



Outsourced*Client*Solutions

OCS Australia & New Zealand Sustainability Report 2018



Our commitment to sustainable
development and practices

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OCS New Zealand is
proud to be a member of



About OCS

OCS is the world's largest family-owned facilities management services company. Since 1900, our business has seen five generations of family investment, experienced huge growth and development, and ensured our family values and ethos have remained intact. These principles are embraced by everyone who works at OCS.

Today, our global family extends to more than 86,000 team members worldwide, a large number of family shareholders and thousands of retirees. In the Australia New Zealand (ANZ) region, our 5,200 team members across OCS NZ, OCS Australia and Midcity (OCS's Australia-based insurance building recovery business) are treated with the same respect and understanding as we treat all of our valued clients.

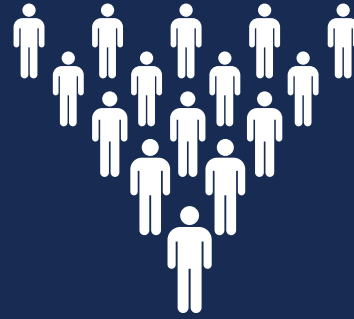
About this report

This is our first combined Australia and New Zealand Sustainability Report, allowing us to set sustainability benchmarks and goals for 2019 and beyond. The report also allows us to deepen our commitment to sustainable development and practices, playing a leadership role in various aspects of sustainability, that are aligned with the United Nations Sustainable Development Goals.

All data, statistics and improvement targets are in relation to OCS's operations in Australia and New Zealand.

OCS New Zealand's 2017 sustainability report included insights on Cannon Hygiene New Zealand, which has since been purchased by Rentokil Initial in January 2018, allowing us to invest in our core business.

We still continue to work together on clients across the business, offering comprehensive bundled services which include pest and hygiene services. OCS New Zealand also still shares 12 sites with Rentokil.



5

generations of
family ownership



5,200

team members in
Australia and
New Zealand



86,000

team members
worldwide



A message from OCS Managing Director,
Australia & New Zealand

Gareth Marriott



OCS prides itself on being a trustworthy and responsible business. Our commitment to our staff, our clients and the world in which we operate is absolute. We are determined that we live up to our maxim of 'Here Today, Here Tomorrow', delivering facilities management solutions that are sustainable now and into the future in financial, human, community and environmental terms.

We want to create a sustainable future for OCS, our clients, our team members and our planet. Sustainability is one of our strategic business objectives: to be the most environmentally sustainable business in our sector by 2030. This motivates and inspires each of our employees.

As a society, we are facing greater challenges than ever before. OCS is ready to take on the challenges, to invest in our people, our products and all that we do to ensure innovative solutions that make real impacts.

The three pillars of our sustainability framework guide us as we seek effective ways to reduce our environmental impact:

- Sustainable business and our people
 - Employee engagement and people management
 - Health and safety

- Sustainable business and the environment
 - Fleet procurement and management
 - Waste management
 - Water consumption
 - Chemical procurement and consumption
 - Supply chain
- Sustainable business and the community
 - Local communities
 - Providing a helping hand

We continue to focus on green technologies and systems using financial, natural and social resources in an efficient, effective and economic manner. Our people remain at the centre of all that we do. We look after our team members, their families and the communities we operate in.

This commitment is captured in our values and our strategy, where OCS gives sustainability the same level of focus and importance as our financial objectives.

As we reflect on our efforts in 2018, we can be proud of the progress we are making, whether that be helping our clients reduce their waste through improved waste management practices or setting aspirational goals for reducing our carbon footprint. We are here for today, and tomorrow.

“ We want to create a sustainable future for OCS, our clients, our employees and our planet. ”



A message from OCS Group CEO

Peter Slator



This is the first combined OCS Australia and New Zealand sustainability report. This year, more than ever, the report shows our integrated commitment to sustainability.

Sustainability permeates every part of our international business. It informs what we do and how we do it, from sourcing our materials and interacting with our environment, through to how we work with our people and our clients.

The issues and goals we are reporting on aren't isolated to OCS. We recognise that sustainability is increasingly important to our clients, their customers and team members, and other stakeholders across society.

We have ambitious plans to continue to grow our Australasian business in a responsible and sustainable way. To achieve this, we will continue to provide high-quality services, and making them increasingly sustainable through initiatives such as Wasteline.

Our people are our greatest asset. People are therefore our first sustainability pillar. We are proud of the initiatives that OCS Australia and New Zealand already have in place around inclusion, diversity, engagement and education.

Environment, our second pillar, monitors our own footprint and impacts, as well as those of our clients. We work to ensure our business is in harmony with our environment, setting an example for other facilities management businesses around the world.

Our third pillar, Communities, is the driver behind our partnership with The Salvation Army, allowing us to invest into the communities we live, work and play in.

Today, in Australia and New Zealand, and around the world, OCS is acting to sustain our business, our clients' businesses, our people and our environment, in order to future-proof it for tomorrow's generations.

“Sustainability permeates every part of our international business.”



Our approach

At OCS the importance of sustainability encompasses more than just environmental issues. The need to act and behave responsibly permeates every level of our business operations.

A sustainable future for OCS, and our planet, is part of our core business strategy. We have a strategic business objective to be the most environmentally sustainable business in our sector by 2030. Over the last five years we have made significant progress towards our goal under our framework of three core sustainability pillars:

- Sustainable business and our people
- Sustainable business and the environment
- Sustainable business and the community.

For OCS, both in the ANZ region and globally, our greatest natural resource is our people. For us, sustainability is as much about looking after our people as it is about looking after our environment. As a result, much of this sustainability report covers initiatives focussed on supporting our people, their families and the communities in which they live and work.

Our maxim 'Here Today, Here Tomorrow' reflects our determination to deliver facilities management solutions that are sustainable in financial, human, community and environmental terms. Thus, we are committed to supporting the United Nations Sustainable Development Goals (SDGs). These goals provide a framework for governments and businesses to solve global economic, social and environmental challenges.

The SDGs and their underlying targets have helped OCS to refine our sustainability approach, both in reducing risk to ourselves, our clients and our planet, but also to increase our cost-efficiencies and leverage opportunities for sustained growth. At OCS we support the SDG approach and are committed to effecting real change in our communities.

In the short to medium term, we are focussed on the ten of the 17 goals that closely align with our corporate strategy and where our efforts can make the greatest impacts.



Our challenges

The biggest challenge any business faces is confronting and adapting to the growing range of disruptive forces, such as globalisation, increased urbanisation, and resource scarcity. The speed of change of some of these disruptive forces, particularly in regards water quality, plastic waste and inequality, is increasing exponentially. Inequality is growing at levels not seen since the Industrial Revolution and collectively these challenges add up to increased business risks – strategic, operational, financial, compliance and reputational risk.

We need to learn by doing, not just thinking. Most of the sustainability issues that OCS and the rest of the world are facing require systematic change – and collaboration across our value chain. This in itself provides other challenges.

Sustainability is not just a desirable add-on; it's a core part of our business activities, permeating everything we do.

Specific challenges in regards to our three sustainability pillars pertain to:

People:

- Retention of front-line team members
- Available talent pool (increased constraints on immigration)
- Client understanding the value of clean and what our people do
- Legislative changes (increase in New Zealand of minimum wage has seen us, in some cases, having to reject contracts).

Environment:

- Availability of fit-for-purpose electric and hybrid vehicles (much of our fleet needs are for station wagons and vans)
- Not being in control of the workspaces our frontline employees work in.

Community:

- Aligning our efforts where we can make the most significant difference to the widest possible audience within the communities we operate.

These challenges are not insignificant and we are working hard to address each of these as much as we can. It is often a case of having to think outside the square to find a tangible solution. For example, the core reason we partner with The Salvation Army is because of the breadth of community support services they offer across a broad demography (including everywhere OCS has a branch).



Our progress

This is the first OCS sustainability report for the ANZ region. 2018 has been largely about setting benchmarks for the business to operate in. From here we will be setting aspirational goals and targets on which to track our future progress.



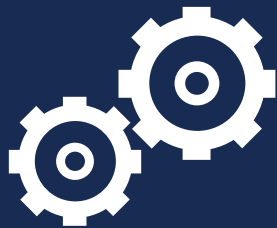
ensuring parity across our region for staff wellness, diversity & education



sustained health & safety practices



benchmarking our environmental impact



finding the right tools to accurately monitor our outputs



investing in research & development to utilise environmentally friendly cleaning solutions



partnering with The Salvation Army to ensure community reach

People

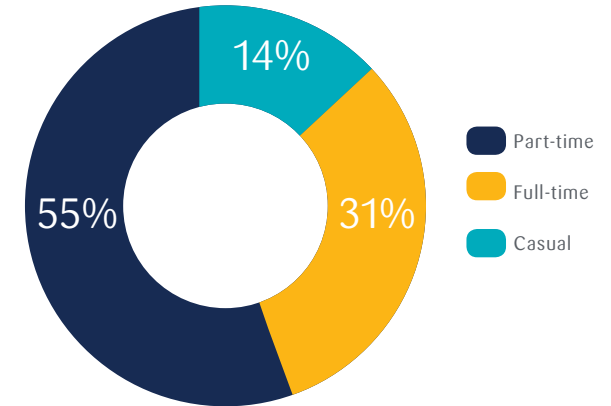
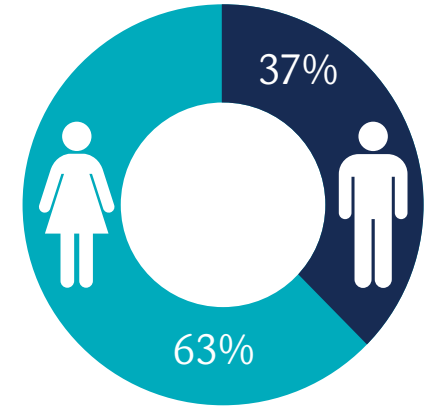
Why this matters to OCS

Our continued success is driven by a recognition that our people are at the heart of what we do in order to deliver exceptional customer service. We foster collaboration, teamwork and a relentless focus on returning our people safely home to their families.

We aim to attract the very best people, those that are committed to serving our customers and our teams. In return we provide recognition and development opportunities; we reward our people who live our values and work with us to meet our strategic objective to be the most environmentally sustainable business in our sector by 2030.

Key employee statistics

In 2018, we employed 5,200 people (approximately). Women made up 63% of our total workforce in the ANZ region. We offer more than 85% of our people permanent employment opportunities that are both full and part-time. At the core of our business are our frontline employees who make up 94% of our employee base in the region.



8 DECENT WORK AND ECONOMIC GROWTH



SUSTAINABLE DEVELOPMENT GOALS

8.5 By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value

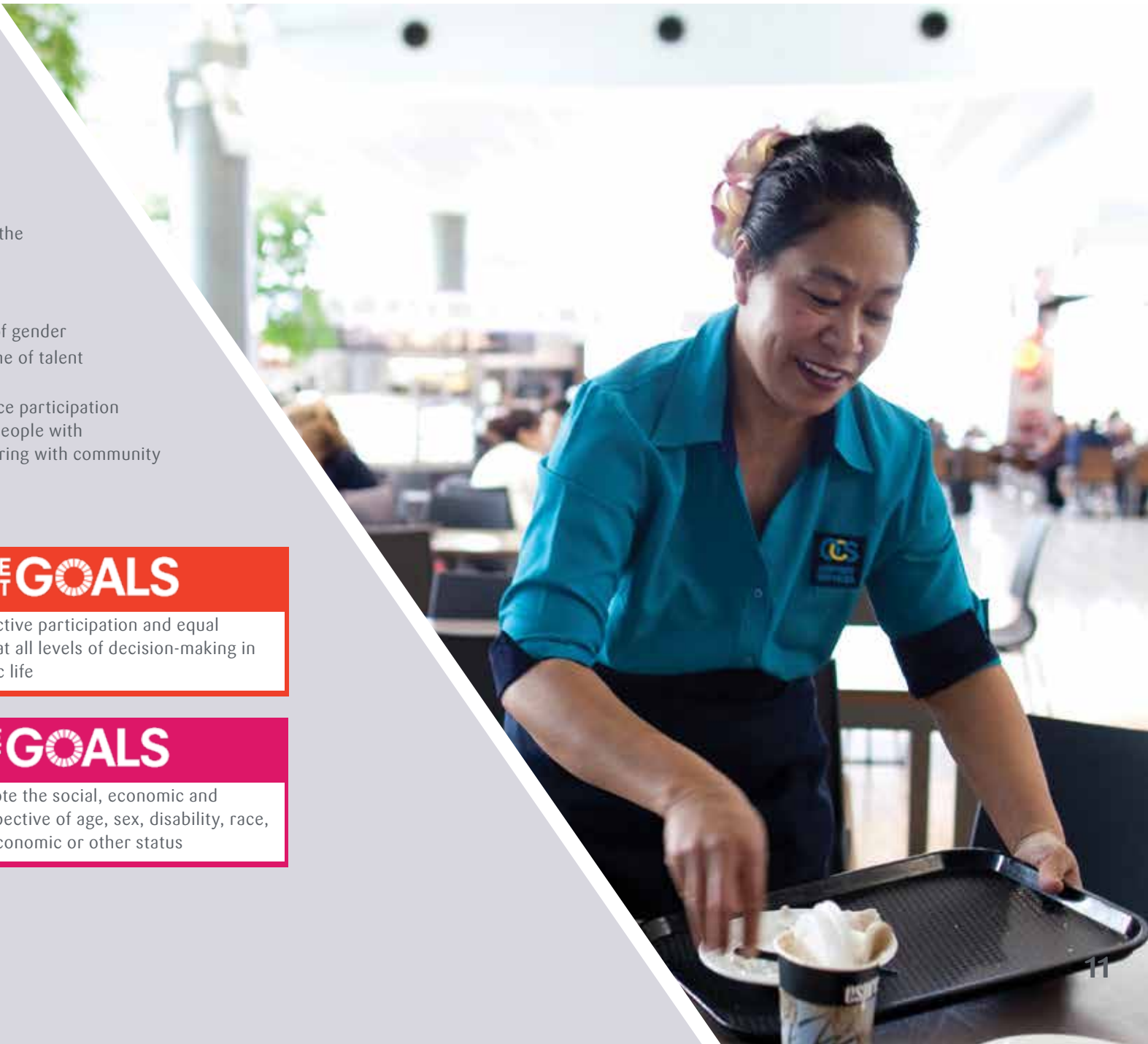
Diversity and inclusion

We value diversity and inclusion and the benefits they bring in achieving our objectives, enhancing our reputation, and attracting, engaging, and retaining talented people.

We have zero tolerance for discrimination, and actively focus on providing working arrangements that cater to the needs of our team members.

Our diversity focus is currently centred on three areas:

- Gender diversity – equal opportunities irrespective of gender
- Generational diversity – building a continuous pipeline of talent across multi generations
- Cultural and disability diversity – increasing workforce participation of indigenous, Māori and Pasifika people as well as people with disability through employment outcomes and partnering with community organisations.



5 GENDER EQUALITY



 SUSTAINABLE DEVELOPMENT GOALS

5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life

10 REDUCED INEQUALITIES



 SUSTAINABLE DEVELOPMENT GOALS

10.2 By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status

Gender diversity:

We have a number of measures to ensure that we have diversity at our forefront.

Our Australian business continues to lodge its annual public report with the Australian Workplace Gender Equality Agency (WGEA), which includes details of salaries by gender. WGEA has confirmed we have achieved compliance status.

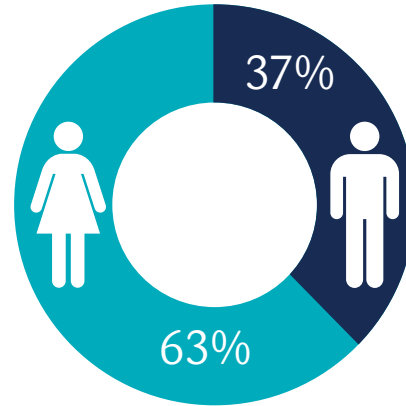
Generational diversity:

Almost 15% of our employees are over the age of 60 and just over 4% are under the age of 21 adding to the generational diversity of our organisation. These staff fill diverse roles from cleaners through to management.

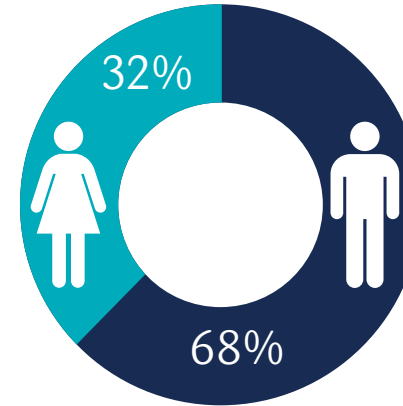
Cultural and disability diversity:

Our staff are truly reflective of our global workspace – with 102 different nationalities reflected in our workforce, including counties ranging from Afghanistan through to Zimbabwe. 46% of our workforce identify as being New Zealanders and 4% as being Australian. In Australia, 19% of the workforce identify as being from Australia and, in New Zealand, 56% of the workforce identify as being from New Zealand.

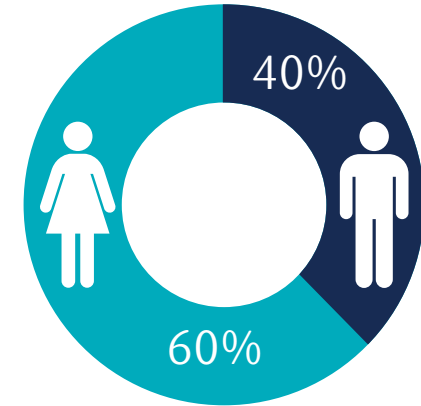
Workbridge is the largest New Zealand-owned employment service connecting jobseekers with a disability or health condition with employers. OCS works with Workbridge across all of our New Zealand branches to source candidates for a variety of our roles. We highly value our working relationship and it has become an integral part of our wider recruitment planning.



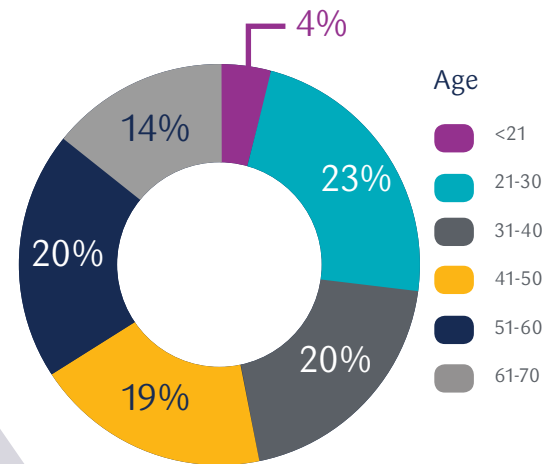
Executive leadership team



Management roles



Frontline supervisors



Generational diversity



4 QUALITY EDUCATION

SUSTAINABLE DEVELOPMENT GOALS

4.5 By 2030, eliminate gender disparities in education and ensure equal access to all levels of education and vocational training for the vulnerable, including persons with disabilities, indigenous peoples and children in vulnerable situations

*not including Australia and New Zealand

Team member engagement

Our team members are the life blood of our OCS family. By creating a culture of high performance, we create better job satisfaction, work-life balance and a better deliverable for our clients. Having open, honest, and respectful dialogue and engagement with our team members is essential to creating this culture.

We recognise, develop and build engagement among our teams through a range of programmes. We run a well-established reward and recognition program; our ABCD (Above and Beyond the Call of Duty) awards help to foster a culture of engagement.

Across the region, our long-serving team members are recognised and celebrated. Badges of Long Service and vouchers are presented to employees in recognition of having achieved the key milestones of 5, 10, 15, 20, 25, 30, 35+ years of continuous meritorious service.

Throughout the employee lifecycle, team members are invited to participate in a number of surveys which aim to identify and understand potential issues and challenges throughout the life of their employment.

We provide team members with opportunities to work flexibly around their lifestyles and locations. Our branch network in New Zealand provides the opportunity for usually head office based team members to work remotely.

The nature of our business means that often our team members can feel disconnected from our national support office. We have implemented a number of communications tools in order to break down those barriers, including a quarterly e-newsletter (Dimensions) and a closed Facebook group for OCS ANZ team members.

The Facebook group went live mid-2018 and, at the end of the year, had 188 followers. Staff have been encouraged to join the page through notices included in payslips, the Dimensions e-newsletter, office posters and small handouts. We will continue to promote this tool to staff in 2019.

238
team members
with 10+ years'
service

33
team members
with 20+ years'
service



Elva Brown - our longest serving team member

Back in 1979, Auckland's Elva Brown was farewelling her nephew at Auckland Airport who was off to start college in Hawaii, but little did she know that simple task would lead to a job at the airport for the next 40 years.

Elva's cousin was a cleaning supervisor at the time and the need for more staff saw her take up a job.

She now works the 8.30pm to 5.00am shift predominantly cleaning the lifts and escalators in the International Terminal, as well as "the odd bit of laundry."

"Cleaning's a really important industry to me and I like providing a clean, safe and hygienic place for clients and passengers," the 73-year-old says.

"I treat cleaning at the airport like my own home".

Elva was a supervisor for about 20 years and has enjoyed passing on her knowledge to team members and giving them the proper training.

"The industry has improved a lot and the equipment is a lot better than it used to be," she says.

"My first cleaning job was in Hikurangi in the 1970's and I used to get paid 75 cents an hour."

At the end of 2018, Elva was OCS NZ's longest serving team member – clocking up an impressive 39 years and 11 months.

Our salaried team members have the opportunity to participate in our annual Engagement Survey. This survey lets team members have their say on everything from the quality of their workplace culture, their ability to collaborate with team members, the company's leadership quality, and broader business issues. In 2018 our survey reported an engagement level of 83%. This places OCS 10% above industry benchmarks (Qualtrics Benchmark Data 2018).

This feedback helps to inform the programmes and initiatives administered across the region, and ultimately improve our workplace.

As we build our engagement, development and recognition programs, we will be deploying our Engagement Survey to all regional team members in 2019 and enhancing our recognition programs.

Our care for our team members extends through the entire team member lifecycle. An Exit Survey is provided to salaried team members who are ending their employment with OCS. This survey aims to gather information about why the team member is leaving the Group and to identify any potential issues of concern which may need to be rectified.



8 DECENT WORK AND ECONOMIC GROWTH

SUSTAINABLE DEVELOPMENT GOALS

8.8 Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment

Feedback from our employee Engagement Survey

"I have a great boss who treats me fairly and I have a good relationship with her. I feel that she trusts me to do my job well and I can approach her with any queries/hesitations. As she is a hard worker, it makes me want to keep working harder too."

"Mix of new and old team members in Operations that are working towards common goals in our Branch. Fresh eyes with experienced members have been a good mix and feeling is we are driving change in our areas."

"The people in our organisation are some of the most passionate and dedicated individuals I have had the pleasure to work with."

"My team makes this organisation a great place to work. The ability to try new things and set new parameters to measure how well we are managing wellbeing."

"Management puts us in a role where we can excel based on our previous roles."

"The support I get from my line manager and staff gives me the confidence to carry out my duties on a daily basis more efficiently, thus less stress is involved."

"Having a management team that are fully focused on making improvements to the business and the fact that we are all moving in the same forward direction [is what makes OCS a great place to work]."

"The support we receive from each other is very important and we always work as a team. We definitely have on board good people who will always help you grow and maintain a good and positive attitude in the workplace."



Lifelong learning

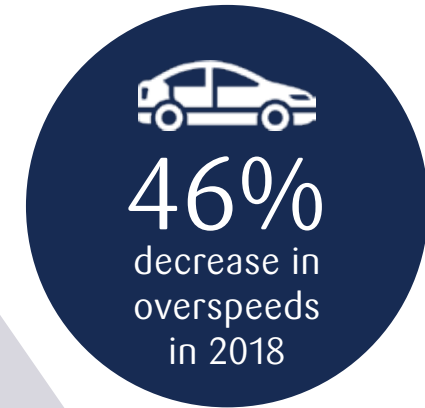
We believe that OCS's continued success is directly linked to the success of our people. It is for this reason we actively invest in our people to become the best they can be.

Lifelong learning extends to our approach in returning our people safely home to their families after each shift. With this in mind, a particular focus for New Zealand in 2018 was driver safety.

In New Zealand our fleet vehicles all feature EROAD vehicle technology which measures speeding events, harsh braking, accelerating, sharp cornering, and unnecessary engine idling to encourage improved driving habits.

All 388 vehicles in our New Zealand fleet have an EROAD GPS unit which allows OCS to quickly access the location of our drivers to ensure their safety, help improve productivity by managing unnecessary downtime, meet agreed customer service levels, reduce costs and maximise driving routes, thereby reducing our carbon footprint.

By challenging our teams to improve their driving behaviour, publishing 'league table' style leader boards, rewarding '5-Star' drivers and acknowledging them in company newsletters, 2018 has seen substantial improvements in this area.



3 GOOD HEALTH AND WELL-BEING



SUSTAINABLE DEVELOPMENT GOALS



3.6 By 2020, halve the number of global deaths and injuries from road traffic accidents.

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

- NZQA National Certificate in Cleaning and Caretaking (Level 2) – 16 completed
- NZQA National Certificate in Cleaning and Caretaking (Level 3) – 9 completed
- New Zealand Certificate in Business (Level 4) First Line Management – 9 completed

4 QUALITY EDUCATION



SUSTAINABLE DEVELOPMENT GOALS



4.4 By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship

First Foundation scholarship

Since 2014, OCS New Zealand has partnered with educational trust, First Foundation, to provide tertiary scholarships for aspiring students, within the families of OCS team members who are first in family to study at a tertiary level.

While providing financial assistance, the two-year scholarship goes beyond financial support to arm scholars with the skills and knowledge for a successful career through work experience across the business and a mentor from their field of study. One scholarship is awarded two-yearly.

Scholarships have been awarded to Lesieli Ikatau (bottom left), Andrew Fairweather (bottom right) and Daniel Mea'ole-Naea (right). A fourth scholarship will be awarded in 2019.



Daniel's all business

The first in his family to attend university, Daniel Mea'ole-Naea is currently studying a Bachelor of Business at AUT in Auckland while gaining work experience at OCS New Zealand during university vacations.

Daniel is also being mentored by business leader Richard Barker, who is the General Manager Retail and Commercial at Auckland Airport.

It's rare for young people to get access to such senior people in business, but Mr Barker says he's happy to devote time to helping Daniel. The OCS First Foundation scholarship will give Daniel an insight into how business works while he is studying.

Daniel was awarded the scholarship while he was still in secondary school at De La Salle College through his aunt, Teresa Tuiluluu, who works for OCS as a contract supervisor at Auckland Airport.

"We awarded the First Foundation Scholarship to Daniel because of his hard work and great attitude," says OCS Managing Director Australia New Zealand Gareth Marriott.

"Daniel has many characteristics we value here at OCS: he's warm-hearted and cares about others and he grabs hold of opportunities to learn new skills. We are happy to welcome him into the OCS family."

Outside of learning, Daniel enjoys rugby, playing guitar and piano, and creative arts. He would love to buy a home for his family and travel to see the world and its cultural diversity.

4 QUALITY EDUCATION



 SUSTAINABLE DEVELOPMENT GOALS

4.3 By 2030, ensure equal access for all women and men to affordable and quality technical, vocational and tertiary education, including university

8 DECENT WORK AND ECONOMIC GROWTH



 SUSTAINABLE DEVELOPMENT GOALS

8.6 By 2020, substantially reduce the proportion of youth not in employment, education or training

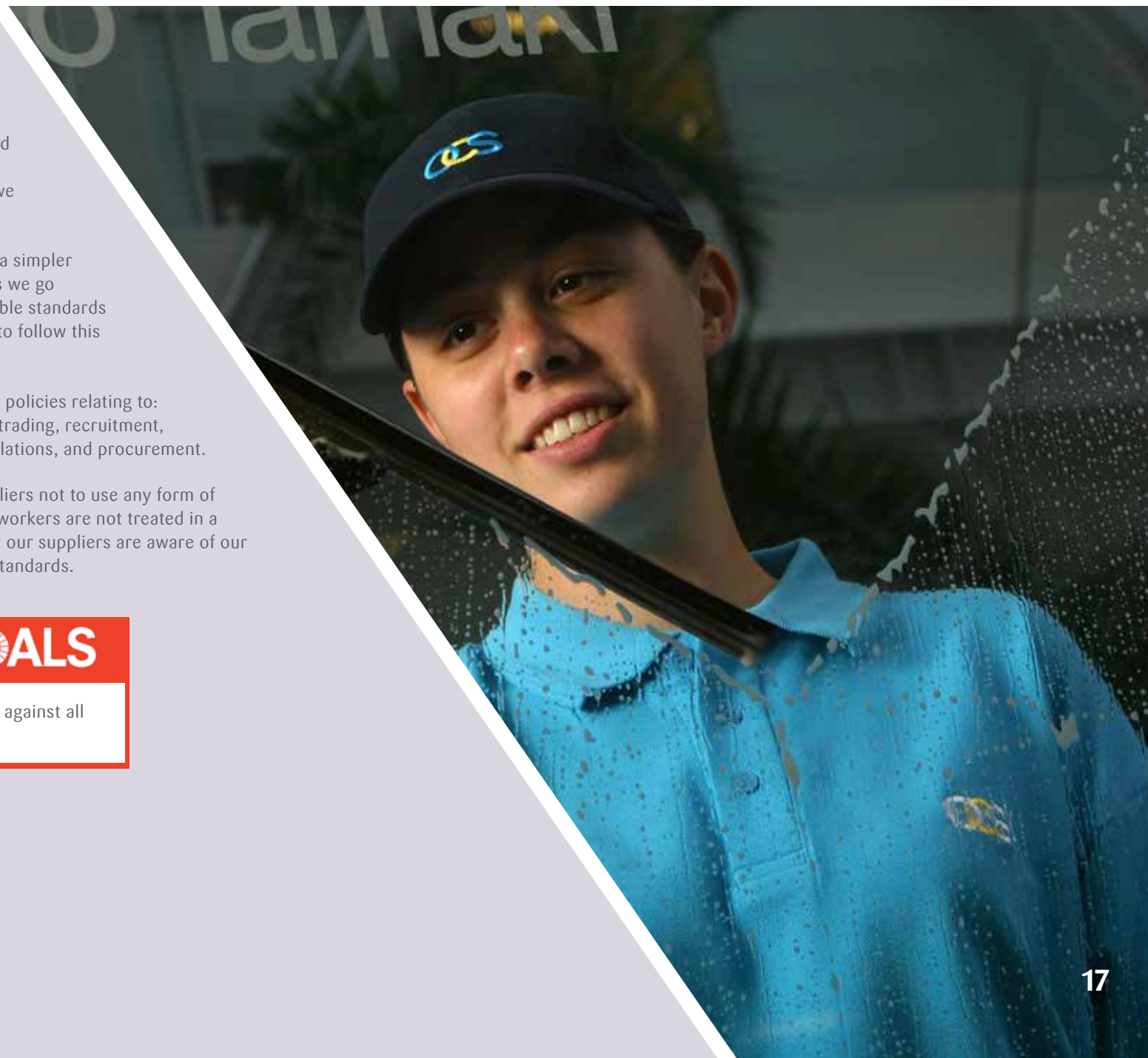
Global Code of Conduct

As part of our commitment to operating ethically, in 2018 we launched a Global Code of Conduct. We believe the success of our business will not be valued or sustained unless it is achieved by doing business in the 'right way'. In business, as in life, we are measured not just on what we achieve but also how we achieve it.

This Global Code of Conduct pulls our many policies into a simpler document, providing guidelines for our ethical conduct as we go about our everyday business and clearly sets out acceptable standards of behaviour. All of our OCS team members are required to follow this code.

The Global Code of Conduct incorporates our established policies relating to: anti bribery, casual workers, equal opportunities, ethical trading, recruitment, right to work, vetting, whistle blowing, working time regulations, and procurement.

In particular, our Supplier Code of Conduct requires suppliers not to use any form of forced, bonded or involuntary labour, and to ensure that workers are not treated in a harsh or inhumane way. We also take steps to ensure that our suppliers are aware of our policies and we expect them to adhere to the same high standards.



5 GENDER EQUALITY



SUSTAINABLE DEVELOPMENT GOALS



5.1 End all forms of discrimination against all women and girls everywhere

Vault risk management system

Another way that OCS meets its commitment to our people is our approach to risk management. We choose to use the Vault online risk management system, which allows us to drive efficiency and visibility, and helps to ensure regulatory compliance.

Through Vault we are able to deliver a range of training courses for staff throughout the ANZ region, streamlining our occupational health and safety practices. It provides our frontline staff and team leaders the opportunity to provide feedback for safe actions, hard work and a wide range of initiatives. Staff also learn about a wide variety of risk management and environmental safety initiatives, include safe handling/disposal of hazardous substances, dealing with workplace aggression and injury prevention.

Benefits of Vault have included:

- Information is no longer lost due to inefficient processes
- Reporting of risk and events has increased now that staff have a simple way to record information, resulting in a higher quality and quantity of data capture
- Reporting is streamlined and timely.

5,561

Vault tool box
training courses
completed



Health and safety

Ensuring OCS is compliant with all regulatory legislation and keeps up to date with certification is not a box ticking exercise, but one which ensures our staff and our clients are kept safe.

Health and safety performance in 2018 showed an improvement in many of our lead and lag safety objectives and reflect on another 12 months of progress and achievement.

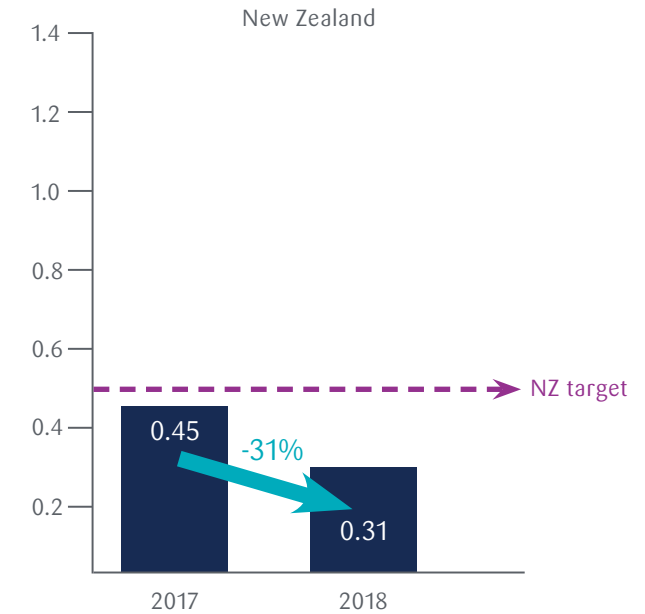
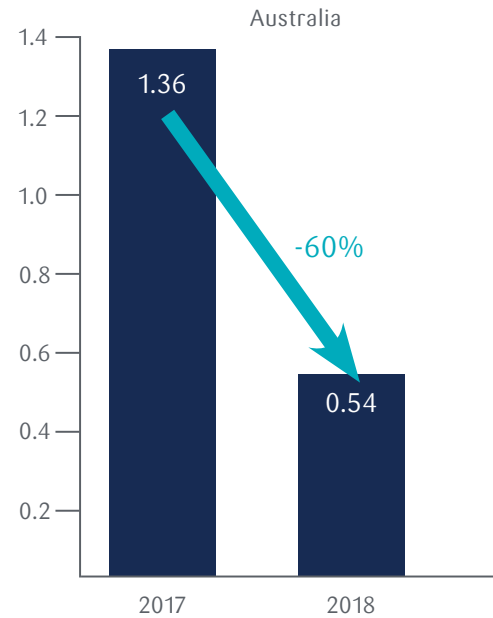
Lead indicators

Our success is a result of diligent and consistent team member engagement by our operational and support teams. They have responded well to the challenge and have shown a clear desire to enhance workplace safety and drive continuous improvement in all areas of our health and safety performance.

Total Recordable Injury (TRI) rates in 2018 for ANZ dropped by 45% vs the previous year. Improvements were largely attributed to alignment of injury management best practice, provision of alternative duties and on-going team member education on the importance of safety culture excellence.

We acknowledge that complacency can be a significant risk in any industry and we remain vigilant to any warning signs that remind us of the need to aim for continuous improvement. The health and wellbeing of our team members is fundamental to our strategic objectives and our approach in this area will continue into 2019.

Total Recordable Injury Frequency Rate (TRIFR) 2018



85%
reduction
since 2015

96%
reduction
since 2011

0
fatalities or
prosecutions

3 GOOD HEALTH AND WELL-BEING

SUSTAINABLE DEVELOPMENT GOALS

3.9 By 2030, substantially reduce the number of deaths and illnesses from hazardous chemicals and air, water and soil pollution and contamination.

Lead indicators – 2018



1,106

event investigations
completed



94

employee engagement
meetings held involving
worker & management
representation



71

Employee Safety
Champion certificates
awarded



34

Health, safety,
environment & quality
(HSEQ) audits completed



92

managers & H&S
committee members
completed internal H&S
training



34

worker engagement
visits completed by the
Leadership Team

**SAFETY
MA++ERS**

4

issues of Safety Matters
internal newsletter
produced & distributed



16

HSEQ articles published
in OCS Dimensions
internal newsletter

Certification and audit

Occupational Health and Safety (OHSAS 18001:2007, AS/NZS 4801:2001) recertification audits were completed across both Australia and New Zealand over June and July 2018 as part of the ANZ integrated audit approach using International Certifications Ltd. Continued accreditation was awarded for all standards. There were no corrective actions identified and improvement opportunities listed in the assessors reports have been used to further improve and streamline processes.

The annual Accident Compensation Corporation (ACC) Accredited Employer Audit took place in New Zealand during October 2018 at our Nelson and Auckland offices using the new ACC audit standards. The auditor recommended a tertiary result to the ACC – meaning the results showed continued improvement and good practice framework.

The audit standards are subject to a regular review process to maintain alignment to international good practice health and safety standards as well as being adapted to the New Zealand legislative and workplace environment ensuring OCS is at the forefront of latest innovations in this space.



Wellness

Our care for our team members extends beyond the hours they work with us. Concern for their wellbeing is paramount.

At OCS we encourage our team members to support a healthy lifestyle through a range of initiatives, including free influenza vaccinations, participation in community events, such as Steptember, and access to resources around smoking cessation and drug and alcohol education.

Team members across the region are kept informed of wellness initiatives and information through staff communication tools such as eNewsletters, Dimensions and Safety Matters, and our closed ANZ Team Members Facebook group.

In both Australia (Pace) and New Zealand (OCP), we provide team members access to private counselling services through the Employee Assistance Programme (EAP). The EAP service is confidential and free and is available to support staff through a range of personal and/or work issues.



3 GOOD HEALTH AND WELL-BEING

SUSTAINABLE DEVELOPMENT GOALS



3.4 By 2030, reduce by one third premature mortality from non-communicable diseases through prevention and treatment and promote mental health and well-being.

About Organisational Counselling Programme

All of the counsellors are qualified, registered and experienced, and are trained to help employees recognise and overcome problems that may cause them difficulties in their personal lives or at work.

OCS meets the cost of the first three appointments which are normally an hour long. If more than three appointments are required these may be granted on a case by case basis.

All OCP sessions are completely confidential and the details of the sessions are not discussed with anyone without written permission. OCS does not know who attends or for what reason. The only information provided to the company is the numbers of people who attend and a broad outline of the type of issues for statistical purposes.

OCS steps up

Each year OCS looks to boost staff wellness with a fun activity. In 2018, 15 teams of four from around New Zealand took part in Steptember 2018. Steptember is a fundraising activity for the Cerebral Palsy Society of New Zealand and Kiwis are encouraged to get a team together and step out 10,000 steps a day (each!) for 28 days.

The OCS winning team – from Auckland's Koru Parking crew – racked up a magnificent 2,413,099 steps, more than doubling their target! The team received a selection of healthy food magazines and a dining voucher.

Together, OCS raised more than \$4,000 towards supporting children and adults with cerebral palsy and stepped out a total of 16,545,875 steps – that's the equivalent of walking the length of New Zealand almost eight times!

Wellness communication

During the year our internal Safety Matters newsletter included articles like the two below.



OutsourcedClientSolutions

SAFETY MA++ERS

Your Health, Safety & Environment Forum

Mental wellbeing during Christmas

Statistics show that in New Zealand Christmas is rated as a high stress period, with an increase in domestic violence, financial troubles and for some, loneliness as they are away from their families. Police, hospitals, emergency services and welfare agencies gear up to deal with the fall out of this violence and mental breakdown during this festive period. The signs are often hidden, but if you see a friend or colleague upset or stressed, it is OK to ask, "are you OK?". If you are feeling stressed and unable to cope it's OK to ask for help.

If you need help or know someone who needs assistance

- Women's Refuge: Free national crisis line operates 24/7 - 0800 REFUGE or 0800 733 843. www.womensrefuge.org.nz
- It's Not Ok: Information line 0800 456 450 www.areyouok.org.nz
- If you need assistance with budgeting, go to: <https://sorted.org.nz/tool/budgeting-tool#/welcome>.

You can do your bit to make someone's Christmas better

- Shine
- Women's Refuge
- The Salvation Army.

What is fatigue?

Put simply it means – being tired. When you are tired all the time it may be an indication of fatigue. Fatigue affects your ability to perform work safely and effectively as it reduces alertness. This may lead to errors, and an increase in incidents and injuries, at work and outside.

Fatigue can be caused by a combination of factors like work schedules, lack of sleep/reduced sleep, physical, emotional and mental stress. Some of the above factors can be work related and/or related to your life situation and choices.

You can manage/reduce fatigue by

- Ensuring you get 7-8 hours of sleep each night
- Avoiding stimulants like tea/coffee after 5pm
- Reducing digital time (laptop, phones etc) before going to bed
- Ensuring you take appropriate breaks at work
- Going for a walk or run during the day
- Developing a hobby
- Following a balanced meal plan
- Get a doctor to check and make sure you have your vitamins and minerals.



Environment

Why this matters to OCS

Our maxim of 'Here Today, Here Tomorrow' guides our actions and business practices, ensuring our present needs are met without compromising the ability of future generations to meet their needs too. We don't cause damage to our environment, ensuring the products we use don't deplete non-renewable resources and don't harm our social or natural environment.

Ultimately, we want OCS to be an organisation which is in harmony with our environment, setting an example for other facilities management businesses around our region and the world.

From a purely fiscal perspective, there is also much evidence to suggest that many businesses across different sectors have been able to, directly and indirectly, improve the sustainability of their entire business as a result of engaging in environmental sustainability initiatives. Not least because sustainable businesses are often the most innovative as they are constantly reviewing and refining processes to find new and better solutions.

Eco-conscious businesses also generally have employees who are more invested in the business culture which, in turn, provides more fulfilling jobs and helps to build a culture of accountability throughout the organisation. This in itself provides a compelling argument to support environmental stewardship, and one that we at OCS embrace wholeheartedly. We believe every business has a clear duty of care to all stakeholders connected to or impacted by a company's operation. Together, we can make a difference to the health of our planet.

12 RESPONSIBLE
CONSUMPTION
AND PRODUCTION



SUSTAINABLE
DEVELOPMENT GOALS

12.6 Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle

Key environmental statistics

For 2018 benchmarking purposes, OCS are specifically looking at measures where we can achieve the greatest impact: hazardous substances, waste reduction, carbon emissions and water health.

Key New Zealand statistics



Reduce energy consumption & establish benchmark for carbon emissions reduction target

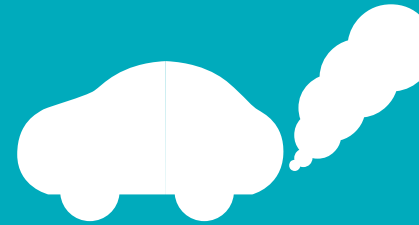
70,977 kgs carbon emissions avoided



Introduce two supplier/procurement sustainability initiatives per year

Changed to Ecotricity energy provider

Introduction of new bio-degradable and non-toxic cleaning products



Reduce GHG emissions for company vehicle fleet at 5% year on year

17% reduced carbon



Convert 30% of vehicle fleet to electric or hybrid vehicles by 2020

7%
20 electric/hybrid vehicles in fleet

Targets

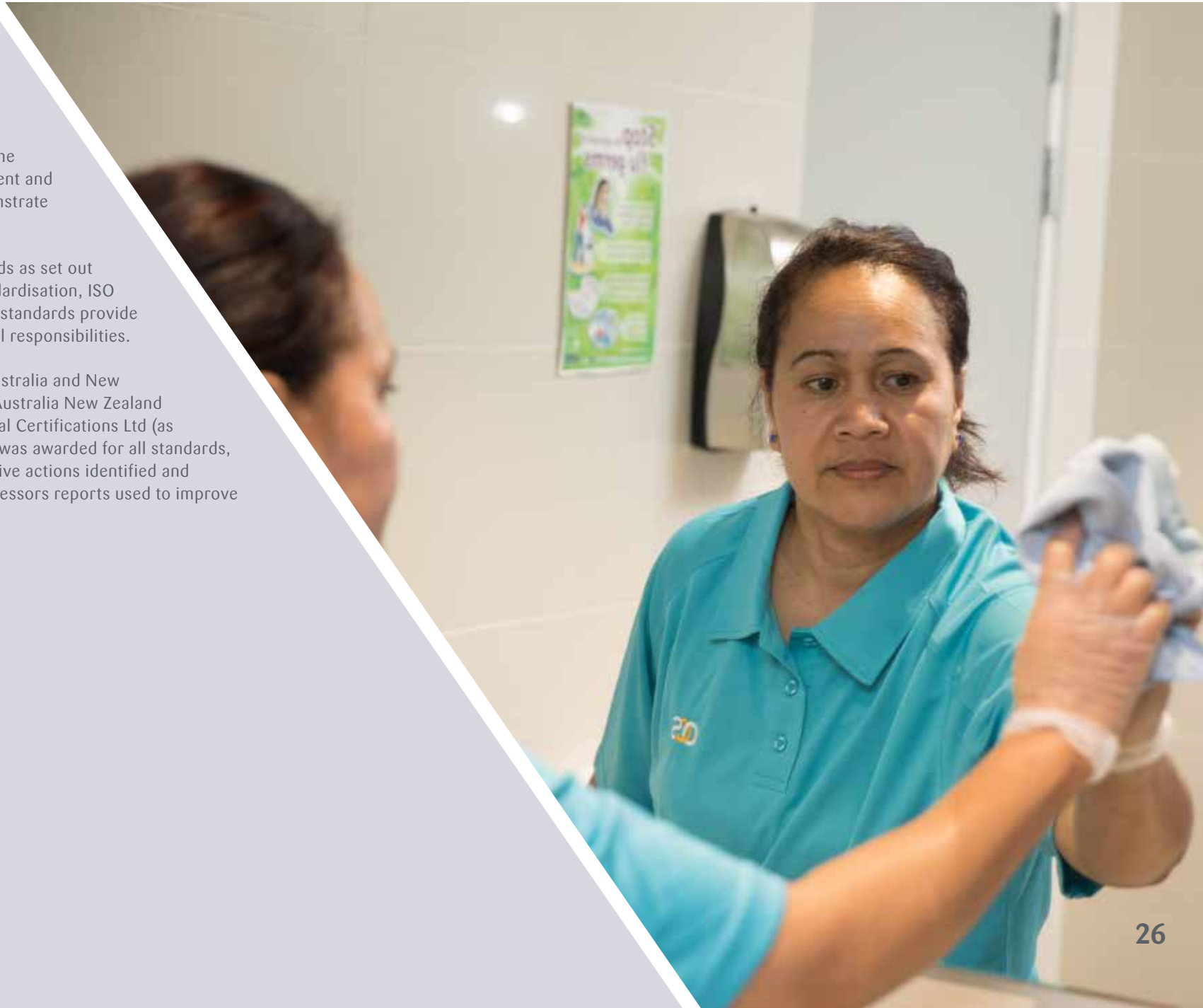
Results
2018

Accreditations 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 over June/July 2018 as part of the Australia New Zealand integrated audit approach using International Certifications Ltd (as noted previously). Continued accreditation was awarded for all standards, including ISO 14001. There were no corrective actions identified and improvement opportunities listed in the assessors reports used to improve processes.



Hazardous substances

Education in the handling and safe use of chemicals is key for all of our team members who work with, supply and store hazardous materials. Prior to 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, meeting minutes and e-mails.

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

Storing of all chemicals is treated very carefully. All chemicals are stored in approved dangerous goods storage facilities. Care is taken to ensure chemicals are not stored in a way which allows a risk of accidental mixing, fire or explosion. This means that our staff carefully ensure incompatible substances aren't stored together and that decanted substances are stored in the correct type of container and labelled correctly.

OCS has been using a number of different cleaning solutions in its quest to becoming the most environmentally sustainable business in its sector by 2030. This includes new chemical-free cleaning technology that uses tap water and Ozone.

This technology has been proven to be more effective than bleach and chlorine-based cleaners, is non-irritant, non-caustic and breaks down to water and oxygen once it's finished working.

Other initiatives to move away from traditional industry-reliant chemicals include the introduction of eco-safe commercial cleaning fluid, suitable for septic tanks, drains and waterways and which doesn't have an impact on wildlife.



Loos in the Sounds kept eco-clean

What do you do when you're in charge of making sure public toilets are hygienic and clean, but those loos are in one of the most scenic and sensitive environments in the country?

That was the issue facing Marlborough District Council, whose public facilities include toilets which rely on septic tanks, as well as long-drops in the Marlborough Sounds.

The solution was a new eco-safe commercial cleaning fluid that's suitable for septic tanks and doesn't disrupt the delicate enzyme balance in a healthy long-drop.

OCS is contracted to look after the council's cleaning and has been using the new product, called Bio-Zyme, since trailing it in the latter part of 2018.

"It's one of OCS' main goals to be more sustainable and use fewer nasty chemicals," says OCS Operations Manager Alan Courtney.

"Increasingly it's something clients look for too. The council, in particular, wants to lead the way in providing services that are better for the environment, and it's great to be able to contribute to that."

Bio-Zyme is a New Zealand made, certified organic product that is biodegradable, non-toxic and non-allergenic. It works in conjunction with natural enzymes to break down dirt and grease and to naturally-deodorise.



12.4 By 2020, achieve the environmentally sound management of chemicals and all wastes throughout their life cycle, in accordance with agreed international frameworks, and significantly reduce their release to air, water and soil in order to minimize their adverse impacts on human health and the environment

Hazardous substances

When it comes to dealing with hazardous materials, our management have key responsibilities:

- All team members are provided with appropriate training and supervision to safely use, handle, store and dispose of hazardous materials
- All team members are made aware of hazardous substance obligations, any health risks and safety issues, and responsibilities and actions to be taken in an emergency
- Any risks associated with the use and storage of the hazardous material are controlled
- Provide and maintain appropriate personal protective clothing and equipment (PPE) for team members who are to use the hazardous material
- Ensure that the work area where the hazardous material is to be used is provided with fire protection and firefighting equipment that is designed and constructed for the types and quantities of hazardous materials in use or storage and are compatible with the hazardous material and are effective in controlling incidents involving the hazardous materials.

Our team members who use, come into contact with or have responsibility for hazardous material also have responsibilities, including:

- They must handle, transport, store and dispose of the material in a manner that does not harm other individuals, or the environment, and meets all legal requirements
- Ensuring they are familiar with the hazards associated with the material and the appropriate methods for handling, transporting, storing and disposing of the material
- Conduct themselves and supervise others with the greatest of care in the use of hazardous materials, and if established procedures for the use of the material do not exist, the staff member is required to seek guidance from their line manager
- Use any PPE equipment provided and to follow instructions provided for the safe use and storage of the hazardous material
- Ensure they receive appropriate training and supervision prior to using hazardous materials
- Ensure all manufacturers labels are left intact on the container of the hazardous material. If a label is defaced in any way, staff members are to notify their manager so that an appropriate label can be reapplied immediately
- Ensure that no hazardous materials are placed into improperly labelled containers.



Bio Security at Perth Airport

Perth Airport is the fourth busiest airport in Australia (in terms of passenger traffic) and operates 24 hours a day, seven days a week throughout the year. With millions of international and national visitors every year, airport custom officers seize hundreds of items that pose a biological risk to Australia on a daily basis.

In order to ensure these items are disposed of responsibly and securely, a highly trained team of Bio Security Waste experts is required.

OCS delivers facilities management services across all four terminals, and other commercial buildings. There is a special taskforce within the team dedicated to the disposal of Bio Security Waste.

In setting up the taskforce, 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.

In March 2018 after many months of preparation, OCS staff took over the task of ensuring Australia is kept safe through the safe disposal of bio security risk items, helping to keep the country's \$32 billion agricultural export industries, and Australia's unique environment safe from exotic pests and diseases.

The accreditation OCS has to deliver the waste disposal ensures Perth Airport is fully compliant in every aspect of Bio Security Waste removal and disposal.

6 CLEAN WATER AND SANITATION



 SUSTAINABLE DEVELOPMENT GOALS

6.3 By 2030, improve water quality by reducing pollution, eliminating dumping and minimizing release of hazardous chemicals and materials, halving the proportion of untreated wastewater and substantially increasing recycling and safe reuse globally

Energy

One of the critical challenges in achieving sustainability is finding a way to meet the energy consumption needs of a growing population in the face of increasing economic prosperity and finite resources.

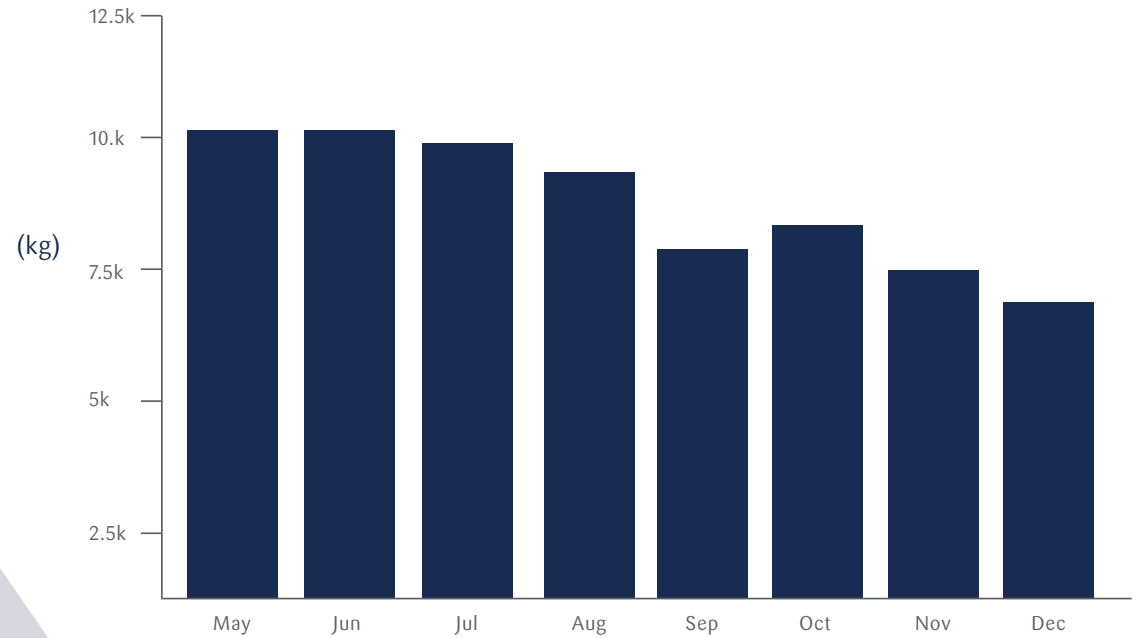
In 2018, OCS kicked off our energy consumption reduction by taking a close look at our New Zealand branch energy providers. After a review of all energy providers, we moved all branches to a new national provider, Ecotricity.

Ecotricity is New Zealand's only provider of 100% renewable and carboNZero certified electricity. They were established to support the development of new carbon neutral renewable energy generation, primarily wind farms, solar and hydro projects. As well, they are also market leaders in supporting solar by purchasing solar generated electricity from a growing number of solar customers.

By being an Ecotricity customer OCS is helping New Zealand get one step closer to becoming 100% renewable. It also enables us to benchmark our carbon footprint.

This change and increased knowledge has meant updating our 2018 objective for energy reduction. On our monthly invoice tracking, Ecotricity provides the carbon emissions OCS have avoided by using Ecotricity carboNZero certified electricity. In the first eight months of usage, OCS have avoided 70,977.35 kgs of carbon emissions. Once a full 12 month period of usage has been recorded this total will be used to set an aspirational goal.

Carbon Emissions Avoided



70,977kg
carbon emissions
avoided

7 AFFORDABLE AND CLEAN ENERGY

SUSTAINABLE DEVELOPMENT GOALS

7.3 By 2030, double the global rate of improvement in energy efficiency

Travel

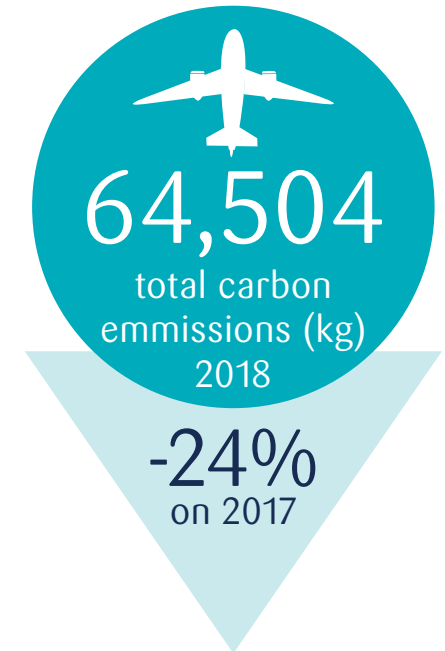
Greenhouse gas (GHG) reductions go hand-in-hand with most energy-reduction strategies and that's also consistent for OCS. Since 2015 we have been monitoring our New Zealand team members air travel GHG emissions through the use of the travel booking consultant, APX Travel Management (APX). APX provide us with data reports detailing total kilometres travelled and the resulting kilos of carbon emitted.

Evaluation of APX data comparing 2018, shows OCS team members travelled 399,980 kms by air resulting in GHG emissions of 64,504 kgs of carbon a 24% decrease compared to the same period in 2017 (479,002 km and 84,463 kgs).

This data will continue to be evaluated as a baseline for future GHG emission comparisons to drive our environmental objectives.

“ Our involvement in the Climate Leaders Coalition provides OCS ANZ with an opportunity to share and learn best practice in driving down greenhouse gas emissions. Collectively, we need to act now to ensure a better future for the generations to come – ‘Here Today, Here Tomorrow’ is our business maxim and we are committed to being part of the global solution. ”

Gareth Marriott, Managing Director Australia & New Zealand



Fleet

Our responsibility along the entire value chain includes optimising our transport and logistics processes in terms of environmental compatibility and resource efficiency. Due to the nature of our business, there will always be considerations around transportation. Our aim is to reduce our emissions from our transport usage by between 5 and 10%.

In New Zealand we operate a fleet of 277 vehicles. Of these 20 are electric, plug-in hybrid or hybrid vehicles. We continue to work collaboratively with our supply chain partners to replace our expiring vehicles with hybrid or electric vehicles. This has a net effect of reducing our fuel consumption and CO₂ emissions as well as increasing our bottom line.

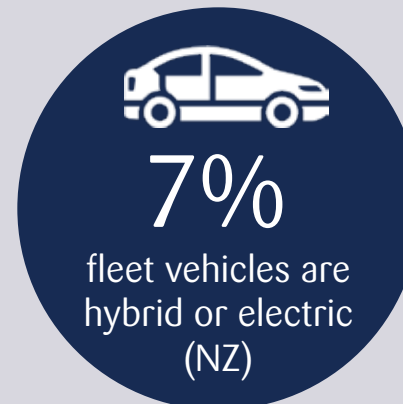
In 2019 we are introducing an additional five new Toyota RAV4 hybrids into our New Zealand fleet to further reduce our CO₂ emissions.

There are still challenges in this space when comparing the comparative replacement cost of electric or hybrid vehicles from standard vehicles, the low number of models in market and a charging station shortage across the country. We are however committed to moving more of our fleet to electric or hybrid vehicles over time and will continue to work with our staff and suppliers to make this a reality.

Monitoring our CO₂ emissions is made possible through our company vehicle partner, Leaseplan, who provides environmental performance data for the full fleet of OCS vehicles.

Table below compares 2017 vs 2018 same period (NZ data).

Period	Total carbon	Carbon per vehicle	Vehicles	Total carbon % change
Dec 2015	505	1.40	370	NA
Dec 2016	491	1.20	401	-3%
Dec 2017	519	1.20	419	6%
Dec 2018*	431	1.20	277	-18%



Paper usage

Even incremental changes can make a big change. In 2018, our payroll team further encouraged our staff to opt for e-payslips. We now have 4,027 employees signed up to receive an e-payslip. That's a 20% improvement over 2017 (3,352).

Through the operational use of technology, OCS is also reducing its environmental footprint through a reduction in paper usage:

- Vault check app workplace HSE inspections – 570 completed in 2018 (NZ)
- Vault audit app – 24 completed in 2018 (NZ)
- 1,115 events logged in Vault in 2018 (vs 885 in 2017) (ANZ)
- Electronic Quality Assurance Client Site Inspections 2018. Total completed in ANZ – 11,264:
 - 3,704 (Aus)
 - 7,590 (NZ)

Part of our sustainability commitment is to ensure that we proactively manage every part of our process to ensure waste is managed in an efficient manner, rather than disposing of it in landfills.

OCS WasteLine

Our New Zealand team continued to work with clients around the county with their unique end-to-end waste identification and management system, WasteLine. The team work with clients to assess and design total waste minimisation systems and practices. From providing initial measurements and analytics, the team continue to monitor and measure waste collection against targets. The system has seen a number of clients report positive waste improvements throughout 2018.



11 SUSTAINABLE CITIES AND COMMUNITIES



SUSTAINABLE DEVELOPMENT GOALS

11.6 By 2030, reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality and municipal and other waste management

Waste management

Part of our sustainability commitment is to ensure that we proactively manage every part of our process to ensure waste is managed in an efficient manner, rather than disposing of it in landfills.

We recognise that inefficient waste management degrades our land, water and air, and causes a large financial burden to current and future generations. Our focus is on reducing waste to landfill through reduction, recycling and reusing and thus protecting dwindling resources, reducing emissions, pollution and contamination, and of course, saving money.

By planning our waste management and tracking our outputs, we are provided with the opportunity to deliver sustainable improvements to our own and community waste management practices. It also allows us to take advantage of the ever-changing waste and recovered materials market.

We collaborate with our supply chain partners to reduce the amount of packaging in our consumable items, acknowledging that these partnerships also help to minimise the adverse effects of waste in poor communities, contribute to the sustainable improvement of recycling and solid waste management, and also improves the livelihood of people and businesses in rural and urban communities.



Waste management a key priority for OCS clients

When OCS Operations Manager Emma Wildon tells trainee cleaners they'll need to weigh the rubbish they collect, they think she's joking.

OCS cleaners keep track of the amount of different types of rubbish they collect on site for a number of clients. The information goes into regular reports we send back to the clients to show how they're tracking with their own waste-reduction goals.

As well as weighing bags (with a heavy-duty fishing scale), our teams also take pictures of the rubbish as part of their reporting – it's part of the commitment we and many of our clients have to reducing our carbon footprints.

Emma says she knows the reports are taken seriously by clients – because at times they question why their landfill total is higher than usual.

“We'll take a look and see that it was, for example, because they were refurbishing a site. Alternatively, we will let them know if their staff need reminders on using the right bins.”

It's becoming common place for many clients to now ask their staff to divide their waste into different streams: landfill, organics, plastic, cans, glass, paper and cardboard.

“This level of commitment to waste reduction takes time and means our cleaning and facilities management team needs to be specially trained, but OCS and many of our clients have each set ambitious goals for sustainability; accountability plays a key role in this.”

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



SUSTAINABLE DEVELOPMENT GOALS



12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse

Water health and consumption

Water is critical for survival; survival of our planet, it's ecosystems and us, it's inhabitants. At a human level it is essential for life itself while at an economic level, it's a central fuel for the global economy.

Water use is an environmental sustainability concern that never before has been so critically important. Drought conditions and the prospects of increased weather severity has caused communities, industry, and regulators to place additional efforts into conservation strategies.

Water resources have become increasingly stressed by population growth, urbanisation, contamination of resources, and depletion of groundwater supplies – 2.8 billion people worldwide are experiencing poor access to water and this number is expected to escalate significantly; it has become even more critical to ensure careful management of water across the entire value chain.

To ensure our staff are compliant with regulatory requirements as well as our OCS policies and procedures, we make certain they participate in education and training specific to the responsible disposal of used chemical solutions.

4,037

team members completed health, safety & environmental training

2,552

team members completed toolbox & chemical/ environmental training

33

emergency wardens completed training

17

chemical spill drills completed

14 LIFE BELOW WATER



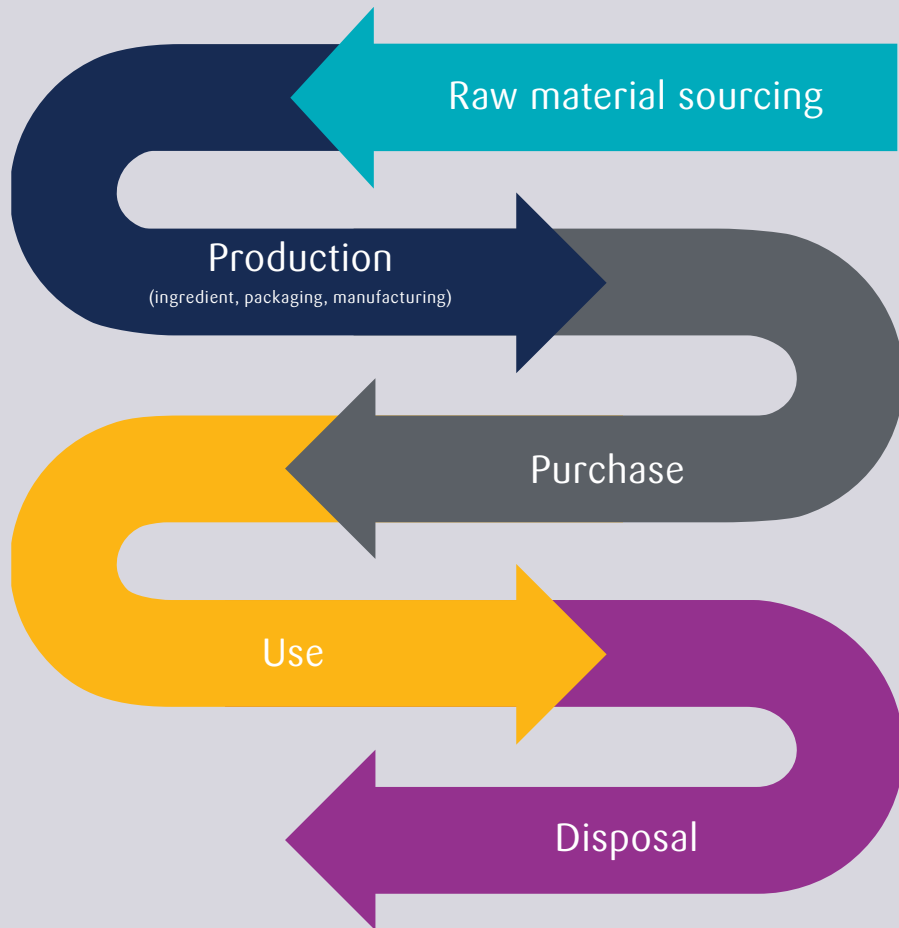
SUSTAINABLE DEVELOPMENT GOALS

14.1 By 2025, prevent and significantly reduce marine pollution of all kinds, in particular from land-based activities, including marine debris and nutrient pollution

Supply chain

Knowing the level of environmental, social and economic impacts of our partners is a crucial way of doing business to ensure a sustainable future.

Our supplier base is underpinned by thousands of workers worldwide. We recognise this as being one of our most important resources, and one that significantly influences our environmental footprint. To accommodate increasingly globalised and complex value chains we work closely with each partner to create a holistic supplier management process.



Communities

Why this matters to OCS

Investing in our communities is an integral part of our sustainability strategy. Through our key partnerships, programmes and initiatives we can combine our collective resources to make a positive and sustainable change to communities in need.

Globally, large sections of our communities still face poverty, and sadly this is also reflected in Australia and New Zealand. We are therefore striving to encourage social progress, working with partners across our whole value chain to create 'shared value'.

Value comes in many forms. In addition to payments in the form of salaries and taxes, our business operations and their value-adding activities add to regional and community development. We promote economic and social development as a local employer, purchaser and investor. Through the transfer of knowledge and technologies, we foster the economic activity of both our employees and our clients.



Supporting our communities

In August 2016, OCS launched a regional charity partnership with The Salvation Army, setting up an internal steering committee which involves representatives from across the company to plan national and local activities alongside The Salvation Army in both Australia and New Zealand.

In 2018, initiatives have included:

- Winter Appeal – in our Perth and Sydney offices, socks, beanies, blankets and non-perishable food items were donated during The Salvation Army's Winter Appeal to keep their clients warm and healthy during the cold nights.
- Red Shield Appeal – supporting The Salvation Army's frontline work in New Zealand and Australia by assisting with collection at various sites, such as local supermarkets.
- Perth Soup Run – in our Perth 'man' the soup van on the third Thursday of each month serving soup, tea, coffee, sandwiches and hot pies to people in need.
- Perth kitchen – once a month, team members cook up a storm at The Salvation Army in Perth, preparing almost 60 meals each month for those in need.
- Candle bag packing – there are over 44,000 young people sleeping rough, couch-surfing or in unstable and unsafe living arrangements in Australia and all funds raised through this initiative are directed to Oasis accommodation services, who provide crisis and medium to long term accommodation services. In November, 35 volunteers from various organisations packed over 10,000 candle bags with around \$100 worth of donated goods. Bags were sold for \$20 each at Woolworths Carols in The Domain.
- OCS Christmas bundle – Christmas and the long summer holidays are a time of heavy demand on The Salvation Army food banks. The Salvation Army's Foodbank Project in New Zealand provided a simple way for OCS team members to support their local community by purchasing a Holiday Snacks Bundle or an Essentials Bundle. The food bundle was then delivered by Countdown to the givers local Salvation Army foodbank hub and distributed to people in need in your local community.



- Christmas gift packing – OCS Auckland team members donated gifts and volunteered gift wrapping services, playing a part in ensuring children, who may not be getting much for Christmas, have at least one gift under the tree.
- Christmas Tree Showcase – team members from OCS in Auckland took part in the annual Christmas Tree Showcase, creating a tree out of wrapped toilet tissue kindly donated by Cottonsoft. The toilet tissue was donated to The Salvation Army following the showcase, along with the proceeds from ticket sales.
- Confirmed another 12-month loan of a van for The Salvation Army Aspire Youth Programme.

Going forward, we will continue to partner with The Salvation Army and seek out new community partners.

At our annual ANZ conference in November 2018 we committed to working with supply partner, Diversey, to launch and roll out Diversey's Soap for Hope initiative in 2019.



2 ZERO HUNGER



 SUSTAINABLE DEVELOPMENT GOALS

2.1 By 2030, end hunger and ensure access by all people, in particular the poor and people in vulnerable situations, including infants, to safe, nutritious and sufficient food all year round.

The future

OCS will use our first ANZ Sustainability Report as a springboard to move forward in monitoring, reporting and innovating our sustainability efforts. We are determined to live up to our maxim 'Here Today, Here Tomorrow'. Going beyond a 'do no harm' approach, seeking to leave our planet in a better place for future generations.

We are committed to supporting the United Nations SDG's and expanding our own sustainability framework to support more of the goals as we grow our capability.

A key component of any successful sustainable management programme is aiming to raise the awareness of all our people, so that means we will continue to put them at the centre of all that we do, ensuring their safety and wellbeing and that of the communities we work in.

For our environments, we will continue to reduce our carbon and GHG emissions, and continue to work with our clients and partners to create better waste reduction solutions. We strive to protect and enhance the environment in our everyday work while facilitating wider economic prosperity and quality of life for present and future generations across the world.

We consider emissions and pollution to include air, ground and water, odour and noise. Waste management and careful use of materials, resources and energy is both environmentally and economically sensible. We make great efforts to identify methods and materials that reduce our impact on the environment and use sustainable resources.

In working with our communities, we consider respect for human rights one of our highest priorities and will continue to engage with all stakeholders, develop our partnership with The Salvation Army throughout our OCS ANZ communities, working together and looking for further opportunities to support those in need in our communities.





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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