



Making sustainable changes

OCS Statement of Intent

The battle with single-use plastic is well documented and, at OCS, our attention is sharply focused on how we can limit the impact of our operations on the environment. Our immediate focus is the UK, where we employ approximately 25,000 people and where the plastics agenda is most established. Our business touches millions of people every week, and that means that we are in a position to make positive changes.

Today, OCS in the UK is committing to reducing our single-use plastic footprint. We want to do the right thing for our business, our employees, our clients and our environment. For us that means taking stock of how we manage waste across our business, being realistic about what we can do to improve, working with our suppliers to ensure that improvements are made holistically, and making sustainable changes that will have a positive impact on our plastic use. What is equally important is making sure that any changes we make are not detrimental to other environmental concerns, such as our carbon footprint.

We have already taken the first steps on our journey to reduce single-use plastic waste - replacing plastic straws and sandwich bags across our UK catering functions with more sustainable options. We have updated our procurement process to ensure that we prioritise working with suppliers who share our vision and, in collaboration with Reconomy, our waste management supplier, we have started our education programme to encourage all those who interact with OCS to think twice about their own plastic use.

OCS is committed to implementing sustainable changes the right way to make sure they have a long-term positive effect. We are committed to doing the right thing by reducing the use of single-use plastics and improving waste management, without having a negative impact on other environmental issues.

We know that we are at the start of an important journey, but it is one that we are determined to get right, and we invite you to follow our progress at www.ocs.com/uk.

Bob Taylor

CEO UK Ireland & Middle East

Marianne Holgate

Group Director of Corporate Affairs



Why FMs should care about single-use plastic

Blue Planet II was a watershed moment in the discourse around single-use plastics. The BBC show prompted the UK's supermarkets, big brands like Coca Cola, and the UK government to sign the 'UK Plastics Pact', a pledge to drastically reduce 'unnecessary' plastic usage by 2050.

Everyone shops in their supermarket of choice or buys their favourite bottled drink, making these organisations susceptible to the consumer fallout that could come from failing to display a commitment to reducing plastic usage. With FM responsible for up to 8 per cent of the UK's gross domestic profit and employing roughly ten per cent of the country's workforce, it is a major player in people's daily lives. For example, catering services inevitably contribute to the throwaway culture, exacerbated by the increasing popularity of trends like the 'grab and go' style of eating.

The statistics that have come to light since Blue Planet II make for a sobering read. Humans manufactured more plastic in the last decade than in the whole of the previous century. This boom in plastic production is fuelled in part by the popularity of single-use items such as bottled water, drinking straws and coffee cups. While 'single' in use, these items can have a lifespan of up to 400 years as they are rarely biodegradable, with a legacy up to five times that of the person who discarded it in the first place.

With the FM sector continuing to grow at a steady rate and more companies operating globally, facilities management professionals have the opportunity to collectively 'step-up' and instigate positive change in the battle against non-biodegradable waste. Beyond cutting back on the usage of single-use plastics, this can go a step further. Facilities managers have a huge footprint across both the public and private sectors and can collaborate with clients to help embed the necessary behavioural change for corporate consumers to follow through on these objectives.

Furthermore, there is an opportunity for the FM sector working with its supply chain to promote the development and use of alternatives to plastic packaging – e.g. glass, or compostable materials – in a way that is not detrimental to the environment. Too often, substituted materials can run the risk of being a quick fix that only creates new problems if not carefully considered. Facilities managers can, and must, ensure that the appropriate infrastructure is in place to process these materials, so waste does not need to be shipped abroad to recycling facilities – the knock-on effect of which being a greater carbon footprint.

Needless to say, 2018 was the tipping point, and any actions from here on require forethought, strategy and collaboration. OCS is committed to reducing its single-use plastic footprint, the right way, as outlined here.

Our mission

Earlier this year, OCS formed a steering committee - consisting of Group Director of Corporate Affairs, UK & Ireland Procurement Director, UK Managing Director of Support Services, Heads of Cleaning and Catering, Director of HSQE, Corporate Communications and two suppliers – Reconomy and Commercial Group. The committee has been tasked with improving our understanding of OCS UK's footprint and considering what the business can do to reduce the use of, and improve waste management of, single-use plastics across our operations in the UK – and then make that change happen.

The steering committee has a clear mandate – to identify credible and deliverable actions that will:

- Reduce our single-use plastic footprint, without being detrimental to other environmental concerns such as carbon footprint, at both our client sites, and at OCS employee sites in the UK, working in partnership with our suppliers
- Raise awareness amongst our own employees, and our clients' customers/employees at OCS catering facilities, to inform sustainable choices and change behaviours both inside and outside the workplace
- Formally educate front line employees involved in waste management on better waste management processes and the lifecycle of waste, to reduce single-use plastics 'buried' waste
- To consider other environmental issues such as the reduction of CO2 emissions - and look at waste as a whole - not just plastics.

Where we are

OCS recognises that there isn't a "quick fix" to the plastics problem in the FM industry but we are committed to making sustainable changes to the way we do things, to reduce our single-use plastics footprint.



We have already taken some important first steps and are proud of the initiatives that have been put in place so far. These include:

Catering initiatives

- We have published the environmental credentials of all our single-use products on MyOCS for our catering sites to make informed choices, and provided food waste training materials to all catering sites using 'toolbox training'
- All plastics straws have been banned from OCS catering facilities in the UK and replaced with sustainable options - unless required for medical reasons at hospitals.
- Our Head of Catering has replaced the 200,000 non-recyclable sandwich and baguette bags used every year with an alternative option made from plant-based materials, rather than plastic, and from certified sustainable resources. The change came into effect at the end of August 2018 (although some sites may have residual stock). We will continue to encourage our clients to manage their waste streams to allow the products to be disposed of correctly.
- We have launched a 'nudge' campaign - posters, tabletop displays etc - across all OCS client catering sites and across OCS employee sites to remind people to think twice before using or bringing to work single-use plastics
- We have worked with clients to reduce their own consumption through steps such as banning single-use plastic cups and replacing disposable products with compostable alternatives.
- We have established and will continue to grow relationships with organisations such as WRAP and the Plastics Pact Committee to further the debate in the FM world.

Cleaning initiatives:

- The use of bleach has been banned within OCS cleaning for many years and we now work with clients to ensure bleach is not present in any chemicals we use. We also present clients with more environmentally friendly alternatives where specific products are requested for their sites.
- Our full core range of consumer disposables (e.g. toilet tissue) is recyclable paper from Essity and our waste sacks from BPI are made from recyclable plastic.
- We have worked with suppliers to provide the latest technology, in the form solar powered Rubbermaid Lumecel soap dispensers which do not rely on mains or battery power.
- We have rationalised the number of cleaning chemicals used across the business and move to a range of ultra-concentrated cleaning products for all cleaning contracts.

Procurement initiatives:

- We have introduced a sustainable sourcing measure into our procurement decision making process, whereby all future suppliers will have to meet the OCS UK commitment to a 2% reduction in carbon intensity per year. A new policy has been issued.
- Working with Commercial Group, our supplier for office supplies, in August we introduced a £20 minimum order value. This will help to eliminate 1,000kg of CO2 per annum – equivalent to one TV playing continuously for 250 days.

Supplier initiatives:

- Signed up to a supplier initiative to calculate our green footprint when ordering paper or plastic based marketing materials.
- Starting to roll out a waste management 'pilot' training course in collaboration with Reconomy (our waste management supplier) – to educate front line employees in better waste management, and the waste life cycle - and reduce the use and/or improve management of single-use plastic waste. The course is accredited and provides our staff with a formal qualification too.

Other initiatives:

- Completed an audit of our employee sites and have started to replace single-use plastic cups with china and glass alternatives; remove drinks stored in single-use plastic bottles from vending machines

Where we want to be

Our commitment to this mission is a long-term one. We've made some positive steps already, but the OCS UK and Ireland journey to reducing our single-use plastics footprint will not be completed overnight.



In addition to working with our clients to help them better manage waste in the future, we have identified further changes we can make, and are making progress towards delivering them. Our next steps include:

- Remove all mineral water sold in single-use plastic bottles by Q2 2019
- Roll out a sustainability course on our eLearning platform - OCS Academy - to all colleagues in the UK that focuses on waste management and the waste lifecycle (and what we can all do to make a difference), by Q2 2019
- Increase the number of green products available to purchase from office suppliers Commercial Group (currently stands at 60% green products)
- Change how supplies are delivered - fewer vans, more couriers
- Issue every colleague based at an OCS site in the UK with a sustainable coffee cup for use at, and outside of, work
- Replace all plastic water cups with china or glass in our offices
- Raise awareness amongst OCS colleagues and our followers using a social media and events-based internal communications campaign
- Reduce and replace (without being detrimental to the environment and health) cleaning products/tools that are not environmentally sustainable via our supply chain

Follow our progress

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