



# **Sustainability Report 2018**

## HIGHLIGHTS

- **100% staff retention**
- **Zero workplace injuries**
- **100% achievement of Environmental targets**
- **100% compliance with Code of Conduct**

## OUR PRINCIPALS

PSG Security is a good corporate citizen. We take pride in our place in the community and have put in place policies that not only make good corporate sense, but they make sure that we meet our legal obligations and community expectations.

PSG Security's CSR encompasses our commitment to:

- The environment
- Our employees and contractors
- Health and safety in the workplace – everyone deserves to go home safe
- Ethical behaviour
- Volunteering in the community

## CSR RESPONSIBILITY

Paul Simmons, Director of PSG Security Pty Ltd is responsible for the company's corporate social responsibility (CSR)

## SITES

PSG Security has one site – 37, 640 Geelong Road, Brooklyn Victoria 3012. All of the services are delivered on client controlled premises.

## ENVIRONMENT

PSG Security takes positive direct action to reduce our environmental footprint and to consider environmental consequences from our business activities. During 2018 we achieved:

- A reduction our energy consumption;
- An improvement in our reduction, reuse and recycling of waste; and
- A reduction in our water usage

Our health, safety and environment management system (HSEQ) is based on the requirements in Australian Standard AS/NZS ISO 14001:2016 *Environmental Management Systems* and AS/NZS 4801:2001 *Occupational Health and Safety Management Systems*.

PSG Security is committed to protecting the environment from preventable risks and harm. We apply a risk-based approach to environmental management, driven and influenced by our Environment Policy. Our Health, Safety and Environmental Management System (HSEQ) outlines the way in which potential environmental impacts resulting from our activities should be identified, assessed, managed and minimised where we can.

Measurement	Target	Result	Status
Energy: Number of fluoro lights changed over to LED	91	91	Achieved
Energy: Number of motion sensor lights installed in low traffic areas	5	5	Achieved
Energy: Reduction in electricity consumption	>5%	33%	Achieved
Emissions: Number of managers working from home	2	2	Achieved
Emissions: Number of guards using public transport to/from work	95%	100%	Achieved
Number of training session held at PSG office	0	0	Achieved
Waste: Number of office redundant furniture items sent to landfill	0	0	Achieved
Waste: Number paper cups used	0	0	Achieved
Waste: Paper/cardboard recycle bin available & in use	Implement	Implemented	Achieved
Waste: Elect to receive all financial records and bank statements electronically only	Implement	Implemented	Achieved
Waste: eliminate paper based mail in preference for electronic means of signing documents	Implement	Implemented	Achieved
Water: Remove 'full flush' option on all toilets	Implement	Implemented	Achieved

## Water

All office toilets have been adjusted to remove the 'full flush' option and now only use half as much water with each use.

## Waste

In order of priority we seek to reduce, reuse, or recycle waste in preference to disposing of it at landfill.

To reduce waste, we have stopped printing documents unless a client or regulator demands a paper based copy of a document. All documents are created, transmitted and stored electronically.

PSG has instructed our accountants, financial service providers and bank to deliver all documents to us electronically.

Cardboard boxes are not disposed of. We hold onto them for reuse as a first preference or recycle them if we cannot reuse them. All paper and cardboard waste we do collect is recycled.

Printer cartridges are refilled rather than replaced.

## Related information

- Environment Policy

## HUMAN RESOURCES

PSG Security's aim is to treat people fairly, with respect and to allow them to balance their work/life commitments with a minimum of fuss. Management, employees and contractors work together in a spirit of cooperation to deliver quality services to our clients.

Measurement	Target	Result	Status
Average years of service of key personnel	> 5 years	10 years	Achieved
Number of harassment, bullying, discrimination or other HR complaints	Zero	Zero	Achieved
Number of terminations for disciplinary reasons	Zero	Zero	Achieved
Number of Fair Work investigations of employee complaints	Zero	Zero	Achieved
Number of 'no shows' on rostered shifts	Zero	Zero	Achieved
Number of tool box talk training sessions	Two	Six	Achieved
Number of unlicensed guards deployed	Zero	Zero	Achieved
Number of breaches of company HR policies including wages and conditions	Zero	Zero	Achieved

### Human resource management

PSG Security has a full suite of documented procedures dealing with human resource management. The company's policies and Code of Conduct set out our company guidelines for:

- Respect for human rights
- No forced or compulsory labour
- No child labour
- Working conditions
- Remuneration
- Non-discrimination
- Freedom of association
- Collective bargaining
- Anti-corruption & bribery
- Health & safety

We regularly engage with our employees and contractors in face to face interactions and through constant communication. They are able to raise any HR related matter with PSG management quite easily.

### Staff Turnover

In 2018, our staff turnover rate was zero. PSG retained all its employees, many of whom now have 10 or more years' service with the company. Our sustainability objectives and procedures were shared with the workforce in training sessions held throughout the year.

### **Our Values**

PSG Security's values are Honesty, Passion and Commitment and we model these values in our dealings with our employees and contractors. PSG has a supportive work environment that values and respects each individual worker and contractor.

### **Diversity and Inclusivity**

PSG respects the diversity of our workforce. A diverse workforce culture is attractive to potential employees.

During the year, PSG worked with employees and contractors to manage demands for time off for all those who sought time off during religious festivals – Christmas, Ramadan and Hindu festivals - with operational demands.

### **Developing our people**

Coaching, guidance and training was delivered to our workforce during 2018. Topics covered included security techniques, health, safety and the environment and the Code of Conduct

Our director, Paul Simmons became a member of the Facility Management Association of Australia in 2018 to gain access to educational resources on sustainability and the environment. In 2019, Paul will undertake an external training course concentrating on ethics and regulatory compliance.

### **Wages**

All workers are paid in accordance with a Fair Work Australia certified collective agreement. Wages are paid fortnightly and on time each and every pay day in 2018.

## BUSINESS ETHICS

PSG Security requires its directors, employees and contractors to act ethically at all times through processes that provide accountability, fairness and transparency.

PSG Security's director is a graduate of the Australian Institute of Company Directors course. The AICD course provides a comprehensive program on the duties and responsibilities of directors in areas such as governance expectations and ethical considerations for businesses.

Measurement	Target	Result	Status
Number of complaints alleging breaches of Code of Conduct	Zero	Zero	Achieved
Number of disciplinary actions taken against PSG by a regulator	Zero	Zero	Achieved
Number of training sessions in which awareness of the code is raised	2	6	Achieved
Number of non-compliance findings from self-assessments	<1	Zero	Achieved

PSG Security's Code of Conduct sets clear guidelines and values for directors, employees and contractors to abide by and model their behaviour on.

### Corporate governance

The adoption of best practice corporate governance principles is an important element of our sustainability performance.

Our corporate governance arrangements are consistent with the Australian Corporations Act.

### Our values

Honesty, Reliability and Commitment

### Code of Conduct

Our values underpin our Code of Conduct. The Code applies PSG Security's directors, employees and contractors.

The Code sets out the principles of ethical behaviour that we require of all directors, employees and contractors:

- We act with honesty
- We observe the law, our obligations, voluntary commitments and internal standards
- We value and maintain professionalism in all of our dealings
- We respect confidentiality
- We manage conflicts of interest
- We look after our people

- We recognise our responsibilities to our stakeholders
- We uphold our values and behaviours outlined in the Code of Conduct.

### **Induction and training programs**

PSG Security's Code of Conduct is included in the induction pack for all our new starters

During the year, awareness of the Code is reinforced during toolbox talks.

### **Investigation and resolution of workplace issues**

There were no workplace issues requiring investigation in 2018.

PSG Security has established policies and procedures for:

- Investigation
- Whistleblower's
- Harassment, discrimination and vilification
- Bullying

### **Privacy**

We are committed to protecting the privacy of our customers, shareholders and other people who we deal with in our business. We comply with our obligations under the Australian Privacy Principles.

### **Bribery and corruption**

We do not tolerate any incidence of bribery or corruption committed by people either from within or outside our organisation. There were no instances of corruption in 2018.

### **Risk and Compliance Management**

PSG Security is committed to embedding risk management practices into all business processes and operations to deliver effective and accountable operations.

The security industry is heavily regulated and through the use of strong risk and compliance management techniques we meet our obligations pursuant to:

- State and Commonwealth laws and regulations;
- The requirements of security licensing regulators;
- Australian Standards; and
- Our obligations to our clients.

PSG Security conducts internal audits as well as annual management reviews to assess the effectiveness of our risk management and compliance activities, and to identify opportunities for improvement.

**HEALTH & SAFETY**

Measurement	Target	Result	Status
Total injury frequency rate	<1.1	Zero	Achieved
Number of lost time injuries	Zero	Zero	Achieved
Number of repeat or recurring incidents or significant near misses that occurred with similar root causes	<1	Zero	Achieved
Number of OHSE Incidents	<2	Zero	Achieved

Health and safety is critically important to PSG Security. All workers have the right to work in a safe workplace and to go home to their families at the end of the work day uninjured.

PSG Security's goal is zero harm and we have achieved this goal every year since 2005 through dedicated leadership in safety and a sustainable work environment.

**Our Health, Safety and Environment System (HSEQ)**

Our Health, Safety and Environmental Management System (HSEQ) forms the framework by which we manage our OHSE risks across the business. Our system consists of OHSE Standards and OHSE Methodologies that provide the framework needed to meet our OHSE objectives.

Our hazard, incident and near miss reporting systems are designed to ensure that issues are reported and investigated in a consistent and effective manner.

**Related information**

- Health and Safety Policy

**CONTRACTORS & SUPPLIERS**

Measurement – PSG Sites	Target	Result	Status
Total injury frequency rate	<1.1	Zero	Achieved
Number of lost time injuries	Zero	Zero	Achieved
Number of repeat or recurring incidents with significant near misses that occurred with similar root causes	<1.1	Zero	Achieved
Number of OHSE Incidents			Achieved
Number of inductions	1 per employee		
Number of non-conformities	<3	Zero	Achieved
On-time delivery of service	>95%	100%	Achieved
Client acceptance of guard	>98%	100%	Achieved
Number of incidences of non-compliance with our Sustainable Procurement policy	<2	0	Achieved

**Contractor management**

We engage contractors to provide security guard services to PSG Security.

Our contract management system is designed to ensure that:

- the highest appropriate health, safety and environmental standards are in place while contractors are undertaking work on our behalf;
- key risks associated with the work to be undertaken by contractors are identified and treated; and
- contractors act in accordance with our policies and procedures.

All contractors engaged by PSG Security are required to:

- comply with all PSG Security health, safety and environmental policies and procedures;
- complete induction processes prior to carrying out any work; and
- maintain a safe working environment.

Our contractor management system is an end-to end process that applies from conception and scope development through to works management and review. We monitor compliance by contractors using a variety of methods including monthly reporting and management review.

### Supplier management

As a supplier of guard services, PSG Security's does not have a supply chain.

The types of supplies we purchase include: the hire of two-way radios, and office supplies. In regards to those suppliers, our goal is to maximise our sustainable procurement activities by:

- implementing our sustainability policy; and
- selecting suppliers with similar commitment to sustainability.

### Related information

- Code of Conduct

### COMMUNITY & VOLUNTEERING

PSG Security's director is a firm believer in the value of volunteering – and has been helping others in the community as a volunteer for 20 years. The company fully supports any employee who seeks to engage in volunteering.

Community Organisation	Nature of assistance given
Rotary International	<ul style="list-style-type: none"> <li>• Since 2015</li> <li>• Volunteer Treasurer</li> <li>• Creation of a mentoring program for homeless and at risk Indigenous youth</li> </ul>
AMES	<ul style="list-style-type: none"> <li>• Volunteer mentor to adult migrants looking for skilled and professional work</li> <li>• Commences 2019</li> </ul>
Melbourne City Mission	<ul style="list-style-type: none"> <li>• Volunteer mentor to disadvantaged youth and refugees</li> </ul>

### Related information

- Community & Volunteering Policy