchase resources such as textbooks; university will require further investment we simply can't afford. This scholarship and the generosity of OCS is lifechanging – it will not only lessen the financial burden, but it's also provided me with an invaluable mentor and work experience for the future.

"I like the 'hand-up, not a hand-out' philosophy of First Foundation and hope to one day do the same for other young people like myself who deserve a hand-up in life to reach their dreams."



The Salvation Army

For more than 140 years, The Salvation Army has fought poverty and social and spiritual distress in Australia and New Zealand. They've been there to help hundreds of thousands of families and individuals in need each year – with budgeting advice, food and clothing assistance, life skills programmes and other comfort and support. The Salvation Army is committed to its mission of caring for people, transforming lives and reforming society.

We have supported The Salvation Army across ANZ for more than four years, including financial support for their Aspire Youth Programme, team support for their foodbank and individual teams getting involved with outreach programmes. We've also encouraged our team members to get involved through payroll gifting, purchasing food parcels via The Foodbank Project and running a Christmas gift appeal.

Going forward, we will continue to partner with The Salvation Army, including participating in their Red Shield Appeal in 2021, and seek out new community partners.



The Future

2020 provided us with some setbacks, some gains and many lessons that will stand us in good stead for 2021 and beyond. As we look to the future, it's clear that we're not out of the current pandemic situation and that in turn is providing new challenges.

Despite these, by working together with our team members, our supply partners and our customers, we have continued to make progress towards meeting our strategic business objective of being the most environmentally sustainable business in our sector by 2030.



People

We will continue to ensure equality at every level of our business, committing to robust measures and the United Nations Sustainable Development Goals. We acknowledge the many benefits that diversity brings, and we will continue to strive to do the very best for our people.

We acknowledge that the goal of achieving genuine employment equality and an inclusive environment requires proactive steps, and not simply a commitment to these principles. It is for this reason that we are currently reviewing our people processes, with a particular focus on promoting diversity and further enabling inclusion. In tandem, our review seeks to further empower our operational team to customise their approach to people processes, ensuring that they can take account of local operating conditions

and act in a manner appropriate to the needs of their immediate stakeholder communities. Greater empowerment of employees functioning at this crucial level of our operation enhances the growth, development and learning opportunities we are able to offer our teams, and further strengthens the career pathways available to our entry-level personnel.

Engagement at every level of the business, whether across team members at OCS and Midcity, or our contractors, was key to ensuring the successful outcomes of last year. It has been rewarding to see the positive feedback from our teams for our OCS Stars programme – having that acknowledgement from colleagues is fantastic and we will continue to promote this and other methods of engagement in 2021.

Learning and development will continue to play a key role in keeping our people and our customers safe. The pandemic has enabled us to step up in disseminating information quickly through toolbox training and other health and safety tools.

We will continue our robust audit and certification programme – ensuring the safety and wellness of all of our teams and our customers.

Wellness and the wellbeing of our teams (including our many contractors) will remain a key focus. Returning people home safely at the end of each day is a priority for us. This includes mental robustness. In 2021, we will be rolling out mental health and wellbeing programmes in Australia with our EAP provider.



Environment

Our partnerships and commitment to global environmental change will remain a focus for us in 2021. We will continue to work with the Sustainable Business Council and the Climate Leaders Coalition in New Zealand and look for other opportunities across the ANZ region where we can partner to make sustained change. We will use our combined influence to try to achieve real impacts in reducing our carbon emissions and meeting global climate change objectives.

Challenges still present themselves around the products and chemicals we use for disinfecting against COVID-19. We are seeing a reluctance across our customer base to try other more environmentally friendly products with many dictating the use of disinfectants and chemicals proven effective against COVID-19.

Fortunately, at the time of writing, the Ministry of Health has changed their guidance about the use of products with proven efficacy in keeping surfaces safe from COVID-19, including some with Green Seal® or Environmental Seal Certification.

As Australia's Department of Health and New Zealand's Ministry of Health review and revise their recommendations further, as more products are laboratory tested, we will move back towards more environmentally friendly products and are hopeful that many more customers will switch to these.

The pandemic also saw us stress test our supply chain, and in some cases, we found that we had to move

our business to other more responsive suppliers and different products. This was the situation when we discovered our existing supplier wasn't able to provide us with the broad spectrum disinfectants we needed to keep our countries safe. Going forward, we have ensured that the supply agreements ensure that our needs and that of our customers are high priority.

We will continue to work with our supplier partners to create a sustainable supply chain in line with our procurement sustainable code of conduct.

Carbon emission reductions have been on our sustainability agenda since the very beginning. The pandemic and corresponding reduction in air and vehicle travel allowed us to recognise that you can operate a successful business remotely. This has seen significant reductions in this space. However, while we are pleased with the progress that has been made, we also acknowledge that more can be done. So, we have decided to become carbonzero ahead of our plans.

Working with Toitū Envirocare we have purchased a combination of New Zealand and International carbon credits to offset our Australasian emissions for 2020, becoming Toitū carbonzero certified.

We will continue to rationalise our fleet vehicles, replacing retiring vehicles with electric/hybrid models

where appropriate and disposing of unnecessary vehicles.

Waste management, including the reduction of waste and diversion from landfill across our sites and that of our customers will be enhanced in 2021, particularly through WasteLine and the work the team are doing in New Zealand with our customers. For our own office and branch sites we are setting aspirational targets to reduce waste, currently investigating putting in new Zero bin liners and waste systems across the business.



Community

Across the ANZ region, we strive to give back to the many communities we work, live and play in. While 2020 saw changes to the way we supported The Salvation Army, we will endeavour to reinvigorate our commitment to our partnership in 2021.

Providing opportunities for the families of our team members will continue in 2021 and we have committed to offering a tertiary scholarship through First Foundation in New Zealand every year, and in Australia, through a social enterprise similarly aligned to First Foundation.

We are also investigating new alliances where we can partner with community organisations to both better those communities and our teams.

We know the next 12 months will present new challenges and equally, new opportunities to make a sustainable difference. Working together with our teams, our supply partners, our customers and our sustainable alliance partners, we will make a difference. We may not reach all of our aspirational targets, but we are well on the way on our journey. Together we can make a difference.



OCS Australia & New Zealand

Sustainability Report 2020

We are 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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