



# Sustainability Report 2019

Our commitment to sustainable  
development and practices



**OCS Australia & New Zealand**



# Welcome

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At the time of writing the 2019 Sustainability Report we are in the middle of the COVID-19 global pandemic. While not relevant to the data sets reported on for 2019, we are cognisant of the impact this event has had on every person and business on our planet.

We wish to acknowledge all of our people at this time, those essential workers who are tirelessly working on the frontline to keep our health and aged care facilities, police stations and other essential service places hygienic and safe for all of us. We acknowledge the work of our support staff, our partners and clients – all working together for benefit of every Australian and New Zealander.

**Gareth Marriott, OCS ANZ Managing Director**

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.

Today, our global family extends to more than 86,000 team members worldwide, including our 4,800 team members across OCS New Zealand, OCS Australia and Midcity (OCS's Australian-based insurance building recovery business).

OCS ANZ is trusted by thousands of customers throughout Australia and New Zealand to deliver sustainable facilities management services, 24 hours a day – we're also the employer of choice for more than 5,000 colleagues across both countries.

In the ANZ region our specialties range from Building Services, Cleaning, Security, Catering and Concierge Services, through to fully integrated Facilities Management, Waste Management & Recycling and Passengers with Reduced Mobility Services.

## About this report

OCS is delighted to publish our second combined Australia and New Zealand Sustainability Report.

In this report we highlight some of the challenges OCS, the ANZ region and our world are facing. Together, we will continue to address these through our many partnerships, collectively committed to leaving our planet in a better place for future generations.

This report allows us to deepen our commitment to sustainable development and practices, playing a leadership role in various aspects of sustainability. This includes being a signatory to the Climate Leaders Coalition and achieving Toitū carbonreduce certification for our dedication to carbon emissions reduction.

All steps we take on our sustainability journey are aligned with the United Nations Sustainable Development Goals. Together, we can make a difference.

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



# New Global Values

In March 2019 OCS launched our new global values, Care, Safety, Trustworthy and Expert. They're four simple but significant words that form our new values for OCS ANZ – and the global business.

Our values differentiate us. It's not just about what we do, but how we do it. Our aim is to create a values-led culture, whereby all OCS colleagues can clearly articulate our values.

By living our Values, we focus not just on what we do for our customers but how we do it, delivering great service that demonstrates our Care and Safety, and how we are Trustworthy and Expert, time after time.



Care



Safety



Trustworthy



Expert

# A message from OCS Managing Director, Australia & New Zealand



## Gareth Marriott

OCS prides itself on being a trustworthy and responsible facilities management business. Our commitment to our staff and customers and the world in which we operate is absolute. Living our new global values – Care, Safety, Trustworthy and Expert – we focus not just on what we do for our customers but how we do it.

As a society, we are facing greater challenges than ever before. OCS is ready to tackle these by seeking to create a sustainable future for OCS, our customers, 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.

2019 marks the 20th anniversary of the Sustainable Business Council. As a member we celebrate this milestone and their ongoing commitment to sustainable business practises.

We recognise our partnership with Toitū Envirocare and achieving Toitū carbonreduce certification. Reducing carbon emissions continues to be one of our greatest challenges, but we are committed to reducing our impact on the environment and will continue to work with Toitū Envirocare and the Sustainable Business Council.

OCS continues to focus on green technologies and systems using financial, natural and social resources in an efficient, effective and economic manner. OCS gives sustainability the same level of focus and importance as our financial objectives.

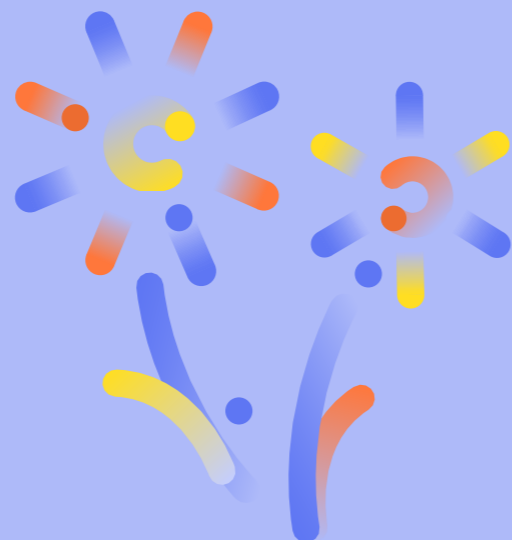
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“OCS gives sustainability the same level of focus and importance as our financial objectives.”

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We accept that on our journey there are challenges and there will be setbacks. However, every one of our team members can feel proud of the progress we are collectively making, both within OCS and for our customers.

Our people remain at the centre of all that we do and what we achieve for our customers. We look after our team members, their families and the communities we operate in – now and for the generations to come.



5  
generations of  
family ownership



86,000  
team members worldwide



4,782  
team members in  
Australia and New Zealand



# A message from OCS Group Chief Executive Officer



## John Hunter

It has been pleasing to see the continued commitment, and resulting achievements by OCS Australia and New Zealand (OCS ANZ) in their second annual sustainability report.

In the past year, OCS ANZ has made significant strides in addressing the three pillars of our sustainability strategy:

- People
- Environment
- Community

I am proud of the initiatives, such as inclusion, diversity, engagement and education, in place around our first pillar, People. Seeing the differences we are making through our partnership with First Foundation and Workbridge, as well as other initiatives, such as 'Ask R U Ok', strike at the heart of what we want to achieve - creating positive outcomes for all of our people.

Our second pillar, Environment, monitors our own environmental footprint and impact. We work to ensure our business is in harmony with our environment, alongside partners like Ecotricity to reduce energy consumption. A highlight was achieving the prestigious Toitū carbonreduce certification, which demonstrates the real commitment of OCS ANZ to reduce carbon impacts.

Our long-standing partnership with The Salvation Army is driven by our third pillar Communities and encapsulates our desire to create positive and sustainable change in the communities in which we live and work. We will continue to encourage social progress, working with partners across our whole value chain.

“We live in a time of fundamental change and we recognise that sustainability is increasingly important.”

The issues and goals we are reporting on are not isolated to OCS. We live in a time of fundamental change and we recognise that sustainability is increasingly important to our customers, their customers and team members, and other stakeholders across society.

In Australia and New Zealand, OCS is acting to future-proof our business, our customers' businesses, our colleagues, and our environment, for tomorrow's generations.

Together, we will create sustainable change for the benefit of all.



## Our approach

At OCS we embrace our responsibility of reducing our environmental impact. More than that though, we are committed to acting and behaving responsibly across every level of our business.

Our strategic business objectives is to be an environmentally sustainable business. We take that further by ensuring our core business strategy is centred around a sustainable future for OCS, our communities and our planet.

Our sustainability strategy is centred around three core pillars:

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

The task of balancing our pillars is not without its challenges. However, we are determined 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 customers and our planet, but also to increase our cost-efficiencies and leverage opportunities for sustained growth.

We support the SDG approach where possible and are committed to effecting real change in our communities. In the short to medium term, we are focused on 11 of the 17 goals that most closely align with our corporate strategy and focus on where our efforts can make the greatest impacts – both for our own business and communities, and the world in which we operate.



# Our challenges

The challenge many businesses face is being able to operate an economically sustainable business in a manner which recognises and addresses holistic sustainability across the entire value chain.

For OCS, we know there are issues. Both within our own business, and the environments in which we operate. What we can take strength from is that day by day, we are addressing these in a myriad of ways ensuring a better future for our communities and our planet.

Carbon emission reduction continues to be one of our biggest challenges, one which we are eager to address with the support of Toitū Enviroware.

We were initially awarded the prestigious Toitū carbonreduce certification in 2017. Through the programme, we saw an 18% reduction in carbon emission over the following year. Then 2019 saw a further 2% emissions reduction from our operations. This was achieved through multiple measures within our carbon footprint reduction plan, including reducing air travel

(both international and domestic), vehicle management and changing our electricity supplier to Ecotricity.

We continue to work with our vehicle suppliers to look at the capacity of providing vans that are either electrical or hybrid. Constraints around fit-for-purpose still remain, particularly for towing heavy loads. With a fleet of 277 vehicles, we currently have 26 electric or hybrid vehicles.

OCS has experienced exceptional business growth in 2019 which has impacted our carbon emissions compared to previous years (some growth). However, when measured against revenue (emissions intensity) we are seeing continued improvements.

Most of the sustainability issues that we and the rest of the world are facing require systemic change. This by its very nature provides other challenges.

Specific challenges in regard to our three sustainability pillars are:

People	Environment	Community
<ul style="list-style-type: none"> <li>Retention of front-line team members</li> <li>Available talent pool (increased constraints on immigration)</li> <li>Client understanding the value of clean and what our people do</li> <li>Legislative changes (increase in New Zealand of minimum wage has seen us, in some cases, having to reject contracts).</li> </ul>	<ul style="list-style-type: none"> <li>Availability of fit-for-purpose electric and hybrid vehicles (much of our fleet needs are for station wagons and vans)</li> <li>Carbon emissions reduction</li> <li>Energy consumption reduction</li> <li>National broadband quality for increased online meetings.</li> </ul>	<ul style="list-style-type: none"> <li>Aligning our efforts where we can make the most significant difference to the widest possible audience within the communities we operate.</li> </ul>

We acknowledge that many of these challenges are not insignificant and are faced by many others around the globe. This makes us more determined to step up to the plate, ensuring we provide the care and strength of resolve to address each new challenge as it comes. We will work in partnership with our suppliers and customers and others within our industries to ensure a brighter and more sustainable future.

# Our 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

Our people are at the heart of what we do and through them we are able to continue to deliver exceptional customer service. Returning our people safely home at the end of every day remains our key focus.

We aim to attract the very best people and reduce our frontline staff turnover, those that are committed to serving our customers and our teams. We foster collaboration, teamwork and a desire to always provide our customers with the very best service.

In return OCS provides 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.

In 2019 OCS launched Project Apollo, to investigate issues around team member retention and ways we

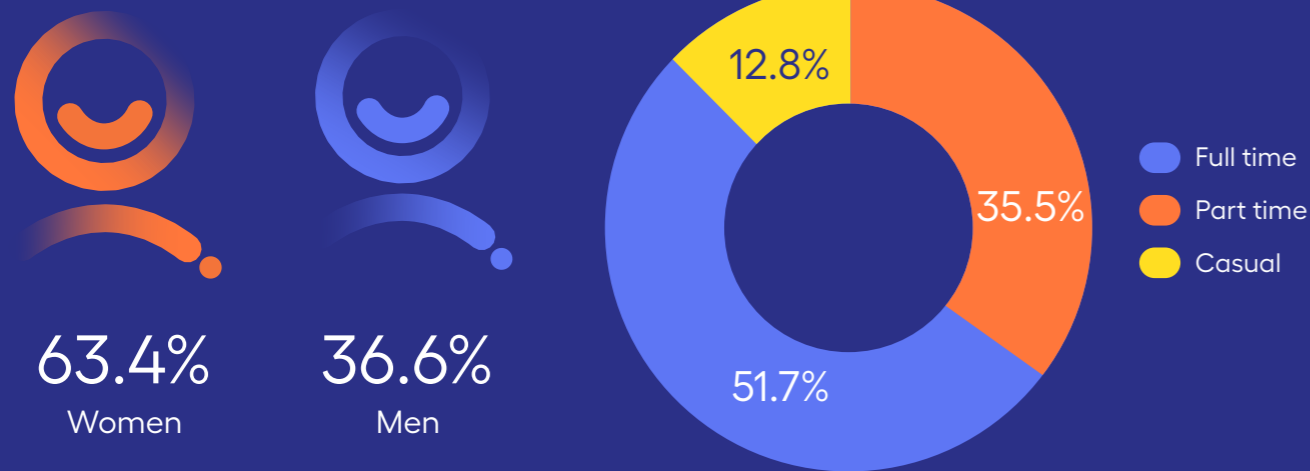
can solve it. This is an ongoing project and includes operational and management teams engaging with team members through focus groups, online surveys and data analysis.

The focus is on three key areas:

- Attracting long term team members
- Onboarding of new team members
- Developing our frontline leaders to engage with new team members.

The project has already seen a slight increase in team member retention and we hope to be able to report on the success of this project in 2020.

In 2019, we employed 4,782 people. Women made up 63.4% of our total workforce in the ANZ region. We offer more than 87% of our people permanent employment opportunities that are both full and part-time.



“OCS has been amazing at enabling me to have a work-life balance by providing me with hours that fit in with my little family. I think as women we are expected to either work really, really hard, or not work at all (as mothers). I’m extremely grateful that I’m able to do both and have a work life balance.”



Brooke Horan, HR Assistant Christchurch, and mother to two small girls.

# Diversity and inclusion

We value diversity and inclusion in the workplace. We recognise that a diverse workforce brings a strength that enables us to better understand and serve customers, enhance our reputation, attract and retain top talent and innovate successfully.

As an Equal Opportunities Employer, we are committed to promoting equal opportunities for all team members. We have zero tolerance for discrimination, and actively focus on providing flexible working arrangements that cater to the needs of all of our team members.

Diversity and inclusion principles are embedded within our core leadership development programmes to grow

our inclusive leadership capability. We encourage managers to demonstrate these as part of their leadership activities.



## Gender diversity

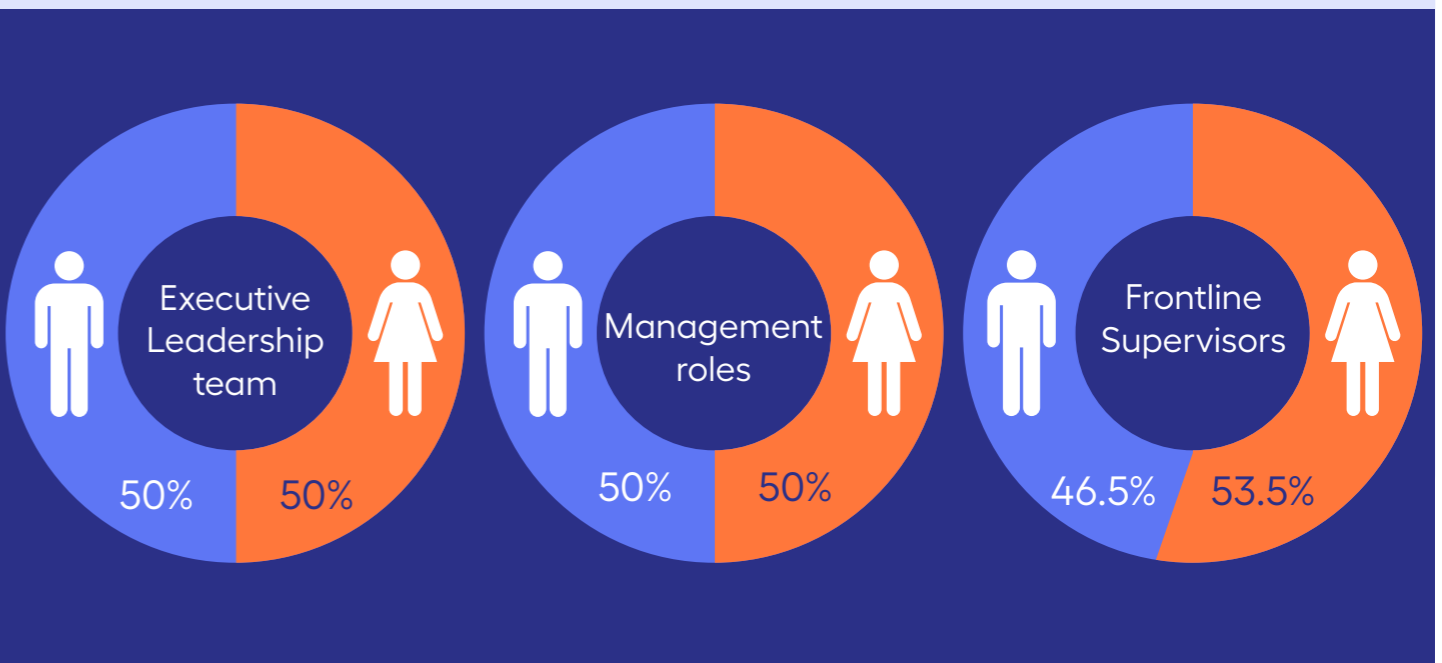
Gender diversity in the workplace has benefits, including improving problem solving and financial performance, helps retention and can help broaden your customer base. At OCS, we have a number of measures to ensure that gender diversity remains integral to our operations.

Our business benefits from a 50% gender diversity split of both our Executive Leadership Team and our Management Team. Of our frontline supervisors, 53.5% are female.

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.

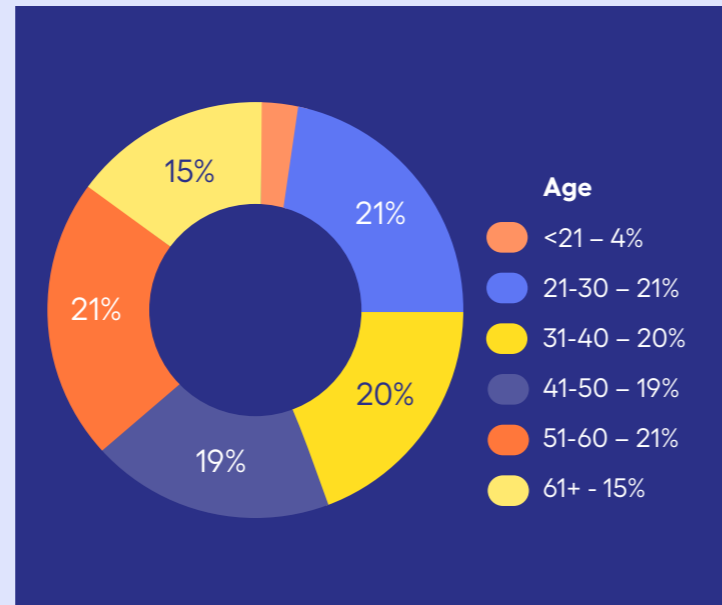
In 2019 we celebrated International Women’s Day across the ANZ region. We invited women from across the business to reflect on their experience working at OCS as an equal opportunities employer and what Women’s Day meant to them. 16 videos were then created and shared across social channels, providing encouraging and supportive messages for women everywhere.



## Generational diversity

Like gender diversity, generational diversity brings many tangible benefits to an organisation. This includes ready leadership and customer understanding along with training and mentorship.

Across our teams we have staff at every age and every stage, from teenage tertiary students through to grandparents. Almost 15% are over 60 and just over 4% are under the age of 21. These staff fill diverse roles from cleaners through to management.



## Cultural and disability diversity

Our staff are truly reflective of our global workspace – with 81 different nationalities reflected in our workforce. Our people come from everywhere, from Afghanistan to Zimbabwe.

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 Workbridge has become an integral part of our wider recruitment planning.



## Local facilities management company recognised for hiring disabled people

Warren Herbert doesn't believe his disability should be a barrier to working, and thanks to a partnership between OCS New Zealand's Nelson branch and Workbridge it hasn't been.

Mr Herbert has been a cleaner with the local facilities management services company for almost two years – and the partnership which saw him get his job has been recognised again, with OCS Nelson winning Workbridge's Above and Beyond Employer Award for the second year in a row.

Mr Herbert says OCS has worked closely with him and his needs to ensure he can do the role – and do it well.

Working at a large retail store and one of Nelson's largest public colleges, Mr Herbert says his intellectual disability and learning disorder hasn't impacted his ability to get the job done.

"Having a disability shouldn't be an obstacle to getting a job, but

unfortunately many companies can see a disability as a liability, rather than an opportunity.

"I encourage more companies to follow the example OCS has set."

OCS Nelson has been a partner of Workbridge since 2004 and in the last three years has placed 34 people into available roles ranging from contract and site supervisors to security guards and cleaners.

OCS Nelson operations manager, Alan Courtney, says in 2019, OCS has successfully filled seven of 13 available roles with the help of Workbridge.

"We're extremely proud of the number of people we've employed over the years and the calibre of great people that continue to work for us."

Workbridge Nelson team leader, Nicola Zielinski, says it was a pleasure to present

OCS Nelson with the award for a second year in a row.

"Routine is important for Warren's wellbeing and OCS being a supportive employer has provided Warren with this, and when it has not worked out on one site OCS has been able to accommodate with something more suitable.

"It is a big deal and it is a way of working we encourage other employers to follow."



L-R: Nicola Zielinski, Workbridge Team Leader – Upper South; Selena Cameron, OCS Nelson Contract Service Supervisor; Alan Courtney, Operations Manager; Selina Goodwin, OCS Nelson Contract Service Supervisor.

## Engagement

Since we were founded almost 120 year ago, OCS has been a people business. To this day, our team members remain the life blood of our OCS family.

To foster a high-performance culture, we work to create better job satisfaction, work-life balance and a better outcome for our customers. Having open, honest, and respectful dialogue and engagement with our team members is essential to creating this culture.

We seek to engage our team members at every stage of the employee lifecycle. From targeted surveys to identify and understand potential issues and challenges through to providing team members opportunities to work flexibly around their lifestyles and locations.

Physical distance is a challenge for us with a diverse delivery base across Australia and New Zealand. We have had some success with our 'Sat Nav Gav' programme and communications tools such as our quarterly e-newsletter and social media. A private Facebook group was created in 2018, and in the last year we grew follower numbers by 64% to now encompass 309 team members (EOY 2019).

25  
Branch  
Ambassadors  
awarded

322  
team members  
with 10+ years'  
service

39  
team members with  
20+ years' service

## Team recognition

We recognise, develop and build engagement among our teams through a range of programmes, including a reward and recognition programme. 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 team members in recognition of having achieved the key milestones of 5, 10, 15, 20, 25, 30, 35+ years of continuous meritorious service.

In 2019 'Sat Nav Gav' drove the length of New Zealand to present the OCS Branch Ambassador awards to frontline

team members who reflected our values, while also celebrating long service staff at each branch. An OCS Ambassador was a frontline or supervisory staff member who reflected our OCS values, delivered consistently great service to our clients and who went above and beyond in their role. OCS Ambassadors were rewarded with a trophy and \$100 gift voucher.

8 DECENT WORK AND  
ECONOMIC GROWTH



PEOPLE



## Sat Nav Gav – New Zealand Tour

OCS Operations Director, Gavin Upston, also known as Sat Nav Gav, wrapped up a 6,500km plus journey across New Zealand in December 2019 to reach as many of the OCS frontline team members as possible.

Travelling in a hybrid vehicle, from Kerikeri to Invercargill, Gav reflects on the people he met on his travels.

"What made the 2019 tour extra special for me was being about to reward our top team members with Branch Ambassador status.

"Not a visit went by without being absolutely chuffed to hear positive client feedback. Like a proud father – I would return to HQ and share the feedback of those everyday heroes who go above and beyond in their roles."

The tour was also a chance for Gav to 'spot check' on-site visits to check all health and safety protocols are adhered to and he was pleased to report all chemicals were being stored correctly, PPE was being worn where appropriate and supply cupboards were kept tidy.

The roll out of our values, Care, Safety, Expert and Trustworthy earlier this year has inspired many to work hard to achieve standout service for our clients.

By living our Values, we focus not just on what we do for our customers but how we do it, delivering great service that demonstrates our care and safety, and how we are trustworthy and expert, time after time.

## Engagement survey

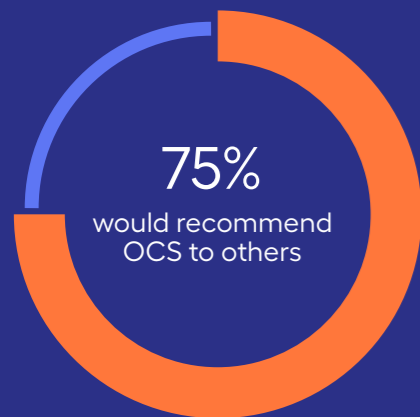
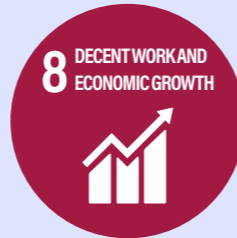
In 2019 we extended our annual Engagement Survey to include both our salaried and waged staff. This survey lets team members have their say on a range of topics, from workplace culture, ability to collaborate with other team members, the company's leadership quality as well as broader business issues.

Overall engagement was 79%, with both salaried and waged recording comparative data.

- 42% of frontline employees participated in the survey.
- 61% of participants were female and 39% participants were male.

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

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.



## A hand-up

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 they need for a successful career by providing work through work experience across the business and a mentor from their field of study. One scholarship is awarded two-yearly.

As 2019 came to a close, OCS held its Annual Conference, where the highlight of the event was Daniel Mea'ole-Naea – our scholarship recipient from 2018. Daniel gave his inaugural speech in front of 100 plus attendees and spoke of his family's journey from intergenerational poverty through to hope and a bright future.

His OCS scholarship has allowed him to be the first in his family to attend tertiary education (through financial

assistance) but more importantly, the scholarship provides him with wrap-around mentoring to help ensure his success as well as a paid summer internship.

The conference was also used as the platform to award the fourth OCS scholarship. Caroline Chamberlain is the daughter of OCS Invercargill frontline staff member Amanda Chamberlain (pictured together below). Caroline will attend Otago University in 2020 to study, majoring in psychology and minoring in sociology.

Like our previous First Foundation scholars, Caroline will receive wrap-around mentoring and a paid summer internship at the OCS Christchurch branch.



"Through the generosity and social stewardship of companies like OCS, we're able to change the lives of not just one individual, but whole families and communities. These partnerships enable us to effect real change through providing a 'hand up' to young people destined to be the next leaders of Aotearoa New Zealand, through providing them access to the workplace, tertiary education and mentoring opportunities.

"In 2019 I was privileged to attend the OCS ANZ Conference and hear their scholarship recipient, Daniel, present an outstanding speech. There was hardly a dry eye as the inspirational youngster told of his family's journey through poverty and the hope and aspirations he has for his, and his family's, future.

"Thank you OCS for the work you do – not just the financial commitment, but the obvious care and



genuine regard in which you hold these young people and the many hours you freely give to support First Foundation. Through your endorsement, we've also managed to bring on other partners to help more young people – helping to change our world and transform hundreds of lives."

**Kirk Sargent, Chief Executive Officer  
First Foundation**

## Learning & Development

It's not enough to provide employees 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.

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 jobsite 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.

In 2019, across ANZ:

- 5,591 different toolbox training sessions were completed
- 3,884 HSEQ training modules were completed

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) – 20 completed
- NZQA National Certificate in Cleaning and Caretaking (Level 3) – 9 completed
- New Zealand Certificate in Business (Level 3 & 4) First Line Management – 8 completed.



## Driver training

Care for our people extends to returning them home safely to their families after each shift – so, naturally driver safety is a particular focus for OCS.

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

All 277 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 personal 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, 2019 has seen substantial improvements in this area.

This has resulted in an overall 40% reduction in speeding events 2019 vs 2018.

## Vault risk management system

OCS uses the Vault online risk management system to further protect our people. Vault has enabled us to bring risk and safety management to life in an interactive way for our team members while allowing us to proactively manage our health and safety environment, providing assurance of compliance with statutory requirements to meet customer expectations and our own high standards at all times.

Vault enables us to capture a range of training courses for staff throughout the ANZ region, streamlining our occupational health and safety practices. It provides our frontline team members and manages the opportunity to provide feedback for safe actions, hard work and a range of initiatives. Team members also learn about a wide variety of risk management and environmental safety initiatives, including safe handling/disposal of hazardous substances, dealing with workplace aggression and injury prevention.

The use of the Vault desktop portal and smart phone apps in 2019 has reduced the need for paper-based forms, allowing OCS to create customised checklists

193  
drivers completed  
driver safety  
training (NZ)

1,222  
drivers completed  
online toolbox  
training

40%  
decrease in  
overspeeds in  
2019 vs 2018

3  
GOOD HEALTH  
AND WELL-BEING

and audit templates, keeping inspections consistent. It also enables collection of event evidence through photographic functionality and improved accountability by assigning and recording follow up actions.

- Vault Portal & Notify (Event Reporting) – 1,208
- Vault Check (Inspections) – 1,834

The Check and Notify Apps, enable immediate capture of inspection/observation results, notification of any accident event, new risk or hazard identification and can also support the health and safety of solo workers in specific workplaces. The app syncs the report back to Vault, including a GPS location, and generates an instant email notification to line managers based on a hierarchy of event severity. It also allows the manager to complete any corrective actions that may have been allocated to them.

5,591  
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 customers are kept safe.

Health and safety performance in 2019 showed an improvement in many of our lead and lag safety objectives and reflect on another 12 months of progress and achievement.

### Lead indicators

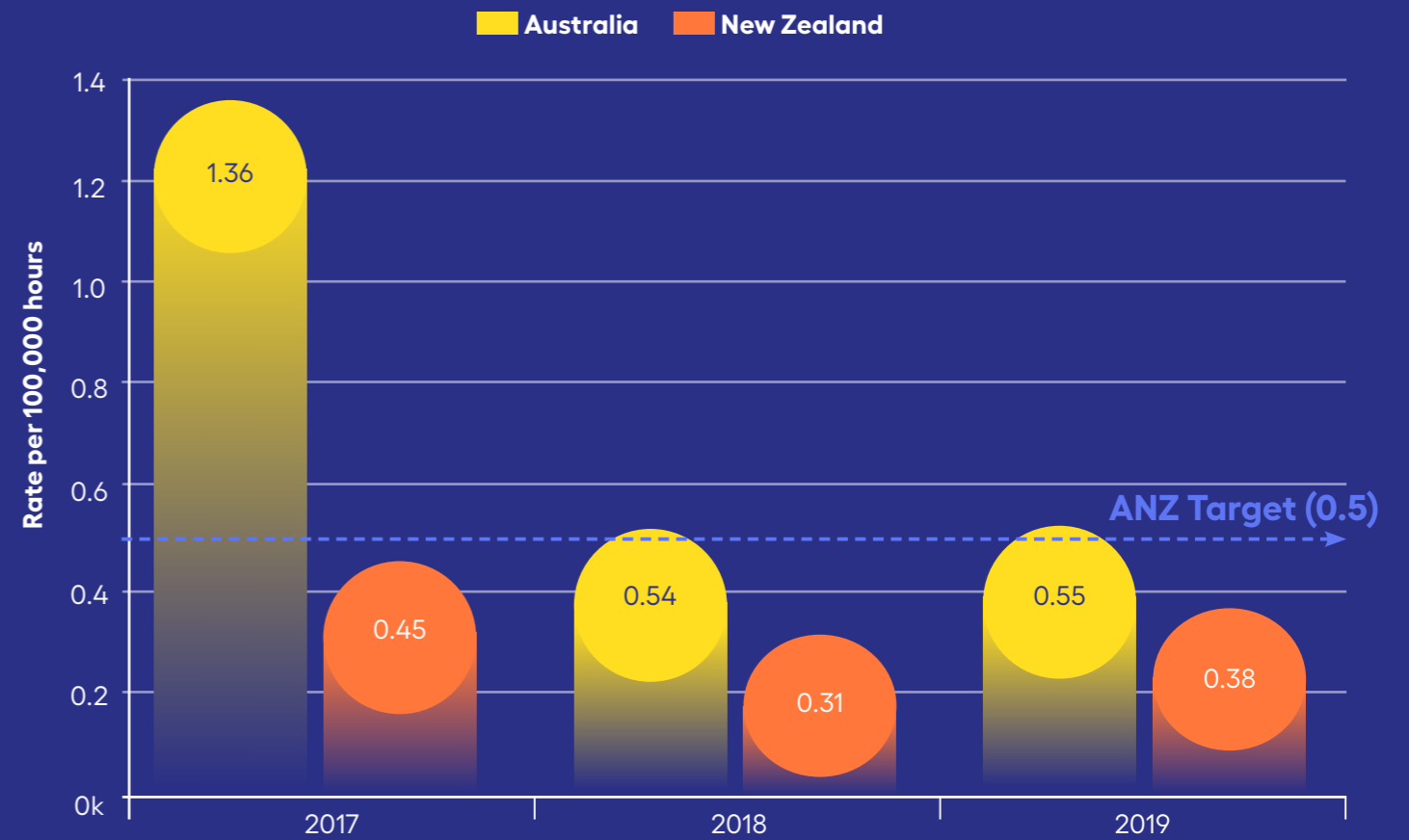
Our success is a result of diligent and consistent team member engagement by our operational and support teams. They have responded well to the challenge and have shown a clear desire to enhance workplace safety and drive continuous improvement in all areas of our health and safety performance.

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 2020.

Total Recordable Injury (TRI) rates in 2019 for ANZ increased 14% in 2019 vs the previous year but overall has dropped by 32% since 2015. 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.



Total Recordable Injury Frequency Rate (TRIFR) 2019



- 38% reduction since 2015 (AU)
- 16% reduction since 2015 (NZ)
- 0 fatalities in 2019

# Lead Indicators 2019



1,176

event investigations completed



97

employee engagement meetings held involving worker & management representation



54

Employee Safety Champion certificates awarded



47

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



73

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

**SAFETY MATTERS**

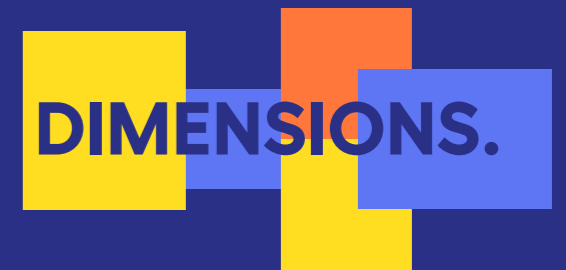
4

issues of Safety Matters internal newsletter produced & distributed



195

worker engagement visits completed by the Leadership Team



**DIMENSIONS.**

17

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 in July 2019 as part of our ANZ integrated audit approach using International Certifications Ltd.

Continued accreditation was awarded for all standards. There were four minor corrective actions identified – 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.

The annual Accident Compensation Corporation (ACC) Accredited Employer Audit took place in New Zealand during October 2019 at our Tauranga and Auckland offices using the ACC audit standards. The auditor again recommended the highest result (tertiary) to the ACC – meaning the results showed continued improvement and good practice framework further echoing the efforts from previous years.

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.

## Workplace Wellbeing

Workplace wellbeing is an intrinsic part of our OCS business, care for our team members extending well beyond the hours they work with us.

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

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 eNewsletters Dimensions and Safety Matters and our closed ANZ Team Members Facebook group.

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 (OAP). The EAP service is free and confidential and is available to support staff through a range of personal and/or work issues.

## About Pace National

Pace employs only experienced psychologist to support employees to work through sensitive issues in complete confidence and are trained to help team members recognise and overcome problems that may cause them difficulties in their personal lives or at work.

Having an EAP like Pace provides OCS with certainty that their teams will be looked after across a variety of counselling issues, like grief and loss, trauma, stress and anxiety, and relationship issues – all of which compound to negatively impact on personal wellbeing.

All Pace 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 number of people who attend and a broad outline of the type of issues for statistical purposes.

3 GOOD HEALTH AND WELL-BEING



## Wellness Calendar

In 2019, a new initiative to focus on the overall wellness of our team members was supported by the launch of the OCS Wellness Calendar.

The Wellness Calendar acknowledged the close link between our work and home environments – our lifestyle out of work affects our work and vice versa. Each positively, or negatively, influences the other.

The Wellness Calendar was a small step towards some lofty goals. Each month, the calendar populated a range of activities directly or indirectly related to the physical and mental wellbeing of our team. These messages were followed up and reinforced through inclusion in issues of Dimensions and Safety Matters, two of our internal communication tools. An A2 size poster was also created and distributed for display in OCS offices.



## Global Code of Conduct

Our Global Code of Conduct reflects our belief that 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.

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. All of our OCS team members are required to follow this code.

Expanding on those same principles, 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 want everyone in our OCS family to have a safe place to speak up with confidence. That's why, in conjunction with OCS Group, we launched Safecall in 2019, an independent, anonymous phone number where team members can report anything that they believe breaks our Code of Conduct including, but not limited to, bullying, bribery, health and safety, conflicts of interest and unethical conduct.

All calls are taken in complete confidence by trained staff and all issues addressed.



OCS' greatest asset is our team members so everything we can do to ensure their wellbeing is second nature. On Thursday, 12 September Australia held National R U OK? Day.

R U OK Day recognises the need to connect with each other – and acknowledging that we can all make a difference in the lives of those who might be struggling by having regular, meaningful conversations about life's ups and downs.

The day encourages people to reach out if they feel like something's not quite the same with someone they know – trusting that gut instinct and taking the time to ask, "Are you OK?"

At Dnata Melbourne our team took the opportunity ask colleagues 'R U OK'? Checking in with colleagues sends the message that you care, that you're there to support

and in turn, that helps that person not to feel alone and encourages them to seek help sooner. R U OK Day may just be one day in the national calendar, but for our team members, it's become an everyday thing with all team members encouraged to reach out if they see something that isn't going right among their colleagues. We know, and they know, that being a good friend could change someone's life.



# Environment

## Duty of care

OCS believes all businesses should ensure their present needs are met without compromising the ability of future generations to meet their needs too – this guides our actions and is embedded in our business practices.

Our goal is to ensure OCS is an organisation which is in harmony with our environment, setting an example for other facilities management businesses around our region and the world. 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 – crucial to human wellbeing.

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.



## Sustainable Business Council celebrates 20th Anniversary

On World Environment Day (5 June), the Sustainable Business Council (SBC) celebrated its 20th anniversary of helping New Zealand businesses be the best they can and aims to make sustainability mainstream.

OCS has been a member of 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.

Gareth Marriott, OCS ANZ Managing Director, was elected to the SBC Advisory Board in 2018 and continues to work closely with the SBC to effect positive change across all business sectors.

OCS acknowledged the Sustainable Business Council and their Executive Director, Abbie Reynolds (pictured below, centre) who have assisted OCS in our sustainability journey. Their encouragement and guidance has been invaluable.



# Toitū Envirocare

OCS had initially been measuring and managing carbon emissions from the organisation in 2017 and were awarded Toitū carbonreduce certification for our efforts. Since then, we've managed to reduce our emissions by 20% through to 2019, a huge effort by all of our team members.

Our carbon reductions were achieved through multiple measures, including reducing air travel (both international and domestic), vehicle use and changing our electricity supplier to Ecotricity. Ecotricity is New Zealand's only Toitū carbonzero Certified renewable electricity supplier.

The Toitū carbonreduce certification is in accordance with ISO 14064-1, allowing certified organisations to make carbon reduction claims with confidence in any market. Toitū Envirocare certifications are recognised in over 60 countries.

Toitū carbonreduce certification is accepted by the CDP (formerly Carbon Disclosure Project), and in the UK it is licensed by the UK Environment Agency and recognised

by the UK Energy Savings and Opportunity Scheme (ESOS) as a route to compliance. Toitū Envirocare takes part in developing the leading international standards in greenhouse gas measurement and reduction and collaborates with its parent company Manaaki Whenua – Landcare Research.



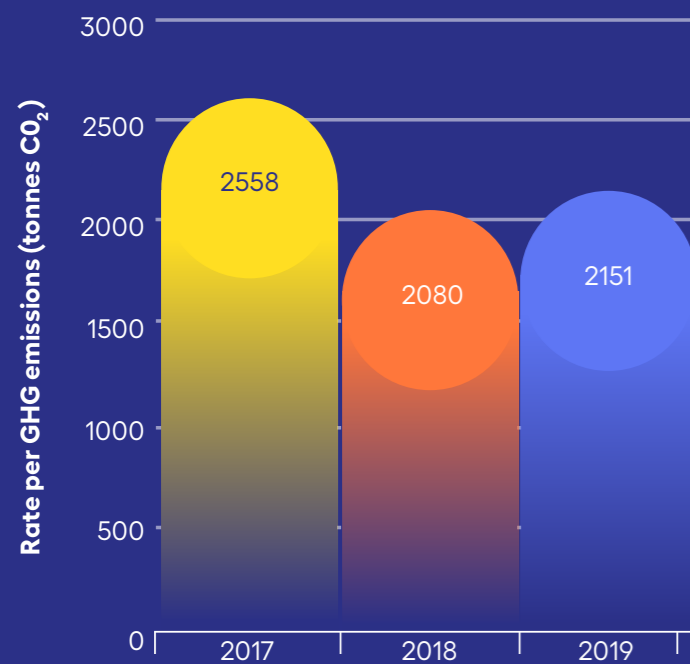
# Key environmental statistics

For 2019 benchmarking purposes, OCS are specifically looking at measures where we can achieve the greatest impact: hazardous substances, waste reduction, carbon emissions and water health.

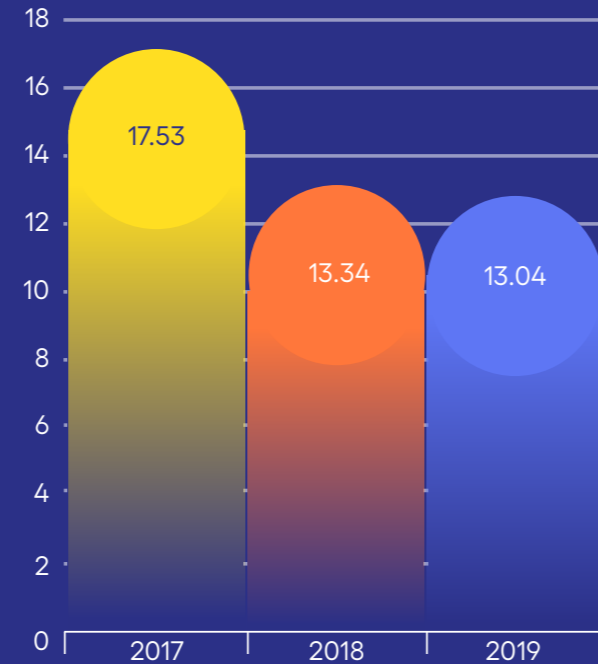
## Key New Zealand statistics

	Targets	Results 2019
	Reduce electrical energy consumption & establish benchmark for carbon emissions reduction target	167,000+ kgs carbon emissions avoided
	Introduce two supplier/procurement sustainability initiatives per year	Implementation of RICOH follow-me printing Achieved Toitū carbonreduce certification
	Reduce GHG emissions for company vehicle fleet at 2% year on year	3% reduced carbon
	To have 30 electric or hybrid vehicles in the OCS NZ fleet by 2020	26 electric/hybrid vehicles in fleet

Total Carbon Emissions



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



## 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 July 2019 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. 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.



## Hazardous Substances

Education in the handling and safe use of chemicals is key for all 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.

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 have SDS sheets available onsite at all times. A master file of all SDS sheets is kept within the Vault Risk Management system.

Storage of 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 ensure incompatible substances are not 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.

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.

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

Management ensure 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.

## Biosecurity Waste

OCS Australia holds Approved Arrangement Accreditation for Biosecurity Waste Removal – approved by the Australian Government's Department of Agriculture & Water Resources.

Biosecurity waste poses a significant risk to Australia's bio-diversity. Current biosecurity practices see this risk managed through strict collection, transportation, storage, external transportation and treatment of biosecurity waste.

The involvement and commitment of all OCS employees is a key factor in the success of the biosecurity collection

of our quarantine waste program – reflecting the high standard of work from the team, we've now achieved three consecutive years with no non-conformance.

This involves implementing and following procedures as well as ensuring workplace safety is taken into account in all operational and strategic considerations. OCS' major responsibility lies in identifying and controlling biosecurity risks and fostering a positive culture of responsibility and accountability for all employees associated with this task.



## Case Study: Massey University School of Veterinary Science



The Veterinary School has a unique set of requirements. In addition to the presentation and hygiene expected of all professional and educational institutions, the School needs cleanliness and decontamination for all animal-hosting premises in order to meet high standards of infection control.

Veterinary practices need to minimise post-operative infection and their cleaning contractors need to work in support of zoonotic and infectious disease prevention and control guidelines.

Massey University has also made a commitment to sustainable and responsible business practices which extends to the service providers it engages. Any contractors working with the university must therefore reach the high standards of verifiable

good practice that Massey demands.

Above all else, people working in an educational environment need to consider the safety, health and welfare of the students, and keep this front-of-mind when operating on campus.

OCS ensures all OCS team members are fully-trained in safe cleaning and disinfection procedures for different areas. For example, surgical and post-operative areas have different cleaning needs from each other. In this way we work to minimise contact, droplet and airborne transmission of pathogens.

In veterinary environments, floor cleaning is of high importance because infectious materials on the floor can easily be spread to animal patients. In addition to

wet mopping, we use HEPA filter vacuum cleaners to minimise the spread of pathogens such as ringworm that can be spread via aerosolization. We avoid the use of pressure washers, which can damage surfaces as well as cause pathogen aerosolization, and target our disinfection and cleaning tools and materials for the work required.

OCS has significant experience in healthcare and we are able to transfer many of the skills and knowledge we have acquired from our work in human health to the veterinary environment. This includes knowledge of how to reduce HAI (hospital-acquired infections) and the understanding of how some pathogens (e.g. clostridial spores) are resistant to disinfection and must be removed mechanically.



## Case Study: Baxter Healthcare

Baxter offers intravenous fluids, hospital devices and equipment, blood collection equipment, vaccines, blood factor substitutes and more. It also operates pharmacy service facilities which provide chemotherapy, nutritional, and antibiotic intravenous solutions.

For Baxter, high standards of hygiene and strict protocols are more than a matter of maintaining standards, they are literally a matter of life and death.

This includes thorough documentation and frequent audits by Baxter's internal Quality Assurance Team. In addition to normal cleaning and hygiene services in general areas, Baxter Healthcare has Goods Management Practices (GMP) cleaning requirements for specialist pharmaceutical cleanrooms. This is a highly-regulated type of sanitation which requires rigorous training and well-designed protocols.

OCS provides GMP in a carefully controlled environment in order to prevent contamination. Maintenance of these areas offers



challenges because potential contaminants are constantly being generated. OCS has designed its processes to remove particles, instead of spreading them from one surface to another in critical areas.

This is critical for Baxter because most potential contaminants are microscopic and a single microbe could cause an entire batch of drugs to be quarantined or discarded.

OCS specially trains team members to work in sensitive environments at Baxter, including training in Standard Operating Procedures and

how to integrate documentation into the cleaning routine. OCS also maintains an effective CAPA (Corrective Action Preventive Action) protocol which means team members know how to prevent issues, and what to do if a problem arises.

A key part of OCS Australia's work with Baxter is knowledge and expertise about proper handling of chemicals and appropriate protection. Our teams are well-trained in the proper use of PPE and all appropriate protocols for best practice in dealing with potentially hazardous substances.

“Specialist and highly-skilled solutions are what OCS excels in. Expertise, trustworthiness, care and safety are our fundamental values and we bring them to all our client partnerships. We are proud of our long-term relationship with the Global experts at Baxter Healthcare.”

Gareth Marriott, OCS ANZ – Managing Director



## 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.

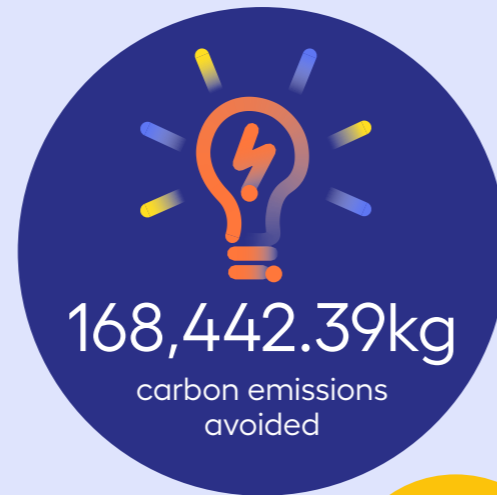
In 2018, OCS kicked off our energy consumption reduction by taking a close look at our New Zealand branch energy providers. After a review of all energy providers, we moved all branches to a new national provider, Ecotricity.

Ecotricity is New Zealand's only provider of 100% renewable and Toitū carbonzero certified electricity. By being an Ecotricity customer OCS is helping New Zealand get one step closer to becoming 100% renewable and enables us to benchmark our carbon footprint therefore offsetting our electricity carbon emissions by being an Ecotricity customer.

On our monthly invoice tracking, Ecotricity provide the carbon emissions OCS have avoided. This has now been underway for over 12 months, and in 2019 168,422.38kgs was recorded in relation to carbon emissions avoided. Now that we have a full 12-month period of usage recorded, this total will be used to drive our aspirational goal in line with the Toitū carbonreduce programme.

## OCS Sydney installs LED panels

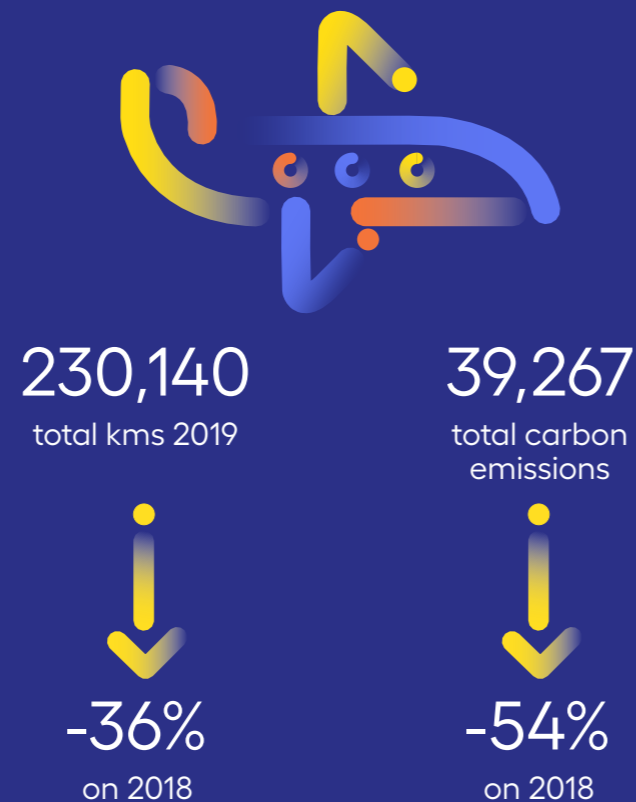
OCS' Sydney head office has taken a step in the green direction, with the installation of new LED panels throughout the office. Earlier the consumption of florescent lights were 18,172 watts compared to only 1,925 watt with LED. Great to see the team increasing the energy efficiency of the office!



## Travel

Since 2015 OCS has been monitoring our New Zealand team members air travel greenhouse gas emissions through the use of a travel booking consultant. They provide us with data reports detailing total kilometres travelled and the resulting kilos of carbon emitted.

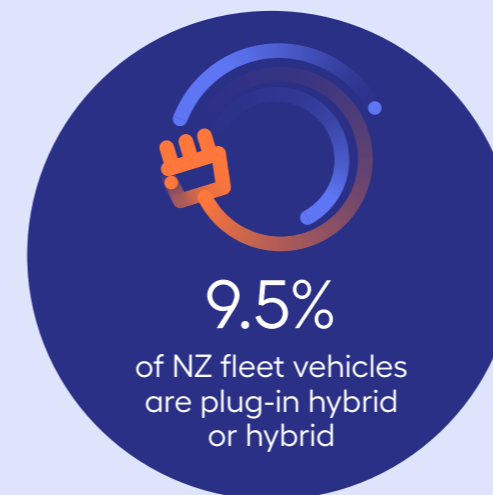
Evaluation of the data comparing 2019, shows OCS team members travelled 230,140 kms domestically by air resulting in GHG emissions of 39,267 kgs of carbon, a 36% decrease compared to the same period in 2018 (358,654 km and 86,096 kgs).



## Fleet

Due to the very nature of our business, there will always be considerations around transportation. However, we recognise our responsibility across the entire value chain, so optimising our transport and logistics processes in terms of environmental compatibility and resource efficiency remains a focus. Our aim is to reduce our emissions from our transport usage by between 5 and 10% year on year.

In New Zealand we operate a fleet of 274 vehicles. Of these 26 are 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 CO<sub>2</sub> emissions as well as increasing our bottom line.



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. An additional consideration is fit for purpose – noting there are still challenges in securing electric or hybrid vehicles with sufficient towing capacity. 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 CO<sub>2</sub> 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 2019 vs 2018 same period (NZ data).

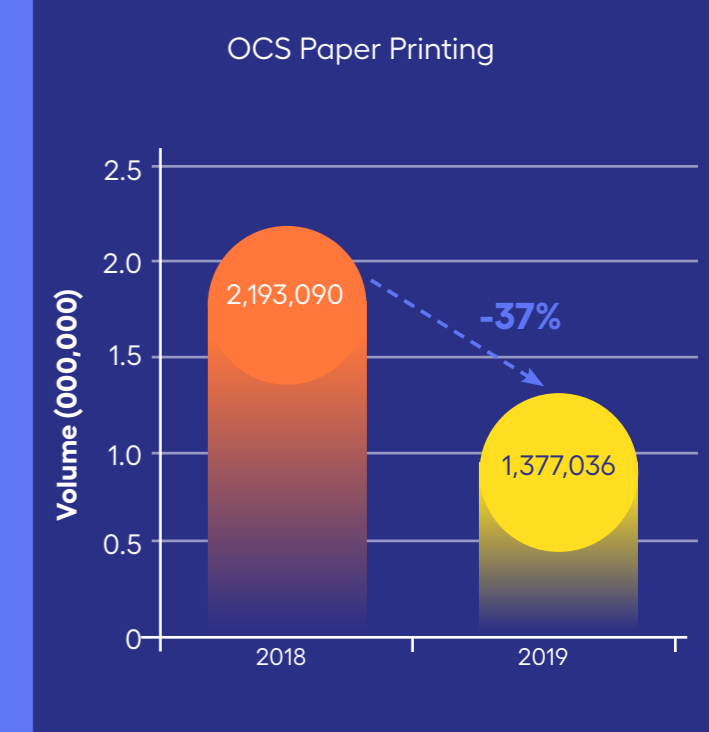
Period	Total carbon	Carbon per vehicle	Vehicles	Total carbon % change
Dec 2017	519	1.20	419	6%
Dec 2018	431	1.20	277	-18%
Dec 2019	417	1.10	365	-3%

## Paper usage

OCS implemented a change to all branches in the first part of 2019 by rolling out RICOH printers with associated 'follow me' printing nationally in New Zealand. RICOH also provide printing summary data (right). A total reduction of 59% in print use between 2018 and 2019 was recorded.

OCS is also reducing its environmental footprint through operational technology advancements. For example, utilising digital tools like Vault Check App Workplace HSE event reports and inspections, and the Electronic Quality Assurance Client Site Inspections are all paperless.

Waste is proactively managed in an efficient manner across every aspect of our business, reducing, reusing and recycling where we can.



# Waste

## OCS WasteLine

WasteLine, our New Zealand based waste management division provides services to more than 50 organisations across the country, including Auckland International Airport, Massey University and BNZ, as well as clients in the retail, government and corporate sectors.

The teamwork with customers around the country to provide a unique end-to-end waste identification and management system, assessing and designing 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 customers report positive waste improvements throughout 2019.

Some of WasteLine's achievements in 2019 include:

- BNZ: On-site waste sorting, resulting in 85% diversion of waste to landfill. Commenced trials for washable bin liner underway, with the potential to remove approximately 15,000 single use plastic bags from this site
- Massey University: Trialling of on-site waste sorting, potentially removing 19 tonnes of waste from landfill a month
- Auckland International Airport: Ongoing airside waste diversion from aircraft and the international terminal.



### Small steps, long-term gain

All of our OCS team strive to make a difference. In our Australian offices, waste bins have been removed from under all desks and new recycling stations have been installed. This has proved a hit with staff, and while only a small step, helps encourage more conscious decision-

making about what products people are consuming on a daily basis. We have seen a consistent reduction in both 'landfill' waste and in recycling, as people turn to more sustainable methods of product consumption.



## Case Study: Auckland International Airport (AIAL)



Following a waste audit that highlighted significant opportunity to improve cost, environmental and risk outcomes AIAL engaged WasteLine in 2012 to manage the development of their waste streams and systems. As the head contract holder, we implemented site-based solutions, with all waste and recycling collectors became sub-contractors to OCS, providing us with the necessary control to implement meaningful change.

With a number of objectives including a reduction in total waste costs, improving recycling rates and a 20% reduction in waste to landfill by 2025, OCS worked with AIAL to go above and beyond the set goals.

A few of the WasteLine achievements to date

- The delineation of landside and airside waste in 2013; establishing effective biosecurity risk management and significantly reducing disposal costs
- From June 2015 to December 2019, OCS processed 1,980 tons of aircraft cabin waste and diverted 816 tons of recyclable material away from landfill.
- The development of the site based Transitional Waste Facility (Material Recovery Facility (MRF)); sorting cabin waste of aircraft (a first in the Asia Pacific region) and the introduction of back-of-house

airside waste to achieve 50% recycling from previously untouchable waste streams

- Achieved AIAL's waste diversion target set for 2025 by 2018

Jamie Henry, our National Waste Solutions Manager, and the WasteLine team continue to work with AIAL to implement cost savings initiatives and centralise waste management.



# Communities

## Positive and sustainable change

Globally, large sections of our communities still face poverty, and sadly this is also reflected across the ANZ region. We believe that through our key partnerships, programmes and initiatives we can combine our collective resources to make a positive and sustainable change to communities in need.

Investing in our communities remains an integral part of our sustainability strategy and we will continue to encourage social progress, working with partners across

our whole value chain to create 'shared value'.

OCS promotes 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 team members and our customers.



Aspire Youth Programme – OCS NZ continued the loan of a mini-bus for The Salvation Army Aspire Youth Programme throughout 2019. At our 2019 conference, we presented a cheque for \$10,000 to The Salvation Army's Aspire Youth Programme, which will support ten young people through the programme in 2020.

# Supporting our communities

## The Salvation Army

OCS has been supporting the Salvation Army across ANZ for more than three years, including financial support for their Aspire Youth Programme, team support for their foodbank and individual teams getting involved with soup kitchen programmes. Giving back to our communities where we can is just another way of being part of the OCS family.

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

OCS Christmas bundle – Christmas and the long summer holidays are a time of heavy demand on The Salvation Army foodbanks. The Salvation Army’s Foodbank Project in New Zealand provides a simple way for our team members to support their local community by purchasing a Holiday Snacks Bundle or an Essentials Bundle. The food bundle is then delivered by local supermarket Countdown to the givers local Salvation Army foodbank hub and distributed to people in need in local communities.



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.

Perth Soup Run and Street Outreach – in Perth our team man the soup van on the third Thursday of each month serving soup, tea, coffee, sandwiches and hot pies to people in need.

During The Salvation Army's Winter Appeal, staff from Perth OCS and Midcity offices hit the streets of Perth giving out socks, beanies, blankets and non-perishable food items to the homeless.



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.



Christmas gift packing – OCS Auckland team members and their families and friends, donated gifts and volunteered gift-wrapping services. Playing their part in ensuring 500+ children, who may not be getting much for Christmas, have at least one gift under the tree.

Christmas Tree Showcase – team members from OCS Auckland took part in the annual Christmas Tree Showcase, creating a tree out of wrapped toilet tissue – with the 2019 theme being Kiwiana. All rolls used in the making of this epic beauty were provided by OCS partner, Cottonsoft and are donated to The Salvation Army New Zealand, Fiji, Tonga and Samoa Territory, along with the proceeds from ticket sales.



# The future

Working together with our team members, our partners and our community, OCS has continued to make strong progress to meet our strategic business objective of being the most environmentally sustainable business in our sector by 2030.

Going beyond a 'do no harm' approach, we will continue to seek to leave our planet in a better place for future generations, supporting the United Nations SDG's and expanding our own sustainability framework to support more of the goals as we grow our capability.

Our people remain at the centre of all that we do – ensuring their safety and wellbeing and that of the communities we work in will continue to be a focus.

Reducing our greenhouse gas emissions and carbon footprint in every aspect of our business will also be a focus in 2020.

Our partnerships with our customers and suppliers provide us even further opportunities to create better waste reduction solutions to benefit our whole supply chain, like us, they are committed to the health of our communities and our planet.

Our commitment to our communities remains steadfast. Initiatives like the First Foundation scholarships, and our partnership with The Salvation Army provide us with ways in which we can truly better the tomorrow of others.





# Sustainability Report 2019

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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E: [sustainability@ocs.co.nz](mailto:sustainability@ocs.co.nz)

W: [www.ocs.com/nz](http://www.ocs.com/nz) or [www.ocs.com/au](http://www.ocs.com/au)



**OCS Australia & New Zealand**