



2021 SUSTAINABILITY REPORT



CONTENTS

About this report	03
CEO Foreword	04
FY21 Highlights	05
About Us	
Our structure and operations	06
Memberships and partnerships	07
Our organisational structure	08
How we create value	09
Our ESG Framework	
Our ESG approach	10
Environmental	
Collaborating with clients and their tenants to improve sustainability outcomes	13
Climate action and reducing our operational impact	15
Social	
Protecting and promoting human rights in our business and industry	21
Increasing customer satisfaction through innovative solutions	24
Supporting development and wellbeing of our people	27
Contributing to positive social impact in our communities	31
Governance	
Managing uncertainty in our supply chain	35
Producing actionable insights through transparent reporting	37
Maintaining healthy environments	39
Increasing diversity and inclusion in our business	42
UNGC Communication on Progress	47
Assurance	52
GRI Index	53



ABOUT THIS REPORT

Our sustainability report is for the Australian financial year 1 July 2020 to 30 June 2021 (FY21). Where available we have also included comparable data for FY20, and references to key achievements that have materialised in first-half FY22 for currency.

Our report has been guided by the Global Reporting Initiative's Standards: Core option, and our GRI content index is an appendix to this report. It specifies each of the GRI Standards referenced, and indicates where disclosures are included in the report.

This report also serves as our first Communication on Progress to the United Nations Global Compact, and content is referenced accordingly on [page 48](#).

We welcome your feedback and any queries via the channels below:

Robbie Brown, Sustainability Manager
BIC Services Headquarters
12 Rothesay Avenue
Ryde NSW 2113
T: 1800 683 863 or (02) 9808 4900
E: sustainability@bic-services.com.au

ACKNOWLEDGEMENT OF COUNTRY

BIC Services acknowledges the traditional owners of country throughout Australia, and their continuing connection to land, water, and community. We pay our respects to them and their cultures, to Elders past, present and emerging, and extend that respect to other Aboriginal and Torres Strait Islander people.



CEO FOREWORD

I recently celebrated my three-year anniversary as CEO of BIC Services (BIC), and I continue to love working with a company and people that share a positive purpose. I am happy to say that BIC is in fantastic shape financially, and going from strength to strength in our Environmental, Social, and Governance (ESG) responses.

FY21 was a year of ramping up our ESG strategy and amplifying our commitments, which we kick-started in December 2020 by becoming a Signatory to the United Nations Global Compact (UNGC). In January 2021 we undertook a materiality assessment to focus our ESG Framework on where we can have the greatest impact and influence as a business, and in line with the expectations of key stakeholders.

Key targets and strategic goals have been set and our performance against these is now monitored and reviewed as part of our Executive monthly business review. We recognise that achieving our Science Based Targets and other ambitious goals will require a collaborative effort. That's why we are engaging with our value chain on key initiatives across our four strategic pillars – our people, sustainability, innovation and technology, and transparency.

Our commitment as a UNGC Signatory includes incorporating its Ten Principles on human rights, labour, environment and anti-corruption into our strategies, our policies and procedures, and our company culture.

Our response to the COVID pandemic has demonstrated our ability to live up to our purpose of providing smart solutions for healthy communities. We have been able to adapt, innovate and redirect our efforts, putting the health and safety of our people and clients first. Not only has this kept them safe, but it has helped grow our business through increased customer satisfaction, client retention, and new business acquisitions.

With cleaning so much in the spotlight due to COVID, it has never been more important to deliver on our purpose and keep exceeding stakeholder expectations.

I am proud to share our new ESG Framework, our first annual sustainability report, and our inaugural UNGC Communication on Progress. This document helps set out some of the ways we will maintain and further build confidence in our business throughout FY22 and beyond, as well as sharing some of the great work that we have already started.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Tony Gorgovski'. The signature is fluid and cursive, with a large initial 'T'.

Tony Gorgovski
Chief Executive Officer

FY21 HIGHLIGHTS



Joining global leaders by **becoming the 14th company in Australia to set a validated Science Based Target**, based on business ambition for a 1.5°C future.



Transitioning to 100% GreenPower for our Ryde headquarters and our Melbourne state office.



Introducing new innovative cleaning technology, including our dearly loved GERMii robot Steve who helps combat COVID while eliminating the need for chemicals, minimising water use and reducing waste to landfill.



Rolling out our Certificate III in Cleaning Operations and Certificate IV in Cleaning Management to further develop employee capability across Australia.



Publishing our first **Modern Slavery Statement**.



Exploring new partnerships to reduce waste to landfill and increase our contribution to a circular economy.



Maintaining our Cleaning Accountability Framework Prequalification and continued participation in CAF building certifications.



ABOUT US



OVER \$121 MILLION
IN FY21 REVENUE

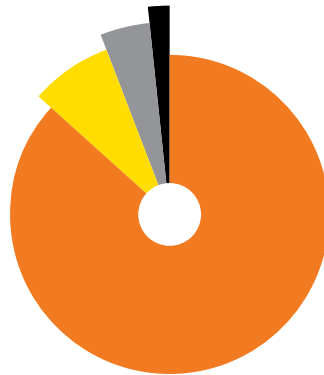
B.I.C. Services Pty. Limited (BIC) is an Australian, privately owned and operated cleaning business established in 1989.

We see our employees as family, and the communities in which we operate as an extension of that family. We believe in a healthy and prosperous future for all, and this drives our purpose to provide smart solutions for healthy communities. To achieve this we must continue to meet our responsibilities to our people, our planet, and our stakeholders.

Headquartered in Sydney, we have corporate offices in Melbourne, Brisbane, Perth, and Adelaide. Though most of our 2,920 strong workforce are working in, and directly commuting to and from, our clients' sites across Australia.

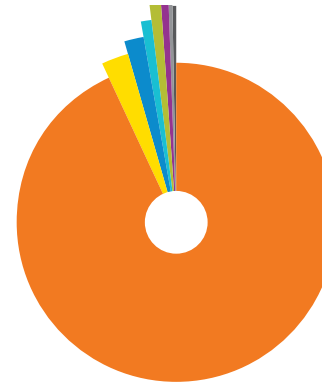
BIC does not own or control any other commercial entities.

OUR STRUCTURE AND OPERATIONS



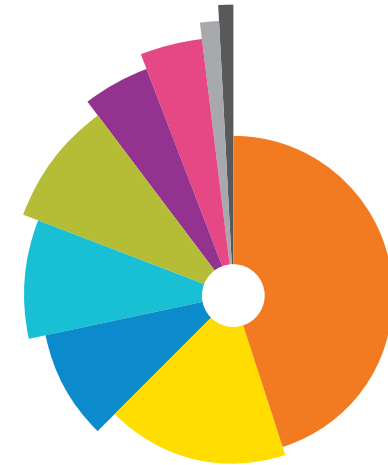
FY21 REVENUE BY CLIENT SECTOR

86.67%	Commercial
7.60%	Financial institutions
4.14%	Education
1.59%	Government owned



FY21 REVENUE STREAMS

93.08%	General cleaning
2.54%	Waste removal
1.71%	Toiletries
0.84%	Hygiene services
0.76%	Carpet cleaning
0.66%	Window cleaning
0.40%	Materials
0.01%	Pest control



FY21 PROCUREMENT CATEGORIES BY SPEND

46.37%	Chemicals and equipment
18.06%	Waste removal
9.56%	Information technology
9.31%	Hygiene
9.31%	High rise glass cleaning
4.61%	Legal, accounting and accreditation services
3.91%	Repairs and maintenance
1.03%	Uniforms
0.78%	Other


MEMBERSHIPS AND PARTNERSHIPS

As part of our leadership approach to business, we are active members of numerous industry bodies and advocacy organisations.

[Click here to read more about our memberships and partnerships.](#)




Cleaning Accountability Framework (CAF) Prequalified Contractor




Ecovadis Bronze Medal




Facility Management Association (FMA)



Green Building Council of Australia (GBCA) Member




BIC Services Ryde headquarters and Melbourne office are 100% powered by GreenPower



Leading Age Services Australia (LASA) Affiliation



NABERS accredited assessor
– George Tsiamis, General Manager Procurement & Sustainability




Property Council of Australia Associate Member & Project Innovation Award 2020:
Finalist for our Interactive Customer Experience Platform (ICXP)



Property Industry Foundation, National Partner




Reconciliation Australia endorsed Reflect Reconciliation Action Plan



Science Based Targets Initiative (SBTi) – validated Science Based Targets



Supply Chain Sustainability School Member



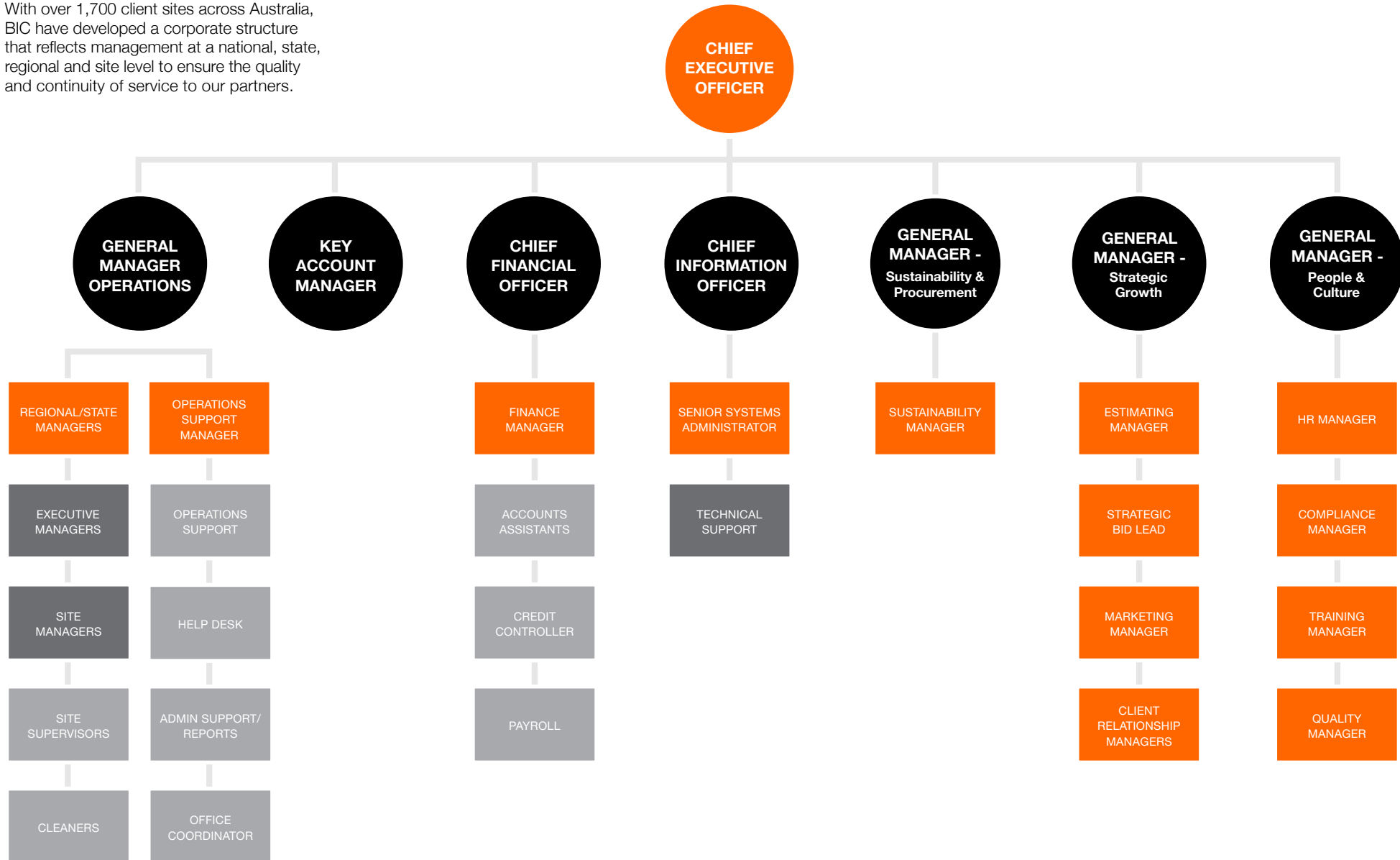
Supply Nation Member



United Nations Global Compact (UNGC) Signatory

OUR ORGANISATIONAL STRUCTURE

With over 1,700 client sites across Australia, BIC have developed a corporate structure that reflects management at a national, state, regional and site level to ensure the quality and continuity of service to our partners.



HOW WE CREATE VALUE

OUR PURPOSE

Smart solutions for healthy communities

WHO WE ARE

We provide a full range of cleaning solutions including, maintenance, hygiene and waste management services for commercial, industrial, education, aged-care, health and public places across Australia.

VALUES

- Safety
- Respect
- Customer focus
- Team work
- Honesty
- Commitment to employees

OUR MATERIAL ISSUES

- Increasing customer satisfaction through innovative solutions
- Protecting and promoting human rights in our business and industry
- Collaborating with clients and their tenants to improve sustainability outcomes
- Managing uncertainty in our supply chain
- Producing useful, actionable information through transparent reporting

OUR STRATEGIC PILLARS

OUR PEOPLE

We look after our people and our people look after our clients

What this delivers

A safe, diverse and engaged workforce built on a direct employment model, fair payment and treatment, rigid health and safety standards, a standardised and consistent approach, the non-negotiable use of environmentally safe products and continuous education and training delivered through our Training Academy.

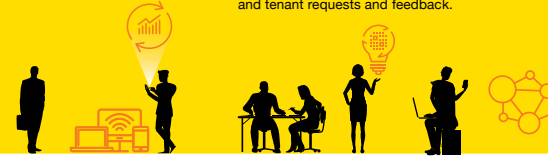


INNOVATION

We invest in innovation to continually improve our service delivery

What this delivers

A data-rich solution that uses sensors, tracking beacons, tablets, smart devices and mobile apps to monitor and report -- in real time -- workforce movement, service delivery and tenant requests and feedback.



SUSTAINABILITY

We partner with our clients to create sustainable ways of working

What this delivers

Mutually beneficial partnerships with our clients through customer-focused solutions for their cleaning requirements, investment in workforce training, positive relationships with tenants, and our data-driven technological innovations that improve efficiency, reduce environmental impacts and help them respond to sustainability disclosures.



TRANSPARENCY

We carry out all business operations with complete transparency

What this delivers

A trusted and reputable national brand based on carefully considered policies and processes, a well-audited supply chain, expertise in environmental management and transparent disclosure and reporting.



OUR INPUTS

- People
- Investment
- Research & Development
- Education & Training
- Supply chain

OUTPUTS

- Employ over 2,300 staff
- Work over 500,000 shifts
- Clean over 5 million sqm of office space
- Clean over 1,749 client sites at 972 locations

OUR STAKEHOLDERS

- Our people
- Property owners, managers & tenants
- Suppliers
- Unions
- Industry
- Government

OUR VALUE CHAIN

- Research & Development
- Suppliers
- Products & Packaging
- Marketing & Sales
- Property owners, managers & tenants
- Waste management

OUR ESG FRAMEWORK

In 2021 we developed our Sustainability Framework and Plan, along with associated targets detailed in this report. In developing the framework we conducted a materiality assessment facilitated by an independent specialist, with input from our employees, clients, suppliers, desktop research on megatrends, and a peer review. Our Executive Team held a validation and prioritization workshop to determine the final list of material topics, and set appropriate targets.

ENVIRONMENTAL

- **Collaborating with clients and their tenants to improve sustainability outcomes**
- Taking climate action
- Reducing our operational impact



GOVERNANCE

- **Managing uncertainty in our supply chain**
- **Providing actionable insights through transparent reporting**
- Maintaining healthy environments
- Increasing diversity and inclusion in our business



SOCIAL

- **Protecting and promoting human rights in our business and industry**
- **Increasing customer satisfaction through innovative solutions**
- Supporting the development and wellbeing of our people
- Contributing to positive social impact in our communities



Our materiality will be reviewed annually to ensure that our environmental, social and governance efforts continue to focus on the most relevant and important issues for BIC, our customers, and our stakeholders, including where we can have the greatest positive impact and influence. A more thorough independent review will be undertaken at least triennially, and more frequently if our business offerings or markets change significantly.

Our framework has been integrated into our broader business strategy during FY21, with key responsibilities assigned at an executive level, and monthly progress reviews at our Executive Management meetings.

NB. Topics in bold were identified as material, however we believe the other topics listed are still important to address and to disclose goals and achievements in our sustainability report.

OUR ESG APPROACH

Our board is ultimately responsible for BIC's ESG agenda, and our CEO leads its integration into the business strategy, culture, and operations.

We see all our people playing a vital role in helping us achieve our goals, and FY22 will see greater engagement of our people to increase awareness and build understanding of how they can each contribute to our ESG performance, including observing new opportunities for action.

Monthly updates with our Executive Team on ESG topics are led by our General Manager – Procurement and Sustainability as part of the regular monthly business review with our CEO and broader Executive Team. Quarterly updates and engagement with our Board are led by our CEO.

This report provides an overview of our material topics and goals, and the plans we have in place to respond and achieve them.

UNITED NATIONS GLOBAL COMPACT

In December 2020 we became a Signatory to the United Nations Global Compact (UNGC), pledging to support the Ten Principles on human rights, labour, environment, and anti-corruption.

Throughout FY21 and into FY22, we continue to integrate The Principles into our strategy, culture, our day-to-day operations, and engage with collaborative projects that advance the broader development goals of the United Nations, particularly the Sustainable Development Goals. [Our first Communication on Progress](#) is shared in this report.

CLEANING ACCOUNTABILITY FRAMEWORK

BIC understands the importance of taking a precautionary approach to ethical employment and managing risks across the business at both an enterprise and site level.

We have been actively involved with the [Cleaning Accountability Framework \(CAF\)](#) since its inception in 2013, supporting its objective to end the exploitation of cleaners across the industry.

As one of only three initial contractors to be awarded CAF Contractor Prequalification, we are committed to driving positive change, and stronger ethical employment in our industry.

For more information on CAF, and the benefits of our Contractor Prequalification status, see [page 22](#).

POLICIES AND CERTIFICATIONS

We have an Integrated Management System, with a risk management framework to identify, classify, assess, and mitigate risks across business, safety, and environmental criteria. We record and communicate risks using a Risk Register that is monitored by the Management Team and reviewed at least annually, and more frequently if there are changes in legislation, workplace activities, or if an incident occurs.

Our supporting policies and plans include: Environmental policy; Green Cleaning policy and plan; Sustainable Procurement policy; Human Rights policy; Employee Code of Conduct; Equal Opportunity and Diversity policy; Diversity and Inclusion policy; Corporate Social Responsibility policy and Disability Action plan. The above policies and plans are all available on our [website](#).

We were audited and recertified in June 2021 for our Quality ISO 9001:2015, Environment ISO 14001:2015, Safety ISO 45001:2018 and Consumer Satisfaction ISO 10002:2014 certifications. A gap analysis is taking place in order to achieve ISO 20400:2017 for Sustainable Procurement - Guidance.

In addition to this sustainability report and UNGC CoP, we publish an annual Modern Slavery Statement to meet legislative requirements of the Modern Slavery Act 2018 (Cth). Our latest statement is available [here](#).

We report annually to the Workplace Gender Equality Agency, and also have a [Reflect Reconciliation Action Plan](#) that is endorsed by Reconciliation Australia.





ENVIRONMENTAL

COLLABORATING WITH CLIENTS AND THEIR TENANTS TO IMPROVE SUSTAINABILITY OUTCOMES

WHY DO WE NEED TO ACT?

Without urgent action, global waste will increase by 70 percent on current levels by 2050¹ and Australia is one of several countries that are disproportionately responsible for the highest levels of waste generation.²

The [Australian 2018 National Waste Policy](#): Less waste, more resources, sets a unified direction and provides a framework for collective action on waste management, recycling and resource recovery to 2030. The [National Waste Policy Action Plan](#) developed in 2019 set targets to guide investment and national efforts to 2030 and beyond.

Although Australia now recycles 60% of its waste, we still have a long way to go before we reach the national target of 80% waste recovery by 2030.³



KEY INITIATIVES



Develop best practice, scalable approach to helping engage building occupants and other key stakeholders to reduce waste and improve resource recovery.



Commence an Applied Leadership Project with Macquarie University students from Bachelor of Business Leadership and Commerce degrees.



Develop innovations in communicating tailored performance insights and information for greater tenant engagement through digital channels.

¹ [What a Waste 2.0: A Global Snapshot of Solid Waste Management to 2050 | Urban Development \(worldbank.org\)](#)

² [Australia one of few countries responsible for high waste generation \(insidewaste.com.au\)](#)

³ [National Waste Report 2020](#)

COLLABORATING WITH CLIENTS AND THEIR TENANTS TO IMPROVE SUSTAINABILITY OUTCOMES

HOW CAN BIC HELP SOLVE THE PROBLEM?

The nature of our business means we play an integral role in helping to meet our national targets and deliver on our commitment to support the United Nations Sustainable Development Goal, SDG12 - Responsible Consumption and Production.

More specifically we play a significant role in SDG12.5 – to substantially reduce waste generation through prevention, reduction, recycling, and reuse by 2030.

To this end we have set ourselves an ambitious target to help our clients achieve 80 percent resource recovery from their assets by 2030, as well as reaching the same goal with our office sites.

We play a prominent role in waste management and reporting for our clients, helping them to reach and measure their performance against their own waste reduction and resource recovery targets. We not only strive for a best practice approach to delivering our services, we

are focused on continuous improvement in how we engage clients and tenants in improving their own practices.

Investment in technology will be fundamental in charting a more sustainable course in the future, which is why innovation is a strategic pillar of our business strategy. We are actively exploring how PropTech, Climate Tech, or other innovations can improve sustainability in the built environment for our business, our clients, and for society more broadly.



COLLABORATIVE TARGETS AND ACTION

Since 2019 we have been collaborating with Mirvac and the main tenant in a multi-use complex in South Eveleigh, to reduce waste and increase recycling across the complex.

Firstly we set a challenging target of an 80% recycling rate by 2023, along with key principles to help us work together to continually improve performance.

Actions taken so far include streamlining the waste collection process to improve separation of waste streams, sorting the waste to remove contamination that would prevent recycling, utilising our Electronic Waste Weighing System, and taking part in regular meetings and feedback sessions with Mirvac and the main tenant.



The result of the collaborative efforts is that the complex is on track to reach the tough 80% recycling rate target ahead of schedule, having passed a 40% recycling rate in the first half of 2021.

For more information on our collaboration with Mirvac at South Eveleigh, read the full story [here](#).

DEVELOPING A BEST PRACTICE ENGAGEMENT APPROACH

In July 2021 we engaged a team of Applied Leadership Project students at Macquarie University to develop a best practice approach for client and tenant engagement, to help reduce waste to landfill and contamination of recycling streams at client sites.

The project included multiple stakeholders at 1 Farrer Place, Sydney, seeing the team engage with CBRE facility management, tenants and property manager, Dexus.

The team undertook in-depth analysis of the current situation, pain points, and opportunities for improvement. They produced a detailed engagement

plan, which is undergoing further development ready for piloting in 2022.

One key step change in the engagement plan is the use of innovative digital platforms, ensuring that engagement is scalable and dynamic, allowing customisation to the needs of individual buildings and tenants.



CLIMATE ACTION AND REDUCING OUR OPERATIONAL IMPACT

WHY DO WE NEED TO ACT?

Rising temperatures mean more weather extremes, which will be accompanied by far-reaching socioeconomic impacts. The World Meteorological Organisation has warned that the rise in global greenhouse gas concentrations is jeopardizing the Paris Agreement's targets⁴ to curb global temperature rise to well-below 2°C above pre-industrial levels, and to pursue efforts to limit warming to 1.5°C.

The private sector has a crucial role in directly and indirectly contributing to a healthy, resilient, decarbonised economy. Thereby helping to prevent threats to future generations, and the business risks of a warming climate.



FY22 GOALS

Establish Science Based Targets aligned to 1.5°C future, and identify key mitigation initiatives. - Achieved validated targets in October 2021

Transition to 100% GreenPower for Ryde headquarters and Melbourne state office requirements. - Achieved in October 2021

Solar installation for Ryde headquarters.

Establish NABERS energy, water and waste ratings for Ryde headquarters.

FY30 GOALS

42% reduction in absolute scope 1 and 2, and upstream scope 3 GHG emissions by 2030 versus FY2020 base year. (Science Based Target)

Source 100% renewable electricity by FY2030. (Science Based Target)

KEY INITIATIVES



Introduce best practice waste management and reporting practices for our state offices.



Ongoing training and awareness of our people to reduce waste to landfill.



Product review with key suppliers to identify quick wins in improving product sustainability credentials and to develop a robust evaluation framework.

⁴ [Rise in Greenhouse Gas Concentrations Jeopardizes Paris Agreement Temperature Targets | UNFCCC](#)

CLIMATE ACTION AND REDUCING OUR OPERATIONAL IMPACT

OUR FY21 CARBON (GHG) EMISSIONS

HOW CAN BIC HELP SOLVE THE PROBLEM?

Science Based GHG Targets

In June 2021 we committed to establishing Science Based Targets, and in October 2021 our scope 1, 2, and 3 emissions targets were validated by the Science Based Targets Initiative.

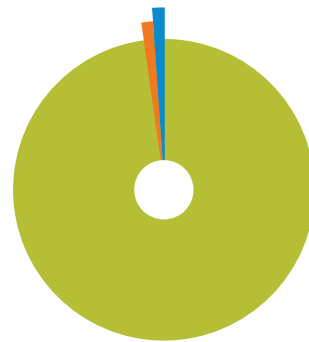
This helps us play a role in SDG13, to take urgent action to combat climate change and its impacts by reducing our energy usage and carbon footprint.



BIC is committed to reduce absolute scope 1 and 2 and upstream scope 3 GHG emissions 42% by FY2030 from a FY2020 base year.

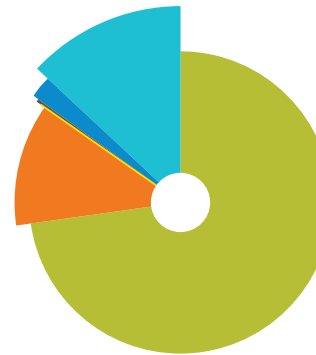
BIC commits to increase annual sourcing of renewable electricity from 0% in FY2020 to 100% by FY2030.

GHG EMISSIONS BY SCOPE



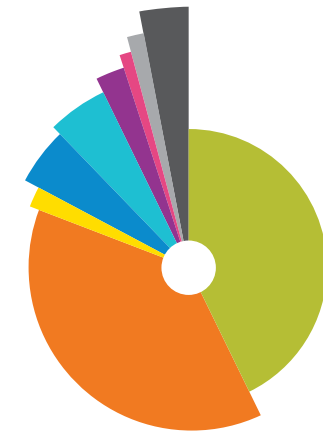
- 98%** Scope 3 emissions, 15,912 t CO₂-e
- 1%** Scope 1 emissions, 234 t CO₂-e
- 1%** Scope 2 emissions, 113 t CO₂-e

SCOPE 3 EMISSIONS BY CATEGORY



- 74%** Cat 1: Purchased good and services
- 14%** Cat 7: Employee commuting
- 11%** Cat 2: Capital goods
- 1%** Cat 6: Business travel
- 0.16%** Cat 3: Fuel- and energy-related emissions
- 0.08%** Cat 5: Waste generated in operations

SCOPE 3 CATEGORY 1 BREAKDOWN



- 43%** Other cleaning equipment (cloths, mops, buckets, etc.)
- 38%** Garbage bags
- 5%** Building maintenance and renovations
- 5%** Cleaning products - chemicals
- 2%** Other
- 2%** Garbage bags recycled
- 2%** Hotels and meals
- 1%** Post and telecommunications
- 1%** Corporate services (marketing, consulting, auditing, etc...)

CLIMATE ACTION AND REDUCING OUR OPERATIONAL IMPACT

OUR FY21 CARBON (GHG) EMISSIONS

Our main source of emissions is through our value chain – scope 3 upstream emissions. Emissions from energy (electricity + fuels) amount to only 2% of our footprint. Purchased goods and services equate to 74%, with garbage bags (bin liners) and cleaning equipment making up 81% of our upstream scope 3 emissions.

The significance of scope 3 emissions to our business means we place a high priority on both finding reduced or zero carbon products, and reducing the volume of products we need to use as much as is possible without impacting the quality of our cleaning work.

By undertaking audits, we have already discovered opportunities to reduce the volume of products we use, particularly by engaging clients and tenants on reducing waste to landfill, reducing contamination of waste, and improving recovery of recyclable materials.

We are exploring new circular economy solutions to reduce the footprint of our products across their full lifecycle, with two pilot initiatives planned for 2022. This includes the remanufacture and reuse of collected soft plastics as bin liners, and utilising reusable bin liners.

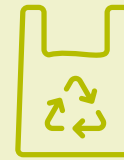


We are excited to be working with like-minded clients and suppliers on circular economy solutions.

George Tsiamis,
GM – Procurement and Sustainability



POSITIVE IMPACT IN ONE YEAR FROM USE OF **TOMBAG** REUSABLE BIN LINERS AT JUST ONE OF OUR SYDNEY CBD CLIENT SITES



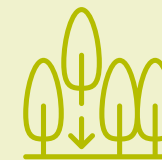
1,022 kg
single use plastic waste saved from landfill



6,133 kg
CO_{2-e} avoided



33,800
single-use bin liners avoided



260
trees planted in Australia



Made from plastic waste and can be upcycled at their end-of-life

CLIMATE ACTION AND REDUCING OUR OPERATIONAL IMPACT

COLLABORATING WITH CLIENTS AND SUPPLIERS

With clients across the country, working in a variety of industries and environments, we need flexible, tailored and scalable solutions and communications, including the ability to engage multiple stakeholders in working collaboratively.

Our scope 3 target is ambitious, requiring us to improve the emissions information we receive and track, to train our people on responsible procurement and use of products in the delivery of our services, and to engage both our upstream and downstream value chain.

We have already engaged our major suppliers to evaluate current products, and to source life-cycle analysis insights for more accurate measurement of GHG emissions. We are aiming to build a procurement evaluation framework that will assist us in developing a transition plan to low or zero carbon products. This will also assist our clients to better understand the environmental and GHG emissions impacts of products, so they can produce lower carbon tenders and requirement details.

As the cost of low or zero carbon products is currently cost prohibitive for many clients, there is much work to do to encourage upfront investment in these options to enable them to become more accessible and affordable.



We aim to play a leadership role in sustainable procurement, ensuring that waste minimisation, efficiency, cost effectiveness and sustainable resource use are prioritised in procurement processes. This includes an ongoing focus on understanding the intricacies of our footprint and prioritising mitigation initiatives.

SUSTAINABLE BIN LINERS

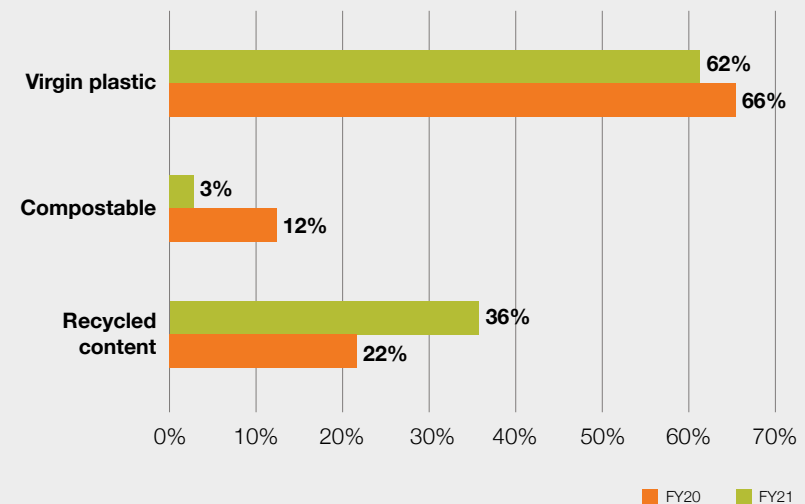
At BIC we use many bin liners in our cleaning operations, which makes them a notable contributor to our carbon footprint. We have engaged one of our major suppliers, Bunzl, to identify opportunities to transition our bin bags to more environmentally friendly alternatives.

Trials in FY20 determined that compostable bin liners are cost prohibitive to many of our clients, only benefit emissions when used






for organic waste streams, and are less durable than virgin plastic or recyclable bin liners.

Therefore in FY21 we started shifting more of our bin liner purchases to those with recycled content, making up 36% of those purchased. We will continue to move away from virgin plastic bin liners to those with recycled content, and explore any new alternatives that may appear, including trialling reusable bags. In addition we are exploring opportunities for recycling the bags once used.

BIN LINER PURCHASES



OUR ENVIRONMENTAL METRICS

	GREENHOUSE GAS EMISSIONS (T CO₂-E)		
	Metric	FY20 (Base year)	FY21*
	Scope 1	198	234
	Scope 2	114	113
	Upstream scope 3	13,487	15,912
	Total	13,799	16,259
	<i>*FY21 data independently assured</i>		
	FUEL COMBUSTION - MOBILE (L)		
	Fuel type	FY20	FY21
	Petrol/Gasoline	57,375	65,533
	Diesel	22,435	26,024
	LPG	45	52
	PURCHASED ELECTRICITY (KWH)		
	State	FY20	FY21
	VIC	1,080	2,695
	NSW	127,563	125,180
	QLD	8,336	7,824
	WA	3,677	3,677
	Total	140,655	139,376
	WASTE FROM RYDE NSW HEADQUARTERS (TONNES)		
	Type of Waste	FY20	FY21
	Paper recycling	3.75	5.41
	Commingled recycling	1.77	1.69
	General waste landfill (wet)	5.01	5.82
	Total	10.53	12.92
	WATER CONSUMPTION (KL)		
		FY20	FY21
	Ryde headquarters NSW	188	242

Greenhouse gases included in our calculation are CO₂, CH₄, N₂O, SF₆.

Biogenic activities are not applicable to our operations and therefore not reported.

BIC does not have operational control over our interstate office buildings. We are one tenant in multi-tenant buildings and are unable to actively monitor water usage patterns.

Scope 3 emissions related to employee commuting have been calculated based on an FTE calculation as well as assumptions around average employee commute distance.

FY20 was our first year of measuring our Greenhouse Gas emissions.

Emissions factors corresponding to each consumption category are extracted from LCA software and National Greenhouse Accounts Factors and are aligned to the GHG Protocol Corporate Standard.

Consolidation approach used to calculate our GHG inventory is equity share as our corporate structure is a single company, wholly owned with 100% financial and operational control.



SOCIAL

PROTECTING AND PROMOTING HUMAN RIGHTS IN OUR BUSINESS AND INDUSTRY

WHY DO WE NEED TO ACT?

Modern slavery is a significant global problem, with an estimated 40.3 million current victims, covering \$354 billion of at-risk products imported by G20 countries, according to the Walkfree Foundation (2018). Although less significant in Australia, there are still believed to be at least 1,567 victims nationally.

The Australian Government passed the Commonwealth Modern Slavery Act in 2018 (the Act), aimed at reducing the risks of modern slavery for Australian workers, and in the supply chains of Australian businesses.

BIC established our Modern Slavery Framework in 2018 to guide our actions and published our first [Modern Slavery Statement and Framework](#) in March 2021 and our most recent in December 2021. See the [BIC Services 2021 Modern Slavery Statement](#) for more information.

Cleaning has been recognised as a high-risk industry for modern slavery (and related unethical behaviour) in Australia by the Department of Home Affairs. Over recent years, practices such as withholding of wages, immigration-related coercion and threats, deceptive recruitment, excessive overtime, debt bondage, confiscation of personal and travel documents, and dangerous and substandard working conditions have all been found in the cleaning industry in Australia.



KEY INITIATIVES



Continue implementation and refinement of our Modern Slavery Framework and response.

PROTECTING AND PROMOTING HUMAN RIGHTS IN OUR BUSINESS AND INDUSTRY

HOW CAN BIC HELP SOLVE THE PROBLEM?

BIC strongly opposes any human rights violations. As a large Australian owned and operated company, and as a signatory to the United Nations Global Compact, we have a significant opportunity to demonstrate and exemplify an ethical approach to a high-risk industry. This doesn't just benefit our people, but supports the success of our clients and their tenants, and the health and reputation of our business and industry.

BIC understands the importance of taking a precautionary approach to ethical employment and managing risks across the business at both an enterprise and site level.

8 DECENT WORK AND ECONOMIC GROWTH

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

Our approach helps us positively impact SDG8 and SDG16. To promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all, and to promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.

THE CLEANING ACCOUNTABILITY FRAMEWORK

We have been actively involved with the [Cleaning Accountability Framework \(CAF\)](#) - since its inception in 2013, contributing to its growth and development across the industry.

The key objective of CAF is to end the exploitation of cleaners across the industry, a goal that we are passionately committed to, and help to drive by maintaining a strong relationship with CAF.

CAF has been recognised as a leading anti-slavery mechanism for supply chains by business, human rights and corporate social responsibility experts. CAF's approach to addressing modern slavery is founded on the promotion of 'decent work' which is one of the UN's Sustainable Development Goals.

As part of the pilot for CAF Contractor Prequalification, we were one of only three contractors to be awarded Prequalification status, which demonstrates our strong commitment to ethical employment. At the time of producing this report we are undergoing a renewal assessment. The CAF Contractor Prequalification involves a high-level assessment of systems, policies, and procedures to assess alignment with the CAF 3 Star Standard.

Two of the buildings we service have been awarded CAF 3 Star Standard Certification, with a third currently undergoing assessment.

We will continue to devote our time and resources to the CAF framework, as well as long-term engagement with key stakeholders to keep driving positive change across the industry.

OUR CAF PREQUALIFICATION STATUS

Our CAF Prequalification status means that property owners, landlords and procuring parties can benefit from reduced fees and a streamlined assessment when a building is going through the CAF Building Certification process. It also signals to clients and potential clients that BIC has:

- Adequate management systems in place to provide correct wages and conditions and superannuation, including appropriate record keeping systems.
- Processes to educate cleaners about their workplace rights and conditions of employment.
- Policies, procedures, and systems in place to provide cleaners with paid and unpaid leave entitlements.
- Systems to verify and monitor visa holders' right to work in Australia.
- Financial viability.
- Adequate WHS systems, policies, and procedures to provide cleaners with a safe work environment.
- Mechanisms in place to reduce the risk of worker exploitation, such as sham contracting, underpayment, modern slavery, etc.
- Considered ways in which it can provide cleaners with job security at a change of contract.

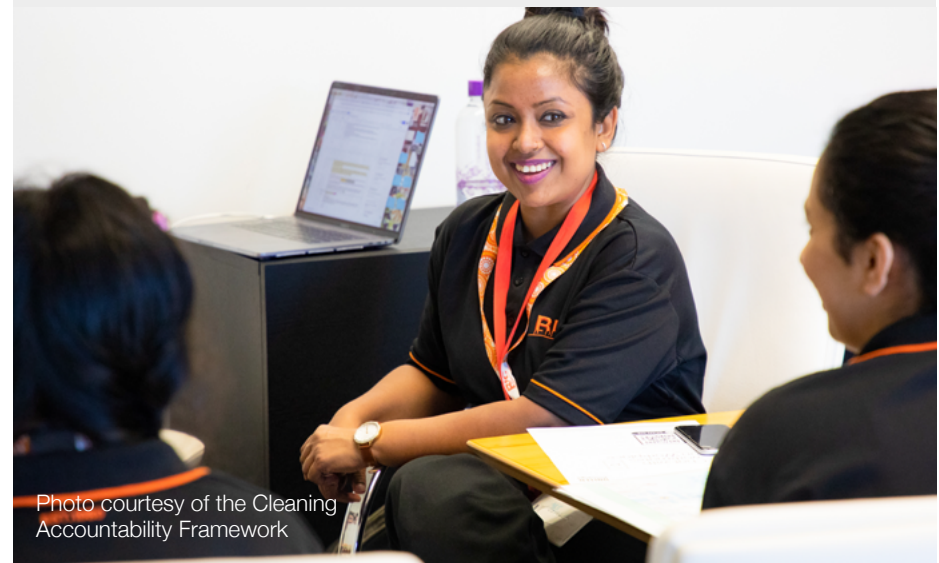


Photo courtesy of the Cleaning Accountability Framework

PROTECTING AND PROMOTING HUMAN RIGHTS IN OUR BUSINESS AND INDUSTRY

REDUCING RISK IN EMPLOYMENT AND SUPPLY CHAINS

At BIC, we significantly reduce the risk of modern slavery by employing the vast majority of our cleaners directly, rather than through subcontractors. This provides us with clear oversight of our cleaning teams and gives our people access to our internal safeguards against unfair or unsafe employment practices.

During their induction all employees receive comprehensive information on our ethical and human rights policies and procedures, the Fair Work Information Statement and related material, and workplace rights and entitlements for Visa Holders and Migrant Workers.

All suppliers are onboarded and prequalified through our Cm3 supplier portal. They are required to complete a modern slavery survey and confirm their compliance with our Modern Slavery Framework and Human Rights Policy.

To date we have not identified any instances of modern slavery within BIC or our supply chain, but we will continue to place high priority on monitoring and safeguarding the wellbeing and rights of all workers. We will always encourage any suspected victims (or colleagues of suspected victims) of modern slavery to lodge their concerns, and we will always handle such concerns with compassion and in good faith.

IMPROVING OUR MODERN SLAVERY APPROACH

In FY21 we reviewed our 2020 Modern Slavery Statement and Framework, and the work we have carried out via the framework to date. As a result we have added modern slavery risks to our risk register, and determined a number of focus areas where we can improve our framework, and further reduce our modern slavery risks:

- Mature our approach to supply chain risk assessments, building ongoing identification of risks in our supply chain beyond tier one.
- Grow collaboration with our suppliers following their self-assessments to determine if and how they are actively progressing in their modern slavery

responses, particularly in any identified areas of concern. Including consideration of how we can assist them and share learnings or experiences.

- Expand our grievance mechanisms to include a third-party channel for any stakeholder, including suppliers, to raise concerns anonymously - and not through BIC.
- Refine our employee and supplier training on modern slavery and human rights to ensure that our position, actions, and potential mitigation measures are understood. In particular, so that employees feel confident in knowing how to identify potential modern slavery, and know what steps to take to lodge concerns.

- Establish KPIs to track our performance on modern slavery risk assessment and our compliance to relevant policies.
- Develop a measurement and evaluation framework to determine the effectiveness and long-term impact of our modern slavery response.

For more detail on our framework, approach, and progress, see our [2021 Modern Slavery Statement](#).

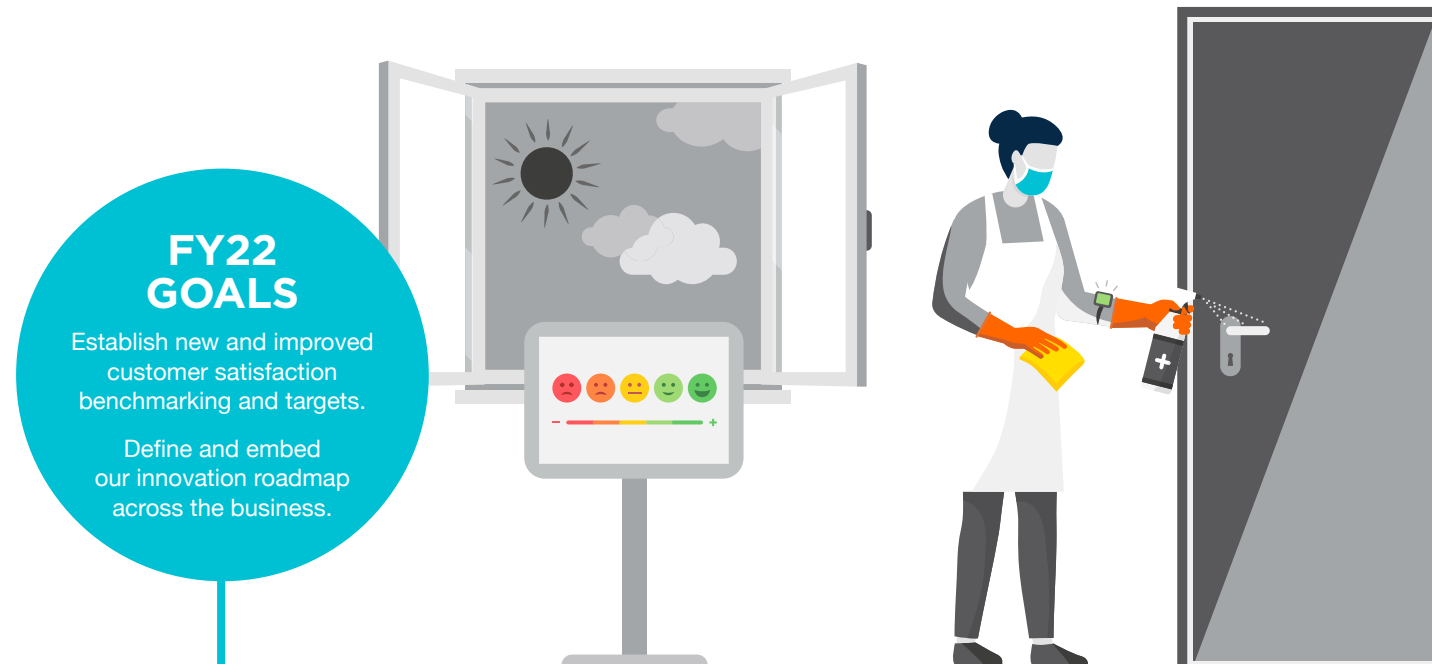


INCREASING CUSTOMER SATISFACTION THROUGH INNOVATIVE SOLUTIONS

WHY DO WE NEED TO ACT?

We understand that to maintain a leadership position in the industry, we need to invest in and utilise innovative ideas that can help produce exceptional service delivery.

The COVID pandemic has put cleaning in the spotlight, as frontline workers assist the community in the fight against virus spread. With this in mind, it is even more vital to deliver above and beyond expectations, to instill confidence in our clients, their tenants, customers, and the public that we are looking after their health and safety. This is driving innovation across the industry and is core to our purpose of providing **smart solutions for healthy communities.**



KEY INITIATIVES



Expansion of Interactive Customer Experience Platform (ICXP) use and application.



Identify new opportunities to leverage technology to continuously improve our service offering.



Continued investment in technology and training our people to deliver on our purpose.

INCREASING CUSTOMER SATISFACTION THROUGH INNOVATIVE SOLUTIONS

HOW CAN BIC HELP SOLVE THE PROBLEM?

Traditional cleaning service delivery is built around routine and repetition. Changes and improvements to the routine are usually only made in response to service complaints, so service teams end up chasing problems rather than delivering results.

To ensure our clients have a more proactive and tailored service, we have developed and deployed a transparent Interactive Customer Experience Platform (ICXP). This provides real-time service delivery and service management information, and allows for immediate notification and responses, helping to create efficiencies by putting the customer at the centre of the workflow.

The initial investment in the ICXP has been shown to result in cost savings over the lifecycle of a long-term contract, helping to reduce total service hours, consumable use, and even periodicals. ICXP can deliver an increasingly efficient and responsive service that more than pays for itself for both BIC and clients.



ICXP is one example of how we are helping to support SDG9, to build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation.

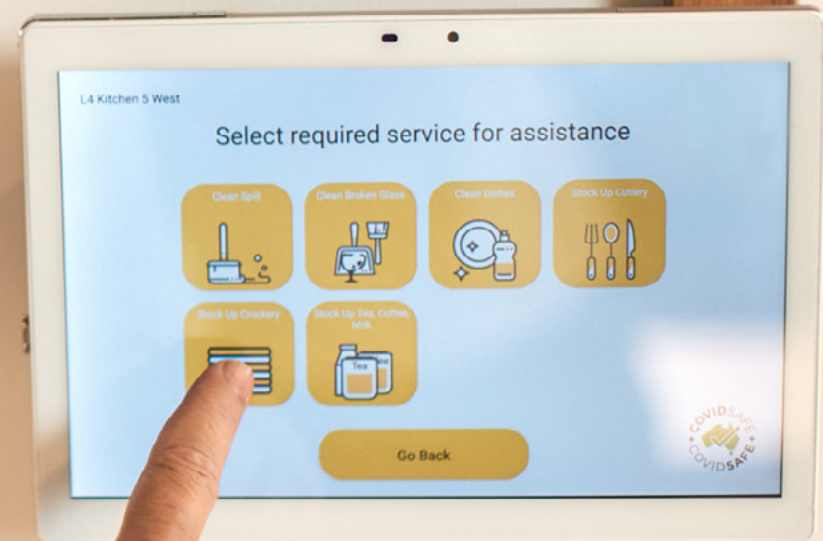
ICXP AT SOUTH EVELEIGH

We rolled out ICXP for the CBA building in South Eveleigh. The technology was so successful that ICXP was nominated and shortlisted as a finalist for the Property Council of Australia's Project Innovation Award 2020. Overall outcomes included:

- Cost savings: Targeted service delivery meant overall service was improved by creating efficiencies, not just cutting costs.
- High satisfaction rating scores: 4.4 out of 5 for kitchens and 4.4 out of 5 for bathrooms.
- Impressive engagement levels: over 30,000 satisfaction ratings and 6,500 service requests between May 2019 and March 2020.

Our work with CBA in South Eveleigh demonstrated how building occupants respond to the real-time technology, and because issues are addressed immediately, occupant satisfaction levels also improve. Instead of having to wait 6-12 months to fill out a Customer Satisfaction Survey, occupants can log service requests, feedback, and benefit from a proactive response.

For more information see: [Interactive Customer Experience Platform – BIC](#)



INCREASING CUSTOMER SATISFACTION THROUGH INNOVATIVE SOLUTIONS

INVESTMENT IN FUTURE TECHNOLOGIES

A sustainable future needs businesses to invest in technology. That is why innovation is a strategic pillar in our business strategy, ensuring we utilize and support technology that can play a role in making the built environment more sustainable.

The built environment is the second least digitised sector in the world according to McKinsey, yet it is the number one contributor to greenhouse gases. This means there is huge potential to innovate and improve sustainability outcomes through the application of built environment technology, improving how we (and the broader industry) design and operate in places and spaces.

Example of the technologies that we monitor and consider for future investment include PropTech or Climate Tech as it is also known, FinTech, SaaS- Enterprise Software, Big Data, IoT, AI-ML and Robotics, such as Steve, our GERMii robot (See [page 41](#) for more information on Steve.)

OUR WASTESHARK HELPS KEEP SYDNEY HARBOUR BEAUTIFUL

Our commitment to innovation has helped keep Sydney Harbour looking its best, with the Australian-first deployment of the WasteShark technology for Place Management NSW.

The WasteShark combines an array of drone technologies to enable safe and effective water waste collection. It utilises lithium ion batteries, autonomous navigation software, agile on-axis turning ability, GPS and LiDAR for collision avoidance and navigation, and a sliding basket system for trash removal, with a maximum speed of 3kph.

NSW Minister for Planning and Public Spaces Rob Stokes welcomed the WasteShark to Cockle Bay Wharf. “Everyone wants a safe and sparkling harbour and I’m delighted to welcome the latest weapon in the war on waste.”

“The WasteShark can devour up to 160 kilos in one excursion — including plastics, vegetation, floating debris, marine fuels and oils that shouldn’t be in our waterways.”

“An environmentally friendly solution to cleaning our waterways, powered by batteries and emitting zero emissions.”



SUPPORTING DEVELOPMENT AND WELLBEING OF OUR PEOPLE

WHY DO WE NEED TO ACT?

The cleaning industry is recognised as a high-risk area for worker exploitation. An often vulnerable workforce, with a large immigrant employee base, many with English as a second language. See [Protecting and promoting human rights in our business and industry](#).

As an industry, we have an obligation to manage risks to the health and safety of everyone in the provision of our services and places of work. This includes the health and safety of anyone who does work for us, along with customers, visitors, and suppliers. It is important we not only protect workers' health and their rights, but raise standards and provide access to the relevant knowledge, skills development, and support to enable our people to access opportunities to achieve their life goals.

With cleaners playing a frontline role in protection against the COVID pandemic, protecting their health has become even more of a priority for the industry.



KEY INITIATIVES



Launch BIC Connect, our online employee induction platform.



Develop health and wellbeing program.



Review training and development plan.



Implement English lessons to support those where English is a second language.



Formalise National Employee Assistance Program partnership.



Develop One Team program to overcome cultural conflicts in the workplace.



Create career pathway programs to upskill staff and support succession planning.

SUPPORTING DEVELOPMENT AND WELLBEING OF OUR PEOPLE

HOW CAN BIC HELP SOLVE THE PROBLEM?

We recognise that our people are central to our long-standing success and growth, and we continue to place them at the forefront of every decision we make. We are committed to supporting the development and wellbeing of every individual, to provide security and rewarding employment for a long-term, sustainable future.

Our latest employee survey shows positive indications that we are supporting our people effectively. Seventy-three percent of our employees strongly agree that they are satisfied with working for BIC; and 71 percent strongly agree that they receive the appropriate training to do their job and that BIC employees treat each other with respect.

We are currently reviewing our approach to measurement and feedback on employee satisfaction and will look to conduct follow up surveys in FY22, including establishing appropriate measurable targets and plans.

Our support for people helps us to impact on SDG8 and SDG10, to promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all, and to reduce inequality within and among countries.



HEALTH AND SAFETY FIRST

The first priority of our business is ensuring and improving the health and safety of our people, alongside fair work conditions and decent wages.

We are proud to have had zero fatalities, zero high consequence incidents and zero cases of work-related ill-health claims amongst our employees in both FY20 and FY21.

BIC has an integrated management system which includes third party certification to ISO 45001:2018 Occupational Health and Safety Management Systems, to provide a systematic approach to managing risks, identifying and eliminating hazards, taking effective actions to prevent and remediate work related injury and ill health. This applies for our people, contractors, clients, their tenants, and visitors. It emphasises the responsibilities of those in authority and highlights how everyone in the workplace must participate to ensure health and safety.

As a service provider, our people are also an extension of our client's brand and culture. Most of our people are frontline workers in our clients' buildings and precincts, delivering services on behalf of our clients to provide a great, and safe occupant experience. So, it is vital that we provide a consistently healthy and safe service to help protect our clients' reputations.

As our cleaners' work environments are in the control of third-party facility managers, our people also work closely with facility management teams in reporting any incidents, identifying and minimising risks, and in taking proactive steps to improve health and safety in the places and spaces they work. We also set and review health and safety performance KPIs for our Executive Managers.



SUPPORTING DEVELOPMENT AND WELLBEING OF OUR PEOPLE

The key legislation governing health and safety is the Model Work Health and Safety (WHS) Laws developed by Safe Work Australia and the WHS Regulations; both overseen and enforced by Commonwealth and state and territory regulators.

Our Compliance Manager conducts health and safety related investigations and reports to our Executive Team on a monthly basis, or sooner where there is reason to escalate more urgently.

The main types of work-related injuries are slips, trips and falls; and hazards identified that have the potential to cause high consequence injuries include exposure to and use of motor vehicles and large cleaning equipment.

Ongoing training and toolbox talks are used to reinforce our approach to managing health and safety and to maintain proactive behaviours. Examples include the importance of wearing PPE, reporting of injuries or incidents, electrical testing and tagging, chemical use and handling, handling of sharps, placement of warning signs when required, and paying attention during the cleaning operation for potential slip/trip hazards and other risks.

COVID AND HEALTH & SAFETY

Our employees have been in the frontline in protecting people from COVID-19. We have taken a number of important steps to help protect them.

In August 2021 we introduced an industry first COVID vaccination incentive program for all BIC employees. At the time of writing, we had achieved over 97 percent double vaccination rate nationally, and we continue to maintain a market leading response to combat COVID-19.

We recognise that the pandemic can have significant mental health implications for our people, particularly as they are often on the frontline. We ran an engagement campaign to reinforce how much we value our people and that we are there to support them, including reminding them of our employee assistance program.

For more information on COVID and the cleaning industry, [see here](#).

WORK HEALTH AND SAFETY METRICS		
Employee work-related incidents,	FY20	FY21*
Fatalities	0	0
Medical treatment injuries ²	7	1
High consequence injuries ³	0	0
Lost time injuries ⁴	0	0
Employee recordable injury rate (TRIFR) ^{5,7}	4.83	0.53
Employee lost time injury frequency rate (LTIFR) ^{6,7}	0	0
Hours worked	1,448,807	1,871,258

¹ Employees includes full-time, part-time and casual employees. It excludes contractors.

² Medical treatment injuries refer to work-related incidents that require medical treatment beyond first aid.

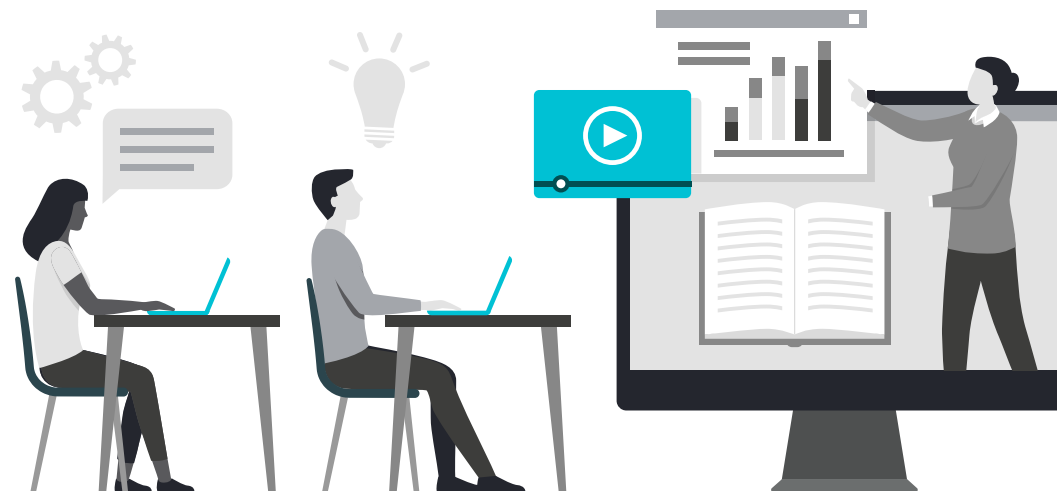
³ High consequence injuries refer to work-related incidents that result in a fatality, or in an injury from which the worker cannot, does not, or is not expected to recover fully to pre-injury health status within 6 months.

⁴ Lost time injuries refer to work-related incidents that resulted in a fatality, permanent disability or time lost from work of one day/shift or more.

⁵ TRIFR includes medical treatment and lost time incidents. It excludes first aid cases and other non-work-related incidents.

⁶ LTIFR includes lost time incidents as defined above.

⁷ Based on 1,000,000 hours worked, including overtime.



SUPPORTING DEVELOPMENT AND WELLBEING OF OUR PEOPLE

BIC SCHOLARSHIP PROGRAM

In 2020 we launched our annual BIC Scholarship Program, offering three full scholarships for BIC employees. The scholarships are aimed at supporting employees who are keen to further their development, providing them with financial support they might not otherwise be able to access.

Employees are asked to complete an expression of interest, including why they should be considered for an academic scholarship. Our goal is for employees to use their learning to progress their careers with us.

A great example is Hardik Dahal, who is using the scholarship to complete an IT skills program. Since starting the scholarship he has moved from a cleaning role - managing waste onsite, to a head office role in operations support. For more details of Hardik's story visit [here](#).

In early FY22 we also introduced an Indigenous Scholarship, partnering with Pymble Ladies College (NSW) to offer a full board and education scholarship for a young First Nations woman. Our successful candidate will commence in Semester 1, 2022. See [page 32](#) for more information on opportunities at BIC for Indigenous Australians.

LEARNING AND DEVELOPMENT

Our BIC Training Academy is an innovative and industry-first approach to ensuring our employees receive best in class training. This state-of-the-art facility has been purpose-built to allow our teams to receive hands-on training in multiple cleaning environments, and delivers tailor-made training programs to our frontline cleaners and managers.

Programs include a Certificate III in Cleaning Operations, completed by 15 employees in FY21 and a Certificate IV in Cleaning Management, completed by 26 Managers in FY21.

All employees participate in a four hour induction program, and our cleaners, which make up most of our workforce, undertake a more comprehensive induction program. This includes but is not limited to cleaning duties, work health and safety, electrical awareness, environmental awareness, manual handling, company policies, security, Safe Work Method Statements, Safety Data Sheets, injury and rehabilitation procedures, personal presentation, and personal hygiene.

We have also recently launched a new employee online onboarding platform, which helps to make onboarding more efficient and consistent across the country. This is followed up with an onsite-specific induction with a health and safety focus, to ensure our operational procedures and any site specific requirements are understood by our cleaning teams.



CONTRIBUTING TO POSITIVE SOCIAL IMPACT IN OUR COMMUNITIES

WHY DO WE NEED TO ACT?

Australia is made up of many communities, including some that suffer from disadvantages such as homelessness, discrimination, lack of availability of critical services, food shortages, and more.

We believe that businesses need to play a role in supporting the communities where they operate, and contribute to making life better for as many Australians as is feasibly possible.

FY22 GOALS

- Develop a strategic community investment plan.
- Launch BIC Indigenous Scholarship program.
- Continue BIC Employee Scholarship program.



KEY INITIATIVES



Undertake community investment and social impact review.



Engage employees in volunteering opportunities.



Establish National Partnership with the Property Industry Foundation.



Continue support of The Literacy for Life Foundation.



Introduce workplace giving via Good 2 Give platform.



Continue implementation and maturity of our [Reconciliation Action Plan \(RAP\)](#).

CONTRIBUTING TO POSITIVE SOCIAL IMPACT IN OUR COMMUNITIES

HOW CAN BIC HELP SOLVE THE PROBLEM?

As a family-owned business, we see the communities in which we operate as an extension of our family. So supporting our communities is something we go above and beyond to do.

In FY21 BIC donated over \$37,000 to community organisations, with 20 per cent going to support Aboriginal and Torres Strait Islander communities through programs like Literacy for Life and the Cathy Freeman Foundation.

While our community investment to date has been primarily philanthropic, we are committed to exploring how we can become more strategic in our investment, leveraging our unique skills and our core business for greater social impact. Our BIC Scholarship Program is a good example of this, [see page 30](#) for more details. We also want to find ways to engage our employees in more community activities and volunteering opportunities.

In FY22 we will undertake a review of our community investment and social impact with the aim of developing a strategy and plan to engage in innovative, multi-stakeholder partnerships to address societal challenges.

Our efforts help support SDG10, to reduce inequalities in Australia.



OUR REFLECT RECONCILIATION ACTION PLAN

At BIC, we developed our first Reconciliation Action Plan (RAP) in 2018, and we have subsequently had our [2021 Reflect RAP](#) endorsed by Reconciliation Australia.

As a leader in the cleaning industry, we are acutely aware that our business has an incredible opportunity to enhance outcomes for Aboriginal and Torres Strait Islander peoples, both through long-term and meaningful employment, and through supplier engagement.

This continues to be a focus for BIC, including the recent establishment of our Indigenous Scholarship.

See report for more details on our RAP and related goals.



CONTRIBUTING TO POSITIVE SOCIAL IMPACT IN OUR COMMUNITIES

NATIONAL PARTNERSHIP WITH THE PROPERTY INDUSTRY FOUNDATION

As part of our focus on supporting communities, we recently became a National Partner of the Property Industry Foundation (The Foundation). The Foundation does impactful work in addressing youth homelessness and providing more exposure to the hidden forms of homelessness that are so common amongst young people.

Every night there are 44,000 young Australians without a safe and secure place to sleep.

Affordable, suitable, and stable housing is key to ensuring the wellbeing of young people. However, unemployment, unstable jobs, and a lack of affordable, suitable, and stable housing makes transitioning to and maintaining independent living a challenge for many.

The Foundation is focused on increasing the availability of transitional housing for homeless youth - aged 25 and under. They are managed by community housing providers, giving young people stability and a place to call home for 12 – 18 months. This is invaluable as it helps those in need to establish a routine, and get back to school, further education, or into employment.

In addition to contributing funds and our people putting themselves forward for volunteering activities, BIC will be exploring the opportunity to increase our support by providing pro-bono services, training, and employment pathways for young people in the care of The Foundation's community partners.



We are excited to have the opportunity to work alongside many of our clients and their teams in making a positive difference to this critical issue.

Tony Gorgovski, CEO, BIC





GOVERNANCE

MANAGING UNCERTAINTY IN OUR SUPPLY CHAIN

WHY DO WE NEED TO ACT?

The uncertainty created by the COVID pandemic has highlighted the potential weaknesses of just-in-time supply chains, and demonstrated the need for businesses to have more resilient supply options, and potential backup options. Otherwise there is an increasing risk of being unable to obtain products or services that are critical to business operation, including being unable to source less widely available sustainable options.

The Cleaning & Hygiene Suppliers Association (CHSA) stated that the impact of COVID-19 on the cleaning and hygiene supply sector was significant, with the fragility of the just-in-time supply chain, reduced production capacity and unprecedented demand being contributing factors. The demand for many products, such as biocides, virucides and ethanol, as well as other personal protective equipment (PPE) became unpredictable and difficult to forecast and oversee.

The human rights side of supply chain uncertainty is covered in our [Modern Slavery Statement and Framework](#).



FY22 GOALS

Undertake a gap analysis to assist reaching ISO 20400 Sustainable Procurement standard.

Develop a sustainable procurement evaluation framework - to increase environmentally and socially responsible choices by BIC and our clients, while maintaining certainty of supplies.

KEY INITIATIVES



Engage with key suppliers to ensure prioritization of sustainable choices and availability of products.



Ongoing identification of new, more sustainable product solutions.



Continue supply chain Cm3 certification.



Expand our visibility of Tier 2 and 3 suppliers through ongoing engagement of Tier 1 suppliers.



Ongoing implementation and review of our Modern Slavery Framework as it relates to supply chain.

MANAGING UNCERTAINTY IN OUR SUPPLY CHAIN

HOW CAN BIC HELP SOLVE THE PROBLEM?

Reviewing and managing supply chains

Our sustainable procurement aim is to minimise the negative and maximise the positive environmental, social and economic impacts of purchased products and services throughout their lifecycle. This means creating a reliable procurement process for products and services that have the lowest possible impacts on the environment, on our economy, and on our society - not just right now or at the time of purchase, but into the future.⁵

We use a range of suppliers for the provision of cleaning chemicals, equipment, uniforms, and specialists in the areas of high-rise window cleaning, hygiene, and waste removal.

In 2019, BIC completed an in-depth review of our supply chain and consequently introduced a supplier management portal with pre-qualification service agreements and corresponding KPIs. We used the review to make necessary adjustments to our procurement processes and spend, consolidating our supplier base and shifting spend away from high-risk countries to more Australian and Indigenous suppliers.

Following the consolidation process, we increased our supplier base to 44 in FY21, with a spend of \$8.4 million, compared to 37 suppliers and \$10.4 million in FY20. Our ten largest suppliers continue to account for about 70 percent of our spend.

TACKLING COVID RELATED SUPPLY ISSUES

BIC made a conscious decision to be ahead of the curve in our response to COVID related supply issues, pre-empting our clients' challenges, for example, making sure buildings would not be forced to close, and that tenants could come back to work and feel safe.

We met with several of our suppliers who import items from overseas to discuss the effects experienced due to COVID-19, and the steps that had been put in place to remedy issues faced. One of the biggest issues was logistics, with freight companies making fewer trips, increasing both costs and delivery times. We remedied this by ordering in larger quantities but putting in place longer lead time, ordering of six months in advance rather than two months, so as not to add pressure down the supply chain.

“

COVID-19 meant that suddenly cleaning was centre stage, and we were playing a crucial role in the national recovery. We were able to deepen our relationships with clients and win new business during this period, which is testament to our ability to continue to deliver, despite the challenging broader context.

Tony Gorgovski, CEO, BIC

”

⁵ Supply chain school – sustainable procurement, https://learn.supplychainschool.org.au/mod/scorm/player.php?a=40¤torg=articulate_rise&scoid=80



Our supply chain efforts helps us to positively impact SDG12, to ensure sustainable consumption and production patterns.



PRODUCING ACTIONABLE INSIGHTS THROUGH TRANSPARENT REPORTING

WHY DO WE NEED TO ACT?

Expectations for transparency and reporting on Environmental, Social and Governance issues are continuing to increase, particularly since the Australian Stock Exchange issued guidance on public reporting for the ASX 200.

Clients, stakeholders and investors are all looking for companies to be more ethical and sustainable, and to provide clear information on how they are doing so. Awareness among the broader population is also growing, led by climate related events, ground-breaking studies like the IPCC⁶ and significant political events such as COP26.

While private companies have been under less scrutiny than public companies so far, the cleaning industry has higher expectations due to risks of human rights violations, so our ASX listed clients are demanding more transparency and collaboration.

Clients want to see the evidence of safe, effective, and efficient cleaning and insights to our ESG priorities, initiatives, and management approach. BIC's efforts therefore need to be backed up by proper disclosure to provide clients with the information they need to make informed decisions.

In addition, providing meaningful insights from quality data will allow us to work with our value chain on making continuous improvements in sustainability outcomes.

⁶Intergovernmental Panel on Climate Change Working Group I report Climate Change 2021: the Physical Science Basis



FY22 GOALS

- Provide best practice reporting to meet our clients' needs..
- Conduct an annual sustainability survey with key stakeholders to assist us with our materiality review, sustainability strategy and plan and to benchmark how well we are meeting our clients' expectations.
- Publish an annual sustainability report and continue to mature our reporting and assurance practices and stakeholder engagement.
- Maintain ISO certifications.

KEY INITIATIVES



Complete EcoVadis scorecard for sharing with clients and prospective clients.



Continue improvement in waste management reporting for our clients.



Ongoing management and reporting on our Modern Slavery Statement and Framework.



Develop a robust sustainable procurement evaluation framework to better assess the products and services we procure to increase environmentally and socially responsible choices by us and our clients.

PRODUCING ACTIONABLE INSIGHTS THROUGH TRANSPARENT REPORTING

HOW CAN BIC HELP SOLVE THE PROBLEM?

Industry leading approach

BIC continues to take an industry-leading approach to transparency and reporting.

We have developed best-in-class, auditable, waste management and reporting practices, an innovative Interactive Customer Experience Platform, played a leading contractor role with the Cleaning Accountability Framework and have published our first and subsequent Modern Slavery Statement.

In December 2021 BIC was awarded a Bronze EcoVadis medal, placing us in the 56th percentile, and top 50% of companies assessed by [EcoVadis](#).



Our approach helps us to support SDG16, to promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.

We are happy to extend access to our detailed scorecard with our clients and prospective clients.

While the submission process was an onerous experience as a first-time user, it is great to be able to benchmark our performance at a global scale and has provided us with targeted actions to continue to strengthen our position across environmental, labour and human rights, sustainable procurement, and ethics criteria.

This report also forms part of our efforts to improve transparency. We know there is still opportunity to go further in communicating our ESG efforts, and we are committed to working collaboratively with our stakeholders to deliver transparent positive impact for society and the environment we are all so reliant on.



MAINTAINING HEALTHY ENVIRONMENTS

WHY DO WE NEED TO ACT?

Our business depends on delivering a consistently high standard of service that supports safe, clean, and hygienic spaces. This has become especially important since the start of the COVID pandemic, with our people playing a frontline role.

In addition, as we learn more about the impacts that chemicals can have on humans and the environment, we and other businesses have a responsibility to choose the products we use carefully.

Delivering sustainable solutions is also intrinsic to living up to our company purpose of providing smart solutions for healthy communities.

FY22 GOALS

- Use 80% 'green' chemical products, and align their use to Green Star & WELL criteria by the end of FY22.
- Use technologically advanced cleaning equipment and green cleaning products that improve and maintain indoor air quality and meet the hygiene and environmental standards expected.



KEY INITIATIVES



Ongoing review of product and service solutions.



Expand use of our ICXP solution for customers.



Develop a sustainable procurement evaluation framework that incorporates the requirements of WELL and Green Star ratings.



Share our evaluation framework with our clients to drive better procurement decisions by us and our clients.

MAINTAINING HEALTHY ENVIRONMENTS

HOW CAN BIC HELP SOLVE THE PROBLEM?

COVID and healthy environments

In late January 2020 BIC was alerted to the first case of human coronavirus in Australia, and the potential for the virus to become a pandemic. We made a conscious decision to be ahead of the curve in our response, starting with informing our employees who were soon to be seen as frontline workers. Our cleaning teams are kept informed by regular safety alerts posted via Deputy, BIC's time and attendance platform. This ensures all workers receive alerts when they sign in for duty.

We created a Pandemic Action Committee, chaired by BIC's CEO, which met daily in the early part of the pandemic and has continued throughout the emergence of the Delta and Omicron strains. The Committee discusses developments and the implications for our work and people. Caring for our employees is foremost in our minds, along with pre-empting our clients' challenges, in particular making sure buildings (where possible) would not be forced to close and that tenants could come back to work and feel safe.

We provided our workers and clients with the goods they needed to keep themselves protected, distributing masks and other critical products and equipment.

We wrote the first pandemic cleaning scope document in Australia, based on Safe Work Australia's cleaning recommendations, and we tailored site-specific return to work

programs for our clients to ensure their tenants' felt secure when reoccupying buildings. This included increasing surface cleaning for high-touch points, deep clean services, full disinfectant and fogging cleaning as part of scheduled services and where requested by clients and their tenants.

CHEMICALS, HEALTH AND THE ENVIRONMENT

We have a long-standing Green Cleaning Policy and Plan, which is targeted at reducing and preventing where possible the potential exposure of people and the environment to hazardous chemicals or biological and particle contaminants. These can adversely impact air quality, health, building finishes, building systems and the environment.

All chemicals used by BIC to carry out cleaning are approved by the Australian Government Therapeutic Goods Administration.

We are continuously identifying, evaluating, trialling, and transitioning to products and technologies that can reduce the need for potentially harmful chemicals without impacting cleaning results. Our approach includes the purchasing of sustainable cleaning products; equipment and systems; developing and implementing standard operating procedures for efficient and effective cleaning; promoting and improving handling guidelines; continuously improving staffing levels and employee training requirements; and collecting and addressing occupant feedback.



We have had no penalties for breaches of legislation or contractual requirements relevant to environmental management in either FY20 or FY21.

In line with our plan we are removing toxic chemicals from our product range wherever possible. We use Nanocyn®, a hospital-grade, non-toxic, Good Environmental Choice Australia certified disinfectant and sanitiser, as a safe and effective hygiene solution. It has been entered into the Therapeutic Goods Administration's Australian Register of Therapeutic Goods and is proven to kill bacteria and viruses including Norovirus (Gastro), Influenza, Fungi and Mould by up to 99.9999% (6-log reduction) in 30 seconds and SARS-CoV-2 (COVID-19) in only 15 seconds.



MAINTAINING HEALTHY ENVIRONMENTS

TECHNOLOGY AND CHEMICAL REDUCTION

We have also invested in technology to reduce our need for chemicals. Including our robot and handheld UV-C devices. We will continue to work with our clients to identify opportunities to expand the use of such innovative technology and be progressive in our approach to delivering healthy environments for our clients, tenants, and their visitors.



Efforts are ongoing to increase the use of chemicals that have no adverse effects on the environment where the use of chemicals is unavoidable. The proportion of use of 'green' vs. 'non-green' chemicals used over the last three years increased from 20% to 65% of purchases. We have now set a target to increase this to 80% for FY22 and for products to align with Green Star and WELL criteria.

George Tsiamis, GM – Procurement and Sustainability



REDUCING CHEMICAL USE WITH STEVE AND GIL

A great example of how technology can help reduce the need for chemicals is our collaboration with GERMii Australia, CBRE and Dexus, to employ Softbank Robotics latest autonomous, AI powered cleaning robot.

Steve, as we call him, uses Australian engineered and developed UV-C light technology to sanitise floors and other areas against pathogens including COVID-19 without the need for chemicals. Any pathogen under the light is instantly killed.

Not only does Steve reduce our usage of potentially harmful chemicals, it eliminates the need to rinse the chemicals, reducing our water usage. It also allows our cleaners to focus on deep cleaning and other important tasks.

We have also invested in trialling a handheld version of the GERMii UV-C technology, which we call Gil. Gil is designed for elevator buttons, doors, workstations, keyboards, and other surfaces that cannot be reached by Steve. The trial is taking place at 1 Farrer Place, with Gil units made available to all tenants.

We are also considering a GERMii UV-C product which can be positioned on a tripod to kill pathogens across a wider area of a room using UV-C light.



INCREASING DIVERSITY AND INCLUSION IN OUR BUSINESS

WHY DO WE NEED TO ACT?

Australia is one of the most diverse countries in the world, but not all diverse groups are given the same opportunities. Many minority groups are discriminated against, including through unconscious biases.

In particular, many Indigenous Australians face unfair treatment, including a lack of opportunities in the workforce, and a lack of cultural understanding from others.

The cleaning industry is more diverse than most, and we operate in communities across the whole country. Therefore it is exceptionally important that we welcome people of all backgrounds, and help our people to understand and embrace the diverse range of communities in Australia.



KEY INITIATIVES



Review and update recruitment criteria and employment benefits to attract, engage and retain female talent.



Educate decision-makers on the benefits of gender-diverse management teams and grow awareness of unconscious bias.



Continue implementation and maturity of our Reconciliation Action Plan.



Develop strategic partnerships with Indigenous employment agencies, community organisations, and suppliers nationally.



Aboriginal and Torres Strait Islander cultural awareness training program to launch on BIC Connect.

INCREASING DIVERSITY AND INCLUSION IN OUR BUSINESS

HOW CAN BIC HELP SOLVE THE PROBLEM?

Embracing diversity

BIC is an equal opportunity employer, our workforce is made up of people with diverse values, backgrounds, experiences and needs. We strongly value diversity and inclusion, and we recognise the benefits that diversity brings to our company, clients, community, and other key stakeholders. This includes increasing innovation, reconsidering entrenched ways of thinking, and improving financial performance.

Our commitment to diversity and inclusion extends to all areas of our business. This includes recruitment, training and development, remuneration and reward, retention of employees, succession planning and related company policies and procedures.

We want to attract the best talent, and that means creating and maintaining a workplace which embraces diversity and gives everyone an equal opportunity to succeed.

Our approach to diversity and inclusion helps us to have a positive impact on SDG 5 and SDG 10, to achieve gender equality, empower women, and reduce inequalities in Australia.



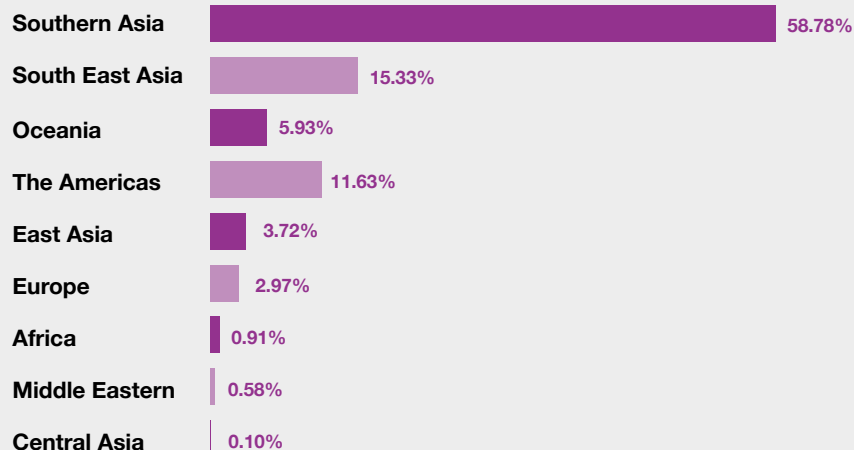
CULTURALLY DIVERSE WORKFORCE

We have a large immigrant employee base, and we are proud of the cultural diversity that our employees bring to our organisation. While we embrace individual diversity, we also work to instill a one team culture that encourages cooperation, and reduces unintended cultural conflicts. Part of this involves growing awareness and understanding of cultural differences.

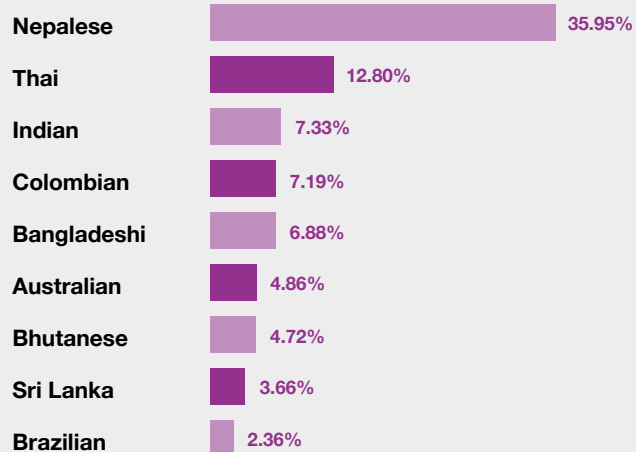
We also listen carefully to feedback from employees. Based on our most recent internal sustainability survey, we are looking at the provision of English lessons for those who have English as a second language, and need support to assist in engagement or opportunities for growth.



REGIONS OF ORIGIN



TOP NATIONALITIES MAKING UP OUR WORKFORCE:



Regions based on United Nations Country Grouping

INCREASING DIVERSITY AND INCLUSION IN OUR BUSINESS

INDIGENOUS OPPORTUNITIES

We are committed to increasing our Indigenous employment, which at the end of FY21 was 0.1%. Our goal is to reach 3% Indigenous representation in our workforce by FY25.

We will continue to work on strategic partnerships with Indigenous employment agencies and community organisations, with the aim to expand these nationally, focusing on Queensland, Western Australia, and South Australia.

We are also investing in an Indigenous scholarship program, with the first successful student commencing study in semester 1, 2022.

As part of improving our approach to Indigenous employment, we will engage with our current Indigenous employees to review and improve how we recruit and operate. This will include piloting

a buddy system to provide support and mentorship to new colleagues, growing our broader employee base's cultural awareness, providing avenues to celebrate our Indigenous employees' achievements, and helping them to share their experiences with others. We don't just want to grow Indigenous employee recruitment, we want to provide a fulfilling workplace experience that grows Indigenous careers and has high rates of retention.

In 2018 we developed our first Reflect Reconciliation Action plan and became a member of [Supply Nation](#). In 2021 our second [Reflect Reconciliation Action Plan](#) was endorsed by Reconciliation Australia.

Our Indigenous procurement spend in FY21 was 0.19% of spend, this totalled \$101,357 from commencement of monitoring in FY18 to the end of FY22. Our goal is to significantly increase this figure, to reach 3% of spend by FY30.

We are also actively working with our clients and supply chain on both Indigenous employment opportunities and supplier engagement.



INCREASING DIVERSITY AND INCLUSION IN OUR BUSINESS

FEMALE REPRESENTATION IN OUR BUSINESS

As with cultural and other forms of diversity, we are committed to ensuring equal opportunities for women. Our workforce at the end of FY21 is split 48.7% female to 51.3% male. Most of our employee base is part time and 49.28% of part time employees are female.

Despite these positive gender diversity data sets, women continue to be underrepresented in management positions at 27.5% and it is our mission to change this in FY22 and beyond.

This commitment also applies to ensuring equal remuneration. As the majority of our employees receive award based wages the remuneration ratio is equal, however there is still some work to do to ensure this equality applies to management roles as well.

See tables for further data on gender representation and remuneration.


PERCENTAGE OF EMPLOYEES BY AGE / EMPLOYMENT CATEGORY

FY NAME	FY21		
	F	M	TOTAL
AGE GROUP / CATEGORY			
UNDER 30 YEARS OLD	21.5%	23.8%	45.4%
Administrative/Operations	0.1%	0.1%	
Cleaners	21.2%	23.7%	
Management	0.2%	0.0%	
30-50 YEARS OLD	21.5%	22.9%	44.4%
Administrative/Operations	0.5%	0.0%	
Cleaners	20.4%	20.7%	
Executive Management	0.1%	0.1%	
Management	0.5%	2.0%	
OVER 50 YEARS OLD	5.7%	4.6%	10.2%
Administrative/Operations	0.2%	0.1%	
Cleaners	5.2%	3.7%	
Executive Management		0.2%	
Management	0.2%	0.6%	
TOTAL	48.7%	51.3%	100.0%




INCREASING DIVERSITY AND INCLUSION IN OUR BUSINESS

DIVERSITY OF GOVERNANCE BODIES AND EMPLOYEES BY EMPLOYMENT CATEGORY

FY NAME	FY21	
	F	M
EMPLOYMENT CATEGORY		
Administrative/Operations	73.9%	26.1%
 Cleaners	49.4%	50.6%
Executive Management	30.0%	70.0%
Management	25.7%	74.3%
TOTAL	48.7%	51.3%

WORKFORCE BY GENDER / EMPLOYMENT TYPE

FY21	# F	% F	# M	% M	TOTAL	% WORKFORCE/ EMPLOYMENT TYPE
 Full Time	156	38.81%	246	61.19%	402	19.89%
Part Time	788	49.28%	771	48.22%	1,559	77.14%
Casual	41	68.33%	19	31.66%	60	2.97%
TOTAL	985	48.74%	1,036	51.26%	2,021	

RATIO OF BASIC SALARY AND REMUNERATION OF WOMEN TO MEN

FY NAME	FY21	
EMPLOYMENT CATEGORY	F	M
Administrative/Operations		
Full Time	0.82	1
Cleaners		
Casual	1.00	1
Full Time	0.99	1
Part Time	1.00	1
Executive Management		
Full Time	0.80	1
Management		
Full Time	1.02	1

Significant locations of operation is defined in the 'About us' section on [page 6](#).



UNGC COMMUNICATION
ON PROGRESS

UNGC COMMUNICATION ON PROGRESS



This is our **Communication on Progress** in implementing the Ten Principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.

BIC became a signatory to the UNGC in December 2020. We are committed to the UNGC corporate responsibility initiative and its ten principles on human rights, labour, the environment and anti-corruption. This report is our inaugural communication on progress.

	PRINCIPLE	ACTION TAKEN	FOR FURTHER INFORMATION
HUMAN RIGHTS	Principle 1: PROMOTE AND PROTECT HUMAN RIGHTS	<p>The Australian Government passed the Commonwealth Modern Slavery Act in 2018 (the Act) and as a large business with a consolidated revenue of over AUD\$100 million we are required to produce an annual public statement describing what we are doing to address modern slavery risks. BIC established our Modern Slavery Framework in 2018 to guide our actions and published our first Modern Slavery Statement and Framework in March 2021.</p> <p>Our Human Rights Policy, Employee Code of Conduct, and Sustainable Procurement Policy outline expectations for upholding human rights in our operations and supply chains.</p> <p>We have a long standing relationship with the Cleaning Accountability Framework (CAF), recognised as a leading anti-slavery in supply chains initiative by business and human rights and corporate social responsibility experts. BIC was one of the first contractors to attain and maintain CAF Contractor Prequalification. We contributed to the creation of the CAF 3 Star Standard and key procurement tools such as the CAF Pricing Schedule.</p> <p>All suppliers are engaged on modern slavery through our Cm3 supplier portal, requiring them to complete a modern slavery survey and to read and confirm their compliance with our Modern Slavery Framework and Human Rights Policy.</p>	<p>See page 21</p> <p>See 2021 Modern Slavery Statement</p>
	Principle 2: NO COMPLICITY IN HUMAN RIGHTS ABUSES	<p>Through active engagement on this issue with NGOs, regulators, investors, employees, suppliers, tenant customers and industry colleagues, no complicity of human rights abuses have been detected to date.</p>	<p>See 2021 Modern Slavery Statement</p>

PRINCIPLE	ACTION TAKEN	FOR FURTHER INFORMATION
Principle 3: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING	Freedom of association is preserved under Australian law. We respect the rights of all workers to join and form a trade union of their choice in accordance with national law. We have no employees on collective bargaining agreements.	
Principle 4: ELIMINATION OF FORCED AND COMPULSORY LABOUR	<p>We favour a direct employment approach, in an industry that is renowned for subcontracting. This gives our workers access to all our safeguards against unfair work practices.</p> <p>We have a large migrant employee base, and this approach provides us with direct oversight of our cleaning teams, their visas are vetted by the Australian Department of Immigration, and they receive comprehensive information at induction on BIC's ethical and human rights policies and practices, Fairwork Ombudsman information, National Employee Standards, Visa Holder and Migrant Workers rights and entitlements. They receive multiple levels of support from our onsite managers and state and head office manager engagement.</p> <p>Our Human Rights Policy explicitly precludes the use of forced labour or any other forms of modern slavery.</p>	See 2021 Modern Slavery Statement
Principle 5: ABOLITION OF CHILD LABOUR	Our Human Rights Policy prohibits the hiring of individuals under 18 years of age for positions in which hazardous work is required. It states BIC will not knowingly do business with suppliers that illegally or improperly employ underage workers, and that we expect suppliers will not employ workers younger than the minimum age prescribed by the law of country of manufacture or younger than the age for completing compulsory education in the country of manufacture, whichever is higher.	BIC Human Rights Policy (bic-services.com.au)
Principle 6: ELIMINATION OF DISCRIMINATION	<p>Our Equal Opportunity Policy, Human Rights Policy and our Employee Code of Conduct state BIC does not tolerate any form of discrimination or harassment and are committed to the principles of equal opportunity. We also actively promote through our policies, code of conduct and other communications that we value diversity and inclusion and recognise the benefits that it brings to our company, customers, and other stakeholders. Our Sustainable Procurement Policy extends our approach to our supply chain.</p> <p>In addition, our Reflect Reconciliation Action Plan further demonstrates our commitment to eliminate discrimination against Indigenous Australians.</p>	<p>See page 42</p> <p>BIC-Poly-005-Equal-Opportunity-and-Diversity-Policy.pdf (bic-services.com.au)</p>

LABOUR

PRINCIPLE

ACTION TAKEN

FOR FURTHER INFORMATION

ENVIRONMENT

Principle 7:

PRECAUTIONARY APPROACH

BIC understands the importance of taking a precautionary approach and managing risks across the business at an enterprise and site level. We undertook a materiality assessment in January 2021 facilitated by an independent specialist with input from our people, clients, suppliers, desktop research on megatrends, and peer review. Our Executive Team was engaged in a validation and prioritization workshop to determine the final list of material topics which informed our strategy and plans.

We have an Integrated Management System, with a risk management framework to identify, classify, assess, and mitigate risks across business, safety, and environmental criteria. We record and communicate risks using a Risk Register that is monitored by the Management Team and reviewed at least annually and more frequently if there are changes in legislation, workplace, activities or if an incident occurs.

We were audited and recertified in June 2021 for our Quality ISO 9001:2015, Environment ISO 14001:2015, Safety ISO 45001:2018 and Consumer Satisfaction ISO 10002:2014 certifications.

Currently we are undertaking a gap analysis to achieve ISO 20400:2017.

See [page 11](#)

Principle 8:

PROMOTE ENVIRONMENTAL RESPONSIBILITY

Our Sustainability Framework and Plan were developed in 2021. We established associated targets shared in this report. To determine our material topics to focus our efforts we engaged an independent specialist to facilitate our materiality assessment, with input from our employees, clients, suppliers, desktop research on megatrends, and peer review. Our Executive Team was engaged in a validation and prioritization workshop to determine the final list of material environmental, social and governance topics. Targets and key initiatives have also been established for each material topic.

This has been integrated into our broader business strategy and plan with key responsibilities assigned at an executive level and progress reviewed at our executive management monthly meeting.

Our integrated management system includes certification to ISO 14001:2015 Environmental Management Standard, for which we were recertified in June 2021. We are also undertaking a gap analysis to achieve ISO 20400:2017 for Sustainable Procurement.

BIC committed to the Business Ambition for 1.5°C and Science Based Targets in June 2021. Our targets were validated in November 2021 by the [Science Based Targets Initiative](#).

We committed to reduce absolute scope 1 and 2 and upstream scope 3 GHG emissions 42% by FY2030 from a FY2020 base year. We also committed to increase annual sourcing of renewable electricity from 0% in FY2020 to 100% by FY2030.

Our scope 3 emissions account for 98% of our carbon footprint. We are upskilling our people on responsible procurement and use of products in the delivery of our services and are engaging with both our upstream and downstream value chain to reduce emissions and improve responsible consumption and production.

See [pages 9 - 19](#)

Principle 9:

ENVIRONMENTALLY FRIENDLY TECHNOLOGIES

Investment in technology for built environment applications is fundamental in charting a sustainable course for BIC and innovation is a strategic pillar of our business strategy. We are actively exploring applications of PropTech or Climate Tech to improve sustainability outcomes for our business, clients and broader society.

A key step change is the use of innovative digital platforms to ensure engagement of clients and tenants in reducing waste to landfill and improving resource recovery in a scalable and dynamic way.

We have a Sustainable Procurement policy that highlights our objective to promote practices that reduce the adverse environmental, social, and economic impacts of purchased products and services throughout their life. It stipulates our preference for businesses and industry groups that demonstrate commitment to innovation in sustainability, social responsibility and ethical practices, the adoption of strategies to avoid unnecessary consumption and manage demand and the selection of products and services with lower environmental footprint across their lifecycle, as compared to competing products and services.

We also have a Green Cleaning Policy and Plan that highlights our commitment to the purchase of sustainable cleaning products; equipment and systems that comply with the requirements of the Green Building Council of Australia's Green Star criteria for Green Cleaning - to reduce waste and minimise the use of harmful contaminants that can impact indoor environment quality, occupant health and the natural environment.

See pages [13 – 14, 24 – 26, 39 – 41](#)

[BIC-Poly-014-Sustainable-Procurement-Policy.pdf \(bic-services.com.au\)](#)

[BIC-Green-Cleaning-Policy-Plan.pdf \(bic-services.com.au\)](#)

PRINCIPLE

ACTION TAKEN

FOR FURTHER INFORMATION

ANTI-CORRUPTION

Principle 10:

WORK AGAINST CORRUPTION

BIC opposes all forms of corruption, and we promote our position in our Code of Conduct, Human Rights policy, Ethical Business policy and Whistle Blowing policy amongst others. All employees are advised that they are expected to comply with our policies and procedures in their initial employment agreement that they must sign and return. Our policies and our expectations to maintain ethical behaviours are further explained and reinforced during all employee inductions and onboarding.

We support the making of protected disclosures that reveal 'reportable conduct'. BIC staff, suppliers, clients, or anyone who believes they have knowledge of improper conduct at BIC may make such disclosures via our whistle blowing channel. BIC management will take all reasonable steps to protect anyone who makes protected disclosures from reprisals for making any disclosure and will afford natural justice to people who are the subject of the disclosures.

ASSURANCE



Deloitte Touche Tohmatsu
 ABN 74 490 121 060
 Grosvenor Place
 225 George Street
 Sydney NSW 2000
 PO Box N250 Grosvenor Place
 Sydney NSW 1220 Australia

Tel: +61 2 9322 7000
 Fax: +61 2 9322 7001

Independent Limited Assurance Report to the directors and management of B.I.C. Services Pty. Limited

Conclusion

We have undertaken a limited assurance engagement on B.I.C. Services Pty Limited's Sustainability Performance Indicators ("Subject Matter Information") disclosed in 2021 the B.I.C. Services Sustainability Report detailed below for the year ended 30 June 2021.

Based on the procedures performed and the evidence obtained, nothing has come to our attention that causes us to believe that, the Subject Matter Information is not prepared in all material respects, in accordance with the Reporting Criteria detailed below for the year ended 30 June 2021.

Subject Matter Information and Reporting Criteria

The Subject Matter Information and Reporting Criteria for our limited assurance engagement for the year ended 30 June 2021 is as follows:

Sustainability Performance Indicator ("Subject Matter Information")	Reporting Criteria
Direct (Scope 1) GHG emissions	Global Reporting Initiative's Standard ("GRI Standard") 305-1 2016
Energy indirect (Scope 2) GHG emissions	GRI 305-2 2016
Other indirect (Scope 3) GHG emissions	GRI 305-3 2016
Occupational health and safety management system	GRI 403-1 2018
Work-related injuries	GRI 403-9 2018
Diversity of governance bodies and employees	GRI 405-1 2016
Ratio of basic salary and remuneration of women to men	GRI 405-2 2016

Basis for Conclusion

We conducted our limited assurance engagement in accordance with Australian Standard on Assurance Engagements ASAE 3000 *Assurance Engagements Other than Audits or Reviews of Historical Financial Information* ("ASAE 3000"), issued by the Australian Auditing and Assurance Standards Board.

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our conclusion.

Management's Responsibilities

Management is responsible for:

a) ensuring that the Subject Matter Information is prepared in accordance with the Reporting Criteria;

Deloitte refers to one or more of Deloitte Touche Tohmatsu Limited ("DTTL"), its global network of member firms, and their related entities. DTTL (also referred to as "Deloitte Global") and each of its member firms and their affiliated entities are legally separate and independent entities. DTTL does not provide services to clients. Please see www.deloitte.com/about to learn more.

Deloitte is a leading global provider of audit and assurance, consulting, financial advisory, risk advisory, tax and related services. Our network of member firms in more than 150 countries and territories serves four out of five Fortune Global 500 companies. Learn how Deloitte's approximately 286,000 people make an impact that matters at www.deloitte.com.

Liability limited by a scheme approved under Professional Standards Legislation.

Member of Deloitte Asia Pacific Limited and the Deloitte Network.

© 2022 Deloitte Risk Advisory, Deloitte Touche Tohmatsu



- b) confirming the measurement or evaluation of the underlying subject matter against the Reporting Criteria, including that all relevant matters are reflected in the Subject Matter Information;
- c) designing, establishing and maintaining an effective system of internal control over its operations and financial reporting, including, without limitation, systems designed to assure achievement of its control objectives and its compliance with applicable laws and regulations; and
- d) the electronic presentation of the Subject Matter Information and our limited assurance report on their website.

Our Independence and Quality Control

We have complied with the independence and other relevant ethical requirements relating to assurance engagements, and applied Auditing Standard ASQC 1 *Quality Control for Firms that Perform Audits and Reviews of Financial Reports and Other Financial Information, Other Assurance Engagements and Related Services Engagements* in undertaking this assurance engagement.

Assurance Practitioner's Responsibilities

Our responsibility is to express a limited assurance conclusion on the B.I.C. Services Pty Limited's Subject Matter Information as evaluated against the Reporting Criteria based on the procedures we have performed and the evidence we have obtained. ASAE 3000 requires that we plan and perform our procedures to obtain limited assurance about whether, anything has come to our attention that causes us to believe that the Subject Matter Information is not properly prepared, in all material respects, in accordance with the Reporting Criteria.

A limited assurance engagement in accordance with ASAE 3000 involves identifying areas where a material misstatement of the Subject Matter Information is likely to arise, addressing the areas identified and considering the process used to prepare the Subject Matter Information. A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both the risk assessment procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Accordingly, we do not express a reasonable assurance opinion about whether the Subject Matter Information has been properly prepared, in all material respects, in accordance with the Reporting Criteria.

Our procedures included:

- Inquiries with Subject Matter data owners and sustainability report responsible management to understand and assess the approach for collating, calculating and reporting the respective Subject Matter Information across the reporting period ended 30 June 2021
- Inspection of documents as part of the walk throughs of key systems and processes for collating, calculating and reporting the respective Subject Matter Information for the 2021 B.I.C. Services Sustainability Report
- Selection on a sample basis items to test from the selected sustainability performance indicators and agree to relevant supporting documentation
- Analytical reviews over material data streams to identify any material anomalies for the Subject Matter Information and investigate further where required
- Agreeing overall data sets for the Subject Matter Information to the final data contained in the 2021 B.I.C. Services Sustainability Report.

Inherent Limitations

Because of the inherent limitations of an assurance engagement, together with the inherent limitations of any system of internal control there is an unavoidable risk that it is possible that fraud, error, or non-compliance with laws and regulations, where there has been concealment through collusion, forgery and other illegal acts may occur and not be detected, even though the engagement is properly planned and performed in accordance with Standards on Assurance Engagements.

Restricted use

This report has been prepared for use by the directors and management for the purpose of reporting on the Subject Matter Information presented in the 2021 B.I.C. Services Sustainability Report, as a result, the Subject Matter Information may not be suitable for another purpose.

We disclaim any assumption of responsibility for any reliance on this report to any person other than the directors and management or for any purpose other than that for which it was prepared.

Electronic presentation

It is our understanding that B.I.C. Services intends to electronically present its Sustainability Report on its internet website. The electronic presentation of the Sustainability Report on their website is that of management of B.I.C. Services. The security and controls over information on the web site should be addressed by B.I.C. Services to maintain the integrity of the data presented. The examination of the controls over the electronic presentation of the Sustainability Report on B.I.C. Services' web site is beyond the scope of the assurance of the Sustainability Report.

DELOITTE TOUCHE TOHMATSU

PR Dobson

Partner

Sydney, 11 March 2022

GRI INDEX

SECTION	GRI STANDARD	DISCLOSURE	LOCATION	NOTES
ABOUT BIC	Organisational profile	102-1 Name of the organization	6	
		102-2 Activities, brands, products, and services	6	
		102-3 Location of headquarters	3	
		102-4 Location of operations	6	
		102-5 Ownership and legal form	6	
		102-6 Markets served	6	
		102-7 Scale of the organization	6	
		102-8 Information on employees and other workers	44 - 48	
		102-9 Supply chain	6, 23, 35 - 36	Also see our 2021 Modern Slavery Statement for more information
		102-10 Significant changes to the organization and its supply chain	35 - 36	Also see our 2021 Modern Slavery Statement for more information
		102-11 Precautionary Principle or approach	11	
		102-12 External initiatives	7, 11, 16, 21, 22, 32, 44, 48 - 51	
		102-13 Membership of associations	7	
	Strategy	102-14 Statement from senior decision-maker	4	CEO foreword
Ethics and integrity	102-16 Values, principles, standards, and norms of behaviour	4, 6, 9, 10, 11		
Governance	102-18 Governance structure	8, 11		
Stakeholder engagement	102-40 List of stakeholder groups	9 - 11		
	102-41 Collective bargaining agreements		Zero employees on collective bargaining agreements	
	102-42 Identifying and selecting stakeholders	9 - 11		
	102-43 Approach to stakeholder engagement	9 - 11		
	102-44 Key topics and concerns raised	10		

GRI INDEX CONTINUED...

SECTION	GRI STANDARD	DISCLOSURE	LOCATION	NOTES
ABOUT BIC	Reporting practice	102-45 Entities included in the consolidated financial statements	6	
		102-46 Defining report content and topic Boundaries	9 - 11	
		102-47 List of material topics	10	
		102-48 Restatements of information		First time reporting so not applicable
		102-49 Changes in reporting		First time reporting so not applicable
		102-50 Reporting period	3	
		102-51 Date of most recent report		2021 - this is our first sustainability report
		102-52 Reporting cycle		Annual
		102-53 Contact point for questions regarding the report	3	
		102-54 Claims of reporting in accordance with the GRI Standards	N/A	Our report has been guided by the Global Reporting Initiative's Standards: Core option. We do not claim it to be "in accordance"
		102-55 GRI content index	53 - 55	
102-56 External assurance	52			
ENVIRONMENT TOPICS	GRI 301: Management approach	103-1 Explanation of the material topic and its boundary	10	Subsequent Environmental, Social and Governance chapters share more detail on our material topics and boundaries, management approach and evaluation of our management approach
		103-2 The management approach and its components	11	
		103-3 Evaluation of the management approach	11	
	GRI 300: Environmental			
	GRI 305 Emissions	305-1 Direct (Scope 1) GHG emissions	19	There have been no significant changes to require recalculation of base year emissions
		305-2 Energy indirect (Scope 2) GHG emissions	19	There have been no significant changes to require recalculation of base year emissions
		305-3 Other indirect (Scope 3) GHG emissions	19	There have been no significant changes to require recalculation of base year emissions
		305-5 Reduction of GHG emissions	19	
	GRI 306 Waste	306-1 Waste generation and significant waste-related impacts	17 - 19	
		306-4 Waste diverted from disposal	19	
306-5 Waste directed to disposal		19		

GRI INDEX CONTINUED...

SECTION	GRI STANDARD	DISCLOSURE	LOCATION	NOTES
SOCIAL TOPICS	GRI 200: Economic			
	GRI 201: Economic performance	201-1 Direct economic value generated and distributed	6, 32	
	GRI 400: Social			
	GRI 403: Occupational health and safety	403-1 Occupational health and safety management system	27 - 29	
		403-2 Hazard identification, risk assessment, and incident investigation	28 - 29	
		403-3 Occupational health services	28 - 29	
		403-4 Worker participation, consultation, and communication on occupational health and safety	28 - 29	
		403-5 Worker training on occupational health and safety	28 - 30	
		403-6 Promotion of worker health	28 - 30	
		403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	28 - 30	
		403-8 Workers covered by an occupational health and safety management system	28 - 29	
		403-9 Work-related injuries	29	
	GRI 404: Training and education	404-2 Programs for upgrading employee skills and transition assistance programs	29 - 30	
	GRI 412: Human rights assessment	412-1 Operations that have been subject to human rights reviews or impact assessments	21 - 23	Also see our 2021 Modern Slavery Statement for more information
		412-2 Employee training on human rights policies or procedures	21 - 23	Also see our 2021 Modern Slavery Statement for more information
412-3 Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening		22 - 23	Also see our 2021 Modern Slavery Statement for more information	
GRI 414: Supplier social assessment	414-1 New suppliers that were screened using social criteria	23	Also see our 2021 Modern Slavery Statement for more information	
	414-2 Negative social impacts in the supply chain and actions taken	23	Also see our 2021 Modern Slavery Statement for more information	

GRI INDEX CONTINUED...

SECTION	GRI STANDARD	DISCLOSURE	LOCATION	NOTES
GOVERNANCE TOPICS	GRI 416: Customer health and safety	416-1 Assessment of the health and safety impacts of product and service categories	39 - 41	
		416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	40	
	GRI 405: Diversity and equal opportunity	405-1 Diversity of governance bodies and employees	46	
		405-2 Ratio of basic salary and remuneration of women to men	46	

[RETURN TO CONTENT INDEX](#)

