



**OCS Australia &
Aotearoa New Zealand**

Sustainability Report 2022

Our commitment to sustainable
development and practices



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This report

This is our fifth combined Australia and Aotearoa New Zealand Sustainability Report and is designed not only to keep us accountable, and to ensure we're on an upward trajectory towards our 2030 goal: being the most environmentally sustainable business in our sector.

We have reviewed and refined our three focus areas in line with our OCS Group commitments and against new science-based targets. This report highlights our progress, challenges and next steps.

Part of our sustainability evolution has involved significant investment into Microsoft Power BI, enabling branch and regional visibility into every aspect of our business. We now have live data on the progress of our sustainability actions, ensuring our entire business remains focussed on the right goals and outcomes.

Each small step we have completed contributes to our capability to achieve our goals. This report reflects the work undertaken at every level of our business as we collectively work towards leaving our planet in a better place for tomorrow.

At the end of 2022, OCS Group International sold OCS facilities services division to Clayton, Dubilier & Rice. We expect our new owners to provide further investment into OCS ANZ. They are committed to supporting our sustainability endeavours.

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

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



I would first like to acknowledge and thank our team members who, despite the many challenges of 2022, have continued to deliver above and beyond for our customers.

Secondly, I also wish to acknowledge our Advisory Group members, Francois Barton, Mike Burrell, Sir Bill English, Rob Fyfe, Dr Jim Mather, Tom Nickels, Laura Scampion, and Jo Wills. Their insights, perspectives, and industry knowledge have been invaluable from a whole-of-business perspective, particularly to ensure we stay on track with our sustainability ambitions.

Working with Mike in particular (through my role as chairperson of the New Zealand Sustainability Business Council) has provided other opportunities for our teams to be at the forefront of climate action and social mobility improvements. It is a pleasure to work with other business leaders towards a better future.

As we look towards 2030, the world will need all the ingenuity it can muster to tackle the challenges ahead.

Our business approach is about having a positive social and environmental impact while promoting the wellbeing of our team members and community. This report celebrates our efforts throughout 2022 in the environment, social mobility and health & safety – while acknowledging that more needs to be done.

Amidst the distractions of the COVID-19 pandemic, global uncertainty, labour constraints and a range of other external factors, having a sound sustainability framework is more valuable than ever. Our framework puts our team members, customers, and communities at the centre of all that we do. Alongside providing exceptional facilities management services, we aim to make a positive social and environmental impact every day.

Since our establishment over 90 years ago, we have played a role in building a better society through outstanding service to our customers and supporting our communities. We're proud of this history and the responsibility that comes with it. We know our people, customers and supply partners expect us to make the right choices, both directly through our operations and indirectly through our services.

Although 2022 was a year of both successes and challenges, we continued to make progress on several of our environmental goals, with an overall reduction in Scope 1 and Scope 2 emissions.

Our fiscal sustainability also remains steadfast, with all businesses trading strongly. This allows us to invest more into areas of the business where we can better serve our communities, providing opportunities for our people, our customers and ultimately, our planet.

As we enter a period where the impacts of climate change are seen across the globe, we're seeing environmental, social, and economic crises on a whole new level.

At OCS, we see the impacts all too often, whether it's the insurance repair work of our Midcity business in the wake of severe storms or across our commercial cleaning and facilities management work with flood clean-ups.

For nearly two millennia, humans have been carbonising the planet, and we must act together to decarbonise.

We're seeing those types of partnerships with our customers, working together to achieve our respective climate action and sustainability goals. We have seen a rise in innovative and collaborative solutions to everyday problems and increased opportunities for our team members to take on new responsibilities.

We have much more work to do, but I'm confident that with the level of expertise we have within our business to drive innovation and continuous improvement, we will achieve our ambitious targets. We are, and always have been, a people business, and together we can make a better future.

A message from NZ Sustainable Business Council Executive Director, Mike Burrell



The ongoing impacts on businesses and communities following the recent severe weather events continue to provide an acute reminder of how crucial our sustainability efforts are.

Never has it felt more important or urgent to double down on those efforts in the face of what can often feel like enormous, complex, and compounding challenges.

Amidst that challenging backdrop, we must remember there is still cause for optimism – and I am encouraged to read about the continued progress OCS has made over the last year in its sustainability journey.

I applaud OCS for its efforts to undertake a science-based target setting exercise alongside Toitū Envirocare and tackling the complex task of completing a full 'Scope 3' value chain emissions screening estimate. This is significant work – and as reporting and accountability only become more important for businesses, it will set OCS in good stead as it continues to tackle areas of greatest impact into the future.

Complimentary to this, I am pleased to see the important role OCS is continuing to play as a signatory of the Climate Leaders Coalition, and the efforts being made to achieve the new collective statement of ambition, specifically regarding assessing and managing climate risk.

As always, I am also pleased to see the people – who play such a critical part in any sustainability journey – continue to shine through in this year's report.

As we work to secure our transition to a zero carbon and climate-resilient future, people must remain at the heart of everything we do. I am inspired by the human face OCS never fails to bring to its sustainability work, and the organisation's ongoing efforts to ensure everyone who makes up the workforce can thrive.

In line with this focus, I commend Gareth for the impactful and important leadership role he continues to play in driving Aotearoa New Zealand's response to eliminating modern slavery and worker exploitation.

I am excited to continue to work alongside Gareth and his team - and to support them in their ongoing efforts and determination to achieve ambitious sustainability results and outcomes.

“As we work to secure our transition to a zero carbon and climate-resilient future, people must remain at the heart of everything we do.”

Mike Burrell

Sustainable Business Council Executive
Director & OCS ANZ Advisory Group member

About OCS ANZ

OCS provides essential facilities management to businesses around the world.

In Australia and Aotearoa New Zealand (collectively referred to as the ANZ region or OCS ANZ), our operating businesses are OCS Australia, OCS New Zealand, Midcity Group and 1M.

Our values



Care



Safety



Expert



Trustworthy

A snapshot of our OCS ANZ business

4,251	team members	1,860	customers
89	different nationalities	4,737	customer sites
36	key suppliers	540	contractors



In Aotearoa New Zealand we have hundreds of customers across every sector, including large-scale customers in education, government, aviation, retail, and healthcare.

We have 25 branches across the country, from Kaitia in the north, to Invercargill in the south. We have thousands of hard working team members providing high quality facilities management and commercial cleaning services to customers around the clock.



www.ocs.com/nz



1M is a leading commercial and infrastructure air conditioning mechanical services company based in Auckland.

1M's highly skilled team of designers, engineers, installers and technicians provide management, design, construction, installation, refurbishment preventative maintenance and on-call HVAC services.



www.1m.co.nz



Across Australia our teams service customers in sectors as diverse as pharmaceuticals, correctional facilities, aviation, retail and education.

With offices in Western Australia, Victoria, New South Wales and Queensland, our customers have peace of mind knowing our teams are taking care of essential facilities management activities while they're getting on with what they do best.



www.ocs.com/au



Midcity



Midcity Group is an insurance building repairs company based in operating in Western Australia and New South Wales.

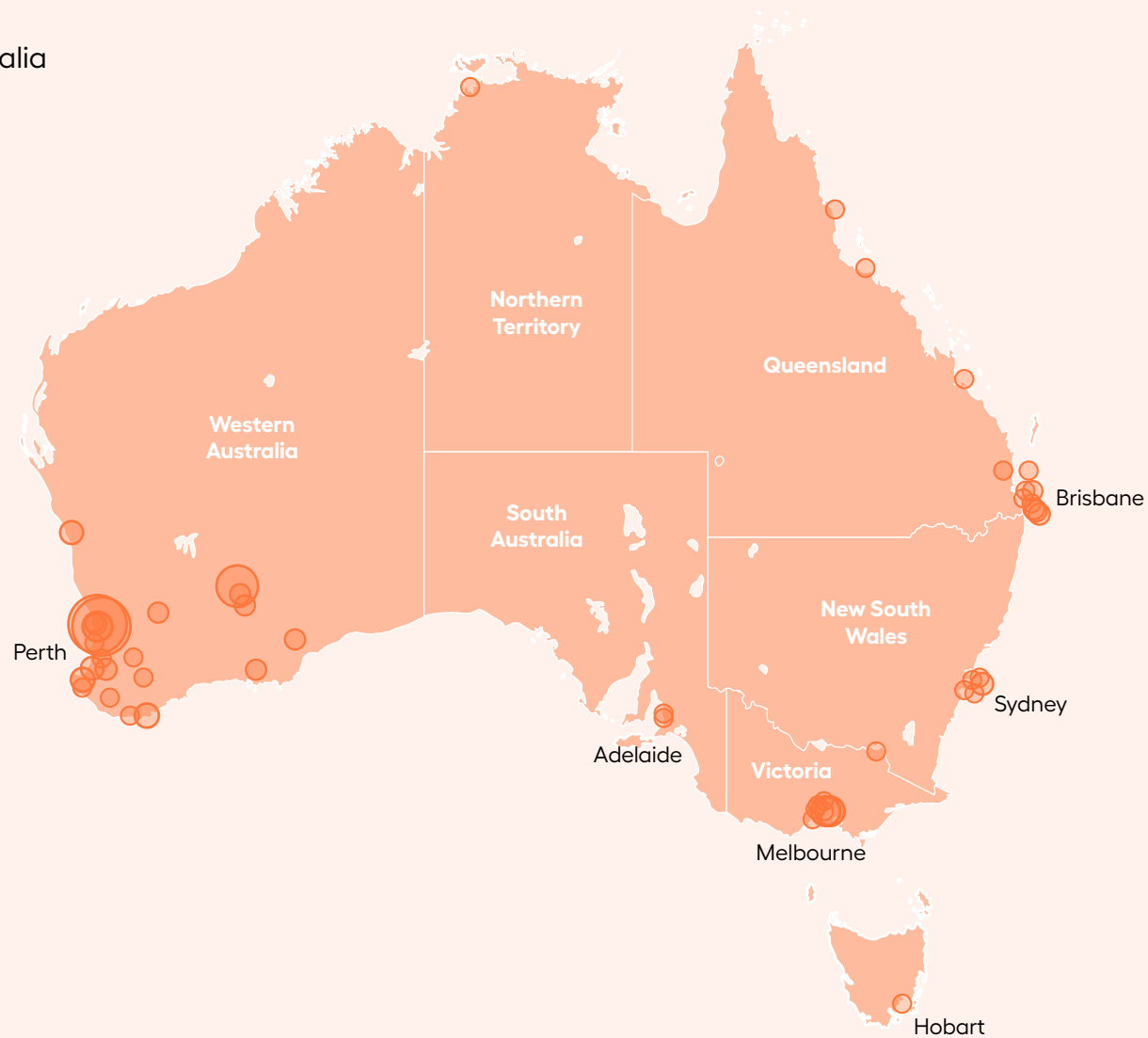
Midcity has been providing the Australian insurance industry with insurance repair solutions in the residential, commercial and industrial sectors for over 35 years.



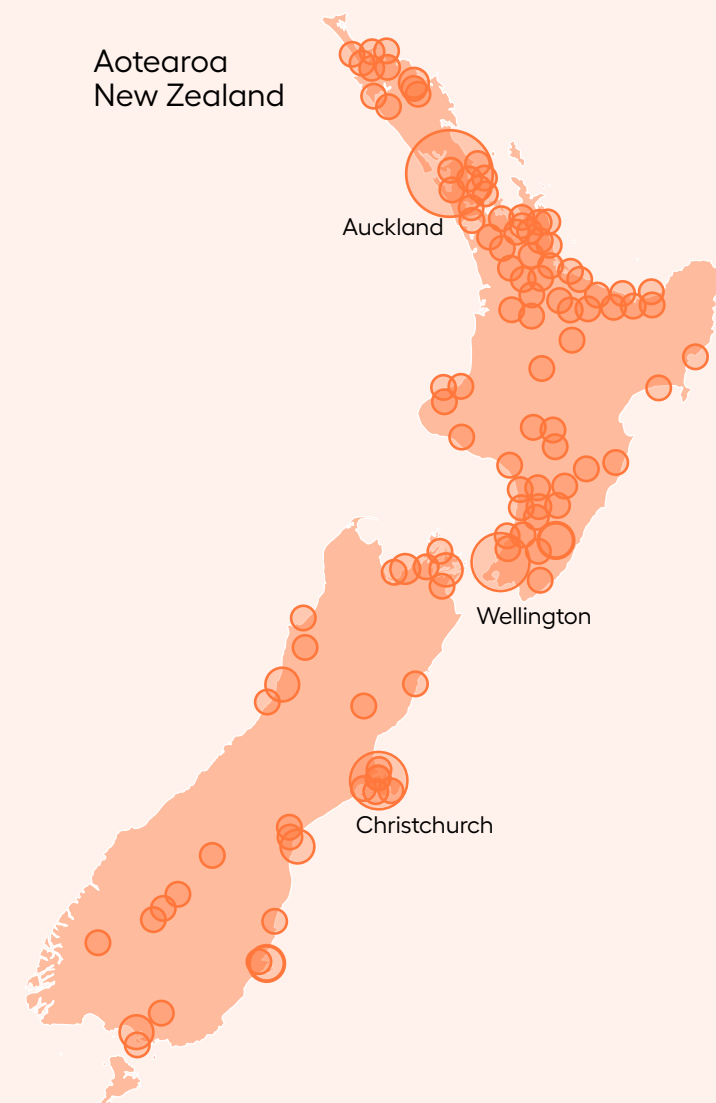
www.midcitygroup.com.au

Our customer locations

Australia



Aotearoa New Zealand





Our Approach

To us, sustainability is about more than just the environment. While we're dedicated to reducing the impact our business activities have on the environment for future generations, we also want to ensure we're doing everything possible to make a difference for people, today.

Our three key pillars - social mobility, environment, and health and safety - work in unison to deliver the best impact for our people and the communities we operate in, today and tomorrow.



Social mobility

We believe in enabling a culture where people can thrive and where our business adds value to the communities we work, live and play in.

Focus areas:

- Be a truly inclusive employer
- Strengthen our cultural capability (NZ)
- Recognise and support our First Nations Australians
- All people thrive and flourish

Environment

Our environmental strategy is fully embedded into our core business strategy, and we're committed to operating responsibly to protect our environment.

Focus areas:

- Transition fleet to electric/hybrid vehicles
- Reduce fuel consumption
- Reduce electricity consumption
- Improve supply chain engagement & procurement
- Reduce waste to landfill

Health and safety

Health and safety is an integral part of our business operation and ensures the safety and wellbeing of our team members and our customers.

Focus areas:

- Prioritise team member wellbeing
- Ensure everyone goes home safely
- Continue to raise awareness and understanding of H&S
- Improve business processes & innovation

Social Mobility

Adding social value by advancing social mobility







Our people are our community. We work hard to create new opportunities for our team members through career advancement and recognition. By putting our people first, we believe we're contributing to our wider communities and, in turn, local economies.

We pride ourselves on fostering a working environment that puts culture at the fore; by supporting our people and celebrating their achievements, we're helping everyone to thrive.







Social Mobility Overview









Focus Areas	Priorities	Progress/Challenges		What's next
<p>Be a truly inclusive employer</p> 	Encourage workplace diversity and gender parity.	<p>Drafted Diversity & Inclusion Policy (NZ).</p> <p>Diversity & Inclusion Policy signed off in Australia (AU).</p> <p>ANZ Executive Leadership team is 50% female/50% male.</p>		<p>Predominantly frontline team members are 70% female.</p> <p>Work on our employee value proposition to encourage more male staff members.</p>
	Commitment to advancing career opportunities for indigenous, Māori and Pasifika people.	We are investigating ways in which we can assist our Māori and Pasifika communities through both employment and other options, such as franchising.		Continue to investigate and find suitable best-practice models to address lower achievement rates.
	Commitment to undertaking annual OCS Employee Engagement survey, creating benchmarks for 2023 onwards following the first survey in 2022.	Due to other high priority projects, this was postponed until 2023.		Undertake a full company engagement survey in 2023.
	Maintain gender pay parity for like-for-like roles; report on how we're acting to reduce gender pay gaps.	<p>Internal controls in place to ensure gender parity across the business.</p> <p>WGEA Gender Equality report submitted and shared with team members (AU).</p>		Undertake an analysis of middle to senior management to consider if there is a pay gap and address any imbalances.
	Create an ambassador programme with Australian of the Year, Dylan Alcott, to promote disability diversity inclusion in the workplace.	Due to Dylan's commitments as Australian of the Year and the costs involved with this project, we have had to reassess this proposal and will not be pursuing it further.		Look for alternative ways of promoting disability and inclusion in the workplace.

Social Mobility Overview

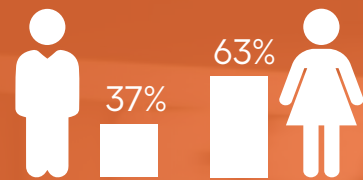
Focus Areas	Priorities	Progress/Challenges	What's next
<p>Strengthen our cultural capability in New Zealand</p> 	<p>Strengthen our cultural capability by creating a unified sense of purpose of OCS Aotearoa New Zealand.</p>	<p>Working with Mather Solutions again in 2022, we held three regional leadership team wānanga (workshops) in Aotearoa New Zealand to identify:</p> <ul style="list-style-type: none"> What's important on the ground in terms of culture What we can do as a business to truly embed an inclusive and understanding culture at all levels. <p>All three regions then came together to share learnings and discuss how the findings might be authentically woven into our culture.</p>	 <p>Present Whiria Te Tangata Weaving the People Together (a visual representation of our cultural strategy) at the OCS Conference (March 2023).</p> <p>Launch completed Cultural Capability strategy to wider team members by mid-2023.</p>
<p>Recognise and support our First Nations Australians</p> 	<p>Grow our partnerships with organisations who support our vulnerable communities.</p> <p>In Australia, we committed to:</p> <ul style="list-style-type: none"> Implementing a Reconciliation Action Plan (RAP) Partnering with Clontarf Foundation Partnering with Stars Foundation. 	<p>Partnered with WES.jobs and Workforce Australia, together with their specialist indigenous provider JobTrail, to provide solutions around indigenous employment and engagement with local communities.</p> <p>Registered to develop RAP in 2023.</p>	 <p>External advisor to be appointed in 2023 to develop OCS Australia's RAP. The RAP will include practical actions that will drive OCS' contribution to reconciliation, both internally and in the communities we operate, recognising our Aboriginal and Torres Strait Islander peoples.</p> <p>Partner with indigenous suppliers.</p>

Social Mobility Overview

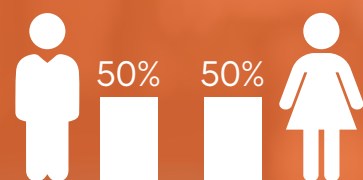
Focus Areas	Priorities	Progress/Challenges		What's next
<p>All people thrive and flourish</p> 	Create a work environment where people can grow and thrive reflected in a high staff retention rate.	EOY 2022 team member retention rates of 58.3% (NZ)* and 51.4% (Au) - a reduction of 5.2% and 25.7% respectively from EOY 2021.		Employee Value Proposition workshops to commence.
	All employees have an opportunity to contribute to a diverse and inclusive culture.	New Zealand branches and head office hosted opportunities for team members to celebrate occasions including Māori Language Week, Matariki and Diwali.		Ongoing.
	Recognise the efforts of our team members through a range of programmes including OCS Stars and Thank Your Cleaner Day™.	Achieved. See Team Recognition.		Ongoing.
	Reinforce OCS' zero tolerance to workplace bullying. Active awareness and training programmes will be implemented throughout all levels of the business.	OCS Aotearoa New Zealand completed Bullying & Harassment training for managers in 2022 (how to recognise and address behaviours). OCS Australia rolled out bullying and harassment Toolbox Talks.		New Wellbeing Manager to be appointed to lead engagement and commitment to a range of wellbeing initiatives. Focus on mental wellbeing, physical wellbeing and financial wellbeing.
	Learning and development.	235 managers across the ANZ region completed Safetrac training in 2022. Over 20 different topics were covered, including Managing Mental Wellbeing (Employees), Modern Slavery, Mental Health Obligations for Managers, Anti-Bullying and Anti-Harassment, and Discrimination.		New Learning & Development Manager to be appointed (one task will be to continue this training and also conduct refresher courses). Continue to roll out Safetrac training to managers over the required two-year cycle

Gender breakdown

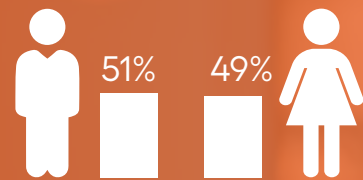
All OCS ANZ



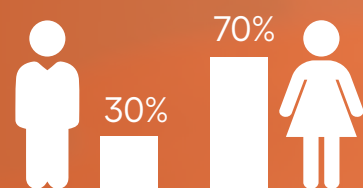
OCS ANZ Executive Leadership Team



Team members in Management roles



Team members in Frontline supervisory roles



What we've been doing

Our People

For our business to be sustainable, we must put our people first. We're committed to celebrating the diversity of our team of more than 4,000 team members - from 89 nations, aged between 16 and 91 years old.

Despite the many challenges 2022 presented, our people faced them head-on and lived our OCS values every day.

Diversity and inclusion

We're dedicated to fostering and celebrating diversity and inclusion at every level of OCS ANZ to ensure we stay true to our values and to advance social mobility. We value the diverse backgrounds that all of our people come from - and we aim to foster an environment where they can thrive.

Gender

OCS ANZ, including Midcity and 1M, has a 63% female/37% male gender split across the business. We continue to focus on achieving gender equality for the business.

We are proud that our OCS ANZ Executive Leadership team has a 50/50 gender split - and that across all team members in Management roles, that's also close to an equal gender split.

Workplace Gender Equality Agency (WGEA) Reporting

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

Read more:

 [Workforce Management Statistics Table](#)

 [Questionnaire Report](#)

 [Workplace Profile Table for Submission Group](#)

Age Demographic*

6% <21 years

19% 21-30 years

19% 31-40 years

18% 41-50 years

22% 51-60 years

17% 61+ years

Long Service*

413 team members with
10 or more years or service41 team members with
20 or more years or service

* excludes 1M



Generational

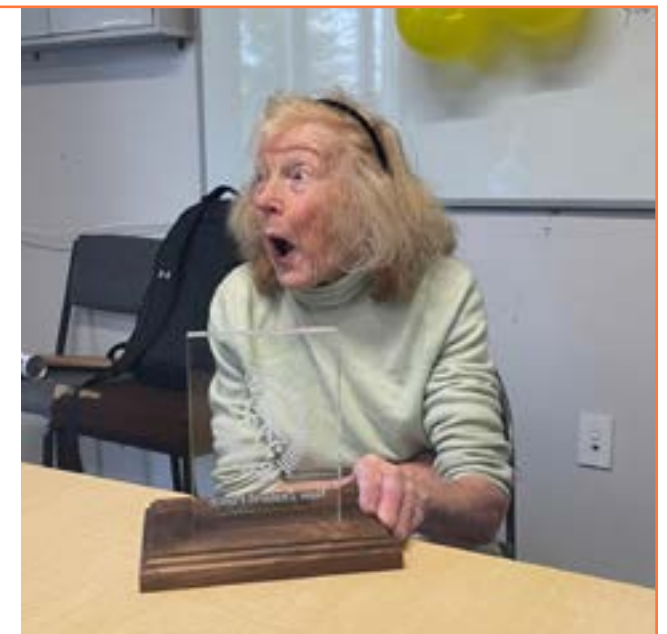
Employing people of all ages brings many benefits to our business: knowledge sharing, improved leadership, high-quality customer service and understand customer needs. 17% of our team members are aged 61 years and over, and 41 of our team members have been with OCS ANZ for over 20 years!

Long service

For the first time since 2019, we presented Long Service Awards in person to team members across the ANZ region who moved from one long service tier to the next (for example, those who moved from 10+ years into the 15+ years tier). In Aotearoa New Zealand, 659 people were awarded Long Service pins as they moved to the next tier, including three people who moved into the 40+ years category, and 139 people in Australia were awarded their Long Service pins.

SPOTLIGHT ON...
CATHY BREMMERS

Before her retirement at the end of 2022, 91-year-old Cathy Bremmers was OCS New Zealand's oldest team member. She had been cleaning the Pahiatua Police Station for over 29 years! We were delighted when our customer, NZ Police, honoured Cathy as one of their longest-serving colleagues. Stories like these that really bring our values to life - our team members, no matter their age and stage, are dedicated to delivering outstanding customer service.



Cathy being presented with an award recognising her long service to the Pahiatua Police Station.

Cultural capability

To gain deeper insights into the ethnic breakdown of our OCS family, in 2022, we started measuring ethnicity, and recording iwi affiliation for those who identify as Māori. OCS ANZ is committed to building our understanding of our people's backgrounds. By doing so, we gain greater insights into how to incorporate different perspectives from various cultures into our day-to-day operations.

NZ Cultural Competency Wānanga

In 2022, we ran several wānanga throughout Aotearoa New Zealand, to introduce our leadership team to the cultural competency journey we started in 2021. The overall purpose of these wānanga was to:

- Clarify how to help our people understand why cultural competency is important
- Understand how our values and operations align with Te Tiriti o Waitangi (Treaty of Waitangi) principles and how these can be applied to our business
- Incorporate Te Ao Māori (Māori worldview) perspectives and practices into our culture and how these can be applied when responding to challenges
- Raise team member's cultural competency and confidence levels throughout the business.

In 2023, we will present our Cultural Strategy to the wider business and undertake the next steps to embedding cultural competency across all teams.

Engaging First Nations Australian team members

Our Australian diversity and inclusion strategy includes working with WES.jobs and Workforce Australia, and their specialist indigenous provider, JobTrail, to provide solutions around Indigenous employment and engagement with local communities.

These relationships allow OCS to further invest in the futures of our First Nations Australians, build strong relationships with the local community, and help First Nations participants unlock their potential.

Matariki

For the first time in 2022, Aotearoa New Zealand officially celebrated Matariki (Māori New Year). Our OCS NZ whānau (family) took the opportunity of this new public holiday to have a day of reflection as is the tradition of Matariki: to remember those who have passed since the last rising of Matariki, celebrate the present by gathering with whānau and friends, and look forward to the future.

Matariki hunga nui - Matariki brings us together.

89

different nationalities
across Australia &
Aotearoa New Zealand

18%

Aotearoa New Zealand
team members
identify as Māori*

9%

Aotearoa New Zealand
team members
identify as Pasifika*

* Based on ethnicity survey





Team Recognition

We're committed to highlighting the extraordinary work of our team members by sharing their stories and rewarding them through internal recognition schemes. We are immensely proud of, and grateful for, our team members who - despite often challenging working environments - choose to live the OCS Values in their daily work lives.

OCS ANZ Annual Awards 2022

The annual OCS ANZ Awards are hotly contested, with nominations coming from right across the business. The winners were:

Support Person of the Year (joint)

- ① Carol Hamilton, Branch Administrator, Otago/Southland (NZ)
- ② Kimberley Latimer, Business Support Coordinator (NZ) and

Branch Health & Safety Award

- ③ Dunedin (NZ)

Branch of the Year

- ④ Whakatāne (NZ)

Operations Person of the Year

- ⑤ Linda Kirby, Branch Manager Mid-Far North (NZ)

Business Unit of the Year

- ⑥ Midcity Group (AU)

Managing Director Awards

- ⑦ Carole Norris, Marketing & Communications Manager (ANZ) and
- ⑧ Christine Johnson, Company Secretary (ANZ)



SPOTLIGHT ON... MIDCITY GROUP - OCS ANZ BUSINESS UNIT OF THE YEAR 2022

The 2022 OCS ANZ Business Unit of the Year criteria included net profit percentage, profit/revenue growth, customer retention, new business acquisition, and attention to health & safety.

The winner was the team from Midcity Group, our Australian repair business. The team were absolutely delighted to be winners.



A fantastic achievement by the entire Midcity Team in Western Australia and NSW to be recognised for the hard work by everyone over the last year.



Glenn Amies,
Commercial Construction Manager



OCS Stars

The OCS Stars scheme recognises and celebrates team members (teams and individuals) who live by our company values. Team members can nominate their colleagues for Instant Stars, which are awarded weekly. Recipients receive a certificate of appreciation and an OCS Stars lapel pin. In 2022, we awarded a total of 464 Instant Stars. Each month all our OCS ANZ regions select their Star of the Month, each receiving a \$100 voucher (individuals) or a \$200 team celebration. At the end of the year, we award our OCS Annual Star - four finalists made up of the annual winners from each values category; each receiving a \$250 voucher, and the overall winner receiving a trophy and a \$1,000 voucher.

OCS Stars Annual Winners 2022

2022 Expert and Overall Winner: Jonathas Cabot

A Central Otago customer asked us to clean all the public rubbish bins throughout Queenstown and Wanaka. Not only did our Specialist Cleaner, Jonathas, do a fabulous job cleaning them, but he also used his initiative to record the exact location of each bin, take photos of them and provide a damage report where necessary. This not only assisted our customer - but also made life easier for the next person who had to carry out this task. Jonathas used his expertise to understand, and not only meet, but exceed our customer's expectations. A worthy recipient of our OCS Annual Star Award!



2022 Care Winner: Kerikeri flood relief team

When major flooding (causing havoc and staff shortages) hit the mid-far North, Peter Tane, Derek Roland, Jordan Kirby, and Andrew Carr were on the case and displayed commitment, responsibility, dedication, and cooperation to ensure customers were looked after.



2022 Trustworthy winner: Donna Deam

Donna has been a loyal and dedicated team member in South Taranaki for many years. She consistently offers support whenever required.

Donna stepped up to assist in the smooth operation of a vital site, succeeding and gaining additional business.



2022 Safety winner: Steven Jones

Steven's quick thinking and fast action when he witnessed a child in danger, averted what could have been a significant harm incident.

His prompt response was acknowledged by both OCS and our grateful customer.



Thank Your Cleaner Day™

OCS truly understands the value cleaning staff bring to organisations worldwide, which is why Thank Your Cleaner Day™ is such an important date on our annual calendar. We know that our people work tirelessly to deliver the best service for our customers - often in extremely challenging situations. We want them to know that their work doesn't go unnoticed.

2022 was the seventh year we observed Thank Your Cleaner Day™ with celebrations across the ANZ region. There were cakes, cards, pizzas, chocolates, gifts and, most importantly, a whole lot of appreciation for our unsung heroes.



Click [here](#) to watch a wrap of the day's festivities in Aotearoa New Zealand.



Click [here](#) to watch a wrap of the day's festivities in Australia.



[About us](#)

[Social Mobility](#)

[Environment](#)

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SPOTLIGHT ON... MAVIS BEASLEY

When they heard about the Thank Your Cleaner Day™ initiative, Southern Cross' Hamilton office quickly jumped at the opportunity to thank their OCS cleaner of nine years, Mavis Beasley. Highlighting her work ethic, proactiveness, and the pride she takes in everything she does, the Southern Cross team claim Mavis as part of their work family and were happy to be able to celebrate her.



These are just some of the many messages of praise Mavis received:

"What I love about Mavis is that she takes her job really seriously, she knows how important it is to us to have a clean, hygienic and vibrant place of work and never ever lets us down. She is also really proactive, you never have to ask her to clean something as she's always two steps ahead of us, and she goes above and beyond in cleaning up when we've had a special event."

"Mavis is such an asset to our office. She is lovely to have about, always looking out for little things that need attention around the office. It is quite often very obvious if Mavis has been away... things are not as sparkly, tidy and clean! I think that the office is all the brighter for having her here – both her personality and the way she looks after our space."

"I would just like to say that a day without Mavis around the office is a very grey day. She is always so happy, friendly and cheerful and is part of the Southern Cross family. She has such a great work ethic and keeps the office so clean and is always there ready to help whenever you need it with a smile on her face."



Supporting our People

The effects of COVID-19 continued to impact our people both professionally and personally throughout 2022. Labour shortages and absences due to illness saw our team members step up, working additional hours to ensure our customers continued to receive their usual high level of service.

OCS ANZ is committed to offering support and assistance to our people who are impacted by COVID-19, natural disasters and other challenging events.

In 2022, we worked closely with our managers and supervisors to ensure people facing hardship were supported. This included providing supermarket and petrol vouchers to bereaved families and other practical assistance to team members impacted by floods.

Modern Slavery

In accordance with the OCS Global Code of Conduct, OCS ANZ is committed to mitigating the possibility of modern slavery in our business and supply chains by operating a zero-tolerance approach to modern slavery.

All team members within OCS must follow the Code of Conduct and ensure that every decision made is underpinned by our Values: Care, Safety, Trustworthy, and Expert. Essentially, all facets of our business and any decisions made must be made “in the right way” for the business to be sustainable and successful.



SPOTLIGHT ON... MODERN SLAVERY LEADERSHIP ADVISORY GROUP

OCS ANZ Managing Director Gareth Marriott has been on the New Zealand Government’s Ministry of Business, Innovation and Employment’s (MBIE) Modern Slavery Leadership Advisory Group since 2021.

Through Gareth’s input, OCS ANZ is proud to contribute in some way to the policy development and future outcomes of the proposed legislation.

With the participation of this group, the Government hopes to implement legislation to eliminate modern slavery and worker exploitation. In April 2022, consultation was sought regarding proposed legislative options and, at the time of writing, is in review.





Supporting our Communities

With over 4,000 team members living and working in communities across Australia and Aotearoa New Zealand, we recognise our important role in showing our support for those communities.

Community Partnerships



In 2022, we were once again proud to partner with The Salvation Army across ANZ to provide both time and resources for the critical community work they undertake in every community we live and work in.

In Aotearoa New Zealand, we participated in The Salvation Army's 'Gift of Time' event. Some of our Auckland-based team members donated Christmas gifts for families in need. We also made a Christmas donation of \$1,000 of gifts and \$1,000 of food parcels via The Foodbank Project.



www.salvationarmy.org.nz



www.salvationarmy.org.au



SPOTLIGHT ON... GIVE A KID A BLANKET

Give a Kid a Blanket is a charitable organisation in Aotearoa New Zealand, whose mission is to relieve the effect of poverty by offering practical help and gifts of warmth and comfort to those in need.



Recognising that every dollar counts, OCS NZ provided free waste disposal and products for Give a Kid a Blanket, allowing funds to be spent in other much-needed areas.



www.giveakidablanket.co.nz



OCS Marketing & Communications Manager,
Carole Norris, National WasteLine Solutions Manager,
Chris Wood, Give a Kid a Blanket Founder,
Bernie Harfleet.



First Foundation Scholars 2022. From left, Joelei Punivalu, Nidhi Prasad, Isabella Wilson and Braden Sole.

OCS First Foundation Scholarships

Upholding our values across all facets of our business is important to us, including caring for our team members and their families. We provide scholarships and other opportunities to advance social mobility, including in Aotearoa New Zealand, assistance to young people within our OCS families to attend higher-level learning,

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

OCS New Zealand has a longstanding relationship with the First Foundation, which enables us to provide scholarships to young family members of our OCS workforce. As well as financial assistance, these scholarships provide students with mentoring and paid work experience to help them journey from high school to university. Partnering with First Foundation enables us to live up to our 'Care' value by supporting a team member to lift up someone in their family.

Since 2014, OCS has awarded ten OCS First Foundation scholarships to family members of our team.



<https://firstfoundation.org.nz/>



SPOTLIGHT ON... ETIMONI TAUFA

The 2023 First Foundation recipient is Etimoni Taufa, a Year 12 student at Saint Kentigern College in Auckland. Etimoni, whose mother is a member of our national support office, is the eldest of five children and hopes to pursue a career as a doctor. He was inspired to take up a medical career after watching the struggles of one of his younger siblings, Harry, who required head surgery as a newborn and continues to struggle with developmental delays.

Etimoni's scholarship will provide him with mentoring and career guidance through First Foundation (essential as he enters his last year of high school), and \$12,000 towards the costs of his tertiary studies. The scholarship also gives students the skills and knowledge they need for a successful career by providing a mentor within their field of study and holiday work experience with OCS Aotearoa New Zealand.



OCS team member, Kasa Taufu, her son, Etimoni Taufu.



Harry inspires me to try my best and to never give up, as he never gave up when he was in hospital for most of his young life. My dream is to become a doctor one day - and to provide a better life for my family and especially for Harry.



Etimoni Taufu



Environment





Reducing our carbon footprint

Our environmental strategy is at the core of our business. We are fully committed to our net-zero carbon target of 2040 and working towards other targets to reduce our business emissions and those through purchasing of products and services. We will also develop systems, processes and technological innovations to reduce our and our customers' waste, carbon emissions, water usage, and energy consumption.




Due to the timing of the purchase of 1M, they are excluded from all environmental measurements and targets.

Environment Overview

 Achieved
  In progress
  Not achieved

Focus Areas	Priorities	Progress/Challenges		What's next
Fleet 	Transitioning OCS fleet to hybrid/battery electric vehicles (BEVs).	<p>Replaced 73 older fleet and higher fuel consumption vehicles with new vehicles; of that, 10% were hybrid vehicles.</p> <p>Constraints around supply and fit-for-purpose BEVs as highlighted in previous years.</p>		<p>Complete a detailed fleet analysis (including vehicle use, travel distance, charging options etc. And highlighting opportunities for travel optimisation) to determine specific areas where BEVs would be suitable. E.g., use of vans to drop off and pick up team members - rather than individual vehicles for each crew, changes to rosters etc.</p> <p>As a result of our Scope 3 planning in 2022, we are working towards a full BEV fleet by 2028.</p>
	Reduce vehicle fuel use.	<p>Created a series of Toolbox Talks to educate drivers about more efficient driving techniques, including ensuring regular checks (including eroad being used to record and report when tyres are checked).</p> <p>Reduced fuel consumption by 3% through the management and utilisation of our fleet. Note: This was despite business net growth of 12.5%.</p>		<p>Review of eroad vehicle monitoring (e.g., can fuel efficiency data be used to proactively encourage and reward better drivers).</p> <p>Monitor tyre pressures.</p> <p>Further discussion with SG Fleet/Leaseplan and EROAD on improving fuel efficiency.</p>
	Carbon reduction.	<p>We continued to manage our fleet numbers (e.g., if a vehicle was doing less than a satisfactory number of kilometres per month, we divested it). As part of this process, we utilised EROAD to ascertain where the vehicles were going and the best routes available – these tools helped reduce the overall net number of kilometres that our fleet did.</p> <p>As above, our biggest challenge remains the lack of availability of fit-for-purpose vehicles and constraints around delivery of vehicles on order.</p>		<p>We will keep managing the kilometre outputs of our fleet; as our vehicles come out of leasing will continue to evaluate the best environmentally sustainable BEV/hybrid vehicles available.</p>

Environment Overview

Focus Areas	Priorities	Progress/Challenges	What's next
Electricity 	Reduce electricity consumption.	<p>OCS NZ electricity emissions have been pre-offset with Ecotricity.</p> <p>OCS AU is in the process of switching to certified Green Power plans.</p> <p>Ongoing education for administration and support team members on energy efficiency.</p>	<div>  <p>Conduct energy audits at key sites.</p> <p>Introduce Toolbox Talks to educate team members on reducing power usage, e.g., turning off lights, computers, screens etc., which would reduce our clean power usage.</p> <p>Work with landlords when renewing leases to ensure more energy efficient buildings, e.g., LED lighting, energy efficient and well-maintained HVAC systems.</p> </div>
	Carbon reduction.	<p>As detailed above, we will continue to reduce electricity consumption.</p> <p>Challenges remain across both countries about the availability of green energy (carbon neutral power) – the less we use, the more that is available for other users.</p>	<div>  <p>We will continue to manage a lower level of electricity usage to assist other companies utilising carbon neutral power.</p> </div>






Environment Overview

Focus Areas	Priorities	Progress/Challenges		What's next
Supply Chain Engagement & Procurement 	Review initial Scope 3.	Reviewed initial Scope 3 screening incorporating some product-specific emissions data, providing a more accurate measure.		Review procurement policy to ensure it contains sustainability criteria to ensure the emissions profile and other sustainability criteria are given an adequate weighting in purchasing decisions. Review product range available to team members to order directly.
	Supplier engagement.	Worked with suppliers to encourage them to measure and reduce their emissions. Continued to have suppliers' commitment to our supplier code of conduct around sustainability.		Ongoing engagement with suppliers to provide better data will help to refine the inventory and to encourage a lower carbon footprint.
	Carbon reduction.	Purchased goods and services - own use and goods purchased for resale: 4.2% (tCO ₂ e) reduction in 2022.		Aiming for a 14% reduction in tCO ₂ e over the next two years through a review and re-range of our product listing to more environmental/sustainable options.

Environment Overview

Focus Areas	Priorities	Progress/Challenges	What's next
<p>Waste</p> 	Reduce waste to landfill.	<p>Worked to educate team members in minimising waste produced in-house.</p> <p>Introduced Method Recycling Bins at OCS New Zealand National Support Office.</p> <p>Created Toolbox Talks regarding properly separating and handling of different recycling streams to ensure they are going to the right place.</p> <p>NB: Our waste emissions are skewed higher as there is no separation between OCS-generated waste and customer waste brought back onsite.</p>	<p>Create protocols for separate measures for OCS-generated waste and customer waste onsite.</p> <p>Undertake an internal waste audit and process review.</p> <p>Introduce Toolbox Talks to educate team members on reducing waste and recycling.</p> <p>Working with our current supplier (Waste Management) - to enable us to better measure our waste vs customer waste.</p>
	Carbon reduction.	<p>We continued to focus on our plan and are on track to meet our current 2024 target.</p> <p>2023 will see a bigger effort on reducing net waste out of our offices and leveraging better product selection that we use.</p>	<p>Working on a 5% (tCO₂e) reduction from 2023 once review completed of internal vs. external waste.</p>

Environment Overview

Focus Areas	Priorities	Progress/Challenges		What's next
Travel 	Team member travel via airlines.	<p>Air travel has been low 2020 – mid-2022 due to COVID-19 restrictions, but with borders reopening in 2022, it is likely that carbon emissions will increase in this area.</p> <p>A procedure was introduced setting specific air travel distances where team members should use economy seating.</p> <p>Encouraged team members to utilise Microsoft Teams to reduce travel where appropriate.</p>		<p>We will promote the technologies we invested in around virtual meetings that were put in place 2021/22.</p> <p>Work with our travel agents to ensure they are ticking the box to offset emissions for all flights booked – we recognise that this doesn't help our emissions/numbers directly but indirectly in the spirit of sustainability.</p>
	Team member travel via vehicle.	See Fleet on page 23 .		
	Team member commute to work.	This isn't an area we have delved into previously, but have identified it as an area for review in 2023.		<p>Undertake an employee commute survey to provide more accurate information.</p> <p>Investigate ways to encourage lower emission commuting (e.g., subsidised public transport, van runs etc).</p>
	Carbon reduction.	We have noted the increase in carbon emissions throughout 2022 following border openings. We have promoted the use of technology to be used where possible, but due to the nature of running an international business, it is not always practical.		Working on a 5% reduction of tCO ₂ e from 2023 to a total reduction of 56%.



What we've been doing

Despite the far-reaching impact of the COVID-19 pandemic on all aspects of our business operations, OCS ANZ is more determined than ever to take action towards a sustainable future for our business, customers, and communities.

Our team is actively engaged in research and development, particularly through our WasteLine business, to find new ways to reduce our environmental footprint while maintaining the highest standards of cleanliness and hygiene. We're committed to taking action and making a positive impact in everything we do, including off-setting emissions.

Accreditation and compliance

Our dedication to quality service delivery ensures we uphold the standards set by the International Organisation for Standardisation ISO 14001 - environmental management.

These standards equip us with practical tools to manage our environmental and health and safety responsibilities and ensure we develop robust Standard Operating Procedures. We are constantly improving our processes, using improvement opportunities identified in the assessor's reports to enhance our performance continually.

Notably, we have achieved exceptional results, with no corrective actions identified, proving our unwavering commitment to excellence.

Toitū Certification

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

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

We have worked with Toitū Envirocare to offset our carbon emissions since 2020, purchasing carbon credits for the entire Australasian business.



Science-based targets

In the later half of 2022, OCS undertook a science-based target setting exercise conducted by Toitū Envirocare. These new targets will be used from January 2023.

A key project task was completing a full ‘Scope 3’ value chain emissions screening estimate, aligned to the Greenhouse Gas Protocol. Previously we had only measured mandatory Scope 3 emissions. Following this, emission reduction target methods were identified and applied to our emissions inventory - to derive reduction targets across the Scope 1, Scope 2, and Scope 3 categories.

As a result of this exercise, the following targets were set:

- Short term (achieve by 2030 from a 2020 base year)
 - Scope 1 & 2 – 70% absolute reduction
 - 100% Renewable energy, using Renewable Energy Certificates or other suitable market-based renewable energy
 - Scope 3 – 56% reduction in economic intensity, covering all applicable Scope 3 categories.
- Long term
 - Scope 1, 2 & 3 – Net zero by 2040.



Explainer:

Scope 1 covers emissions from sources that OCS owns or controls directly (e.g. from burning fuel in our fleet vehicles).

Scope 2 covers emissions that OCS causes indirectly when we purchase and use energy (e.g. from electricity suppliers).

Scope 3 covers emissions not produced by OCS, but by those that we’re indirectly responsible for across our value chain (e.g. when we buy, use and dispose of products from suppliers).

OCS AU/NZ

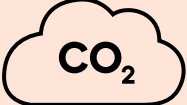


Target	2020 Baseline (actual)	2030 Target
Scope 1 & 2 - 70% absolute reduction (tCO ₂ e*)	1,701	510
Scope 2 - 100% Renewable Energy used across our OCS ANZ controlled premises	80%	100%
Scope 3 - 56% reduction in economic intensity (tCO ₂ e/\$M)	65.002	28.601

Interim Target	2020 Baseline (actual)	2022 (actual)	2025 Target
Scope 1 & 2 - 30% reduction by 2025 (tCO ₂ e)	1,701	1,828	1,190
Scope 2 - Renewable Energy (AU, NZ already 100%)	80%	74%	100%
Scope 3 - 7% reduction in economic intensity (tCO ₂ e/\$M)	65.002	66.690**	45.221

* tonnes of carbon dioxide equivalent

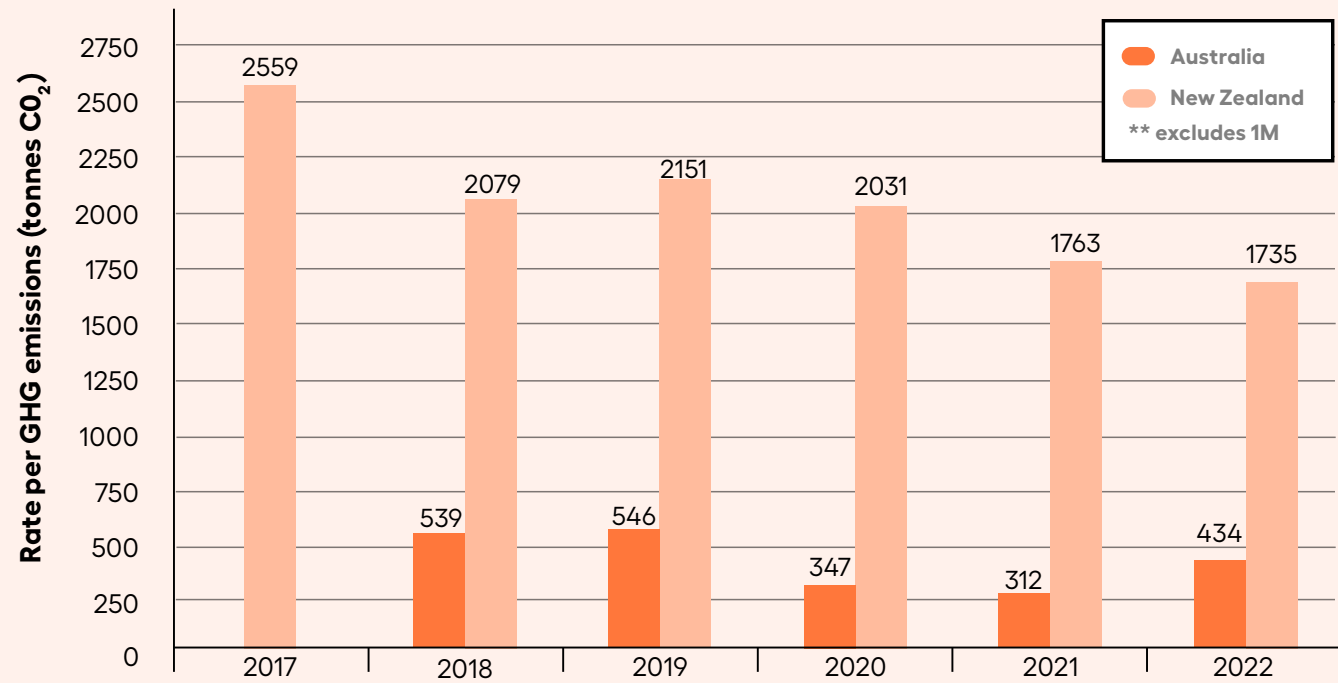
** actual economic value added plus estimated Scope 3 emissions

Focus areas - progress against current targets*

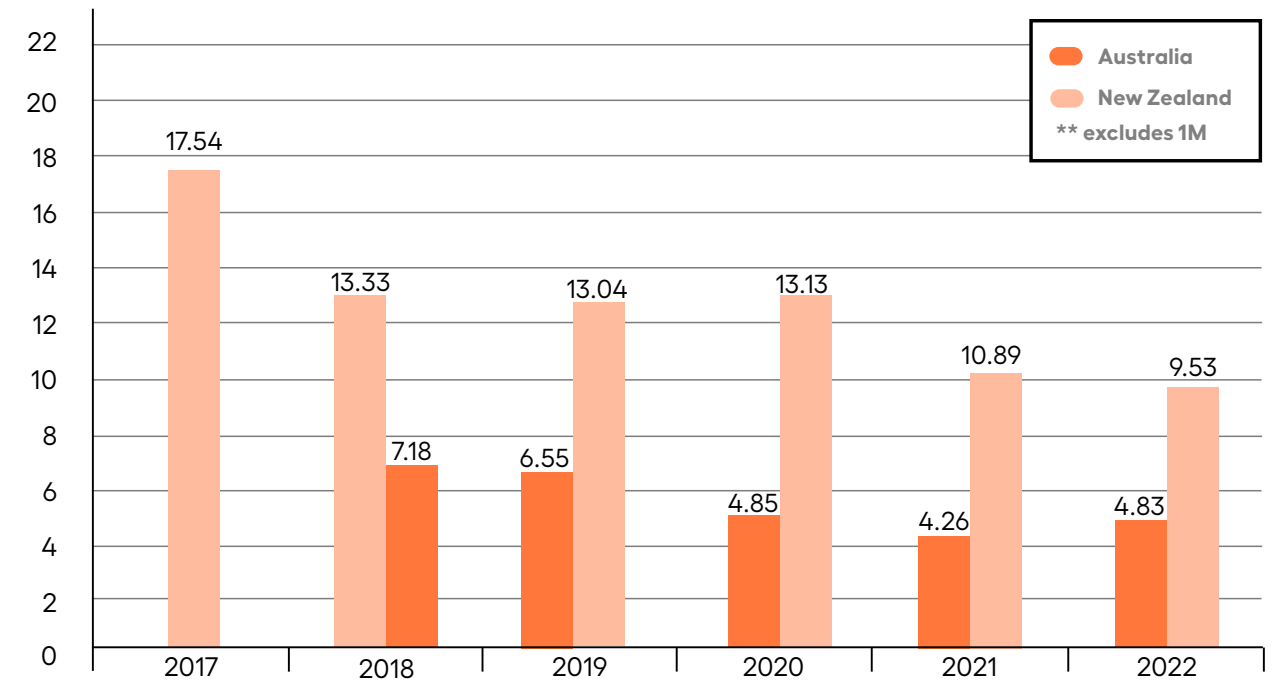
	Australia			New Zealand		
	Target 2024	Actual 2022	On track	Target 2024	Actual 2022	On track
 Total gross emissions	399 tCO ₂ e	434 tCO ₂ e	✓	1,791 tCO ₂ e	1,735 tCO ₂ e	✓
 Reduce tCO ₂ e emissions for electricity use in OCS' offices	46 tCO ₂ e	82 tCO ₂ e	✗	0 tCO ₂ e	0 tCO ₂ e	✓
 Reduce tCO ₂ e emissions for company vehicle fleet	126 tCO ₂ e	226 tCO ₂ e	✗	1,472 tCO ₂ e	1,525 tCO ₂ e	✓
 Reduce tCO ₂ e emissions from waste to landfill	52 tCO ₂ e	1.8 tCO ₂ e	✓	127 tCO ₂ e	139 tCO ₂ e	✓

* Reporting against science-based targets will commence in our 2023 OCS ANZ Sustainability Report.

Total Gross Carbon Emissions*



Total Mandatory Gross GHG Emissions
per operating revenue (\$million)*



* Toitū mandatory emissions (Scope 1, Scope 2 & mandatory Scope 3)



Climate Risks

As a member of the Climate Leaders Coalition, OCS has made a formal commitment to public climate risk disclosure. We engaged the Toitū Envirocare team to support that commitment and equip us with the knowledge and tools to assess and manage climate risks and opportunities related to our operations, suppliers, and customers.

Toitū Envirocare facilitated two Climate Risk Assessment Workshops in the latter part of 2022, with a third workshop to be held in early 2023. The workshops are designed to help us understand and manage our climate risk and opportunities, according to best practice.

The workshops introduced climate risk, the requirements of the Climate Leaders Coalition, and the Task Force on Climate-related Financial Disclosures framework.

We addressed four key topics:

1. Governance: The importance of establishing a robust governance structure for climate risk management, including assigning roles and responsibilities within OCS.
2. Strategy: Our management team were guided through approaches to consider the impacts of climate change on business strategy, undertook a screening risk assessment, and discussed assessment timeframes.
3. Risk Assessment: We undertook a risk screening exercise to identify and prioritise climate risks associated with our core operations, suppliers, and customers. This included an analysis of physical, transition, and reputational risks.
4. Metrics and Targets: This component of the framework was introduced but not fully explored.

During the workshops, we identified several climate risks, including:

- Physical risks, such as weather events and water restrictions
- Transition risks, including carbon pricing, changing customer demands, and shifting to lower-emission vehicles
- Reputational risks associated with insufficient action on climate change.

Opportunities identified included:

- Transitioning the vehicle fleet to BEVs
- Shipping more concentrated cleaning chemicals
- Food waste recycling
- Reducing single-use plastics, and
- Moving to more energy-efficient buildings and equipment.

In 2023, we will hold our last workshop and present and deliver findings from these with a view to:

- Establish a management structure for climate risk assessment
- Conduct a details risk assessment for the highest risks
- Develop metrics and targets.



Our partnerships

No business can achieve its sustainability goals in isolation. As well as working closely with our customers and suppliers, we have formed strategic partnerships with expert leaders who help us achieve our own, and our customers, sustainability ambitions. We are committed to encouraging better practices at every level.

Sustainable Business Council

Working in harmony with more than 100 other prominent businesses on the New Zealand Sustainable Business Council (SBC) since 2015, OCS has relentlessly pursued a sustainability agenda.

By collaborating with the SBC and other influential Aotearoa New Zealand companies, we hold ourselves accountable for upholding our commitment to integrate sustainable practices into our everyday operations.

In 2022, our Managing Director, Gareth Marriott, assumed the Chairperson role at SBC, working closely with SBC CEO, Mike Burrell and his team, along with other business leaders, to unpack best-in-practice carbon emission reduction strategies and provide an open forum for discussion and innovation. Gareth sees the SBC as a fundamental part of the solution to move Aotearoa towards their ambitious targets, set under the Paris Agreement, to reduce net greenhouse gas emissions to 50% below gross 2005 levels by 2030.

 www.sbc.co.nz



Climate Leaders Coalition

We are proud to be a member of the New Zealand Climate Leaders Coalition (CLC). Our Managing Director joins forces with other influential CEOs to devise practical steps that businesses can take to instil positive change in how we address climate issues.



The CLC's three essential pillars - CEO leadership, collective transparency, and climate action - provide a solid foundation for ensuring a secure future for Aotearoa New Zealand and the world.

As a signatory to the CLC's emissions reduction programme, we accept responsibility for measuring, reporting, and reducing our emissions. We also go the extra mile to collaborate with our suppliers to help reduce their emissions, reaffirming our unwavering dedication to sustainability.

 www.climateleaderscoalition.org.nz

Toitū Envirocare

We have worked with Toitū Envirocare since 2016 to help manage our carbon emissions through their internationally recognised environmental programmes.



Through this partnership, we have made measurable progress in our carbon reduction goals, backed by the confidence that the tools we're using are robust and our targets are science-based.

Toitū's certifications meet and exceed the requirements of ISO standards, ensuring we follow international best practice.

In 2022, we worked with the Toitū team on the foundations of a climate action plan - to be completed in 2023.

 www.toitu.co.nz

Customer Partnerships

We are always looking for ways to innovate, and working with several customers has allowed us to trial and implement new technologies and innovations to make positive environmental impacts.

We partnered with Christchurch International Airport to introduce several initiatives, including two fully automated cleaning robots. The co-biotic units provide efficient cleaning services that use significantly less water (up to 70%) and reduce power usage by using new-generation lithium batteries.

At Perth Airport, introducing robotic cleaners has enabled the airport to clean its international and domestic terminals using just 100 litres of water – a third of the amount it previously used. The new technology recycles and filters its water, saving almost 200 litres per clean, providing a higher standard of cleaning, and even emptying its own dirty water tank.

As well as being better for the environment, introducing robotics also takes care of repetitive, mundane tasks and supports the rest of the airport teams to focus on more technical work. Good for our people, good for the planet and great for helping our customers reduce their environmental impacts.



Christchurch Airport working group included teams from OCS, Christchurch Airport, Autobots and Bunzl.



Perth Airport's Tammie McCue (L) and OCS team members Santhy Pallotta (C) and Yogendra Pathak (R).

Supplier Partnerships

As well as partnering with customers, we've worked closely with our suppliers to forge lasting partnerships to ensure we do the best for our planet - and our business targets.

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

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

SPOTLIGHT ON... GREEN ENERGY

We adopted EnergyAustralia's PureEnergy in 2022 for our Sydney electricity plan, meaning we now use 100% green energy in our Sydney office.

EnergyAustralia buys GreenPower-accredited renewable energy for us. The NSW office is now carbon neutral via the Business Carbon Neutral plan.

SPOTLIGHT ON... COTTONSOFT

Cottonsoft (NZ) were our Supplier of the Year (Operational) in 2022. Team members voted on the award based on product quality, cost, environmental sustainability, health & safety, delivery, innovation and account management.

Over 94% of our team said that Cottonsoft provided environmentally friendly and innovative solutions.



OCS WasteLine

OCS WasteLine is a one-stop shop, providing a single point of contact for our Aotearoa New Zealand customers for all their waste and recycling needs. Our tailored waste management model provides our customers with a cost-effective and sustainable waste solution that reduces their environmental impact.

In 2022, when Aotearoa New Zealand slowly returned to pre-pandemic life, many of our WasteLine customers spent the majority of the year reviving their waste systems and operations and focusing on future planning.

We work with many customers, including government departments, to develop systems to increase diversion from landfill and reduce their overall waste. This work includes developing cohesive national plans - rather than individual regions developing their own, separate processes.

Where possible, we have worked to enhance organic services for our customers as organic waste has been identified as one of the most significant contributors to overall emissions associated with waste disposal. While there are many challenges around providing cost-effective outcomes, OCS WasteLine often develops bespoke solutions to maximise the outcomes for our customers.



SPOTLIGHT ON... GOVERNMENT AGENCIES

Government agencies are also working harder to minimise their waste. Our Wellington team worked with several government agency customers in 2022 to weigh their waste and educate their staff about correct waste sorting.

Our team met weekly with nominated customer staff to open rubbish bags and sort waste appropriately, allowing them to understand how different waste streams should be sorted and why.



SPOTLIGHT ON... WASTE DIVERSION

Our work with a large Auckland-based customer continued during the pandemic. In 2022, we successfully diverted approximately 200 tonnes of their office furniture from going to landfill. More than 1,500 pieces of furniture - from two large office sites - were given to community groups to support communities in need, while other items, that were able to be remodelled and repurposed, helped support some of the community's most vulnerable people.



SPOTLIGHT ON... BNZ WELLINGTON

Many of our customers are investing time and resources into developing and establishing their sustainability journeys, including BNZ Wellington. OCS NZ worked with BNZ to help minimise the number of rubbish bags sent to landfill.

At the beginning of 2022, BNZ sent approximately 60,000 rubbish bags to landfill – that's about 1,154 bags per week. Towards the end of 2022, we started a trial using reusable rubbish bags and were able to divert - 545 bags per week from landfill – approximately 28,340 bags per year. During the trial, we also removed some of the rubbish bins in the BNZ building, to reduce the total amount of rubbish bags - and to encourage staff to walk to a waste station and put more thought into which bin to use. This tactic enabled BNZ to further reduce the amount of waste to landfill.

Health & Safety

The safety and wellbeing of our team members are our top priorities.

Our dedicated frontline teams tirelessly support our customers and maintain essential services across the ANZ region. They have ensured that our schools, workplaces, leisure spaces, and healthcare facilities remain safe, hygienic, and clean.


We have provided unwavering support to our team members, ensuring their physical and mental wellbeing remains intact.

We leave no stone unturned in our commitment to safety; our key priority is for everyone to get home safely every night. We provide rigorous training to equip each team member adequately for the task at hand, and will continue to prioritise the safety of our team members, no matter what challenges arise.






Health & Safety Overview



Focus Areas	Priorities	Progress/Challenges	What's next
<p>Prioritise team member wellbeing</p> 	<p>Maintain visible leadership.</p> <p>Provide opportunities and support for every team member to develop and reach their potential, celebrating their success.</p> <p>Motivate team members through a strong safety brand that ensures everyone goes home safely.</p>	<p>Provided recognition of team members via OCS Stars – 464 Instant Stars awarded.</p> <p>Ongoing long service recognition.</p> <p>Challenge: The intensifying global labour shortage and low team member retention rates provided challenges throughout 2022, including creating added pressure on our team members. As always, we were proud to witness the dedication of our people to show up and deliver the best service possible for our customers despite these shortages.</p>	<p>Continue with current engagement initiatives.</p> <p>Continue to raise up team members via the OCS Stars programme and highlight successes in Dimensions (internal) and Outsource (external) newsletters.</p> <p>Activate across ANZ 'Message of the Month': an initiative to highlight one key HSEQ message per month to focus on (e.g., Noise Awareness Month). Send to all managers and ask them to put the message up on all noticeboards and highlight it to team members at all team meetings for that month.</p> <p>Refocus on active monitoring targets; setting targets and creating actions.</p> <p>Onboard new NZ HSEQ team, providing an opportunity to review and implement new initiatives.</p>
	<p>Develop a culture of supporting and engaging all team members, prioritising their wellbeing.</p>	<p>Employee assistance programmes (PACE in Australia & OCP in Aotearoa New Zealand) are available.</p> <p>Promoted through monthly Wellbeing Newsletter, weekly meetings, and quarterly OCS Team Newsletter (Dimensions) etc.</p>	<p>Continue to promote assistance programmes and to normalise 'it's okay to not be okay'.</p>


Health & Safety Overview

Focus Areas	Priorities	Progress/Challenges	What's next	
<p>Ensure everyone goes home safely</p> 	<p>Maintain visible leadership.</p> <p>Reduce Total Recordable Injury Frequency Rate (TRIFR) by 5% YOY.</p> <p>Reduce common injuries by 5% YOY.</p>	<p>Management team engagement visits carried out: 98.4% against target.</p> <p>31% reduction in TRIFR.</p> <p>10% reduction in common injuries.</p>		<p>Continue with current engagement activities.</p> <p>Understand site-based risks across the portfolio to identify our greatest risks and put in plans to mitigate them in line with our commitment to eliminate hazards and reduce risk.</p>
	<p>Encourage near miss reporting.</p> <p>Raise awareness and understanding of safety and environmental risks and opportunities amongst team members and customers.</p>	<p>Near miss reporting 85.2% against target.</p> <p>All team members complete induction on entry, including environmental and H&S management (92% achieved).</p> <p>Toolbox Talks are part of our regular education programme. (98.7% achieved).</p>		<p>HSEQ to attend monthly regional meetings across the ANZ; ensuring actively involved in the business to help improve culture and engagement while reminding everyone that safety is everyone's responsibility.</p> <p>Increase training for managers about correct procedures such as notify injuries and incident reporting (including near-miss).</p> <p>Undertake a review of HSEQ procedures/protocols.</p>

Health & Safety Overview

Focus Areas	Priorities	Progress/Challenges	What's next
<p>Continue to raise awareness and understanding of H&S</p> 	<p>Identify and communicate meaningful learning opportunities to enable sustainable improvements.</p> <p>Maintain regular health & safety communication.</p>	<p>Regular provision of health & safety information via monthly Wellbeing Newsletter (11 in 2022) and quarterly Dimensions (internal newsletter).</p> <p>HSEQ Power BI dashboards are available with real-time data.</p>	<p>Education: focus on issuing safety alerts for incidents and near-misses with customers/team members, as an education and prevention piece.</p>
	<p>Communicate transparently and regularly with stakeholders on HSEQ progress.</p>	<p>Annual Sustainability Report communicated and published (2021 published in 2022).</p> <p>HSEQ Reporting communicated to stakeholders - Power BI/Newsletters/External Comms/Website (on track).</p>	<p>Continue to actively monitor and report against targets.</p> <p>Publish the 2022 OCS ANZ Sustainability Report.</p>

Health & Safety Overview

Focus Areas	Priorities	Progress/Challenges		What's next
<p>Improve business processes & innovation</p> 	Implement planning to allow for continuous operation and recovery in case of an emergency.	<p>Business Continuity Plans (BCP)/Emergency Response Plans (ERP) current/maintained</p> <p>ERPs communicated to Stakeholders via Induction</p> <p>ERP wardens trained annually, and evacuation drills tested annually</p>	✓	Continue on proactive work of previous years.
	Choose suppliers who share our safety vision, values and ethics.	<p>Contractor selection, prequalification and monitoring tracked via live dashboard in Power BI (ongoing).</p> <p>Key supplier meetings focused on building sustainable, innovative and improvement solutions (only one completed in 2022).</p>	✓	<p>Undertake full procurement review of suppliers to ensure they align with our values, health & safety, sustainability and profit ambitions.</p> <p>Extending our subcontractor observation programme across the whole business (ensuring visibility of safe work practices).</p>
	Use high-quality risk information to manage risk proactively, effectively and efficiently.	<p>Power BI utilised to pull through timely updates across health & safety.</p> <p>Regular health & safety meetings and procedures in place to record and prevent near-misses and lost time injuries.</p>	✓	<p>Continue to ensure all processes and procedures are in place to meet the standards.</p> <p>GAP analysis to standards for the 1M business by the end of 2023 in preparation for accreditation in 2024.</p>

Highlights

122 employee engagement meetings held (NZ)

10 continual improvement/safety meetings held (AU)

4,902 Toolbox Talks held across ANZ

11 employee wellbeing newsletters produced



Accreditation and compliance

Aligning with quality, health, safety and environmental standards allows OCS to benchmark our performance against regulations and best practice, and manage the risks we face while operating more efficiently and sustainably.

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

- Maintained accreditation of ISO9001, ISO14001 and ISO 45001
- Continued accreditation to HACCP in Australia - food safety management system accreditation
- Continued accreditation to Approved Arrangement - Biosecurity (Perth Airport)

SPOTLIGHT ON... WHS FOUNDATION AWARDS FINALIST

OCS was honoured to be shortlisted as a finalist for the 2022 WHS Foundation Awards in the WHS Management Award for large businesses across Western Australia.

Our entire Western Australia team put their heart and soul into their work, and our management makes a big effort to ensure OCS is a safe and welcoming place where people can thrive.

The awards are all about encouraging, recognising and rewarding efforts that organisations make to improve work health and safety. It was the first time we'd entered, and it



Martina Windsor, HSEQ Manager Australia with Stephen Lockley, General Manager OCS Australia

was a thrill to be recognised as a leader in this space.

We understand that when our people are supported, our communities are supported too. We're humbled and proud to have our efforts validated by the WHS Foundation.

Total Recordable Injury Frequency Rate (TRIFR)

0.23 Aotearoa New Zealand

0.31 Australia

0.27 ANZ Average

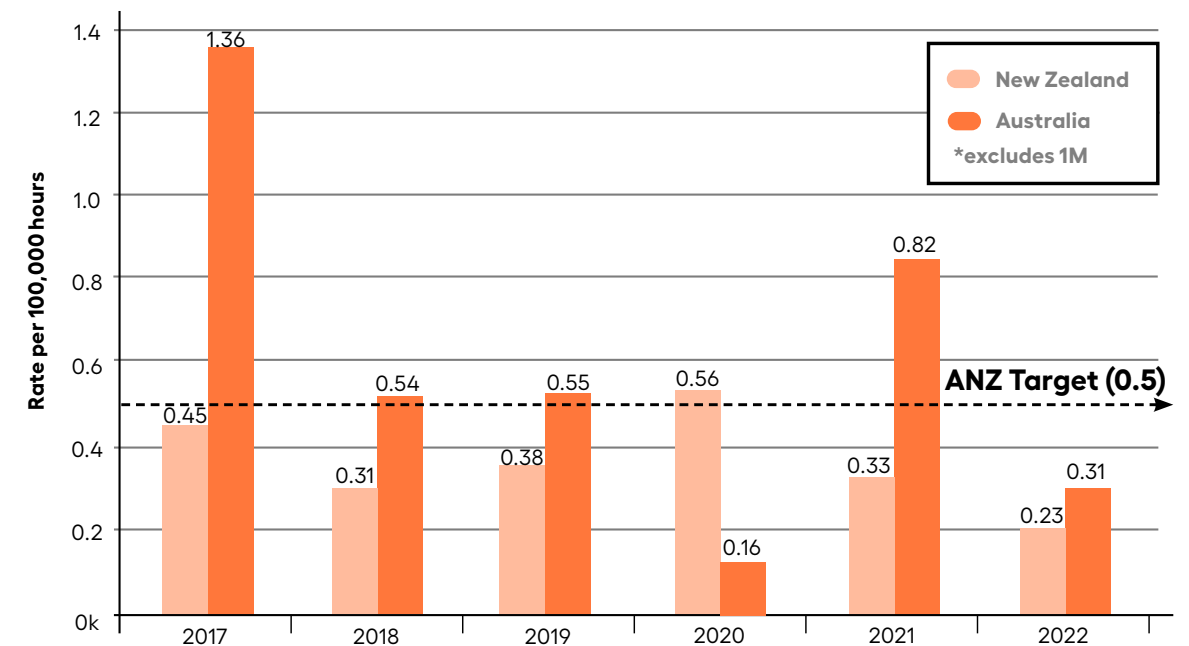
32% reduction across ANZ



Lead Indicators

2022 saw a significant decrease in our ANZ rolling 12-month Total Recordable Injury Frequency Rate (TRIFR) - 0.27 per 100k hours worked (versus 0.40 in 2021). This demonstrates our team's commitment to enhancing workplace safety. The ongoing focus on this area is fundamental to our strategic objectives.

Total Recordable Injury Frequency Rate (TRIFR) 2022*





Workplace wellbeing

We take the wellbeing of our team members extremely seriously. We are committed to ensuring that OCS ANZ lives by our values by providing a safe and caring work environment for all of our people.

In 2022, our teams encountered ongoing pressure and stress in relation to COVID-19 and the uncertainty that came with it, particularly around job security, and health and wellbeing. To help combat this, we put a greater emphasis on offering Employee Assistance Programme services.

We also continued to produce monthly wellbeing newsletters to all team members, conducted regular wellbeing checks with employees, and implemented ‘R U ok’ initiatives to encourage and empower people to check in on those around them.

Bullying and Harassment

Throughout 2022 OCS Aotearoa New Zealand ran 16 Employment Relations and Bullying and Harassment training sessions. The workshops were designed to educate everyone who manages team members (or could do in the future) to ensure best practice is followed throughout the business. The sessions were well received by the approximately 200 team members who attended.

In Australia, the HR team rolled out bullying and harassment Toolbox Talks across the whole business.



SPOTLIGHT ON... PINK SHIRT DAY

Team members from the Aotearoa New Zealand National Support Office got together on Pink Shirt Day to raise awareness, educate and build meaningful relationships with each other to prevent bullying. Pink Shirt Day is an excellent way to highlight what can be done. OCS ANZ is committed to taking practical and meaningful steps towards creating a healthy and safe place of work for everyone.



Learning and Development

Toolbox Talks

Toolbox Talks are designed to facilitate regular discussions on safety topics relevant to various elements of the business. Each session focuses on a particular HSEQ activity, such as environmental safety, driving to the conditions, accident reporting and many more. The sessions also provide an opportunity for open communication - and time to discuss and improve workplace risks, hazards and other incidents.

Driver Training (NZ)

With COVID-19 restrictions largely removed for the majority of 2022, our OCS NZ team members were spent more time on the roads and travelling around the country. Our top priority is their safety, so we continue utilising our EROAD technology system to monitor speeding events, harsh braking, cornering, acceleration and unnecessary engine idling.

Online driver skills training was completed by 175 employees, and we delivered 528 driver safety Toolbox Talks.

Toolbox Sessions

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

4,902

Toolbox Talks
held in 2022

528

driver safety skills
Toolbox Talks completed
(191% increase from 2021)*

175

online driver skills
training completed
(29% increase from 2021)*

* OCS NZ only





We are in awe of the resilience of our people in the wake of another challenging year, and without them, we wouldn't be able to deliver world-class services to our customers.

Thank you to each and every one of you. Our 2022 Sustainability Report is dedicated to each of you.



Please consider the environment before printing this report

