to be your best™

UK&I ESG Impact Report 2024

Doing business in the right way →

TRUE.Values.

Welcome

"Reflecting on 2024, we have achieved significant growth while carefully balancing our commitment to minimising environmental impact and maximising social value. Our sustainability journey will be a long one – it will not be easy, but we are determined to reach our targets.

We are evolving to become a more transparent and data-focused business, with measurable ESG targets and an increase in reporting metrics – demonstrated in this year's report. Looking ahead to 2025, we are excited to expand and deepen our collaborations with partners to further enhance our social and environmental contributions."

Daniel Dickson

CEO, OCS UK & Ireland

Contents

OCS UK&I ESG strategy

We pride ourselves on being a responsible business, dedicated to adding environmental and social value wherever we operate.

We work in partnership with customers, colleagues, and suppliers to reduce our collective environmental impact and we leverage our reach as a global employer to advance social mobility.

Our ESG strategy is based on 10 focus areas built upon 3 pillars: **People**, **Planet** and **Trust**.

For more details please see our ESG strategy document.

People

Advancing social mobility

- Health & Safety
- Social Mobility
- Colleague Wellbeing, Inclusion and Engagement
- Communities and Volunteering

DOING BUSINESS IN THE RIGHT WAY • OCS ESG Est. 1900

Planet

Protecting our planet's natural resources

- Climate and Energy
- Waste and Resources
- Responsible Procurement

Trust

Honesty, consistency and excellence

- Ethical Conduct
- Cyber Security and Data Privacy
- Modern Slavery and Human Rights

Our Stakeholders

Customers

Supporting our customers by delivering exceptional facilities and services that consistently address the details and overcome their biggest challenges, creating the best experiences for all stakeholders.

We regularly engage with our customers to get feedback and continuously improve – such as our independent management approach to NPS surveys.

Learn more.

Service users

Service users are the true litmus test of how we are delivering the best experiences and facilities.

On many contracts we have established customer and Guest Experience teams on site such as Amika, our front of house service offering. We also leverage technology such as QR codes to get regular feedback at our sites.

Learn more.

Suppliers

We understand that our success is deeply intertwined with the quality and reliability of our supply partners. With focus on 3 areas:

1. Quality – Ensuring high standards across all products and services
2. Innovation – Embracing new ideas and approaches to drive continuous improvement, and
3. Sustainability – Committing to environmentally and socially responsible practices.

Learn more.

Colleagues

Our frontline colleagues are the cornerstone of OCS's operations, embodying the essence of meticulous attention to detail and unwavering consistency.

Our team includes both young and long-serving colleagues with years of experience. This mix of new ideas and proven knowledge is vital to how we operate.

Learn more.

Communities

Positively impacting communities is an integral part of our organisation.

We aim to reach and enhance communities, driven not just by contractual commitments but primarily by our core commitment to doing the right thing in the right way.

Learn more.

NGOs/partners

We're on a mission to make people and places the best they can be and we understand the importance of social value, diversity and inclusion and governance.

Key to this are our partners and social enterprises such as Slave Free Alliance and Young Enterprise.

Learn more.

ESG recognition and collaboration

Our awards, accreditations, memberships and partnerships

Awards and ratings

Ecovadis Bronze

CDP B rating for Climate change

ESG award at ICCA

Alstom UK&I Supplier CSR Award – Health and Wellbeing for Large companies

Accreditations

ISO 14001

ISO 50001

ISO 45001

ISO 22301

ISO 27001

Disability confident

Living Wage Recognised Service Provider

Menopause Friendly

Membership and partnerships

Slave Free Alliance

National Autism Society

Armed Forces Covenant

LGBT+ in FM

Baton of Hope UK

Social Enterprise UK

Tomorrows Engineers

Forest with Impact

People:
Advancing social mobility

In this section:

UN Sustainable Development Goals:

3 GOOD HEALTH AND WELL-BEING

5 GENDER EQUALITY

8 DECENT WORK AND ECONOMIC GROWTH

10 REDUCED INEQUALITIES

Health and Safety

People: Advancing social mobility

Approach and governance

The QHSE function is fully embedded across the organisation, covering every region and service line. A technical function has been established to deepen our expertise and competence on topics such as fire management, water management, Mechanical & Electrical and asbestos. We operate an integrated Quality, Health Safety & Environmental (QHSE) Management System, certified to relevant ISO standards (ISO 45001, ISO 9001 and ISO 14001).

EcoOnline is our incident reporting platform and is supported by a recently launched monthly Incident Review Panel (with UK & Ireland Executive Committee representation). The aims are to: 1) review workplace incident investigations and findings, 2) assess the support and welfare provided to injured colleagues and 3) cover incidents from all UK & Ireland business units.

Policies and procedures cover all aspects of health and safety such as lone working, permits to work, confined spaces and noise assessments. These are reviewed and updated via the QHSE Governance Board and SESG (Safety and ESG) Committee. SafeContractor certification is required for our suppliers, ensuring the highest levels of safety standards are applied throughout our supply chain. Colleague engagement is a key component of our health and safety culture, and awareness campaigns are delivered throughout year.

Impacts, risks and opportunities

Risk/Opportunity	Description of impact and risk/opportunity	Management/Mitigation
Safety and wellbeing of colleagues, customers, contractors and the public	**Impact:** OCS operates across several sectors and provides multitude of services which impacts all stakeholders. Safety incidents can occur at OCS or customer sites. **Risk:** Harm to our colleagues/customers/contractors/public. This can also lead to potential commercial, reputational and legal consequences.	We operate an integrated Quality, Health Safety & Environmental (QHSE) Management System, certified to relevant ISO standards such as ISO 45001. Established a Technical function - providing expert guidance and support to ensure the efficient and effective compliance of service delivery. All suppliers must be SafeContractor accredited ensuring our supply chain adheres to best practices around health and safety. OCS have a number of safety-related policies including Health and Safety, Responsible Procurement and a Code of Conduct. A safety culture embedded across the organisation, with regular campaigns such as incident reporting using the EcoOnline platform.

Health and Safety

Performance and metrics

Target	2024	Update
Year on Year improvement in Total Recordable Injury Frequency Rate (TRIFR) and Total Incident Frequency Rate (TIFR)	TRIFR: 0.43 TIFR: 2.20	This is our first year reporting the metrics and we will report on performance in next year's report. Our TRIFR and TIFR rates in 2024 are lower than industry averages.
All operational directors to conduct 6 Colleague Engagement Visits (CEV's) every year	66% (718 completed)	In 2024 we completed a total of 718 (which was up 87% on 2023's completion of 384). CEV's are highly prioritised within OCS, they provide a "real world" conversation on how colleagues feel about working for OCS and how the business can make positive changes. Results from CEV's are analysed and discussed by senior leadership to make positive changes.
All operational managers to conduct 12 Safe Site Inspections (SSI's) every year	23 % (10,295 completed)	In 2024 we completed a total of 10,295 inspections (which was up 19% on 2023's completion of 8,629). Manager site safety inspection and tours provide a "live" working snapshot to ensure colleagues are working safely, following their risk assessment and method statement and training. Post visit analysis is undertaken to identify areas for continual improvement.

Looking forward

Over 2025, we will continue to adopt full utilisation of EcoOnline for incident reporting, management and investigation by all new contracts and business acquisitions.

Compliance and continuous improvement are critical to our business, and we will maintain the ISO 45001 accreditation and ensure our operational managers are trained on IOSH Managing Safety course.

We will amplify and ensure our hazard reporting campaigns are effectively delivered to and understood by all colleagues.

Case Study:
Hazard Awareness Campaign 2024

Introduction

Our aim is to be the reliable force that ensures our customers' operations run smoothly. Our colleague's dedication is pivotal in maintaining operational efficiency, fostering the best experiences, and enhancing productivity. Most importantly, we must do this safely. As our business grows, we must set consistent efforts ensure the adoption of safe and best practices and building resilience within our customers' operations. To drive awareness, improve health and safety behaviours and culture, our QHSE team launched an ongoing campaign around hazard awareness and reporting in late 2024.

What happened (the solution)

Previously referred to as a positive intervention, we changed the name to 'hazard reporting' within our business. This simple name change makes it clearer for colleagues and the reporting process remains the same. A campaign was launched to drive awareness around this change and make reporting hazards and near misses a centrepiece of how we operate safely. The various reporting channels were emphasised such as QR codes, online apps, speaking to managers directly and by telephone. Collateral such as posters and toolbox talks were provided to ensure all colleagues were reached. To further enhance the campaign, quizzes, games and giveaways were also used.

In 2024, colleagues across our business have reported nearly 28,000 hazards, which is a 75% increase from 2023's total of 15,993 reported hazards. This is a great reflection of our business's number one commitment in practice – we prioritise safety at all times.

Social Mobility

Approach and governance

At OCS our dedication to social mobility is highlighted by our inclusive recruitment practices and programmes. Social Mobility is managed by our 'People into Work' (PiW) team who through their programme create pathways to employment for socially and economically disadvantaged individuals. By developing skills and capacity, it supports veterans, individuals with disabilities, young people not in employment, education or training, people in the justice system, neurodivergent individuals, and the long-term unemployed in finding work. Through this programme we have partnered with over 30 employability partners to deliver a UK wide employment programme including Shaw Trust, Ingeus, Reed in Partnership and many more.

In 2024, OCS launched the Eploy hiring platform across all UK&I business divisions, enhancing reporting on candidate application metrics. By analysing data trends such as gender and race, OCS aims to identify underrepresented areas. All candidates that come through our PiW strategic partners are labelled as priority candidates and are fast tracked straight to interview with hiring managers. OCS drives social mobility through various schemes such as being a Level 2 Disability Confident Employer and Ban the Box employer – improving access to work highlighting our commitment to promoting inclusivity and equal opportunities. OCS also drives internal initiatives such as the launch of the 'Women in Security' working group which focuses on increasing female representation in security roles.

Social value generated in 2023:

£83.5m

Social value generated in 2024:

£86m+

We have increased the amount of Social Value generated by 3% compared to last year, supported by the growth of our partnerships and programmes, combined with more robust reporting. Reported figures are calculated and validated on the Social Value Portal.

Impacts, risks and opportunities

Risk/Opportunity	Description of impact and risk/opportunity	Management/Mitigation
Providing employment and development opportunities for people from all backgrounds	**Impact:** With many roles across the business which are suitable for people from different backgrounds, OCS can have a personal, local and regional social impact. **Opportunity:** Recruiting in local areas, areas of high deprivation and improving social mobility, OCS can deliver social value for communities and develop talent in an industry which has high skills shortages.	Our People into Work programme, launched in 2019, opens doors to employment for those traditionally overlooked OCS actively recruits and promotes apprenticeship programmes across the business. As a Ban the Box employer, we are supporting the Governments goals of reducing reoffending, providing people with offences in their background, job opportunities. We have set ambitious targets around apprenticeships and People into Work. Our Eploy recruitment system means that social value candidates are prioritised and fast tracked to interview.

Social Mobility

Performance and metrics

Target	2024	Update
Deliver an active apprenticeship programme strength of 1,000+ apprentices year on year	564	The business continues to demonstrate a strong commitment to expanding its apprenticeship programme, with 2024 performance outpacing previous years. This upward trajectory reflects a clear and focused drive towards reaching the ambitious goal of 1,000 apprentices, reinforcing the organisation's dedication to nurturing future talent and building a resilient workforce.
300 job starts on our People into Work Programme every year	378	Our People into Work function works in close collaboration with a network of strategic employability partners and hiring managers in each of our Business Units to drive inclusive recruitment. Our growth in 2024 shows the importance of the People into Work programme to the OCS business and to widening our talent pool and supporting the communities we serve.

378 colleagues joined the business through our People into Work programme, beating our annual target of 300.

Figure 1: Apprenticeship live learners

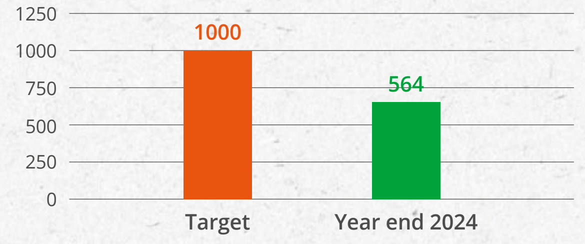
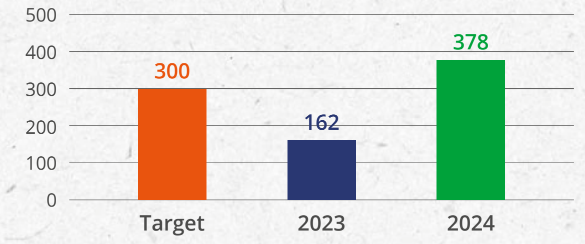


Figure 2: People into Work job starts



Social Mobility

Looking forward

In 2025, the People into Work team are positioning OCS at the forefront of the government's employability reform and expanding the strategic partner network, to align with the evolving needs of OCS and growth ambitions. We will continue to grow our initiatives with prisons and with our partners such as the 'New Future's Network', to support people into OCS roles through direct recruitment and upskilling employability sessions held directly at the prisons, as well as cleaning academies, etc.

OCS will also look to strengthen collaboration with strategic partners and local educational institutions to expand the reach of our Supported Internship initiative. This effort underscores our continued commitment to creating inclusive employment pathways and enhancing workforce participation for individuals with disabilities. We will also continue our inclusive recruitment events providing employability support alongside our strategic part and helping people with barriers to employment back into work.

Case Study:
OCS at the NEC

People: Advancing social mobility

Introduction

As part of our dedication to social mobility, OCS works with a variety of strategic partners through our People into Work (PiW) team to help with OCS' commitment to provide sustainable employment and help people who face barriers to employment, back into work.

Our partnerships extend further and can be ran at a contract level – 3 years ago our team at the NEC in Birmingham formed a strategic partnership with Pilot IMS to launch a traineeship or Sector-Based Work Academy Programmes (SWAPs) offered to anyone over the age of 19 who is out of work and looking for a role in security. The traineeship lasts on average 3 weeks and provides candidates with: elements of customer service training, door supervisor training, emergency first aid at work certificate, spectator safety level 2. The candidates will also have several days of observation on site to shadow a security team member.

Our partnership with PilotIMS and other strategic partners has meant that candidates who have been faced with these challenges (long-term unemployment or barriers to work) have been provided the means to build confidence and purpose once again helping them to gain the skills required to get back into work.

Tarik's Journey

In 2024 one of our People into Work partners Reed in Partnership referred a candidate – Tarik to the scheme. Tarik had been going through a period of long-term unemployment and was keen to build up his skills and confidence to get back into work.

In January 2024, Tarik went through the training programme and successfully secured security role with OCS.

Tarik also worked at some high-profile events at the ICC impressing management staff. The work ethic and attitude Tarik showed, impressed OCS management that they started the process to offer him a full-time role with OCS.

Today, Tarik works as part of the traffic security division at OCS and is a highly valued member of the team.

Speaking with the contract Tarik said: "It's been life changing coming here, this is like my family."

Case Study: OCS Provide Summer Employment Opportunities in Tower Hamlets

People: Advancing social mobility

Introduction

When Queen Mary University prepared to temporarily transition its Mile End campus into a hotel for summer visitors, OCS was awarded the contract to deliver housekeeping and portering services. Recognising this as an exceptional chance to uplift the local community, OCS committed to recruiting from disadvantaged groups across the London Borough of Tower Hamlets, one of which faces the highest level of poverty with a poverty rate of 41% comparted to an average of 25.93% across all the London boroughs.

The Event

OCS formed key partnerships with employment support organisations Employment4All, Maximus, Ingeus, Springboard and Hackney Quest. Together, we organised a volume recruitment event on site to interview candidates and offer immediate summer roles at the living wage of £13.50 – above the real London living wage.

The collaborative recruitment drive was a big success. Over 90 candidates from underprivileged backgrounds attended interviews, with OCS ultimately offering 52 individuals' sustainable temporary employment on the Queen Mary contract. Many had faced long stints of unemployment and lacked recent work experience.

Empowering Spotlight on Social Mobility:
Bobby & Alfie's Apprenticeship Journey

Bobby Simmons and Alfie Stoker, two apprentices, demonstrate the power of inclusive recruitment and community partnership.

The Tower Hamlets employability team, working with OCS, recruited Bobby and Alfie through a targeted initiative in one of London's most deprived boroughs. They joined OCS with limited access to traditional career pathways. Their apprenticeships delivered technical training and opened doors to long-term employment and personal growth.

Their progress lifted team morale, strengthened operational resilience and reinforced our belief that talent exists everywhere when given the right opportunity.

These outcomes go beyond individual achievements. They showcase our broader mission to embed social mobility into recruitment, ensuring young people from underrepresented communities thrive in fulfilling careers. Bobby and Alfie's success stories prove what's possible when purpose-led business drives practical action.

Colleague Wellbeing, Inclusion and Engagement

Approach and governance

Our approach to colleague wellbeing, inclusion, and engagement is driven by a comprehensive framework supported by our People function, which ensures these values are embedded across the business. Central to this framework are our Equality and Diversity Policy and Wellbeing at Work Policy, which are designed to ensure all colleagues are treated fairly and their wellbeing is protected. CHROMA, our internal, colleague-led inclusion and diversity platform, helps foster a culture of inclusivity and diversity within our organisation. CHROMA consists of 4 committees who each meet once a month and are sponsored by a member of our senior leadership, these committees include Wellbeing, LGBTQ+ Gender Identity, The Armed Forces, and Race, Ethnicity and Faith. Additionally, our WeCare program provides colleagues with access to essential wellbeing services, including GP appointments and counselling, ensuring they have the support they need. Furthermore, OCS has been a Living Wage Foundation Recognised Service Provider since 2015. To further enhance colleague wellbeing, we offer Hapi Benefits platform, which provides discounts at major retailers and access to various wellbeing services. We also maintain Safecall, our whistleblowing service, to ensure colleagues and wider stakeholders can report concerns safely and confidentially. Through these initiatives, we are committed to creating a supportive, inclusive, and engaging work environment for all our colleagues.

Impacts, risks and opportunities

Risk/Opportunity	Description of impact and risk/opportunity	Management/Mitigation
Colleague wellbeing and inclusion	**Impact:** Creating an environment where colleagues can thrive and be themselves. Physical and mental wellbeing of colleagues can impact work and customer environment. **Opportunity:** Improved wellbeing and engagement can increase retention, reduce sick days and create a more collaborative environment for others. Increased talent pool and representation in the communities we operate in.	OCS has an active employee resource group – CHROMA which has 4 individual Committees (focusing on Wellbeing, Gender, Race, Ethnicity & Faith and Veterans) chaired by senior leadership. Policies around diversity and inclusion, parental leave and inclusive recruitment. TRUE Star Awards – recognising colleagues regularly with financial and non-financial rewards.

Colleague Wellbeing, Inclusion and Engagement

Performance and metrics

Target	2024	Update
Year on Year increase in colleague engagement	7.5%	This is our first year reporting the metric and we will report on performance and progress in next year's report. We faced some barriers in communicating the survey to our frontline colleagues in 2024 and will aim to improve on this in 2025.
Year on Year increase in % of women in our senior leadership	27% of our leadership team are women	This is our first year reporting the metrics and we will report on progress and performance in next year's report.

Table 1: Colleague Demographics - Breakdown of employees by contract type and gender

	Female	Male	Total
Number of employees (head count / FTE)	20,741	26,454	**47,195**
Number of permanent employees (head count / FTE)	19,837	24,820	**44,657**
Number of temporary employees (head count / FTE)	174	171	**345**
Number of non-guaranteed hours employees (head count / FTE)	730	1,463	**2,193**

27%

of our leadership team are women.

Colleague Wellbeing, Inclusion and Engagement

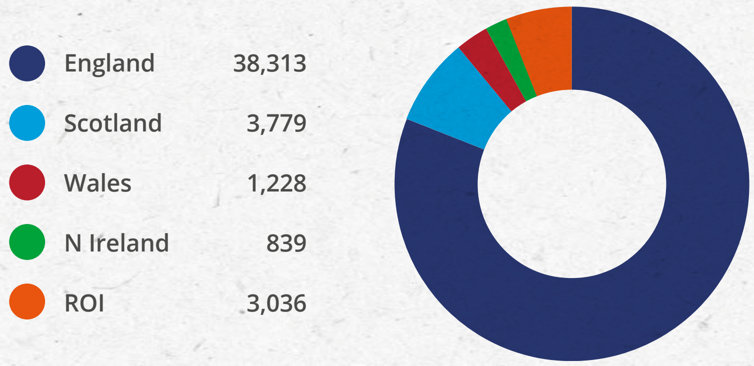
Table 2: Colleague Demographics - Breakdown of employees UK and Republic of Ireland

Country	Number of employees (head count)	%
UK	44,159	93.6%
Republic of Ireland	3036	6.4%

Table 3: Colleague Demographics - Breakdown of employees by gender

Gender	Number of employees (head count)	%
Male	26,454	56%
Female	20,741	44%

Figure 3: Employees based by region



Looking forward

OCS recently launched the Armed Forces Network on our CHROMA platform to help and support our colleagues who served in the armed forces, or who have loved ones who serve. In 2025 and beyond, we will increase the number of activities to support and open more opportunities for current and potential colleagues who have served.

We also hope to improve our colleague engagement throughout 2025 and increase the percentage of women in senior leadership now we have set the baseline. Through CHROMA we will be building a range of toolbox talks to support and educate managers on ED&I topics and will continue to support our colleagues through a range of wellbeing initiatives. OCS will also continue to be a Disability Confident Employer.

Case Study: CHROMA Wellbeing Month

In November 2024, CHROMA celebrated Wellbeing Month by delivering a series of engaging activities and wellbeing tips designed to support physical and mental health, financial wellbeing, and lifestyle improvements.

Each week centred around a different theme:

Week 1 – We kicked the month off with 'View from Your Brew', encouraging colleagues to take a mindful break. We also shared tips on time management, recognising burnout and the importance of better sleep.

Week 2 – We hosted financial wellbeing webinars from HSBC and offered valuable insights and resources on pensions, helping colleagues feel more confident and informed about their financial future.

Week 3 – Our 'Step To It' competition inspired colleagues to take walks, with prizes for the most steps. We also ran MenoMeets – OCS' menopause awareness sessions, and shared breathing techniques to support everyday well-being.

Week 4 – We wrapped up the month with practical advice on healthy eating. Our chefs shared a budget-friendly recipe each day as part of 'Meals for Less', along with hydrating tips to help colleagues stay energised and well.

Throughout Wellbeing Month, we encouraged colleagues to engage in various activities and look at ways to improve their mental, physical and financial health.

Communities and Volunteering

Approach and governance

The Social Value team oversees the reporting, strategy and programmes around Social Value including the volunteering and community initiatives across our business, collaborating with customers and dedicated Social Value Practitioners in contracts. We have established partnerships with charities such as Young Enterprise for volunteering efforts and the newly relaunched OCS Foundation for community work. Additionally, we work with organisations like Scotty's Little Soldiers, Scottish Autism, and Women's Aid East and Midlothian to maximise our impact in the communities we serve.

OCS colleagues are encouraged to engage with our official partners, but are not restricted to them; all supported organisations must align with our company values. We have targets for volunteering and charitable donations, with the ESG team providing support and facilitating opportunities across the business. All corporate community and volunteering activities are tracked using the Social Value Portal, ensuring our data is externally verified. Furthermore, OCS is developing a volunteering policy to encourage greater participation among colleagues.

Impacts, risks and opportunities

Risk/Opportunity	Description of impact and risk/opportunity	Management/Mitigation
Volunteering and donations in our local communities	**Impact:** Supporting our local communities can deliver great social value. Empowering our colleagues to volunteer and get involved in fundraising activities forms part of our TRUE Values. **Opportunity:** Support for communities and local organisations. Colleagues are more engaged and increased opportunities to work with customers to amplify the local social value being delivered.	We promote and enable volunteering for corporate colleagues and have set a company-wide donation target. The OCS Foundation is set up to support causes, projects and charities that give less advantaged young people the opportunity to explore their passions, unlock their potential, and transform their lives.

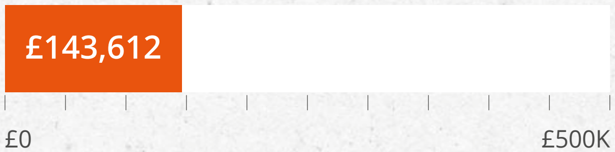
Communities and Volunteering

People: Advancing social mobility

Performance and metrics

Target	2024	Update
Raise £500,000 for our chosen charities, including OCS Foundation, by 2030	28.7% £143,612.01	We have made a promising start to our target with the amount raised in 2024, putting us well on the way to reaching £500,000 by 2030. The relaunch of the OCS Foundation in 2025 will allow colleagues to fundraise easily for a chosen charity.
All Corporate Functions colleagues to be given the opportunity to complete a volunteering day every year	1,072 volunteering hours undertaken	Our Corporate Volunteering Policy is in development, with many colleagues already beginning to take part in volunteering days.

Total raised against target



Total volunteering hours

1,072

Over £143,000

raised for charities.

Communities and Volunteering

Looking forward

Going forwards, we aim to continue to grow our volunteering hours, working closely with charity organisations to allow colleagues the opportunity to support local communities. We will continue our partnership with Young Enterprise to aid financial and enterprise education in children and young people.

Over the coming years we will look to improve reporting on our Communities and Volunteering work, enabling us to capture the full impact of what we have been doing, as well as carrying out more skilled volunteering and utilising our skills within the business to aid charitable organisations. The OCS Foundation relaunched in 2025, and we hope to increase our charitable donations the OCS Foundation and other partners to continue to reach our target of half a million pounds donated by 2030.

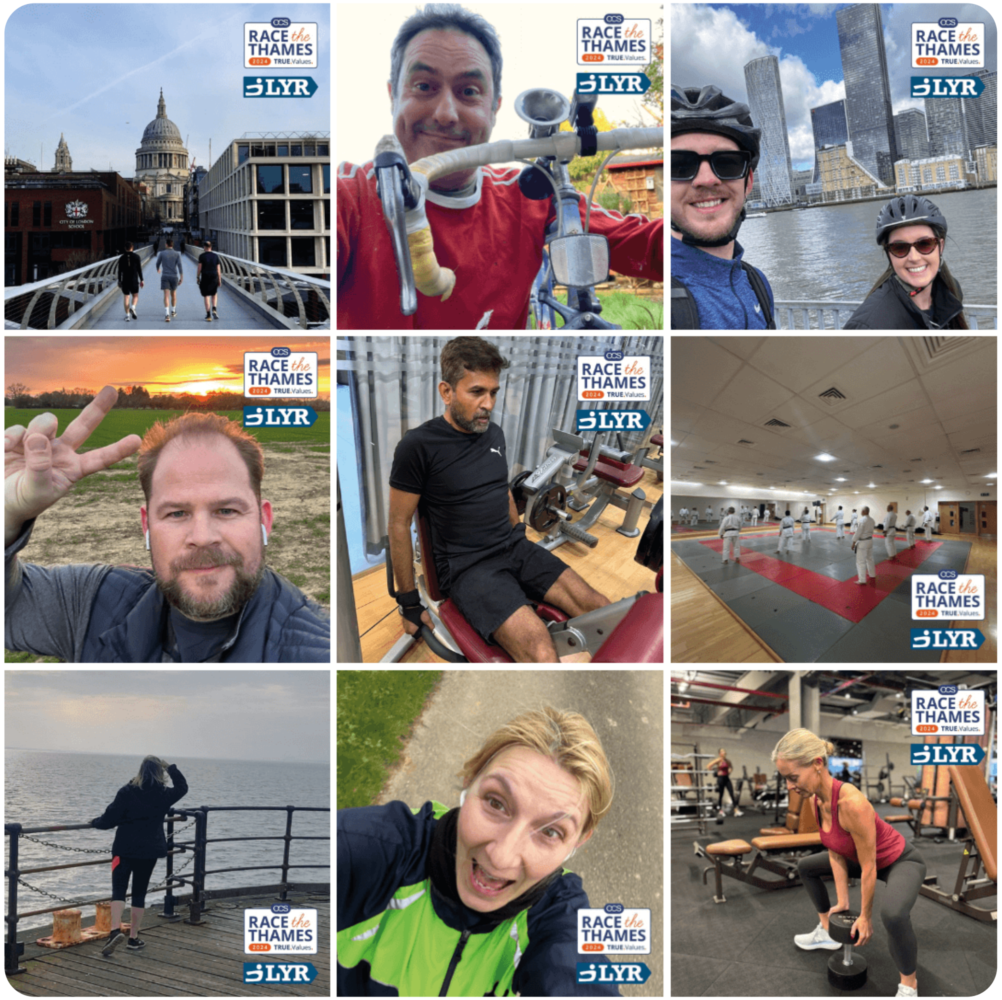
Case Study:
OCS Race the Thames 2024

In March 2024, 360 OCS colleagues took part in a virtual challenge, travelling the full 346km length of the River Thames to raise money for London Youth Rowing and the OCS Foundation.

Colleagues across the business formed 45 teams and participated in 2,584 activities, clocking up to 4,211 hours through walking, running, swimming, skipping and many more inventive ways. The support and results were incredible.

Through collective energy and enthusiasm, the event raised £19,999 for the two charities, reflecting the passion and support the OCS colleagues received. It shows how important events like these are to making a difference in the communities we serve.

OCS is committed to making a positive difference within the communities it works in. This initiative is an example of what can be achieved when we connect purpose with action.



Case Study:
Young Enterprise 2024

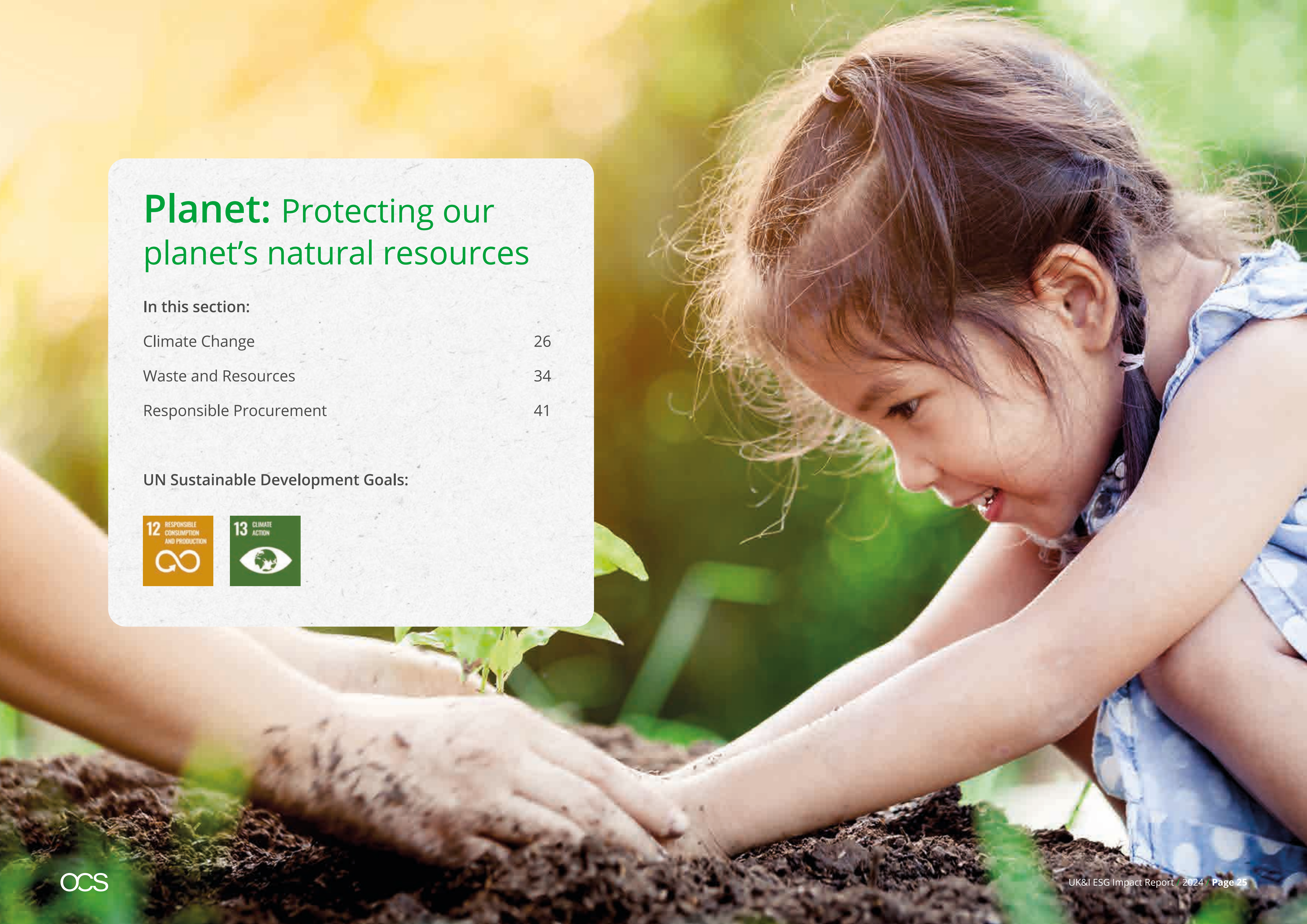
In 2024, OCS partnered with national financial and enterprise education charity, Young Enterprise.

Young Enterprise is dedicated to building the financial capabilities and enterprising mindset of the next generation, focusing on communities with the greatest disadvantage.

Throughout the year, over 50 OCS colleagues contributed over 200 hours of volunteering to support Young Enterprise programmes. From Employability Masterclasses to the Company Programme , where students launch their own enterprise with guidance from business mentors.

This hands-on support helps young people gain the right skills and confidence, as well as developing understanding of the importance of financial and enterprise education to shape their futures and careers.

Our partnership continues into 2025, as we grow our support and commitment with Young Enterprise.



Planet: Protecting our planet's natural resources

In this section:

UN Sustainable Development Goals:

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

13 CLIMATE ACTION

Climate Change

Approach and governance

At OCS and for many of our customers, addressing climate change is a priority, and we are dedicated to embedding sustainability throughout our operations. Our approach is reinforced by strong internal governance, including our UK&I Safety and ESG Committee, an ESG function, an Energy division, and environmental and energy policies that guide our strategic decisions. Together with our ISO 50001, ISO 14001 and ISO 14064 certifications, it ensures that we take a structured and effective approach to tackling climate change, energy consumption and emissions. Our position in the industry enables us to not only reduce our own environmental impact but also empower our clients to achieve their sustainability ambitions through innovative technologies and sustainable practices.

Impacts, risks and opportunities

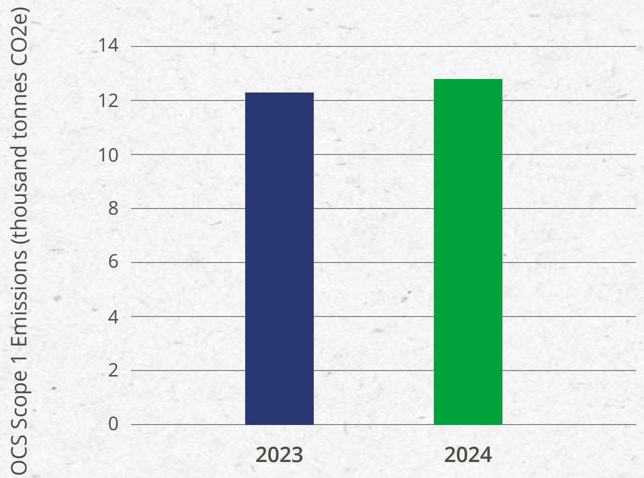
Risk/Opportunity	Description of impact and risk/opportunity	Management/Mitigation
EV transition	**Impact:** Delivering services to our customers requires a large fleet, generating emissions and pollution in local areas. **Opportunity:** A greener fleet can reduce local pollution, reduce fleet operational costs and align with OCS and customers net zero ambitions.	Introduction of EV salary sacrifice scheme and home charger support programme. Installation of EV charging points at several offices including our Ipswich HQ. EV and hybrid fleet composition targets set. Fleet management software also rolled out to help tracking of vehicles across the business.
Energy use and emissions	**Impact:** OCS has a laundry facility which consumes large volume of gas and electricity. **Risk:** Increased operational costs and failure to meet net zero targets. **Opportunity:** Reducing energy consumption and using more renewable sources can reduce operational costs and contribute significantly to OCS's net zero targets.	Installation of low carbon/renewables at the laundry facility including Solar PV, LEDs and heat exchangers. Science-based Scope 1 reduction and net zero targets set. With SBTi validation to be undertaken in 2026. ISO 50001 certified energy management system implemented. Fleet management software and vehicle telemetry to help improve driver behaviour.

Climate Change

Performance and metrics

Target	2024	Update
We will reduce our Scope 1, 2 and 3 emissions across our value chain to reach net zero by 2040	Increased by 22% vs baseline of 2023	Our total emissions have increased due to business growth and acquisitions. We anticipate scope 3 emissions may increase in the short term as the business grows, however, we are confident in the long term as we engage further with our supply chain to reduce emissions and improve the quality/ accuracy of scope 3 data.
We are committed to reducing 70% of scope 1 greenhouse gas emissions by 2030 from a 2023 base year	Increase of 3%	Our scope 1 emissions have increased slightly against baseline due to business growth and acquisitions.

Figure 4: Scope 1 emissions



Climate Change

Performance and metrics

Target	2024	Update
We are committed to procuring 100% renewable electricity in our offices by 2025	92%	92% of electricity procured for our offices (including our laundry facility) were from renewable sources, our policy is to move to renewable electricity contracts as soon as practicable. With acquisitions, we take on additional properties which may need to be transferred to green tariffs hence we did not reach our target in 2024.

Figure 5: 2024 UK&I Renewable vs Non-renewable energy consumption (kWh)

Non-renewable 58,639,385 kWh

Renewable 2,633,432 kWh

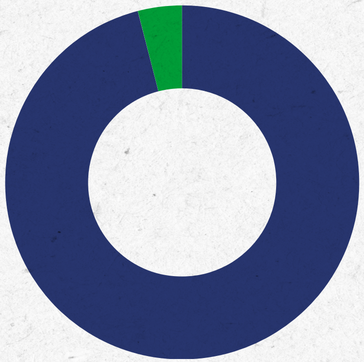
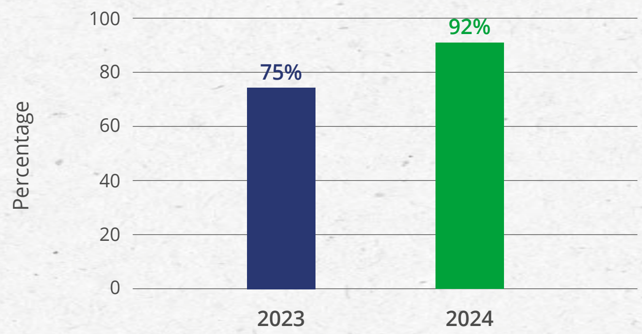


Figure 6: % Renewable electricity in OCS offices and sites

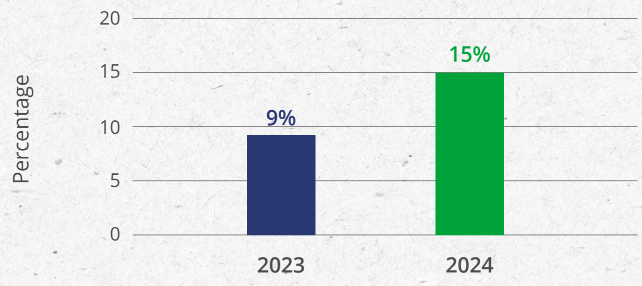


Climate Change

Performance and metrics

Target	2024	Update
100% electric or hybrid vehicles in our fleet by 2034	14%	At OCS, we are driving the transition towards a low-emission fleet, steadily increasing the percentage of electric and hybrid vehicles across our operations.
We are committed to ensuring suppliers representing 76% of our scope 3 emissions, covering purchased goods and services and capital goods will set science-based targets by 2030	31%	We assessed our supply chain on science-based targets for the first time this year and will be undertaking supplier engagement events and initiatives going forward to increase the % to reach our target.

Figure 7: % Electric or hybrid vehicles in our fleet



Climate Change

Table 4: Energy consumption

Energy consumption (kWh)	2023	2024
Gas and Fuel	53,159,115	57,490,921
Electricity	3,154,963	3,781,896
Total	**56,314,078**	**61,272,817**

Table 5: Energy intensity

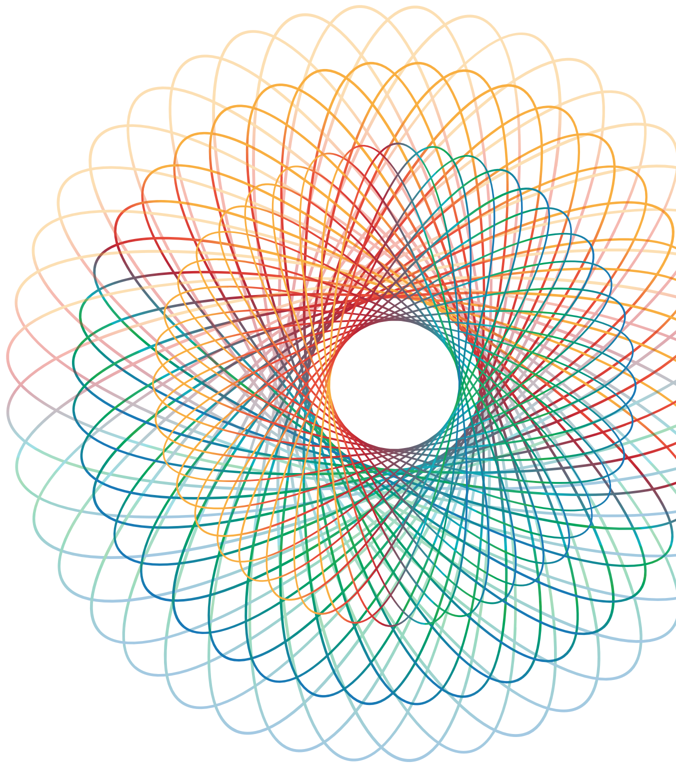
Year	Energy intensity (kWh/£m)
2023	37,068
2024	36,250
Difference	**– 2.21%**

Table 6: Emissions intensity (market-based)

Year	Emissions intensity (tCO2e/£m
2023	n/a
2024	135.75
Difference	**n/a**

Table 7: Emissions intensity (location-based)

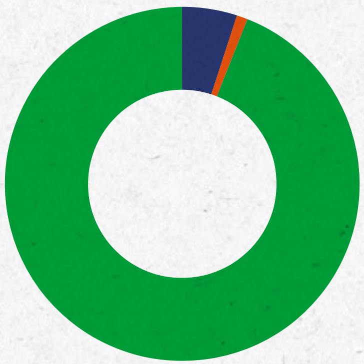
Year	Emissions intensity (tCO2e/£m)
2023	118.36
2024	136.02
Difference	**+14.93%**



Climate Change

Planet: Protecting our planet's natural resources

Figure 8: 2024 Carbon Emissions (Location-based tCO_2e):



2024 scope 1-3 emissions externally verified in accordance to ISO 14064 Part 1 2018. For more information, please see our Carbon Reduction Plan.

Emissions Breakdown:

Scope	GHG scope 3 category	GHG scope 3 category	Sum of calculated emissions (tCO_2e)
Scope 1	N/A	Natural Gas	1,716
Scope 1	N/A	Diesel	9,414.9
Scope 1	N/A	Petrol	1,735.6
Scope 2 (location based)	N/A	Purchased Electricity	817.6
Scope 2 (market based)	N/A	Purchased Electricity	345.5
Scope 3	Category 1	Purchased goods and servcies	160,496.67
Scope 3	Category 2	Capital goods	6,957.71
Scope 3	Category 3	Purchased fuel and energy related activities	3,121.25
		Transmission of energy (T&D losses)	57.13
		Employee commuting	6.78
Scope 3	Category 5	Water consumption	22.46
		Disposal of solid waste - Not landfilled	19.04
		Disposal of solid waste - Landfilled	15.81
Scope 3	Category 6	Business travel - Transport (non-company owned vehicles)	1,905
		Business travel - Accommodation	299.49
Scope 3	Category 7	Employee commuting	41,583.71
		Working from home	1,748.99

Case Study:
Big Carbon Kick Out

Planet: Protecting our planet's natural resources

A product's carbon footprint measures the total greenhouse gas emissions produced throughout its lifecycle. Some foods have a higher impact than others, making it essential to evaluate and reduce emissions where possible.

OCS collaborated with a sustainability consultant and a nutritionist to review recipes in Saffron and explore lower-carbon alternatives. We created more sustainable meals by reducing meat content and introducing dehydrated pea protein from hydroponically grown green peas and fava beans. These changes were trialled in units, peer-reviewed, and measured using Saffron data sources. Sales tracking helped calculate carbon and cost savings, ensuring the swaps were effective and practical for chefs.

Each dish in the reduced-carbon range was assigned a footprint value, allowing precise impact measurement. In March 2025 alone, our reduced-carbon meals saved over 4,000 kg of carbon emissions (CO2e) compared to traditional recipes —the equivalent of driving 31,466 km. Using Saffron, we ensured accurate tracking, making this initiative a scalable solution for reducing food-related carbon emissions.

Case Study:
Scottish Courts Water & Energy

Public sector buildings face increasing pressure to reduce carbon emissions and lower energy costs. To address this, Falkirk and Airdrie COPFS sought solutions to improve energy efficiency while enhancing self-sufficiency in electricity generation.

OCS installed photovoltaic (PV) arrays at both sites, supplementing existing renewable energy systems. Falkirk's upgrade included 54 panels with a 16.89 kWp capacity, while Airdrie received a 132-panel array generating up to 61 kWp. Both sites now regularly operate off-grid, producing significant energy savings and reducing reliance on traditional electricity sources.

Between January 2022 and June 2023, Falkirk COPFS remained off-grid for 1,250+ hours, generating 19,145 kWh (enough to power six average homes for a year!), reducing electricity consumption by 7,700 kWh and saving £2,000 and 1.4 tonnes of CO_2e. Airdrie COPFS operated off-grid for 625 hours between November 2022 and June 2023, generating 43,000 kWh, leading to a 67% reduction in grid consumption. Both sites now export excess power back to the grid, with Falkirk returning 88% of generation on peak days and Airdrie exporting 158 kWh of 254 kWh, generated on 14th April 2023.

To further optimise these savings, battery storage systems are now under consideration as part of our commitment to continual improvement.

Waste and Resources

Planet: Protecting our planet's natural resources

Approach and governance

The UK generates approximately 222.2 million tonnes of waste every year, highlighting the growing urgency of effective waste management. OCS recognises its responsibility to reduce waste across both its own operations and customer sites. As part of our ESG commitments, we are focused on reducing waste and associated emissions, supported by our Waste and Resource Management Policy. This includes a zero waste to landfill mandate at operated sites, elimination of single-use plastics, promotion of recycling and circular supply chains, and the use of sustainable materials. These efforts are supported by colleague training and engagement activities, and strategic partnerships with organisations such as RK Styles and Avena to help drive innovation and circularity. Oversight is provided by the UK & Ireland Executive Committee, ensuring alignment of resources and strategic goals. The Waste and Resource Management Policy is reviewed annually by the ESG function and Safety and ESG (SESG) Committee to monitor progress, manage risks, and ensure alignment with evolving best practices and legislation.

Impacts, risks and opportunities

Risk/Opportunity	Description of impact and risk/opportunity	Management/Mitigation
Packaging and plastics	**Impact:** Delivering facilities management services requires the purchase and usage of packaging and plastics. **Opportunity:** Non-compliance with regulations such as EPR (Extended Producer Responsibility) and upcoming regulations such as the Deposit Return Scheme.	New packaging/plastics reduction system at the laundry facility. Introduction of recyclable cardboard coffee lids. Expanding the use of chemical free cleaning solutions which use reusable bottles. Using closed loop systems for cleaning solutions packaging.

Waste and Resources

Performance and metrics

Target	2024	Update
Zero waste to landfill for OCS operated sites	99% diversion rate	OCS operations are nearly zero waste to landfill. The ESG team is currently investigating alternative waste processes and eco-friendly alternatives for feminine hygiene products so that waste can 100% be diverted from landfill.

Figure 9: 2024 waste sent to and diverted from landfill

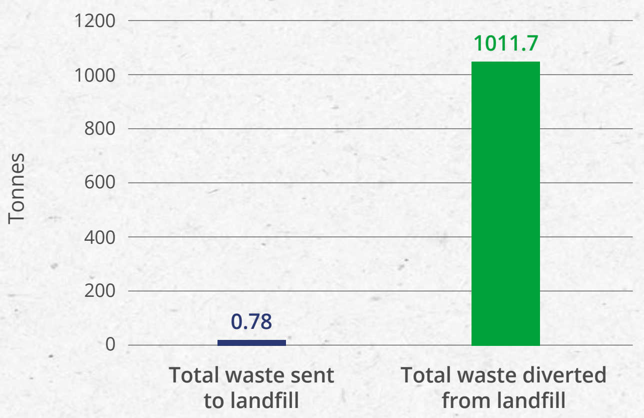
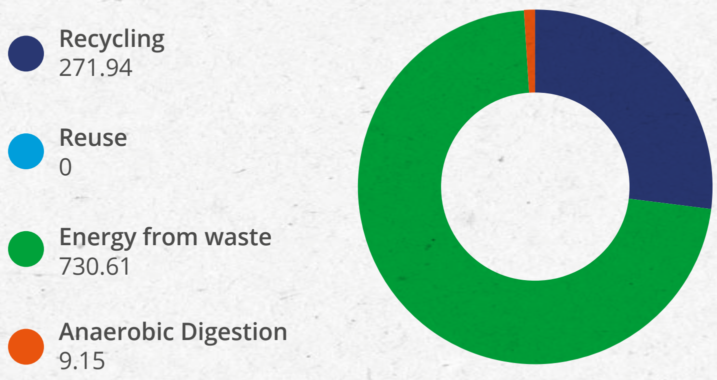


Figure 10: 2024 waste (tonnes) diverted from landfill, broken down by recovery operation types



99%

of waste diverted from landfill.

Waste and Resources

Planet: Protecting our planet's natural resources

Table 8: Waste type by destination (tonnes)

Waste Type	Energy from Waste/ Refuse-Derived Fuel/ Incineration	Landfill	Recycling	Anaerobic Digestion	Reuse	Total weight
WEEE Waste	0.00	0.00	1.00	0.00	0.00	1.00
Construction and Demolition Waste	99.16	0.00	3.45	0.00	0.00	102.61
Fibre	0.00	0.00	5.28	0.00	0.00	5.28
Food Waste	0.00	0.00	0.00	9.15	0.00	9.15
Hazardous Waste	9.19	0.00	0.00	0.00	0.00	9.19
Metal	0.00	0.00	0.77	0.00	0.00	0.77
Commercial and Industrial Waste	622.26	0.78	261.43	0.00	0.00	884.47
Grand Total	**730.61**	**0.78**	**271.94**	**9.15**	**0.00**	**1012.48**

*WEEE = Waste Electrical and Electronic Equipment

Table 9 – Waste type (tonnes) by destination

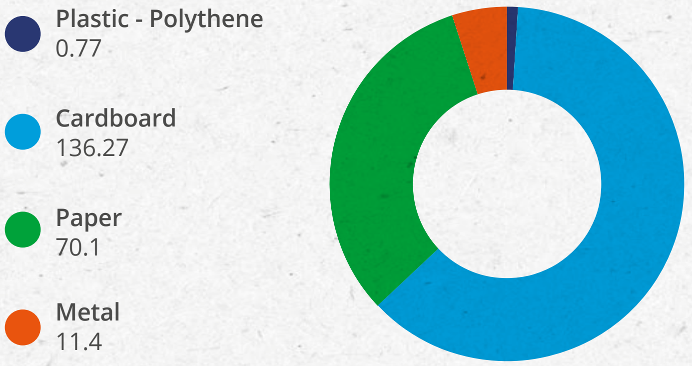
Waste Type	Energy from Waste/ Refuse-Derived Fuel/Incineration	Landfill	Recycling	Anaerobic Digestion	Total weight
Hazardous	9.19	0.00	0.00	0.00	9.19
Non-Hazardous	721.42	0.78	271.94	9.15	1003.28
Grand Total	**730.61**	**0.78**	**271.94**	**9.15**	**1012.48**

Waste and Resources

Planet: Protecting our planet's natural resources

Figure 11: Total amount (tonnes) and percentage of non-recycled waste

Figure 12: Dry mixed recyclables by material type (tonnes)



Looking forward

We are committed to achieving zero waste to landfill across all operated sites and aiming to increase the rate of recycling each year to conserve resources and reduce carbon emissions whilst supporting a circular economy. Our laundry facility near Heathrow is one of our main waste producers, the waste segregation process across the site has been improved over the years and we will look to increase the volume of recycled waste going forward. We will continue to utilise our responsible procurement and partnership approach, working collaboratively with suppliers to reduce waste packaging volumes and to source recyclable materials wherever possible. To support these initiatives, OCS develops and delivers waste management and awareness training courses for colleagues, ensuring consistent understanding and engagement across the organisation. The ESG function will be developing a waste roadmap focusing on reducing waste and increasing recycling across our OCS estate.

Case Study: Driving Sustainability – Road Safety Authority Ireland

Planet: Protecting our planet's natural resources

The Road Safety Authority (RSA) Ireland is committed to safeguarding the lives of road users and pedestrians and taking steps to protect the environment and the communities it serves. Recognising that sustainability and safety go hand in hand, the RSA has embedded environmental responsibility into the heart of its operations.

The RSA has implemented a forward-thinking Environmental Policy aimed at enhancing its overall environmental performance. A central pillar of this strategy is reducing the ecological footprint of its products, services and daily operations, particularly waste management. The key to this is engaging suppliers in sustainable practices and maximising reuse and recycling across the organisation.

Tackling the Waste Challenge

With over 76 RSA sites across Ireland, a major challenge emerged: incorrect waste segregation and a lack of awareness of proper disposal practices. Contaminated waste streams not only harm the environment but also lead to significant financial penalties.

To address this, in January 2023, the RSA partnered with OCS to transform its waste management practices.
A comprehensive waste plan was introduced across 24 office units, focusing on:

- Partnering with dedicated waste handlers
- Implementing a three-stream system (recycling, composting, and general waste)
- Clear, intuitive labelling to guide correct disposal and promote reuse
- Educating staff on the environmental impact of improper waste disposal
- Monthly waste tracking to measure progress and drive accountability

Impressive Results After One Year

By December 2024, the impact of these efforts was clear and measurable:
General waste was reduced from 1.8 tonnes to 1.3 tonnes through staff education on reusing materials and reducing packaging waste. Recycling rates have improved significantly, aided by clear signage and enhanced segregation, which helps divert more materials from landfills and reduce emissions. Composting saw a notable increase, from 489 kg to 718 kg, curbing methane emissions and preventing organic waste from ending up in landfills.

OCS will continue to work with the RSA to improve these figures, reducing waste volumes and cutting emissions to protect and ensure a safe community and planet, while driving sustainability across all operations.

Case Study: Optimising Waste Systems – A Cost Saving Success At Manchester Central

Manchester Central, an award-winning venue with over 140 years of history, hosts a wide range of events. To maintain high standards and customer satisfaction, it regularly reviews operations for efficiency and cost-effectiveness. One key issue identified was the high cost of waste management, as the compactor was being collected multiple times per week, regardless of the fill level, which drove up expenses.

OCS conducted a waste assessment and, in collaboration with Manchester Central, upgraded the service yard by installing a telemetric compactor. This system monitors waste levels and notifies handlers only when the compactor is full, improving efficiency.

After a year of implementation, an analysis was conducted to assess the impact of using technology to support waste reduction. The data from Q1 2024 was compared to Q1 2023. The results showed a 40% reduction in Mixed Municipal Waste, an 84% decrease in Dry Mixed Recyclables due to the overall reduction of waste generated, and a 79% drop in glass waste. Financially, January alone saw a 45% cost saving -from £9.8k to £5.3k—with total quarterly costs down by 64%.

The telemetric compactor not only reduced the frequency of waste collections by alerting the handler only when the compactor was full, thereby reducing costs significantly for the customer. The data analysis and monitoring also enabled strategic improvements in waste management such as increasing recycling rates, exploring ways to reuse materials and enhancing waste segregation across sites.

Having a telemetric compactor and weighing scales has positively impacted our operations. This has improved both financially for the customer and in how we record and send data to event organisers.

"It allows the compactor to leave the site full and has reduced the frequency from 2-3 pickups a week to 2-3 pickups a month, depending on the number of events. We can confirm that the compactor leaves the site full every time. The scales are a simple yet effective addition. It allows us to hand back waste data per event, enabling the event organiser to see precisely how much recycling they are doing or how much waste they have disposed of.

This has eliminated the stress of estimating industry standard weights versus actual weights. Each bin's weight is now based solely on what is in the bin and its level of fullness, rather than being classified as a full bin when it is only half full. I now cannot imagine a site without this technology." – **Heather Andrews, Venue Manager**

Manchester Central

Case Study: OCS Partners with Avena and RK Styles to Recycle Legacy Uniforms

Planet: Protecting our planet's natural resources

OCS has seen a lot of positive transformation since the merger with Atalian Servest in March 2023. With transformation comes change and in every aspect of our business we aim to process change as sustainably as possible.

Recognising the impact of modern waste, particularly clothing waste — with about 30% of unwanted clothing ending up in landfill in the UK, translating to an estimated £140 million worth of clothing ending up in landfill — we were determined to ensure that our growth and progress would not be marred by waste. To achieve this, we partnered with recycling specialists, Avena and our uniform partners, RK Styles, to phase out our old-branded uniforms.

Working closely with experts in the field, we designed a custom solution to map out various ways the old uniforms could be reused. From February to April 2024, we successfully recycled over 4,000 items, weighing nearly 2.5 tonnes. The former uniforms were repurposed into yarn, mattress filling, pellets for energy generation and insulation textiles, serving entirely new purposes.

Avena implemented a unique process for recycling the uniforms, emitting only 0.05 tonnes of emissions thereby saving over 1 tonne of CO_2e if the items had been instead sent to landfill. The savings from this process are equivalent to driving 2,931 miles in a petrol car across the width of the United States.

We are thrilled to contribute positively to the environment and consider this initiative one of the many steps we take toward environmental stewardship in all aspects of our business. To learn more about our work, visit our ESG page.

"It's incredibly important to us that we always consider sustainable approaches in everything we do. We're delighted with the outcomes of our partnership with Avena and RK Styles, ensuring that those uniforms didn't end up as yet another clothing item in a landfill. We look forward to continuing in this vein and working diligently to contribute to the health of the environment." **Jacky So, OCS UK ESG Director**

"Avena is proud to partner with OCS to securely manage, destroy, and process their end-of-life uniforms. Our commitment to security ensures that all branded uniforms are destroyed beyond recognition, preventing any possibility of them entering the public domain and mitigating potential criminal misuse. The sustainability benefits of our SecureBrand service, adopted by OCS, guarantee that all collected materials avoid landfills entirely, resulting in significant emissions savings. This partnership with OCS and their uniform suppliers, RK Styles, has positioned OCS as an industry leader, setting a new standard in the facilities sector for the responsible processing of thousands of end-of-life uniforms." **Michael Tippling, Avena Sales Manager**

"We are proud to support OCS in their commitment to sustainability by facilitating the recycling of their uniforms in partnership with Avena. This not only helps reduce textile waste but also sets a powerful example of how organisations can collaborate to make a positive environmental impact. Together, we are driving change and fostering a culture of responsibility and sustainability." **Thomas Ridgley, RK Styles ESG Manager**

Responsible Procurement

Approach and governance

The Procurement function is led by the Chief Procurement Officer who sits on the UK&I Executive Committee and the Safety and ESG Committee. OCS's Procurement function leads on the sourcing of goods and services for the business with sustainability being an important aspect, demonstrated by the team holding the CIPS Corporate Ethics mark, requiring the team to be trained in ethical sourcing and supplier management. To procure goods and services in a manner that is responsible, OCS have a Responsible, Ethical and Sustainable Procurement Policy - a commitment to ensuring our supply chains is working in a manner which holds the highest regards in social and environmental areas. This alongside our Supplier Code of Conduct is communicated to our suppliers and they must adhere to. We are members of Social Enterprise UK, providing the business with support and guidance around supplier diversity and access to a diverse range of UK social enterprises. OCS also partners with SafeContractor to ensure that our supply chain network is robust and shares our commitment to safe and sustainable working practices.

Impacts, risks and opportunities

Risk/Opportunity	Description of impact and risk/opportunity	Management/Mitigation
Supply chain emissions	**Impact:** As OCS grows, emissions from purchased goods and services will increase. **Opportunity:** Policy risks such as carbon taxation may increase costs. Market risks as customers may opt for lower carbon footprint services.	OCS have set Net zero and Supplier engagement targets aligned to SBTi. Suppliers are required to sign and adhere to our Supplier Code of Conduct and Responsible Procurement Policy – both of which have carbon requirements. The embedding of ESG including climate related questions in supplier questionnaires.

Responsible Procurement

Performance and metrics

Target	2024	Update
Suppliers representing 76% of its scope 3 emissions, covering purchased goods and service and capital goods will set science-based targets by 2030	31%	This is a refreshed target in 2024, taking into account our diverse supply chain, it was decided to move to a supplier engagement target for our near-term target. This allows us to drive change in the areas where we have the largest emissions. We assessed our supply chain around emissions and targets and we can now focus on engaging with suppliers to support those who are on their journey to setting science-based targets.

Looking forward

Over the coming years as we strive towards our supplier engagement target, we will hold more engagement events and support capacity building around carbon and net zero, especially for our SMEs and those less mature in their carbon measurement approach.

In 2025, we will undergo SBTi validation for our net zero targets including supplier engagement. Our procurement teams will be ramping up efforts to work with our suppliers around sustainability and integrating them into review and performance meetings.

Case Study:
Supplier Engagement 2024

Introduction

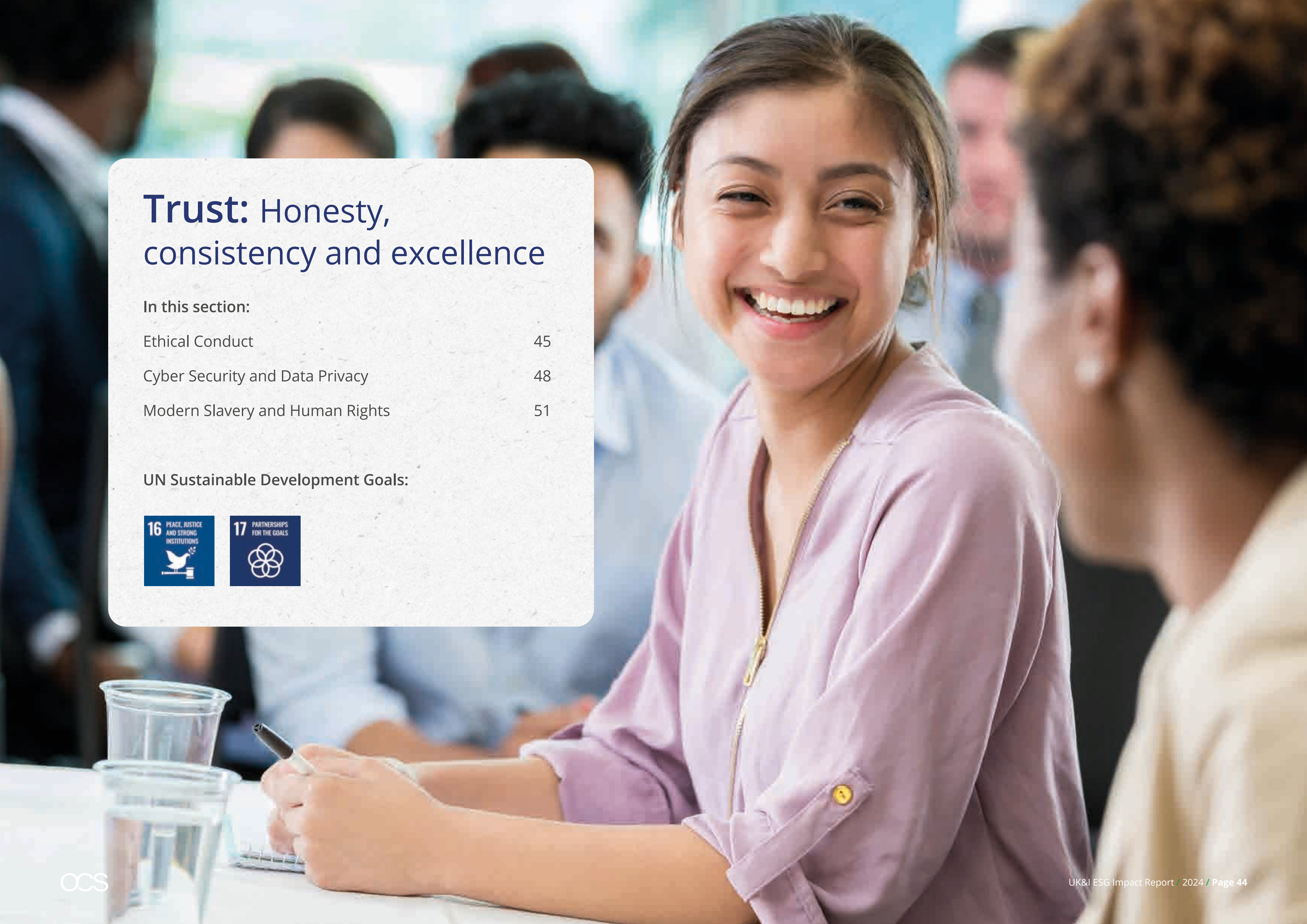
Supply chain emissions account for the majority of our total carbon footprint in 2024, over 94%. Therefore, in order for us to achieve net zero by 2040, it is critical we engage with our supplier and reduce emissions together. We have amended our scope 3 near-term targets in 2024 to better reflect this and to have more robust and pragmatic approach to addressing this large footprint.

Supported by our Responsible, Ethical and Sourcing Policy and Supplier Code of Conduct we have immediate buy-in with our supply chain on ESG, but we are going further to ensure we reach our net zero targets.

What happened

In 2024, we held our first large scale supplier engagement event at the NEC, Birmingham, with over 200 suppliers attending the event. As part of the agenda many topics were covered including carbon and net zero.

Supplier engagement baselineing was also undertake, utilising SBTi guidance, ranking our suppliers by CO2 footprint. This will allow us to take a focused approach to targeting the largest emitters in our supply chain in 2025 and beyond.



Trust: Honesty, consistency and excellence

In this section:

UN Sustainable Development Goals:

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

17 PARTNERSHIPS FOR THE GOALS

Ethical Conduct

Trust: Honesty, consistency and excellence

Approach and governance

Ethical conduct is of utmost importance to OCS, our Group CEO signed and communicated out the Group Code of Conduct in 2023. Supporting the Code of Conduct is a suite of policies and statements such as our Anti-bribery statement and Responsible, Ethical and Sustainable Procurement Policy. All colleagues are required to read our Code of Conduct and be aware of our policies. OCS works with thousands of suppliers in the UK and Ireland, and we require and expect them to adhere to the highest ethical standards which is why they are required sign up to OCS's Supplier Code of Conduct and Responsible, Ethical and Sustainable Procurement Policy. There is also a formal whistleblowing service (Safecall) to enable all stakeholders (including colleagues, suppliers, customers and members of the public) to report any serious concerns such as criminal activity, health and safety and fraud. Safecall is a confidential independent third-party provider which allows stakeholders to make whistleblowing reports by phone (local country freephone) or by visiting OCS's dedicated Safecall website.

Impacts, risks and opportunities

Risk/Opportunity	Description of impact and risk/opportunity	Management/Mitigation
Adherence to OCS values, policies and applicable laws	**Impact:** Compliance with polices and applicable laws is critical to the operations of the business, ensuring OCS is a trusted partner for customers and a responsible employer. **Risk:** Potential commercial, reputational and legal consequences.	All colleagues must read the Code of Conduct. Certain colleagues are required to undertake mandatory training on topics such as anti-bribery and corruption. The creation of OCS TRUE Values in 2023 involved colleague engagement and are the company's guiding principles. Our colleagues, suppliers, customers and other stakeholders have access to a confidential third-party whistleblowing service, Safecall.

Ethical Conduct

Trust: Honesty, consistency and excellence

Performance and metrics

Target	2024	Update
All Managers and Corporate colleagues to have read and understood our Code of Conduct.	Ongoing	As part of our Code of Conduct roll out, colleagues received material via virtual and physical methods such as toolbox talks, e-mails and townhalls. In 2025, we will roll out e-learning to both new and existing colleagues, and it will form part of the induction training.
All Tier 1 and 2 suppliers to have signed up to our updated Supplier Code of Conduct	71 %*	As we engage and onboard suppliers as part of acquisitions, we have more work to do to reach our target.

*suppliers in our preferred supplier list

Looking forward

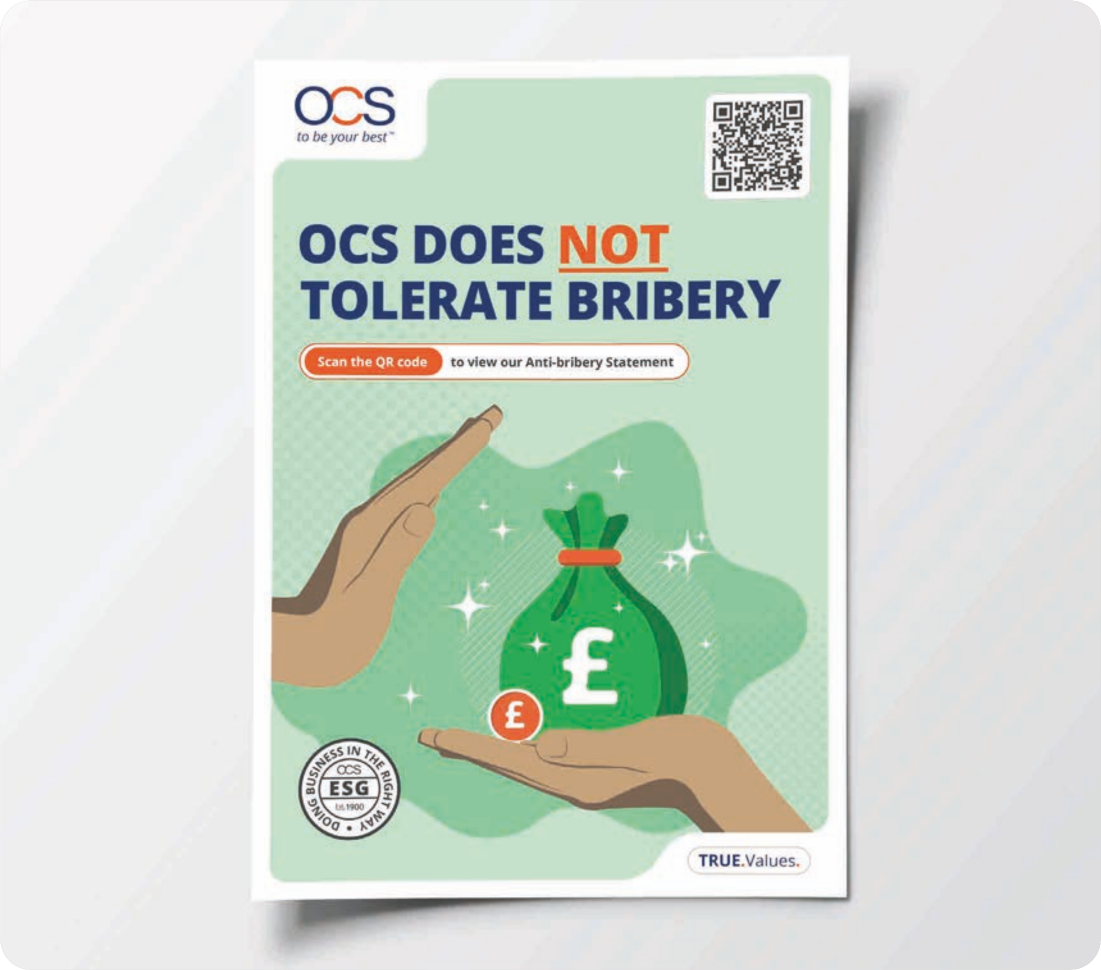
We will continue to improve and upgrade our reporting systems, this will enable us to report more accurate and live training statistics from 2025. We will also be introducing more compliance courses too, including Anti-Bribery and Fraud. As part of our supplier compliance programme, we will be rolling out Coupa, a Source-to-Contract system - further enhancing our capability in terms of supplier management and compliance.

Case Study:
Anti-Bribery Policy and Campaign

As a global business with 120,000+ colleagues, OCS are committed to doing the right things in the right way - we launched a new Code of Conduct in late 2023. Operating as a responsible business, our colleagues should be aware of how to recognise bribery, how to report it and what their responsibilities are. The Code of Conduct details our standards and guidance on areas such as fraud prevention, bribery and corruption.

To further enhance our compliance and commitment to doing business the right way, a new Anti-Bribery Policy and Statement were developed and launched in 2024, supported by a campaign to increase awareness and understanding, led by our Group CEO and senior management across the globe. We took a global co-ordinated approach similar to our Code of Conduct campaign.

The anti-bribery campaign utilised various communications channels to raise awareness amongst our colleagues whether they are in corporate functions or our frontline colleagues. Communications channels included: townhalls, emails, email footer banners, e-learning on our OCS Academy, lockscreens and toolbox talks.



Cyber Security and Data Privacy

Trust: Honesty, consistency and excellence

Approach and governance

OCS has a dedicated function for information and cyber security, led by the Group Chief Information Security Officer (CISO). The team is responsible for and supports for all matters relating to: 1) Cyber Security (Protecting OCS from external attackers), 2) Compliance (Ensuring that OCS have the required policies and procedures in place to meet the requirements placed on us by both legislation and clients) and 3) Data Protection (OCS operates to the UK GDPR across the group but are subject to 12 different forms of Data Protection legislation, each with different requirements). An Information Security Steering Committee oversees overall Group matters concerning cyber security and data privacy, the committee is chaired by the Group CISO and comprises of Group Executive members meets quarterly as a minimum. The OCS Protect Hub provides colleagues with information and guidance on cyber security and data privacy, including access to policies such as data protection and cookie. OCS also holds an ISO 27001 certification and have a Cyber Security Operations Centre (CSOC) with presence in the UK, Thailand and India – it is a centralised unit that focuses on defending against unauthorised activities on OCS networks. There is also a Data Protection Community in our Viva Engage platform where colleagues are notified of news and updates.

Impacts, risks and opportunities

Risk/Opportunity	Description of impact and risk/opportunity	Management/Mitigation
Protecting colleague and customer data	**Impact:** Technology is critical to operations and service offerings at OCS, breaches of data privacy and cyber-related incidents can affect all stakeholders. **Risk:** Potential commercial, reputational and legal consequences.	We hold an ISO 27001 certified information security management system. Mandatory training for all colleagues on information security. Policies covering data protection, privacy (candidate, visitor, colleague and suppliers) and cookies. Data Protection Impact Assessment (DPIA) for projects that involve processing of personal data. Targets set around cyber and information security have been set.

Cyber Security and Data Privacy

Trust: Honesty, consistency and excellence

Performance and metrics

Target	2024	Update
All Tier 1 and 2 suppliers to have completed a cyber supply chain review by 2026	Ongoing	Our assessment of suppliers in our PSL (preferred supplier list) will begin in 2025 and aim to conclude mid-2026.
All managers and corporate colleagues to have completed training on Information Security (aligned to ISO 27001)	Ongoing	E-learning course rolled out on OCS Academy, training data system is being upgraded, and we will be able to report on completion rates from 2025 onwards.

Looking forward

As the threat of cyber security increases around the world, we remain proactive in our approach and response to the everchanging cyber threat and legislative landscape. We will begin our cyber security supplier assessment and review in 2025 and also develop and deliver more awareness campaigns around cyber security topics over the coming years.

Case Study: Making strides in Information Security and Business Continuity

Trust: Honesty, consistency and excellence

Introduction

ISO 27001 (Information Security) and ISO 22301 (Business Continuity) certifications are essential for OCS in building and maintaining stakeholder trust by showcasing a strong commitment to information security and business continuity. Both certifications involve regular audits and reviews, encouraging continuous improvement and further strengthening customer trust.

What happened (the solution)

Maintaining ISO 27001 – we have held since 2019 and helps OCS manage risks associated with its information assets, ensuring sensitive data remains secure, and demonstrates compliance with international standards. To further strengthen our safeguarding around information and data, we launched a new vendor security and management process which evaluates the security measures our suppliers have in place.

Achieving a new certification in ISO 22301– ensures OCS has a robust business continuity plan to manage and mitigate the impact of disruptive incidents, demonstrating resilience and preparedness. This standard is crucial for OCS to enhance their resilience against various unforeseen disruptions, ensuring continuity of operations and services. It helps in identifying risks, preparing for emergencies, and improving recovery time.

27001

22301

Modern Slavery and Human Rights

Trust: Honesty, consistency and excellence

Approach and governance

The Group Anti-Slavery Committee was re-established in 2024, consisting of regional and functional senior managers and an external advisor from the Slave Free Alliance (SFA). The Committee's goal is to oversee and lead the development and delivery of our policies, strategy and action plan to eradicate Modern Slavery, internally and throughout our supply chain. We have been members of the SFA since 2019, providing OCS with expert support, guidance and training around modern slavery. Previous supporting initiatives included training material development, gap analyses and reports. Our Group Modern Slavery policy launched in early 2024, supporting existing policies such as our Supplier Code of Conduct and Responsible, Ethical and Sustainable Procurement Policy - requiring our supply chain to adhere to human rights and labour requirements. We reported zero incidents of Child Labour, Forced Labour and Human Trafficking in 2024.

Impacts, risks and opportunities

Risk/Opportunity	Description of impact and risk/opportunity	Management/Mitigation
Modern slavery and human rights	**Impact:** Incidents relating to human rights can affect direct and indirect colleagues working for OCS and suppliers. **Risk:** Harm to our colleagues and those in our supply chain. Potential commercial, reputational and legal consequences.	Modern Slavery Committee, sponsored by the Group General Counsel. Modern Slavery Policies, Supplier Code of Conduct and Responsible Procurement Policies ensure entire value chain is covered. Modern Slavery awareness and training for colleagues. A confidential whistleblowing system is in place for colleagues, customers and those working in our supply chain.

Modern Slavery and Human Rights

Trust: Honesty, consistency and excellence

Performance and metrics

Target	2024	Update
All managers and corporate colleagues to have completed modern slavery training	Ongoing	E-learning course rolled out on OCS Academy, training data system is being upgraded, and we will be able to report on completion rates from 2025 onwards.

Looking forward

Over 2025 we will continue to build our robustness in terms of modern slavery processes and policies. OCS continues to follow up and take action from the SFA gap analysis report.

We will roll out global colleague engagement activities in 2025 to raise awareness and train our colleagues around modern slavery. Furthermore, we will work with SFA to conduct an audit of our temporary labour hiring processes.

Case Study:
Modern Slavery Supplier Risk Assessment

Trust: Honesty, consistency and excellence

As a responsible business, we have a commitment to eradicating modern slavery, underpinned by our Group Modern Slavery Policy and our Responsible, Ethical and Sustainable Procurement Policy. Our procurement team led an exercise in 2024 – to develop a human rights and modern slavery risk assessment.

Once our suppliers complete their Risk Assessments as per above, our procurement team will compile a risk register. This register will categorize risks, outline their consequences, and specify the relevant products/services within the business. We will further analyse each risk by assessing its likelihood and severity. Based on this analysis, we will implement risk control measures tailored to each category's risk level. For instance, Modern Slavery is identified as a high-risk category.

To mitigate this risk, we require all tier 1 suppliers, preferred supply chain partners, high-risk suppliers, and suppliers with a turnover exceeding £36 million to complete our Modern Slavery Supplier Assessment Questionnaires.

Additionally, for each risk category, we will evaluate residual risks and develop plans to address them. For Modern Slavery, this includes creating remedial action plans to swiftly handle any incidents or reports and conducting temporary worker imposter checks at site level.

OCS
to be your best™

Connect with our ESG team today.

Email: uk.esg.team@ocs.com
Visit: ocs.com/uk

QHSE — WE PRIORITISE SAFETY AT ALL TIMES — Est. 1900
ESG — DOING BUSINESS IN THE RIGHT WAY — Est. 1900
125 — FACILITIES EVOLUTION FOR 125 YEARS — Est. 1900

TRUE. Values.