

CSR SUSTAINABILITY REPORT



22/23
April - March

Acknowledgment Of Country

MSS Security acknowledges the Traditional Owners of the lands on which we meet and pays its respects to Elders past, present and emerging.



Together, we can. Artwork by De Greer-Yindimincarlie, Yindi Artz.

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A Few Words From the Managing Director

I am pleased to present MSS Security's first Corporate Sustainability Report (CSR). In this report you will read about our corporate sustainability objectives and achievements for the first half of MSS Security's fiscal year in delivering sustainable outcomes across our 9 key corporate sustainability pillars, in no particular order they include:

- Excellence
- Community
- Environment
- Sustainability
- Indigenous Betterment
- Equality and Diversity
- Governance
- Health, Safety & Wellbeing and Future Focus.

Some of the things you will read about in this and future reports include;

Our continued support of programs such as our Workplace Giving Program (WGP) which is the centrepiece of our corporate social responsibility initiative aiding four selected registered Australian charities, the Royal Flying Doctor Service, Black Dog Institute, The Big Issue and Alzheimer's Australia. Through regular employee contributions, matched dollar for dollar. Our WGP is something we intend to grow and something we are very proud.

What we are doing to reduce our environmental footprint through waste and fossil-fuel energy reduction, developing sustainable initiatives to create-long term benefits and seek out and invest in environmentally friendly products. Our approach to sustainability balances commercial reality, social and economic challenges with opportunities. We believe that sound, sustainable business practices such as these are crucial to building trust and enhancing our company's reputation.

As MSS Security continues to demonstrate itself as Australia's most trusted security provider, as a company we advocate and achieve pay equity across all employee levels, provide equal employment opportunities, offer and are proud of our achievement with our scholarship programs, our support program for people with disabilities and have a commitment to the safety and wellbeing of all our employees. Our award-winning talent management framework positions our people to consistently deliver service which exceeds stakeholder expectations placing MSS Security as the industry's employer of choice.



A Few Words From the Managing Director

Our genuine and demonstrated commitment to Indigenous Betterment. Through our Reconciliation Action Plan, we seek to maximise benefits for indigenous business via our supply chain, supporting Indigenous charities, leveraging our business model, and employing as many indigenous staff as we possibly can. All underpinned by educational and culture awareness programs to do what we can to Close the Gap.

Our legacy and aspirations around equality and diversity in the workplace as we seek to continue to encourage and welcome more people into our business and the security industry. We believe diversity brings a range of skills, experience and approaches that complement and enhance our team, our capabilities, and our business.

I am proud with how far we have come in meeting our objectives, at the same time there is still a lot more work to do for us to achieve our goals. By continuing to work together and prioritising our 9 key pillars we will ensure a better future for generations to come and an organisation that we can all be proud of being part of.

Geoff Alcock - Managing Director



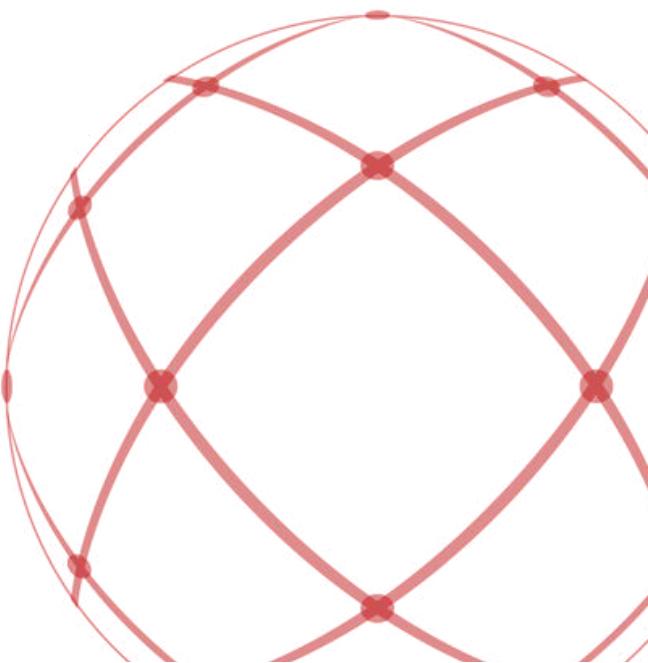
ABOUT THE REPORT

MSS Security Pty Ltd, as part of the wider SIS Australia Group of companies, is a brand with a proud and well-established history. Our purpose is to bring innovative, customer-focused, and personalised service to our clients, with measured sustainable results. At MSS Security we are continuously working towards a better, more prosperous, and sustainable business for our colleagues, our clients, and our communities.

We are driven by accountability and purposeful impact and our approach to environmental, social and governance priorities continues to be embedded in what we do. We are focused on areas where we can have a positive impact on the communities in which we work and live and we will continue to work with others to focus on the areas where we can drive the biggest change.

In our corporate social responsibility report we are committed to expanding our transparency and accountability. The targets and measures in this report represent our commitment to meeting stakeholder expectations and alignment with our business priorities.

This report reflects our targets, achievements and objectives for the year at MSS Security's fiscal year (1 April 2022 through to 31 March 2023). The report provides an overview of MSS Security's operations and impacts and shares the work we've done during the reporting period to advance and deliver on our commitments. This report forms a baseline for future reporting, and we will report progress against our corporate social responsibility targets annually following the end of each fiscal year.



CAPABILITY STATEMENT



ABOUT US

We align decades of specialised security experience with continued investments in people, service delivery and innovation to meet the ever-changing environment.



POINTS OF DIFFERENCE

MSS Security is a standout leader in the Australian security industry. We are known for protecting the nation's most critical infrastructure, high-profile clients, facilities and strategic assets.



EXPERIENCE & CAPABILITY

MSS Security operates across key market segments as illustrated below and is known for protecting the nation's most critical infrastructure, high-profile clients, facilities, and strategic assets.



CORPORATE SOCIAL RESPONSIBILITY

We conduct our business with high ethical standards to meet financial, community and environmental responsibilities. Our service delivery is conducted in the interests of people's safety, economic use of resources and environmental sustainability.

ABOUT US

“

We align decades of specialised security experience with continued investments in people, service delivery and innovation to meet the ever-changing environment.

”

MSS Security has a very established national corporate reach, backed up with exceptional financial resources, together with industry-leading and exceptional management systems, leadership and ingrained values of integrity, teamwork, attitude, performance, and passion. Our investment in people is intensified by being an accredited Registered Training Organisation (RTO). Training programs cover a variety of industry, customer service and client-specific requirements for MSS Security employees. We want our people positioned to consistently deliver service that exceeds stakeholder expectations. Offering our people a challenging and rewarding career supports their well-being, as well as our long-term business continuity.

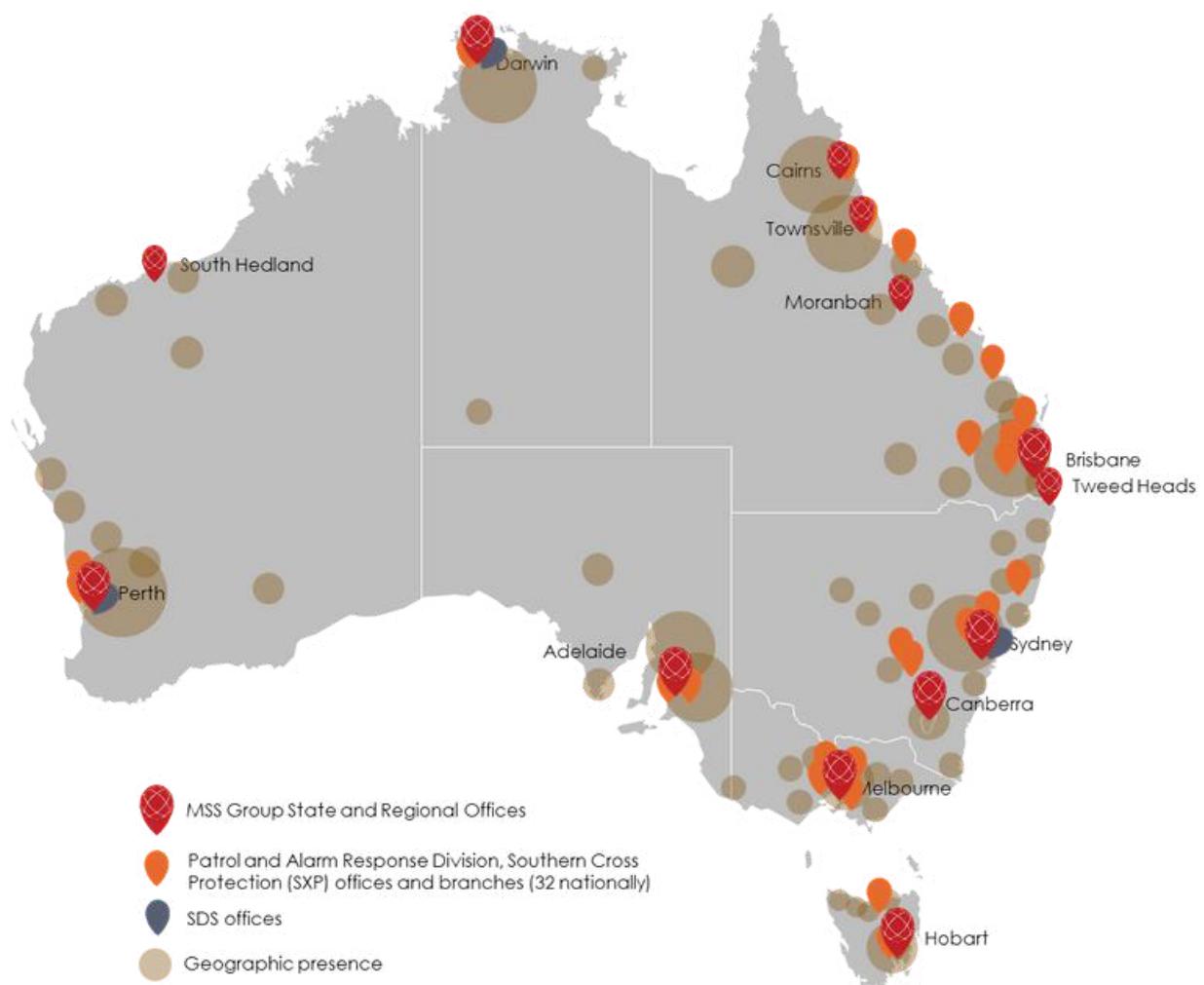
MSS Security Pty Ltd, as part of the wider SIS Australia Group of companies, is Australia's leading security guard, mobile patrol and emergency response service company with over 6,000 employees and national infrastructure with offices in the capital cities of all states and territories. As an organisation operating for over a century within Australia, MSS Security is the preferred security partner of Australia's leading corporations and a multitude of government departments and is dynamic on many levels.

The composition of our significant workforce is diverse, and as a trusted provider, we protect some of the nation's highest security environments, including Department of Defence, Reserve Bank of Australia, Note Printing Australia, Australian Federal Police and Qantas. We draw on an extensive security industry capability and capacity; our people, systems, processes, and professionalism sustain our ability to provide best practice in security and related safety risk management and mitigation and professional operational responses to a complex and changing environment.

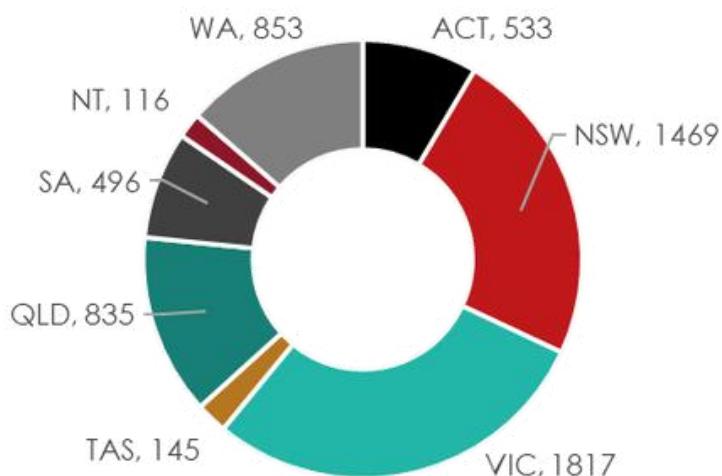


ABOUT US

GEOGRAPHICAL PRESENCE



Number of Employees



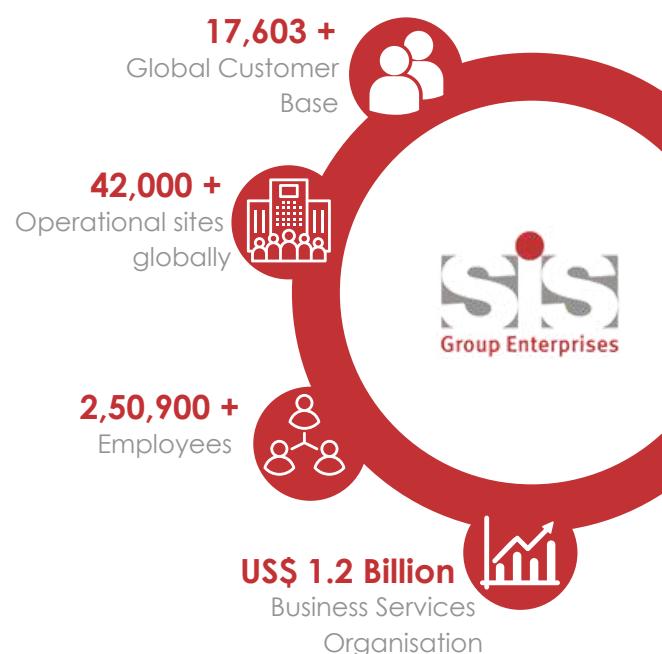
Each of our offices enjoys the backing of a full operational and service support team and to complement our 24/7 capability, we operate a National Operations Centre (NOC) from our Head Office in Silverwater, to provide around the clock support for all our clients.

ABOUT US

OUR HISTORY

MSS Security has a long corporate history. The company's origins date back to 1896, when Chubb opened its first office in Australia. Over more than a century our ownership changed, and our name has changed; however, our commitment to providing best practice security services has remained steadfast. We have always been trusted for delivering excellence.

Today MSS Security is wholly owned by SIS Limited, one of Asia-Pacific's largest security personnel companies. We play a pivotal role within a global security firm.



SIS has extensive service delivery reach in diverse geographic regions. With a clear vision for 2025, our parent company will emerge as a thought leader, not just a market share leader. While its growing outreach has led to enhanced focus on excellence in quality, customisation and service delivery performance, localisation is the key to our success. Our competitive strengths, financial resources and experience in the Australian security landscape uniquely position MSS Security for continued growth.

ABOUT US

COMPANY STRUCTURE

MSS Security is part of SIS Limited and is the cornerstone business unit within SIS's International division which includes operations in New Zealand, Singapore and Australia.

In Australia MSS Security works alongside our sister organisations including:

- **Southern Cross Protection Pty Ltd** – a specialist mobile patrol and alarm response services division, with a national team of over 1100 security officers and vehicle fleet performing over 16,000 patrols each night at over 5,000 sites, attend over 9000 alarm responses per month and monitor over 2,200 alarm lines.
- **MSS Strategic Medical and Rescue Pty Ltd** – a specialist paramedical, emergency response and rescue division which provides fully qualified and trained paramedics, emergency response and rescue personnel to the heavy industrial, mining and resources sectors.
- **Habitat Security Pty Ltd** – a joint venture between an Indigenous owned business, Dmac Workforce Consultancy and MSS Security, which has emerged from MSS Security's commitment to the Employment Parity Initiative (EPI) and was created in response to the Australian Government's drive to open up opportunities for Indigenous-owned businesses as part of its Indigenous Procurement Policy.
- **Safety Direct Solutions** – a leading provider of industrial, fire, rescue and medical training and emergency services personnel. This diverse and far-reaching capability allows MSS Security to deliver fully integrated security, paramedic, and rescue services to its clients.



POINTS OF DIFFERENCE



Industry leadership

MSS Security is a standout leader in the Australian security industry. We are known for being a high quality, trusted and capable security provider, protecting the nation's most critical infrastructure, high-profile client facilities and strategic assets.

Global reach

Our international public company backing by SIS India, one of Asia-Pacific's largest security personnel companies ensures solid financial capacity and yields connectivity to a global security knowledge base.

POINTS OF DIFFERENCE

Experienced expertise

MSS Security harnesses sector experience to inject know-how into service provision. As a value-add from the outset, our corporate intellectual property and team knowledge supports seamless transition-in to high quality service delivery. With a mature understanding of service delivery context, we support thorough risk assessment, strategic security planning and diligent implementation.

We align decades of specialised security experience with continued investments in people, service delivery and innovation to meet the ever-changing environment.

“

We align decades of specialised security experience with continued investments in people, service delivery and innovation to meet the ever-changing environment.

”

The right people & culture

MSS Security nurtures a high-performing organisational culture with proactive value-creating programs designed to enhance client outcomes and sustain business continuity. Initiatives spanning health, safety, environment, industrial relations and wellbeing, rewards and recognition, diversity, workplace giving and an award-winning approach to talent management underpins a positive and high performing team-based culture.

Award winning talent management framework

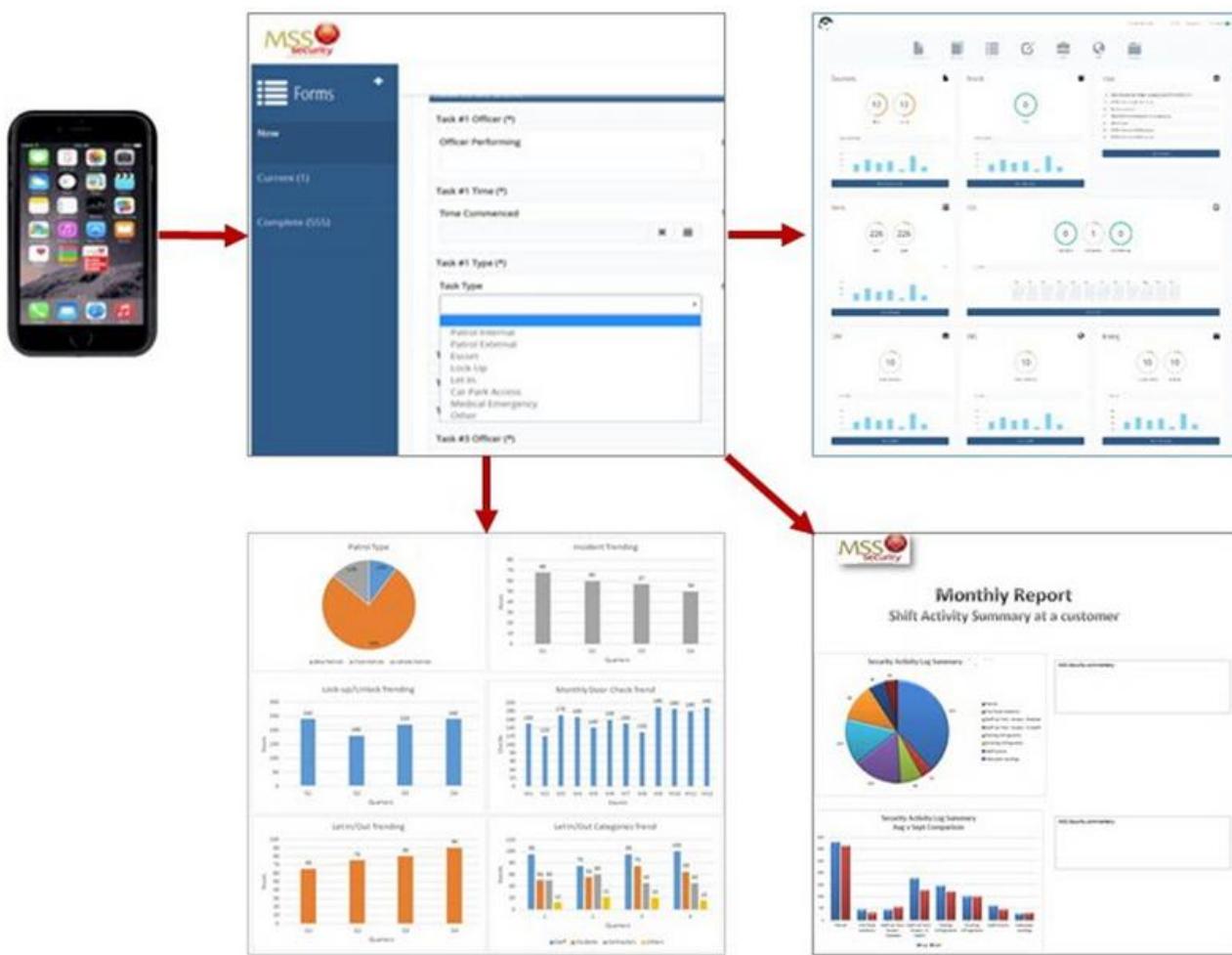
We want our people positioned to consistently deliver service which exceeds stakeholder expectations. MSS Security engages in a comprehensive on-boarding, mentoring, training and development framework. We view talent management as a strategic business tool; and we use a structured approach to create the right environment for raising the bar in customer service and security. Our investment in talent management is intensified by being an accredited Registered Training Organisation (RTO). At MSS Security, we know that well-trained and motivated people create a foundation for excellence in service delivery.



POINTS OF DIFFERENCE

Professional service delivery governance

We differentiate ourselves in the market by automating our mature service delivery management system within a Service Assurance System (SAS) – creating an online governance, risk and compliance online platform certified to ISO 27001. As a value-add, SAS provides our clients with real-time service delivery conformance, compliance and performance data capture, and business intelligence to enhance transparency, accountability and productivity.



Prudent risk management

MSS Security differentiates itself in the security industry with a prudent approach to risk management. Security providers tend to only focus their risk management effort on safety which misses an opportunity for good governance. At MSS Security, our staff will go beyond managing safety risks. They will consider potential impacts spanning environmental, industrial relations, financial, quality, schedule, reputation, contractual and legislative compliance.

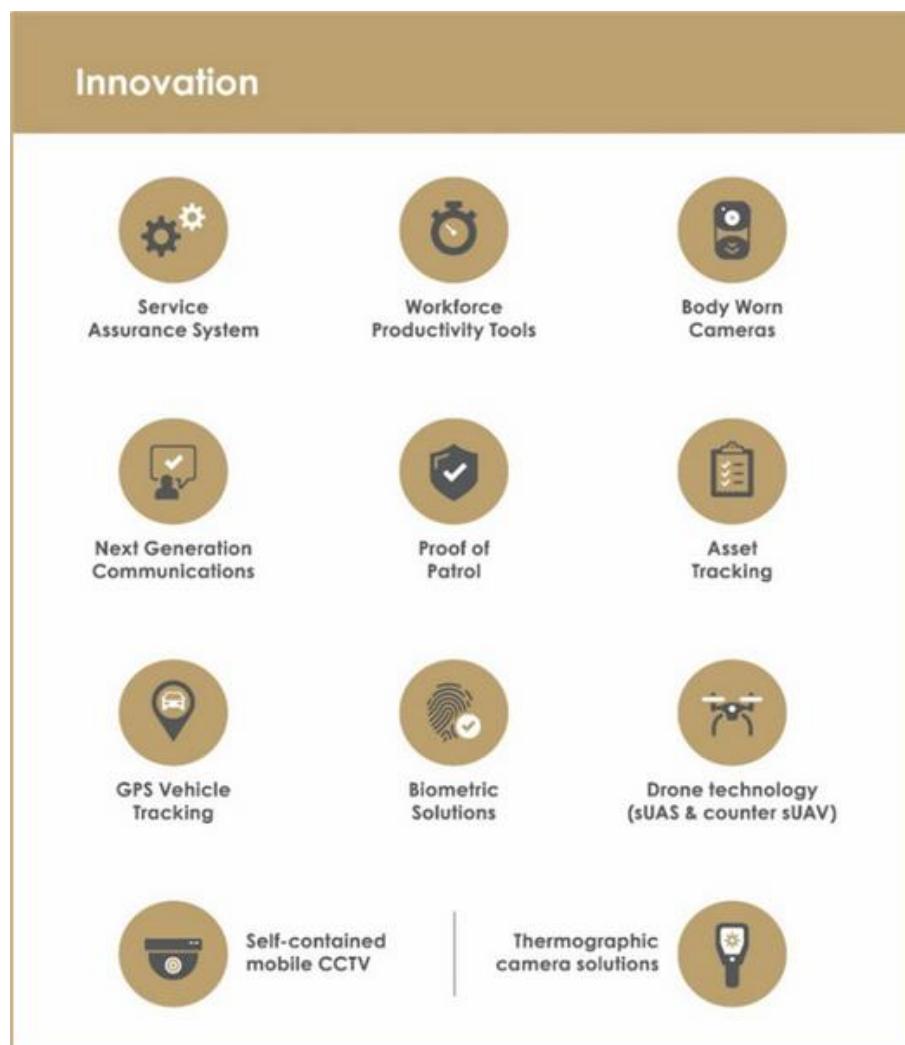
POINTS OF DIFFERENCE

Innovation to uplift value for money

MSS Security is innovative in utilising various forms of technology to underpin its service delivery. We also continually seek to enhance our services through genuine innovations, or operational efficiencies, which truly add value to our clients. Our management approach promotes service excellence, continuous improvement, and best practice. It also results in the sharing of innovative ideas, technological enhancements, and service improvements, while allowing for flexibility to meet our clients' requirements.

Our continuous improvement process is managed by the National Manager Innovation and Security Solutions. The primary focus of their roles will be to implement business improvement initiatives for our clients and MSS Security. The roles are designed to drive innovation and enhancements in our service delivery.

Innovative initiatives we offer to our clients to augment our value proposition:



“
Our technology platform is comprehensive and dynamic. We welcome the opportunity to show you our business systems capability in a live environment.
”

Leading practices

We embrace advanced behavioural detection techniques, sophisticated technology, best practice security measures, and deploy innovative solutions to mitigate risk and drive better operational outcomes. Our team sustains high performing service delivery by focusing on Standard Operating Procedure (SOP) compliance and conformance, customer service, stakeholder communication and collaboration.

EXPERIENCE & CAPABILITY

MSS Security operates across key market segments as illustrated below and is known for protecting the nation's most critical infrastructure, high-profile facilities, and strategic assets. We proudly manage approximately 390 contracts and secure more than 1,300 client properties/sites nationally. Our stable portfolio of clients is attributed to our strong relationships, distinguished company history, extensive experience and commitment to service excellence, unrivalled service capability and best practice standards. This, combined with our proven experience, evidences our capability to deliver an exceptional service for our clients.



Our 6,000+ strong workforce in Australia underpins a national service delivery footprint and provides the foundation for a comprehensive delivery offering, which includes:

- Static Guarding
- Roving & Mobile Patrols
- Aviation & Maritime Screening
- Emergency surge requirements
- Alarm response
- Events management
- Control room operations
- Access control
- Concierge services
- VIP protection
- First aid & medical support
- Traffic management
- Investigations
- CCTV and alarm monitoring
- Customer service security training
- Risk analysis & business continuity planning
- Security assessment, policy development & implementation
- Emergency response, planning, simulation & exercises

A collaborative and holistic approach

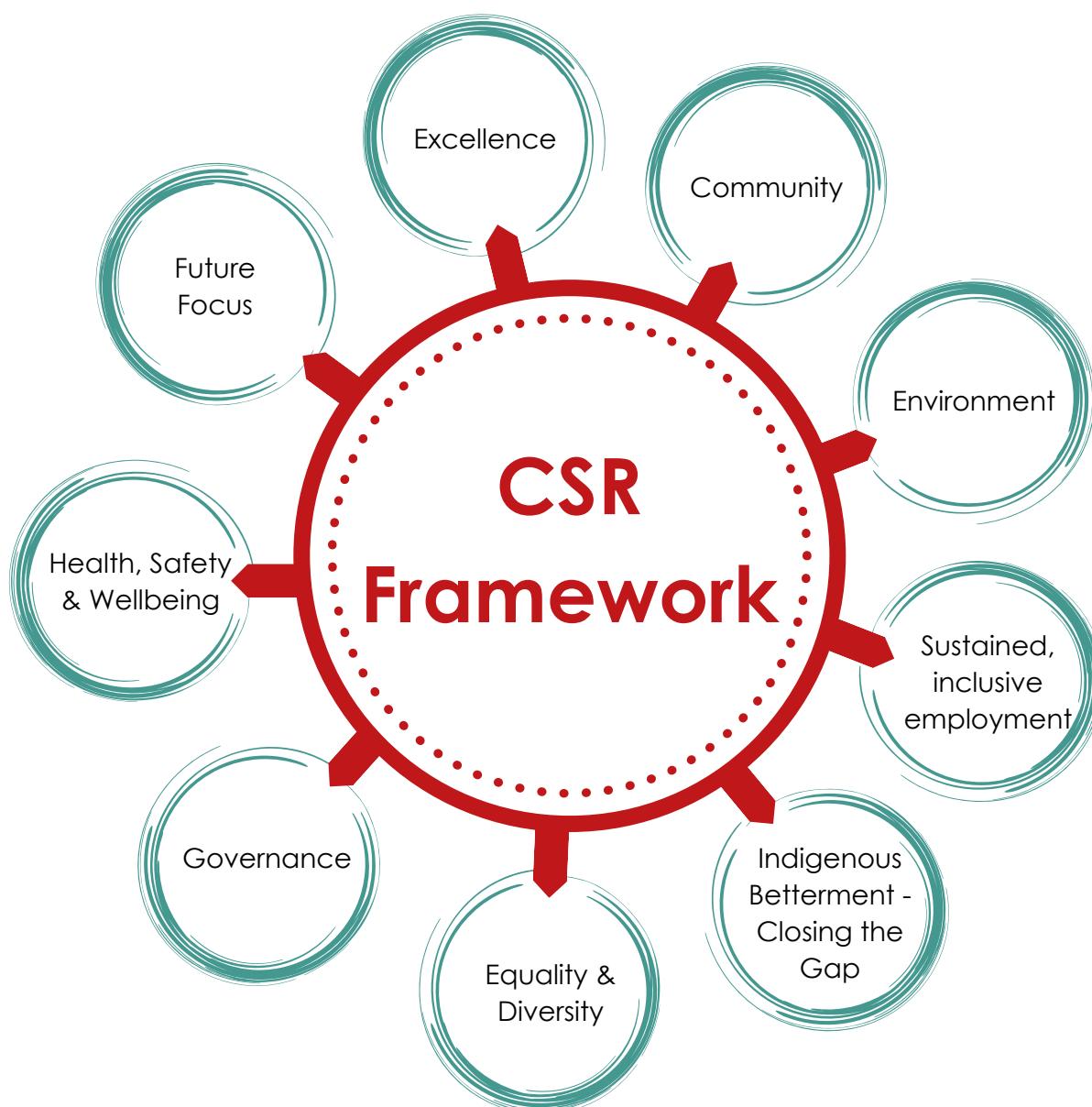
As your partner in security, MSS Security will work closely with key stakeholders to design flexible and sustainable security programs. By identifying the unique security requirements of each contract, we tailor and implement holistic security plans to provide value for money.

MSS Security provides skilled officers with specialised training to ensure that service delivery teams nurture a safe, welcoming and supportive environment for staff, contractors and stakeholders. We package guarding, access control, patrol services, control room, mail room and other services to fully meet the requirements. With a lengthy history of successfully delivering services to clients across diverse market sector, MSS Security demonstrates the experience, service capability, expertise and collaborative approach to underpin successful security outcomes.

CORPORATE SOCIAL RESPONSIBILITY

OUR FRAMEWORK

MSS Security is committed to creating a positive and lasting impact for our colleagues, clients and the communities in which we work. Our CSR Framework is designed to ensure we continue to deliver sustainable outcomes across 9 key pillars. Through these pillars we focus on contributing to the community, improving quality of life, remaining ethical and accountable and creating a sustainable environment for our business to grow.



CORPORATE SOCIAL RESPONSIBILITY

IT'S HOW WE GOVERN OURSELVES

Code of Conduct

MSS Security is committed to achieving and maintaining the highest standards of corporate integrity. Our management systems underpin compliance with legislation, regulations, accounting standards and industry best practice. MSS Security's Code of Conduct is a comprehensive statement of expectations covering standards, behaviour and governance. It is an expression of fundamental values and represents the framework for decision-making for every employee.

The Code of Conduct establishes the following ethical business practices at MSS Security:

- We will obey the law
- We will act in good faith
- We will consider the impact of our decisions on our stakeholders and seek fair resolutions
- We will communicate openly and effectively with our stakeholders
- We will seek always to build trust, show respect, and perform with integrity.

We incorporate our Code of Conduct in policies, procedures and manuals which are used throughout MSS Security. The integrity, reputation and profitability of MSS Security ultimately depend upon the individual actions of our directors, officers, employees and representatives. Each is personally responsible and accountable for compliance; and we monitor compliance with our Code of Conduct and immediately act on any breaches.

Corporate Policies & Systems

We firmly believe a strong corporate governance framework is critical to achieving our strategic objectives and mission. MSS Security's Board of Directors is responsible for corporate governance which includes continuity of its business and long-term viability.

Good governance practices are embedded throughout our organisation through a comprehensive suite of policies, processes and procedures which sustain corporate social responsibility. In our business, corporate governance and corporate social responsibility are closely aligned. We assess and manage our corporate, community and environmental risks and know the importance of this in executing our strategy to solidify enduring value.

CORPORATE SOCIAL RESPONSIBILITY

IT'S THE WAY WE ENGAGE

Our Values

At MSS Security, we nurture a positive workplace culture founded on a straightforward principle of high performing, trusted security provider. Our dedicated professionals are guided by the following people-centric corporate values and values based decisions and behaviour.

These values shape our daily actions and reflect our commitment to acting lawfully, ethically and responsibly. Our employees know our daily actions are key to building a respectful workplace, trust for our clients and long-term business partnerships.



Integrity

Our culture of openness, trust and the way in which we conduct our business is reflected in our service outcomes.



Teamwork

We deliver superior service outcomes by collaborating to get the job done in an efficient and effective manner.



Attitude

We communicate openly and effectively with our stakeholders in a professional manner whilst taking a positive approach to the endeavours we seek to achieve.



Performance

We continuously learn, develop and evaluate ourselves against evolving standards to be the best in what we do.



Passion

We pursue our work with energy and drive, we lead by example through our enthusiasm and achievements.

IT'S DEMONSTRATED IN VALUING, RESPECTING & EMBRACING DIVERSITY

MSS Security is committed to diversity in the workplace and are actively breaking down stereotypes as we encourage and welcome more people into the industry. We believe diversity brings a range of skills, experience and approaches that complement and enhance those of their colleagues. Roles in MSS Security are varied, and our diverse workforce use their attention to detail, situational awareness, expertise and customer service skills to provide the highest quality services to our clients. We are proud to be continually increasing our diversity across all levels of our business up to and including senior management.

COMMUNITY

'Australians Helping Australians in Need' is the philosophy behind MSS Security's Workplace Giving Program (WGP). Since launching this program in 2014, we have proudly raised over **\$563,000** for our selected charities.

\$97,971

Raised for our charities since

1 April 2022



ROYAL FLYING DOCTOR SERVICE

MSS Security has been a proud supporter of the Royal Flying Doctor Service (RFDS) for well over eight years raising well over **\$185,000** to assist in delivering extensive primary health care.



BLACK DOG INSTITUTE

dedicated to improving the lives of people affected by depression, bipolar disorder, and suicide. MSS Security has contributed over **\$155,100** since 2014.



ALZHEIMERS AUSTRALIA

Contributing well over **\$129,342** MSS Security supports Alzheimer's Australia in raising awareness of the stigma that surrounds this disease.



THE BIG ISSUE

We are proud to share their great work and dedication to providing no-barrier employment opportunities, allowing people experiencing homelessness, and disadvantage. Raising over **\$85,271** since our partnership in 2014.

COMMUNITY

ITS REFLECTED IN THE COMMUNITIES WE SUPPORT

Workplace Giving Program

MSS Security's Workplace Giving Program (WGP) is a centrepiece corporate social responsibility initiative. In collaboration with our workforce, we provide financial assistance to four selected registered Australian charities through regular employee contributions - with every dollar matched by the company up to a specified annual limit.



Charities MSS Employees Support

MSS Security is proud to support the efforts of our many employees who are involved in community projects and fundraising activities. These include but are not limited to:

- White Ribbon Day – MSS Security's Aviation, South Australian and Victorian security officers wear a White Ribbon in November to promote the end of men's violence against women.
- CEO CookOff – MSS Security provides security personnel free of charge for this event, which bring together celebrity chefs and CEOs to raise awareness of food security, the plight of homelessness and youth in crisis, while raising funds for OzHarvest, The Big Issue and ONE80TC.
- HOME – A Queanbeyan-based organisation that provides a supportive, loving home for people with chronic mental illness.
- Phone Cycle Project – for the Children's Hospital at Westmead.
- MSS Security's staff also contribute to work events such as Australia's Biggest Morning Tea, and promote gold coin casual days to raise funds for charities such as the Anti-Cancer Council and Queensland Flood Relief.



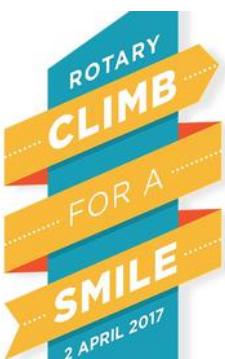
Prostate Cancer Foundation
Curing Together.



Peter Mac
Peter MacCallum Cancer Foundation



RELAY
FOR LIFE
Cancer Council



COMMUNITY



Black Dog
Institute



Alzheimer's
Australia
Living with dementia



3.1%

Workforce participation in WPGP

RFDS

\$17,477.25

\$18,152.25

Black Dog

\$13,287.25

\$13,937.25

Alzheimer's

\$8143.00

\$10,551.00

The Big Issue

\$7,085.00

\$6,264.50

Period of contribution
April 2022 - March 2023

\$0

\$10,000

\$20,000

\$30,000

\$40,000



Employee
Contribution



Employer
Contribution

OCTOBER 2022
ONE FOOT
FORWARD BETH &
TANYA (QLD)
RAISED \$1,078,
MSS CONTRIBUTED
A FURTHER \$401

NOVEMBER 2022
THE CANBERRA
TIMES FUN RUN, ACT
TEAM RAISED
\$1,696.75, MSS
CONTRIBUTED A
FURTHER \$1,781.59

MARCH 2023
THE BIG SELL
SENIOR
MANAGEMENT
TEAM RAISED \$448,
MSS CONTRIBUTED
A FURTHER \$6,000

MSS Security has been a proud supporter of The Big Issue for nine years and was thrilled to participate in 2023's Big Sell.

Over the last two years The Big Issue vendors have had it particularly tough. Lockdowns and decreasing foot traffic have significantly impacted their ability to earn a meaningful income.

Between March 18th - 31st, we joined The Big Issue in raising funds to support hard working vendors who have been doing it tough. Our goal was to raise awareness and funds for The Big Issue through the Big Sell initiative from donations by our team, clients, and visitors. Throughout this event MSS Security managed to contribute **\$6448** to vendors and the Big Issue.





COMMUNITY

The Black Dog Institute, one of MSS Security's workplace giving program partners, is dedicated to improving the lives of people affected by depression, bipolar disorder, and suicide. They are the only medical research institute in Australia to investigate mental health across the lifespan and their aim is to create a mentally healthier world for everyone.

Keep reading to see how our team members raised money for this amazing organisation in the months of October and November.

QLD Team:

During October 2022 QLD team members Beth and Tanya participated in the One Foot Forward, Walk for Mental Health fundraising event. One Foot Forward is held annually during mental health month in October. All fundraising during this event goes towards helping the 1 in 5 Australians who experience symptoms of mental illness each year. Together Beth and Tanya walked over 400km during October. What a massive achievement!

walk for awareness

ACT Team:

On Sunday 6 November 2022 ACT Team members Michael, Megan, Melanie, Bec and Marea and their families and friends participated in the Canberra Times Fun Run fundraising event. Commencing at Old Parliament House and finishing near Lake Burley Griffin, the ACT Team enjoyed some much-needed sunshine whilst supporting The Black Dog Institute and the work they do.

We are proud to announce that over these two events, over \$4,900 was raised for The Black Dog Institute. Congratulations and well done to all involved and all who supported our team and Black Dog Institute.



DIVERSITY

Focusing on Ability

MSS Security's commitment to diversity is underpinned by our Equal Opportunity policy which ensures people are treated fairly and justly. We recognise and acknowledge that one in five Australians live with disability. In recognition of this we have active and inclusive programs to employ and provide career pathways to people of all abilities.

We support people with disability into the workplace through:

- Partnerships with Job Active Agencies who participate in the Australian Government's Disability Employment Services (DES) and
- Equal employment opportunity and fair and merit-based recruitment practices.

We continue this support in the workplace through:

- Workplace design, modifications and adjustments as needed
- Education of all employees through training and education programs; and
- Access to our Employee Assistance Program (EAP) for work related and personal matters.



I N C L U S I O N

DIVERSITY

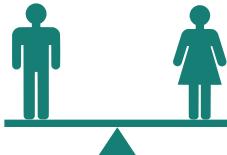
LANGUAGES SPOKEN

At MSS, we continuously strive to build an inclusive work culture that encourages and celebrates diversity of all. We are invested in understanding where our workforce are from and the languages they speak and we are proud to celebrate the diversity within the MSS community.

84+
Languages
spoken
throughout
MSS



GENDER DIVERSITY



Building our workforce

20%

Target of 25% female employment by 2025

Diversity through Scholarships

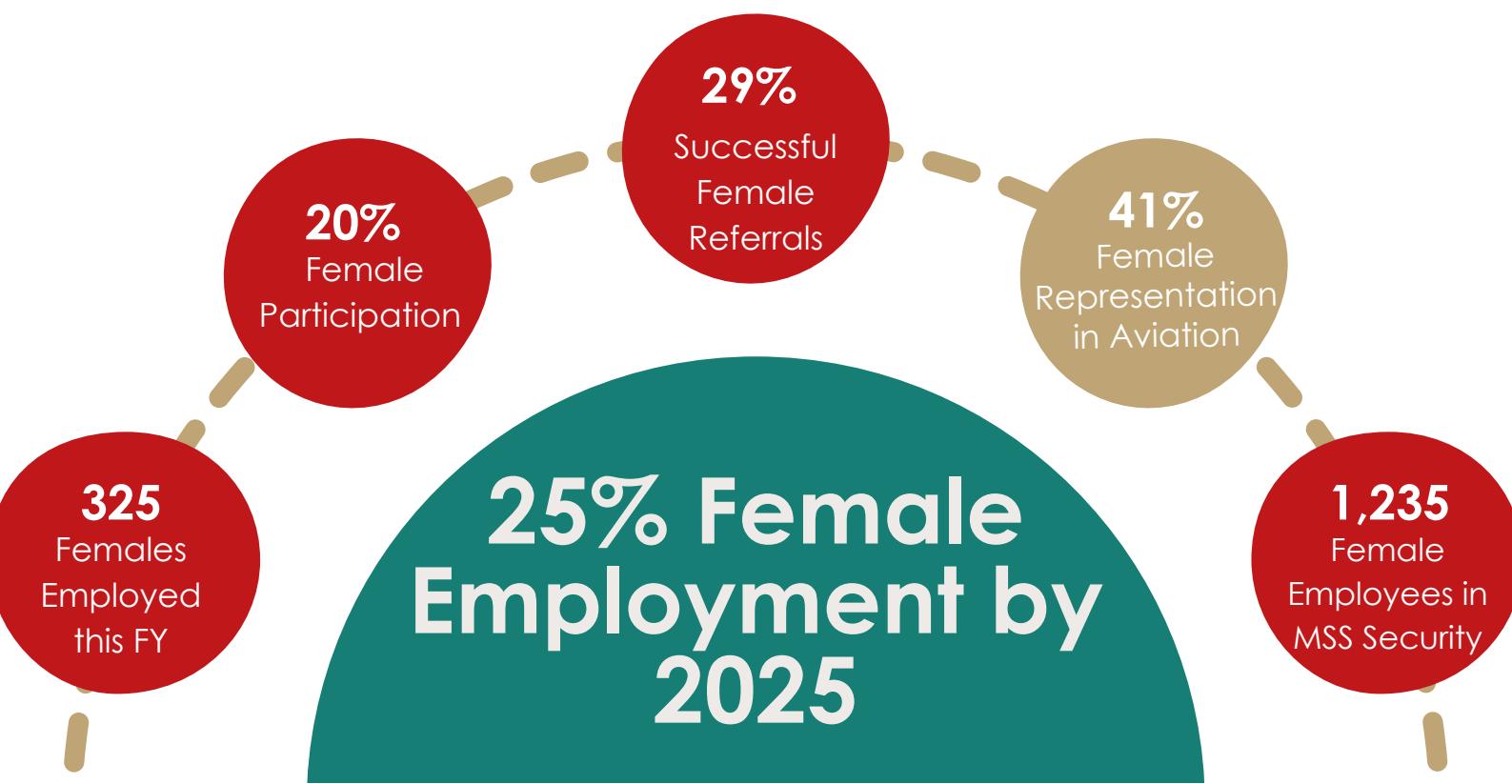
19%

Offering women pathways to employment

Women in Management Roles

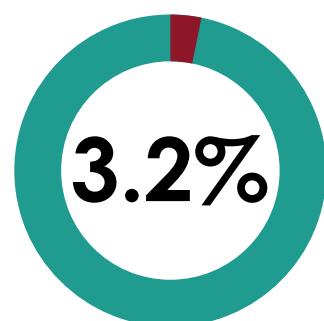
23%

Target of 30% females in leadership roles by 2025



DIVERSITY

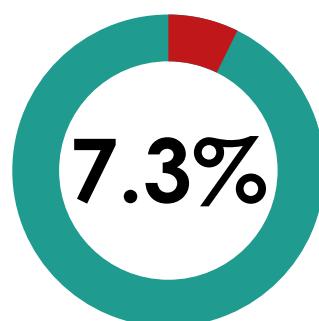
MSS Security is committed to having a diverse workforce. We recently completed a project designed to help us gain a better understanding of the diversity within our team. Through this project we created an Employee Details Form which included questions about our employees, their background and demographics. We had 3118 employees complete the form. These results will be incorporated into our reporting moving forward.



Indigenous



Disability



Veterans



Spouse or
family member of
Veteran

YOU'RE INVITED

Join us for our Defence Open Day and learn about working with the MSS Security Team

 MSS Security Office QLD
2 Clunies Ross Court, Eight Mile Plains, QLD

 Monday 12th December 2022 at 1pm

REGISTER NOW 



INDIGENOUS BETTERMENT



EMPLOYMENT

MSS Security values the importance of long-term employment and career opportunities of Aboriginal Indigenous & Torres Strait Islanders.



RAP & SUPPLY NATION

Our Reconciliation Action Plan (RAP) initiatives focus on our reconciliation journey with Aboriginal and Torres Strait Islander communities and our commitment to a reconciled Australia.



HABITAT SECURITY

Habitat Security is a majority Indigenous owned joint venture between Dmac Personnel Pty Ltd and MSS Security. Specialising in providing security guarding and associated services.

INDIGENOUS ENGAGEMENT

Proactive leadership to advance Aboriginal & Torres Strait Islander equality and engagement

MSS Security is committed to supporting Australia's First Nations Peoples through our actions, and to drive and support better outcomes for Aboriginal and Torres Strait Islander people and communities.

At the heart of our approach is the principle of working in partnership with Aboriginal and Torres Strait Islander communities to improve employment outcomes, business opportunities and education while also enhancing and expanding Indigenous cultural awareness for our non-Indigenous staff. Employing Aboriginal and Torres Strait Islander peoples has always been a part of our business and operations, and our understanding of how we can make a positive impact on Aboriginal and Torres Strait Islander communities has strengthened over time.

Today, we demonstrate a more strategic approach where respect, relationships and opportunities yield better outcomes for Aboriginal and Torres Strait Islander peoples and communities. We leverage MSS Security's national service delivery footprint and the nature of its business to create more jobs, increase retention, provide career pathways for Aboriginal and Torres Strait Islander peoples, and support opportunities for Aboriginal and Torres Strait Islander businesses.

**Aboriginal &
Torres Strait
Islanders
Employment**

**3.2% at
31 March 2023**



INDIGENOUS ENGAGEMENT

Aboriginal and Torres Strait Islander Participation Initiatives

Scholarship Program Target

Supports over 500 training places per year for persons seeking to join our growing team across Australia.

EPI Results

Employed 379 Aboriginal and Torres Strait Islander employees through the EPI program.

Reflect RAP

Focus on our reconciliation journey with Aboriginal and Torres Strait Islander communities, partnerships and activities

Celebrations

Acknowledge NAIDOC annually as part of our ongoing commitment and support to the Aboriginal and Torres Strait Islander community

Partnerships

Ngare Employment Solutions
Max Solutions and Indigenous Employment Partners.

Supply Nation

Maintain our membership of Supply Nation and engage in Supply Nation businesses when the opportunity arises.

RAP & SUPPLY NATION

Reconciliation Action Plan

Our REFLECT Reconciliation Action Plan (RAP) initiatives focus on our reconciliation journey with Aboriginal and Torres Strait Islander communities, partnerships, activities, and projects.

The plan details our long-term strategies and demonstrates our ongoing commitment through Aboriginal and Torres Strait Islander employment targets and key performance indicators.

32% OF RAP ACTIONS COMPLETED

Scholarships



Habitat and MSS Security are proud to be part of Bond University's Aboriginal and Torres Strait Islander scholarships, programs, and events. Scholarships financially support Aboriginal or Torres Strait Islander students who have demonstrated extracurricular involvement, leadership potential and academic achievements in an undergraduate degree or diploma program. MSS and Habitat are proud to contribute **\$12,000 per annum** to the scholarship program.



Supply Chain

Spend with Indigenous companies

\$9,662,745.07

Indigenous companies in MSS Supply Chain

11



Habitat Security

Habitat Security is a majority Indigenous owned joint venture between Dmac Workforce Consultancy and MSS Security, established to deliver security guarding and associated services. Originally devised to assist the Australian Government to achieve Indigenous Procurement Policy objectives, the company provides sustainable employment opportunities and career pathways for Aboriginal and Torres Strait Islander peoples, and leverages business opportunities for other Aboriginal and Torres Strait Islander businesses.

Habitat Security's logo is made from leaves, with their branches forming a circle. We commissioned De Greer-Yindimincarlie - a Wiradjuri Aboriginal woman from central west NSW - a curator, educator and multi award-winning artist – to design the Habitat logo and author the story behind it. The leaves symbolise the environment and habitat, and the circle represents a perimeter, or barrier around the outside. It is symbolic of Habitat Security forming a perimeter and keeping the internal structure safe. The logo's colours represent Aboriginal and Torres Strait Islander people.

Habitat Security is a Supply Nation certified company. Habitat Security supports Aboriginal and Torres Strait Islander communities by generating employment and procuring goods and services (e.g., printing and stationery services, uniform suppliers, and IT equipment) from other Aboriginal and Torres Strait Islander enterprises.

Habitat Security currently provides services to the following organisations:

HABITAT SECURITY

No. Contracts = 4

CONTRACT VALUE

Total for FYTD = \$1,426,069

Average per month = \$210,533

ABORIGINAL & TORRES STRAIT ISLANDER EMPLOYMENT

Employees at Habitat Security Sites = 14%

EMPLOYEE WELLBEING

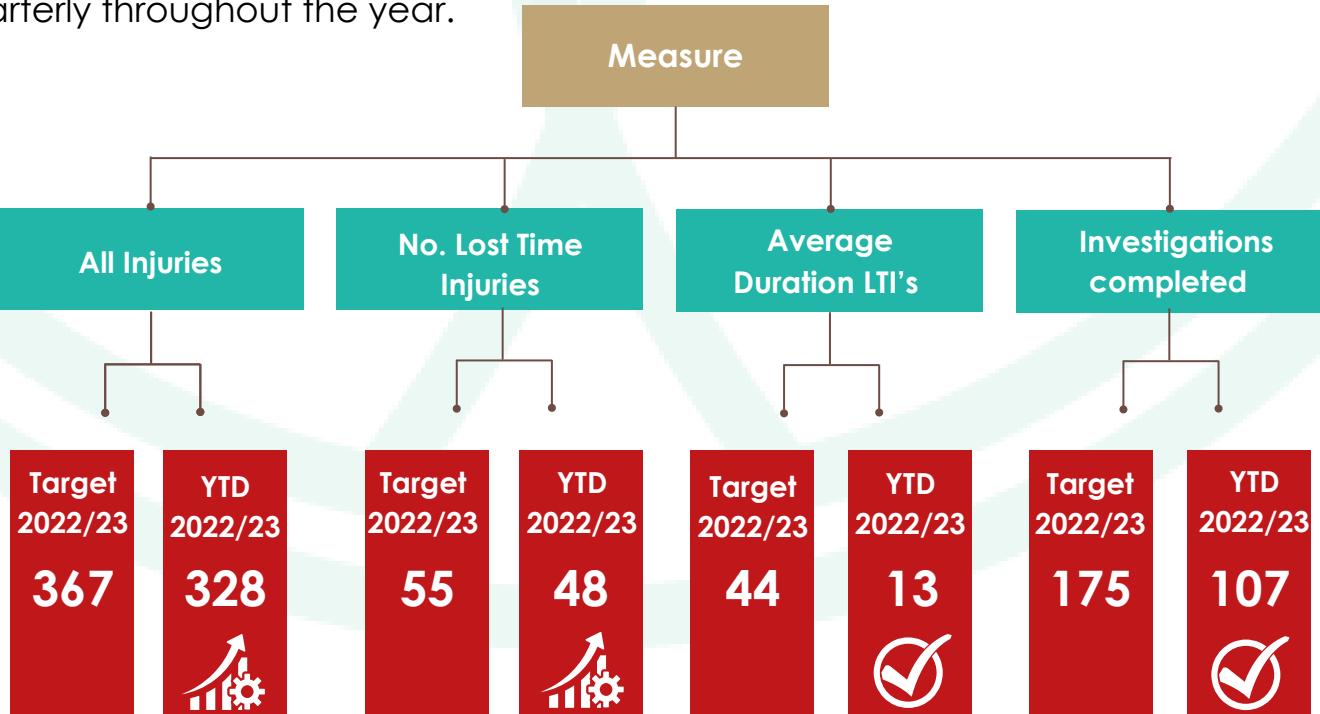
A culture of safety and the wellbeing of our people is of the utmost importance to us. This is supported by strong leadership, our values, and a team of passionate and dedicated individuals who work to ensure the safety and wellbeing of our employees.

MSS Security's commitment to safety and wellbeing evolves each year. Currently it includes initiatives such as but not limited to:

- Employee Assistance Program for employees and family members
- health risk assessments
- flu vaccinations
- skin checks
- discounted gym memberships
- mental health and resilience training and education
- national safety sharing on health-related topics such as sleep, diet and work/life balance
- promotion, support and awareness of national and local health and wellbeing events

EAP Usage:
2.51%

MSS Security is committed to protecting the health, safety and wellbeing of our employees, customers, contractors and the environment. We work continuously to integrate safety into our operations and provide training and resources to support this. We evaluate our success through safety and wellbeing measures and metrics, which are reported on and discussed during National Safety Council meetings held quarterly throughout the year.



EXCELLENCE

MSS Security is delighted to have received wide-ranging industry recognition for its leading people & culture practices and professional workforce management.



2022 HRD 5 - Star Employer of Choice



2022 HRD 5 - Star Innovative HR Teams



2019 Australian Business Awards - Employer of Choice



2018 HRD 5 - Star Employer of Choice (Access to Technology)



2018 HRD Innovative HR Team (Reward & Recognition Program)



2017 Australian Security Industry Awards for Excellence Runner - up: Indigenous Employment



2014 Australian Security Industry Awards for Excellence (Winner: training)



2015 Australian Security Industry Awards for Excellence (Winner: Gender Diversity and Indigenous Employment)



2016 HRD Innovative HR Team (KPIs for HR Team)



2014 Australian HR Awards (Finalist)



2015 Australian Business Awards (Winner: HR)

RECOGNITION & REWARD

Centered around our company values, the MSS Security Achieve | Inspire | Motivate (AIM) Recognition and Reward Program recognises and rewards employees who demonstrate outstanding behaviour, whether it be performance related, an act of kindness, or an action which demonstrates living by the MSS Values. If our employees are nominated, we want to recognise them.

Total nominations received

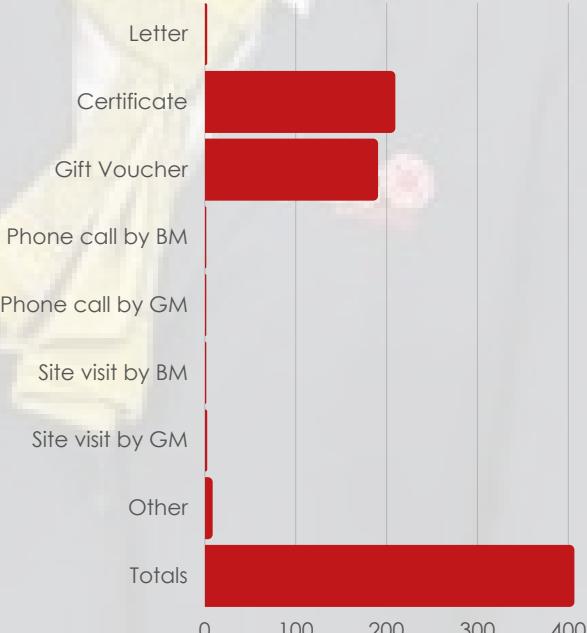
468

Client attributed nominations

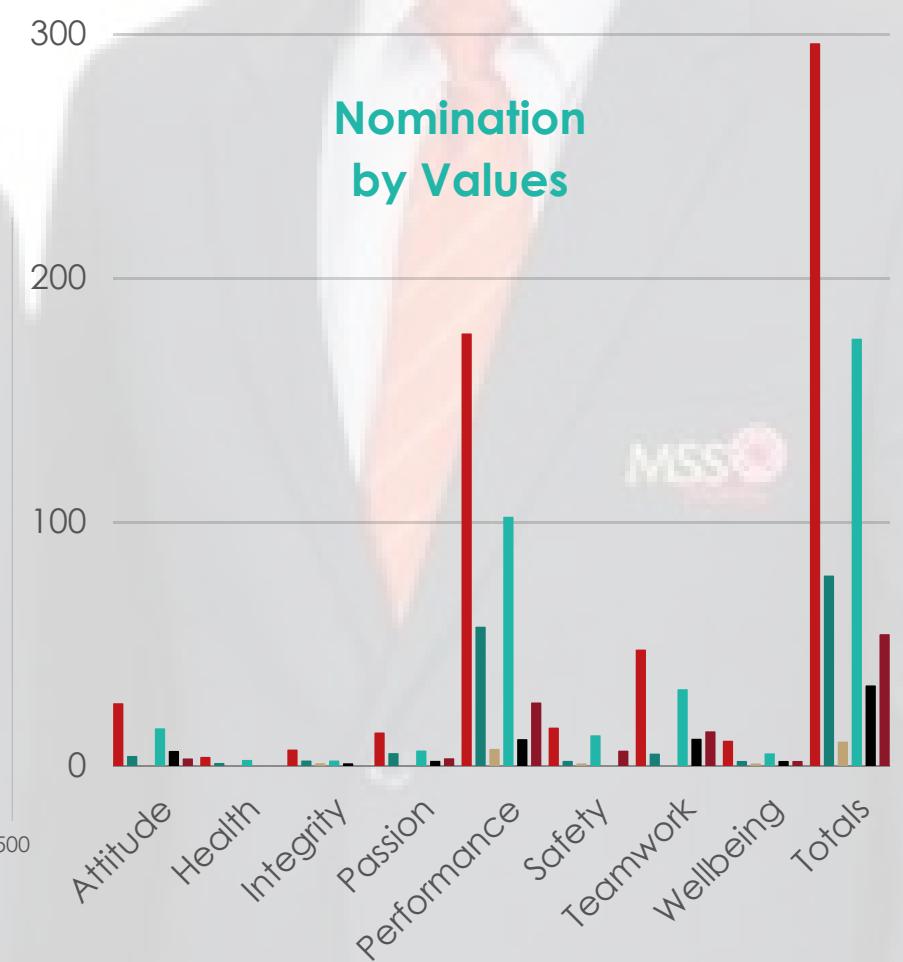
27%

Total Reward
Amounts gifted
to Employees
\$12,000
April 2022 -
March 2023

Reward Type



Nomination by Values



RECOGNITION & REWARD

aim
achieve • inspire • motivate

SUSTAINED



SCHOLARSHIP PROGRAMS

Through this program we have grown the MSS Security community and employed people with a variety of backgrounds, skills and experience and we look forward to welcoming more scholarship graduates.



EMPLOYMENT OF VETERANS AND DISADVANTAGED PEOPLE

MSS Security is a standout leader in the Australian security industry. We are known for protecting the nation's most critical infrastructure, high-profile facilities and strategic assets.



EMPLOYEE BENEFITS

MSS Security values its security officers and focuses on supporting its frontline personnel through management, mentoring and being responsive to their needs.

SCHOLARSHIP PROGRAMS

The program, which is fully funded by MSS Security and delivered by our partner Asset College (RTO 31718), provides a structured and streamlined training to employment pathway for those wishing to join the security industry. The Scholarship program provides candidates with financial support to undertake a nationally recognised qualification along with expert advice, guidance and support throughout the training and recruitment processes.

We are incredibly proud to be running the Scholarship Program as we continue to build our highly qualified, competent, knowledgeable and skilled workforce. Through this program we have grown the MSS Security community and employed people with a variety of backgrounds, skills and experience and we look forward to welcoming more scholarship graduates to MSS Security in the future.

NEW STARTERS

120 graduates commenced employment

FEMALE EMPLOYEES

**21 females commenced being 17.5% of
graduates**

INDIGENOUS EMPLOYEES

**5 Indigenous employee commenced being
4.2% of graduates**



EMPLOYEE REFERRAL PROGRAM

At MSS Security we want our team to be bigger and stronger, collaborative, passionate and high performing. We trust our employees to help build the MSS Security Team and thank them for their support through our Employee Referral Program. In July 2022 we re-launched our Employee Referral Program and increased our successful placement payment by offering up to \$1,000 for each successful referral. This change in the program was communicated via video and employee announcements and resulted in a significant increase in the number of referrals received.



2.17% of the workforce referring in September

Successful female placements **19%**

increase in referrals during Q2 2021 versus Q2 2022 **112%**

Employee Referrals Submitted **588**

EMPLOYEE BENEFITS

MSS regularly engages with employees on latest offers & employee benefit updates & opportunities



CBA Workplace Banking - Your invitation to CommBank's October Federal Budget 2022-2023 Debrief



October 2022 - 23

Federal Budget Debrief

You're invited to join a special webcast to hear from the Global Economic and Markets Research team, including CommBank Chief Economist.



WHEREFIT | Perks & Offers for Healthy Gifts this Holiday Season

WHEREFIT

**PERKS FOR HOLIDAY GIFTING
UP TO 40% OFF**



WHEREFIT perks are being boosted for the holiday season! It is a great time to get started with your holiday gifting. Send a healthy gift to a loved one, or even treat yourself!

Just remember that your exclusive WHEREFIT perks will help you save up to 40% off activewear, gyms, healthy meals, supplements, recovery, self-care, fitness equipment and more - at any time of the year.



MSS Security eNews | Issue #117 | Join Bupa for a Virtual Q&A with Aussie Icon Nedd Brockmann

Join Bupa for a live virtual Q&A with cross-country runner and Aussie icon - Nedd Brockmann.

Nedd is a 23-year-old from Forbes (NSW), who moved to Sydney and was struck by the increasing rate of homelessness in the city. It wasn't long before Nedd combined his charity and running ambitions to complete a 3952km run from Perth's Cottesloe Beach to Bondi Beach in 46 and a half days, raising \$2.5M for homelessness!

Nedd (and his unmistakable mullet) quickly became an Aussie icon, inspiring people across Australia and the world.

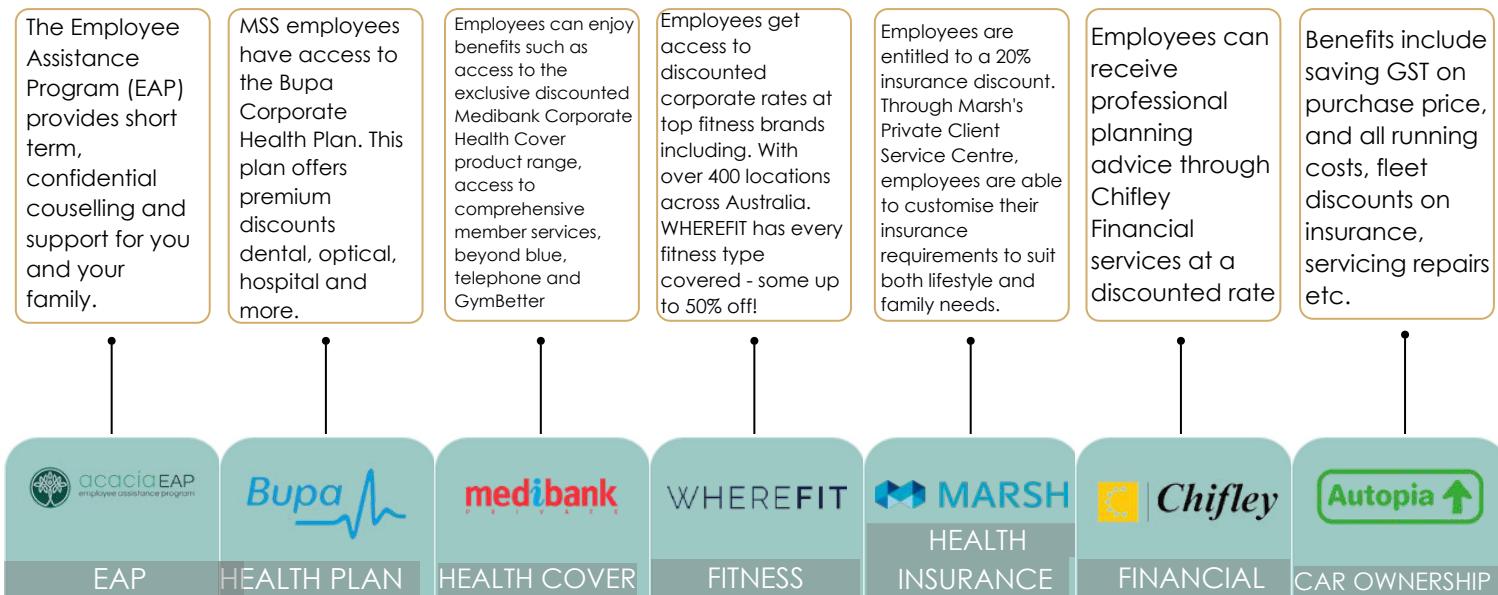
Don't miss this incredible story of resilience, determination, and grit.

**Join Bupa for a live virtual Q&A with
Nedd Brockmann**

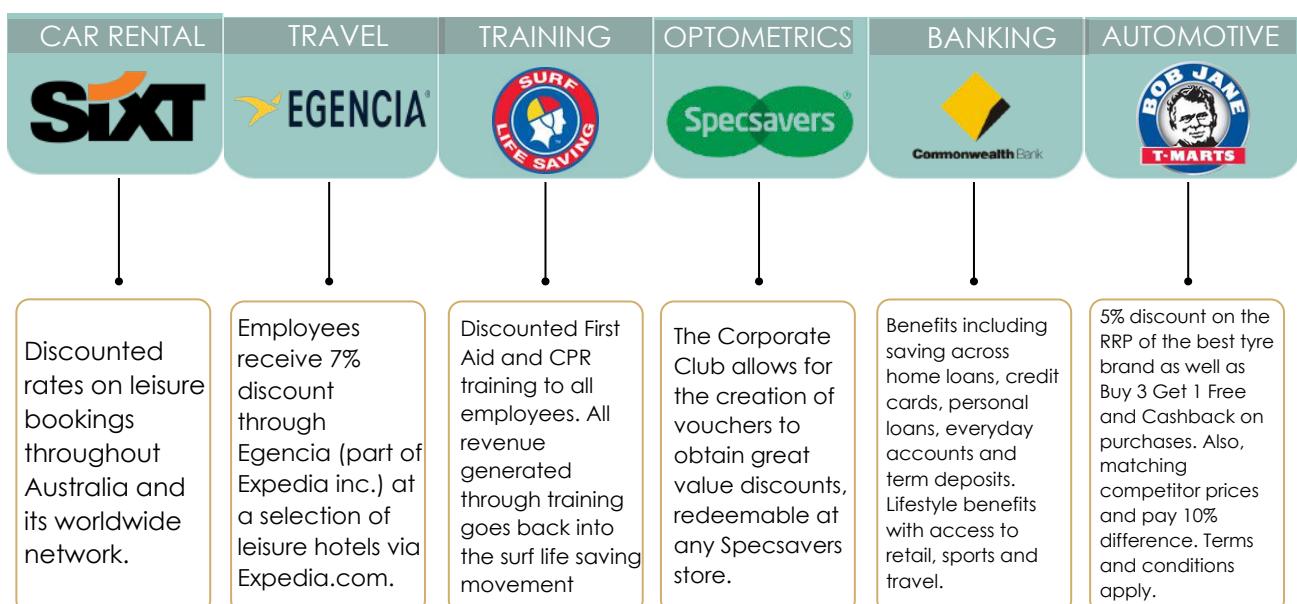


EMPLOYEE BENEFITS

At MSS Security we value our employees and the feedback they provide. Through consultation with our team and the feedback received, we have established, maintained and continue to grow our employee benefits partnerships to address the needs of our employees – to reduce the cost of living. In addition to meeting these needs, our benefits include many lifestyle benefits for all employees to enjoy.



EMPLOYEE BENEFITS



INITIATIVES

The purpose of this initiative is to encourage flexible work arrangements to accommodate a diverse workforce and advocate a healthy work / life balance, whilst improving employee engagement and satisfaction.

MSS understands the importance of workplace flexibility and that it is clearly linked to:

- Improved organisational productivity
- An enhanced ability to attract and retain employees
- Improved employee well-being
- Improved organisational diversity
- An increased proportion of women in leadership positions
- Future-proofing the workplace

Procedure

Flexible working arrangements are available to all employees that fit within the scope of this policy. Each request for flexibility will be fully considered on a case-by-case basis in accordance with this policy, however not all forms of flexibility may be suitable for all roles. Flexible working arrangements will be considered based on the following:

- the particular circumstances and needs of the individual employee
- the requirements of the role the employee is currently undertaking
- the working patterns and needs of the relevant team and or department
- ways of meeting company, employee and other stakeholder needs; and
- the company's core activities and strategic priorities

Requirements

Applying

- To apply to WFH, the Work from Home Request form must be completed and submitted to your manager.
- To ensure workplace health and safety, to work remotely you will also be required to complete a self-assessment of your work area and provide photos of your set up.
- Your Manager will communicate a WFH Agreement Outcome Letter to you.
- In addition, the following set of rules apply when working from home;
- By agreement, a maximum of two (2) days per week can be worked from home, however WFH is not compulsory.

Work From Home Request & Checklist			
Please complete all sections of the form and forward a copy of the completed checklist to your Manager for approval.			
Employee Details			
Employee Name*	Employee Number*		
Position Title*	Location/Site		
Request Details			
Work from Home Start Date:	Work from Home End Date:		
Proposed Schedule Details (max two days from home):		Purpose/Reason for Working from Home:	
Monday	Start Time	Finish Time	
Tuesday			
Wednesday			
Thursday			
Friday			
Week to week agreement with Manager	WFH # Days		
Record of Company Equipment Issued			
Equipment Item Name	Serial Number		
Employee Work Area & Environment Risk Assessment			
<input type="checkbox"/> Work environment is kept clean at all times and there are no slip or trip hazards including clutter, spills, leads/cords, loose mats etc.			
<input type="checkbox"/> Lighting is sufficient for the task being performed, and glare and reflections can be controlled			
<input type="checkbox"/> Ventilation and room temperature can be controlled, regardless of season i.e. window which can open and close			

INITIATIVES

MSS Security recently rolled out the Start, Stay & Succeed program in 2021 via the Talent Management System (TMS) which involves multiple checkpoints with various stakeholders across the business to support the employee in their first 12 months of employment with MSS Security.



Program

The program has been completely built into the TMS with stakeholders and employees receiving notifications to complete tasks (check-ins) and provides detailed descriptions of what is required in the task and includes documents where required. Reports can also be run from the TMS to assist with tracking the success of the program.

Since the implementation of the Start, Stay & Succeed program attrition rates have also dropped by more than half, from 27.1% to 11%. The Start, Stay & Succeed program would not have been possible, or nearly as effective without the use of the TMS.

Prior to the Start, Stay & Succeed program being implemented in 2021 probation reviews and discussions were almost nonexistent across the organisation which meant the implementation of the program was not only necessary requirement, but also a large change for stakeholders and employees involved.

Since the implementation of the Start, Stay & Succeed program MSS Security has received positive feedback from employees and stakeholders including:

'Great program makes you feel like you are a valued member of the MSS team.'

'I think it's a great way to have our progress on the job monitored and to see where we are at and anything we may need to revise to keep moving forward.'

'Great workplace and not enough workplaces are like us.'

Award Submission

- MSS was listed as Excellence Awardee for the Best Use of Technology in the Australian HR Awards 2022. Even though we did not win, it was a great recognition for the program and the work that was involved



INTERNATIONAL WOMEN'S DAY



International WOMEN'S DAY

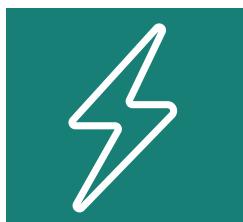


As part of International Women's Day, each state celebrated each in their own respectful ways with an array of food, guest speakers including Nicole Livingstone, Dr Renee Goreham and professor Samina Yasmeen and great company. As part of the campaign MSS Security came together by acknowledging the women in our industry and making a pledge on "How you will help forge a more inclusive world?"

The panel of guest speakers were extremely informative sharing their personal experiences working in male dominated industries and how equity has changed over the years with more changes to come including gender equality in the workplace and equal pay, no matter what race, religion or gender.



ENVIRONMENTAL



ENERGY

Energy consumption data was largely derived from vehicle use (MSS' vehicle fleet only, excluding MSS employees' personal vehicles) and energy use in MSS facilities (buildings, structures, etc).



WASTE

The waste data was based on office waste information, which enabled an average waste 'weight' for each primary MSS office (in each State) to be developed.



ATMOSPHERIC EMISSIONS

The atmospheric emissions generated by MSS' operational activities, calculated as tonnes of CO2 equivalent (CO2-e) via the Climate Active calculation tool, are shown in this section.



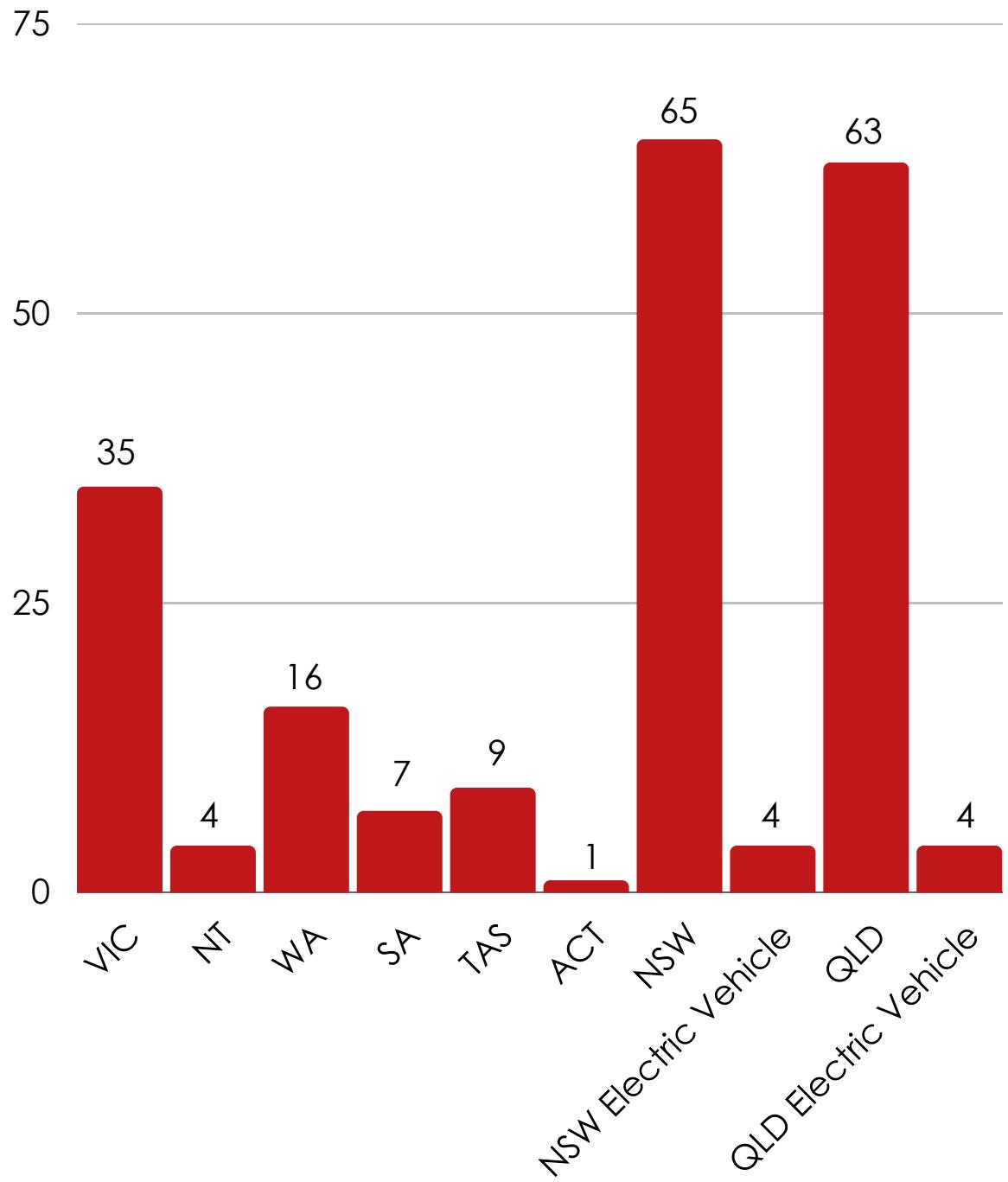
GHG EMISSIONS

The primary source of MSS' Scope 2 emissions is the use of electricity to power MSS' facilities

ABBREVIATIONS

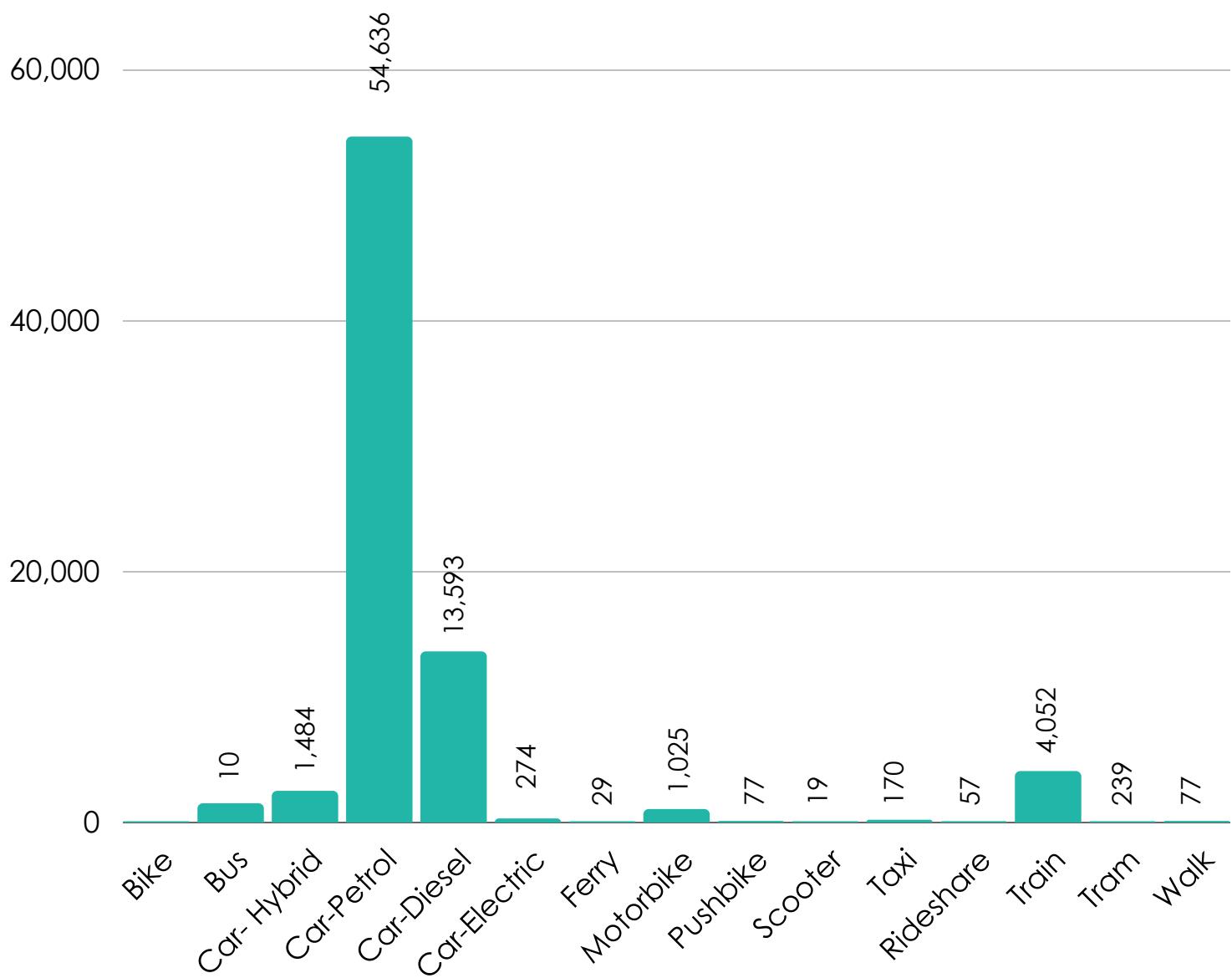
C02	Carbon Dioxide
EMS	Environmental Management System
ESG	Environmental, Social, Governance
GHG	Greenhouse Gas
UNS DG	United Nations Sustainable Development Goal
Wh/ km	Watt-hours per Kilometre

State Wide Leased Vehicles

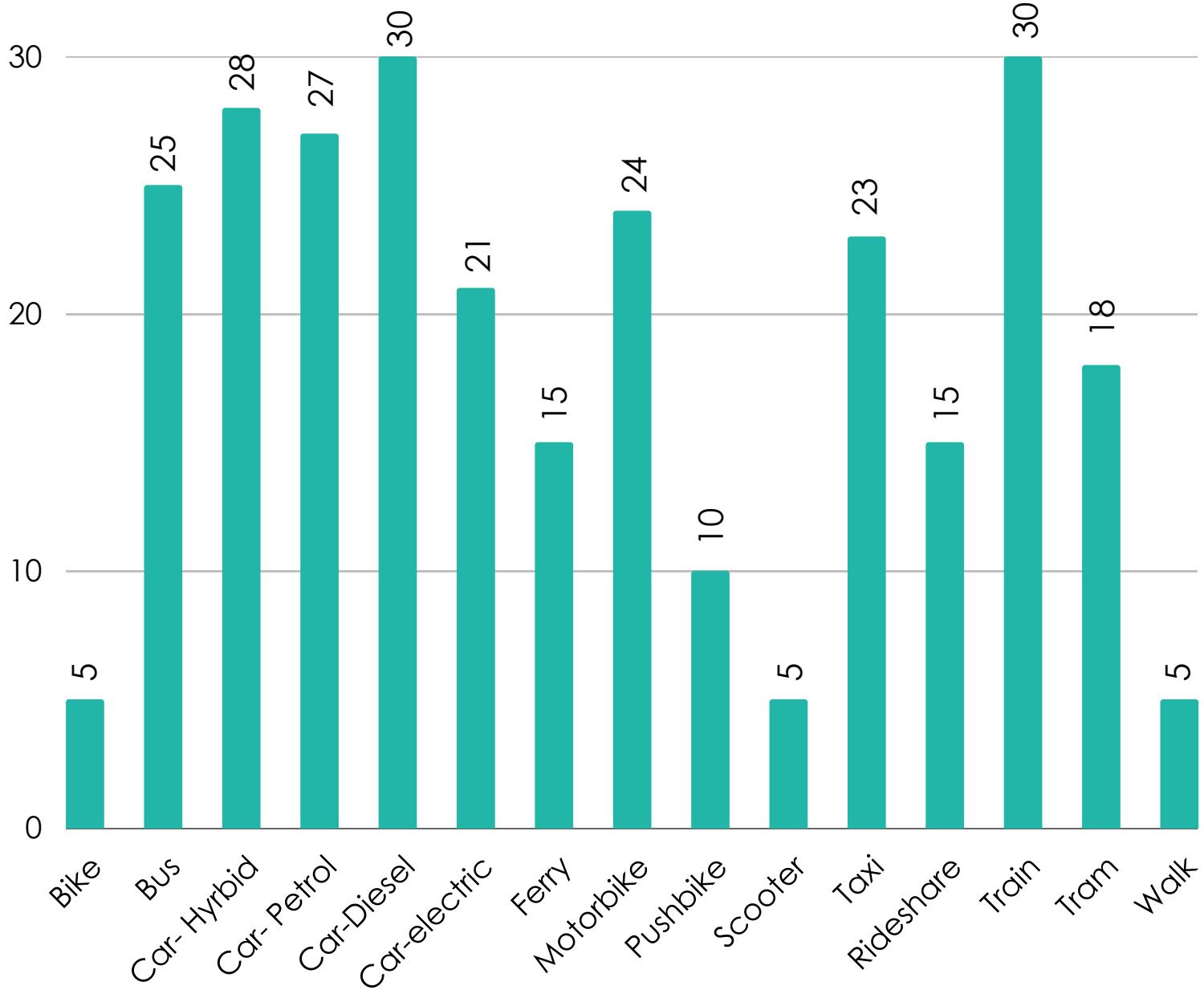


The data revealed that a total of 208 vehicles were leased across the business, and that propulsion/fuel types included petrol (unleaded, premium unleaded), diesel, hybrid engines and electric motors.

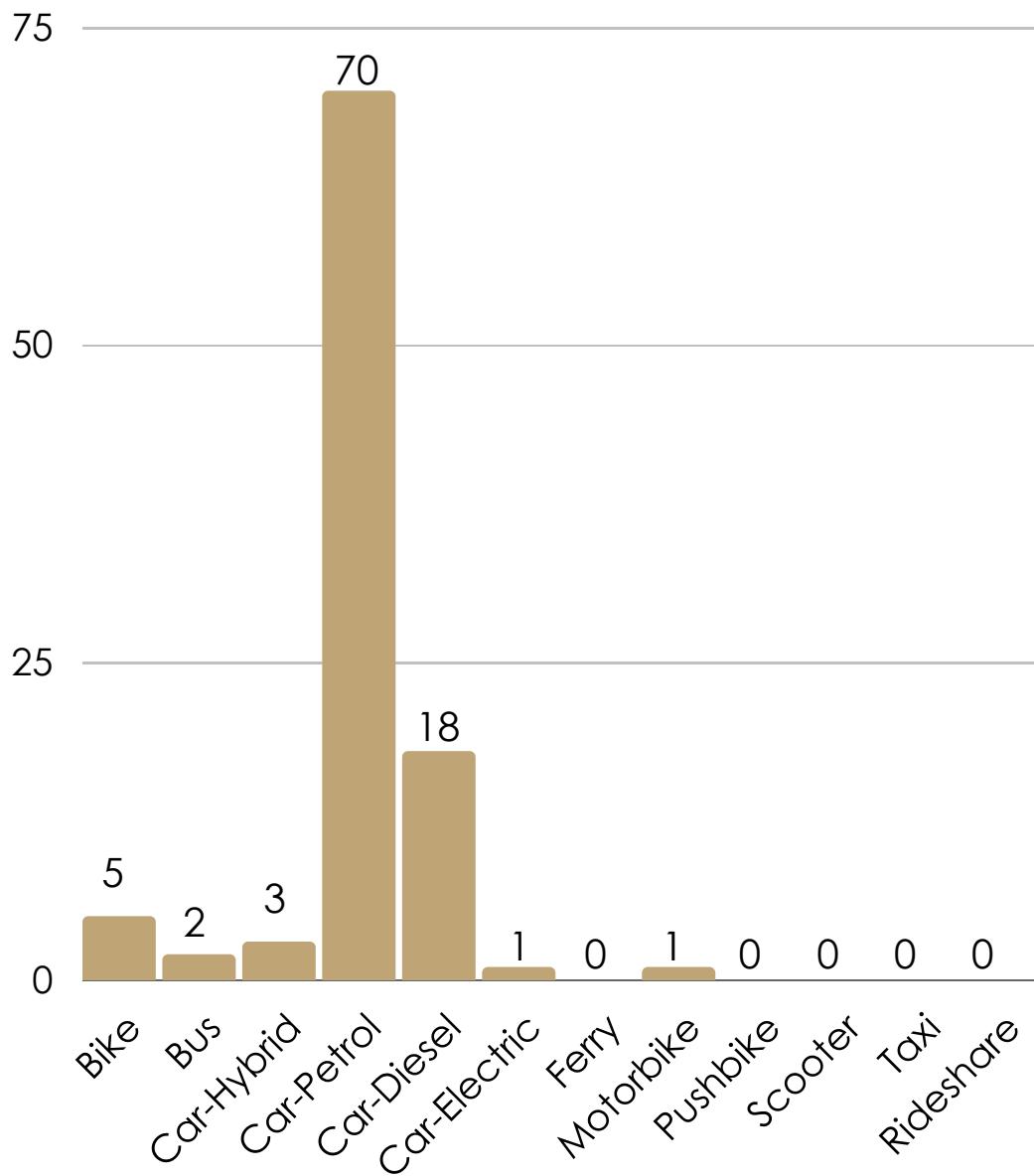
Total Distance Travelled/ Year



Av. Distance Travelled Per Employee



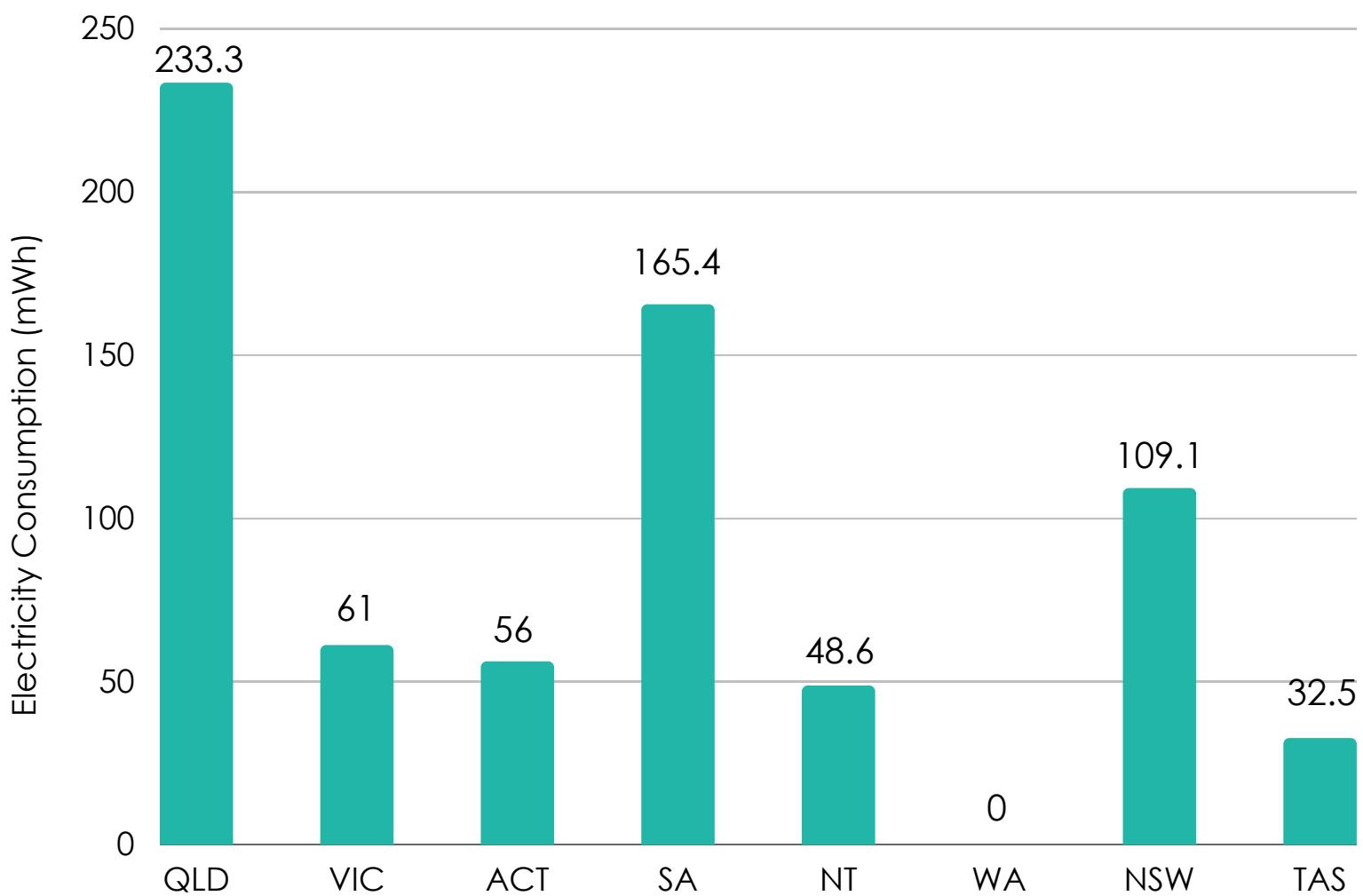
Travel Mode Distribution of Total Yearly Travelled Km



The travel mode distribution indicates that MSS staff commute to/from MSS work places by typical travel modes in Australia. The data shows that the dominant mode of transport was by car (petrol and diesel powered), representing a combined total of 88%.

Australian Bureau of Statistics information reveals that in 2016 (on the day of the 2016 national census), 66% of commuters travelled by car, 11% of commuters travelled by public transport (train, bus, ferry combined), 3.5% walked to work and 1% cycled to work. The 2021 census travel mode data was not used due to the data being skewed by COVID-related travel modes, high rates of working from home, etc.

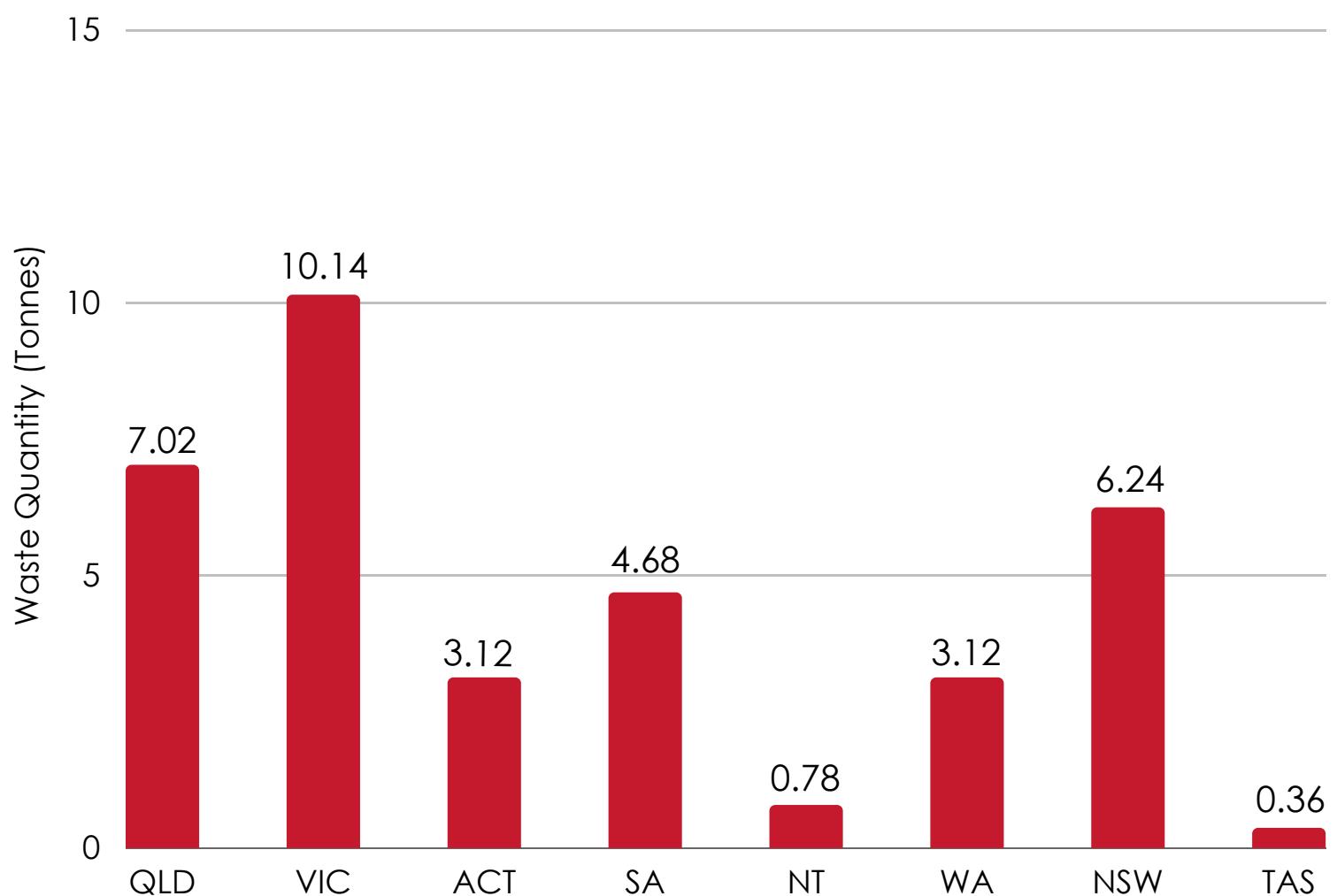
Total Electricity Consumption Over 2 Year Period (2020-2022)



Additionally, the data provided by MSS showed that at one building used/occupied by MSS held a NABERS rating of 4.5 Stars under the NABERS rating scheme.

Estimated Waste Generation Per Year (2021 -2023)

■ Estimated Waste (Garbage) Generation per year

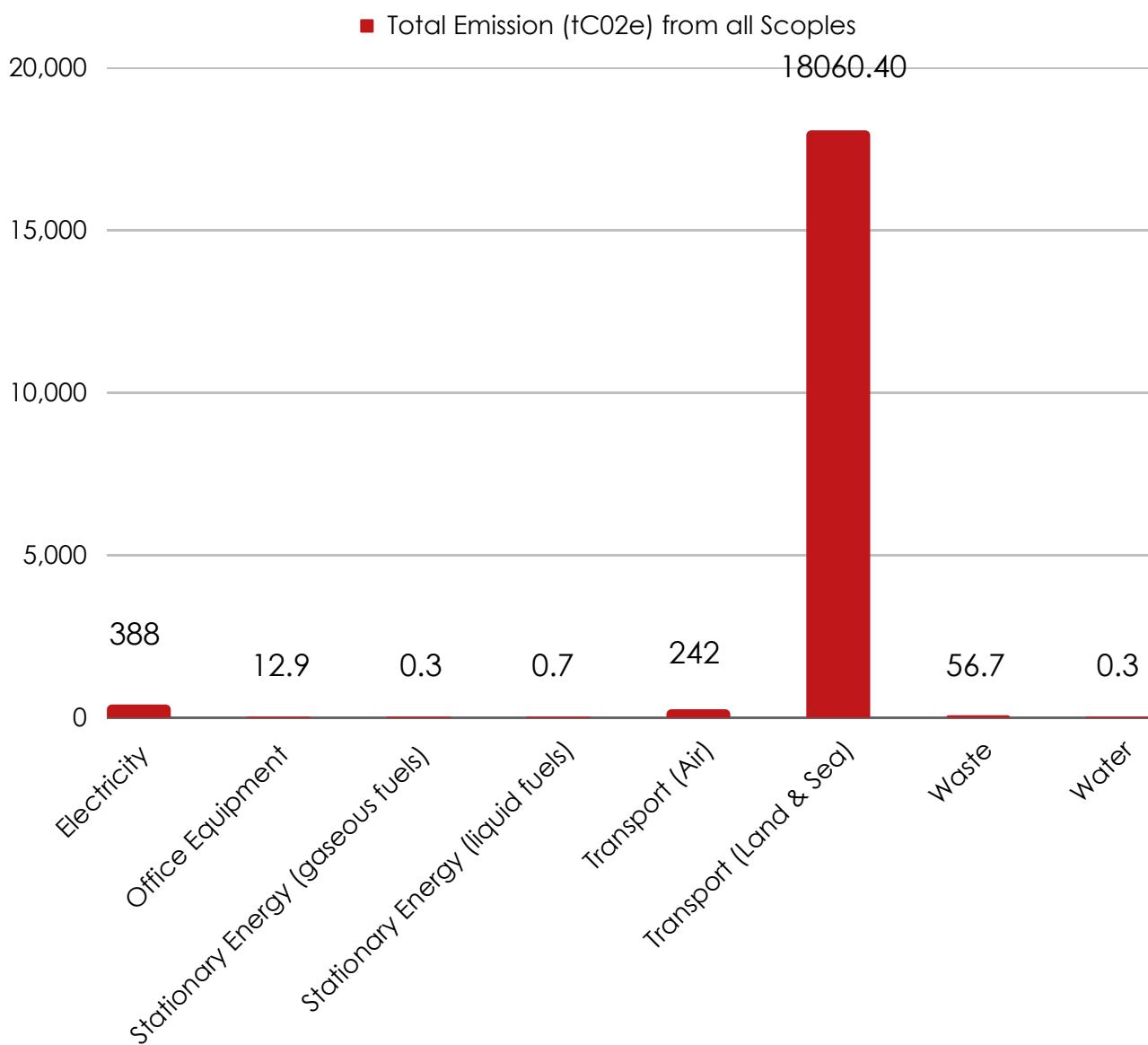


ATMOSPHERIC EMISSIONS

Total Emissions (t CO2-e) from all Scopes (combined)

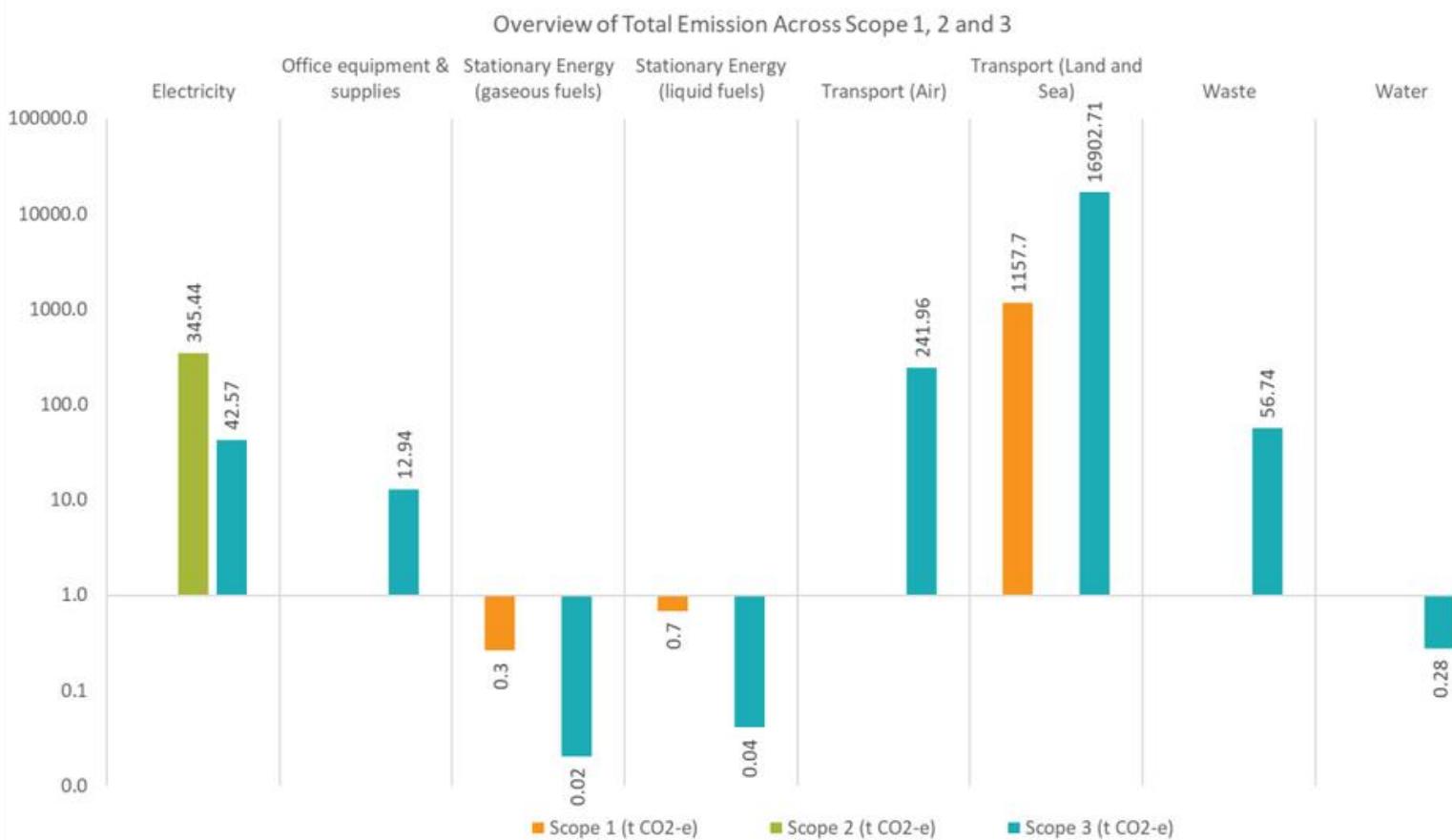
OVERVIEW OF TOTAL CARBON EMISSIONS

The total of all MSS' carbon emissions are shown in Figure 8, whereby the primary source of emissions is from staff travel. This travel (source) includes MSS' vehicle fleet (Scope 1) and routine staff commuting (Scope 3). The second primary source of carbon emissions is electricity use (Scope 2). It is important to note that staff travel by air creates a significant amount of emissions (per person/per unit of distance travelled) and can sometimes disproportionately affect the overall emissions generation and reporting results for an organisation.



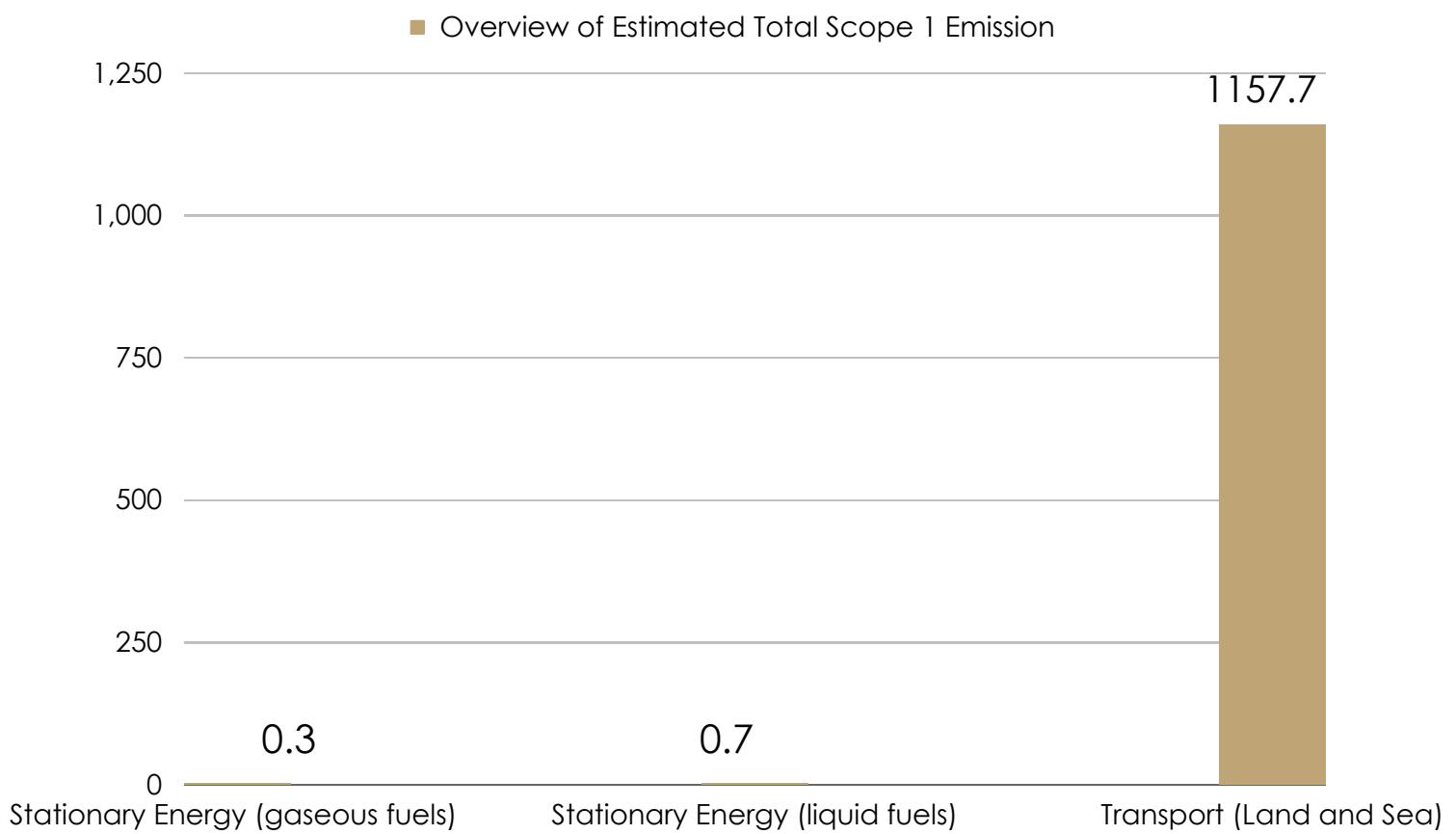
ATMOSPHERIC EMISSIONS

Overview of Total Emission Across Scope 1, 2 and 3



GHG EMISSIONS

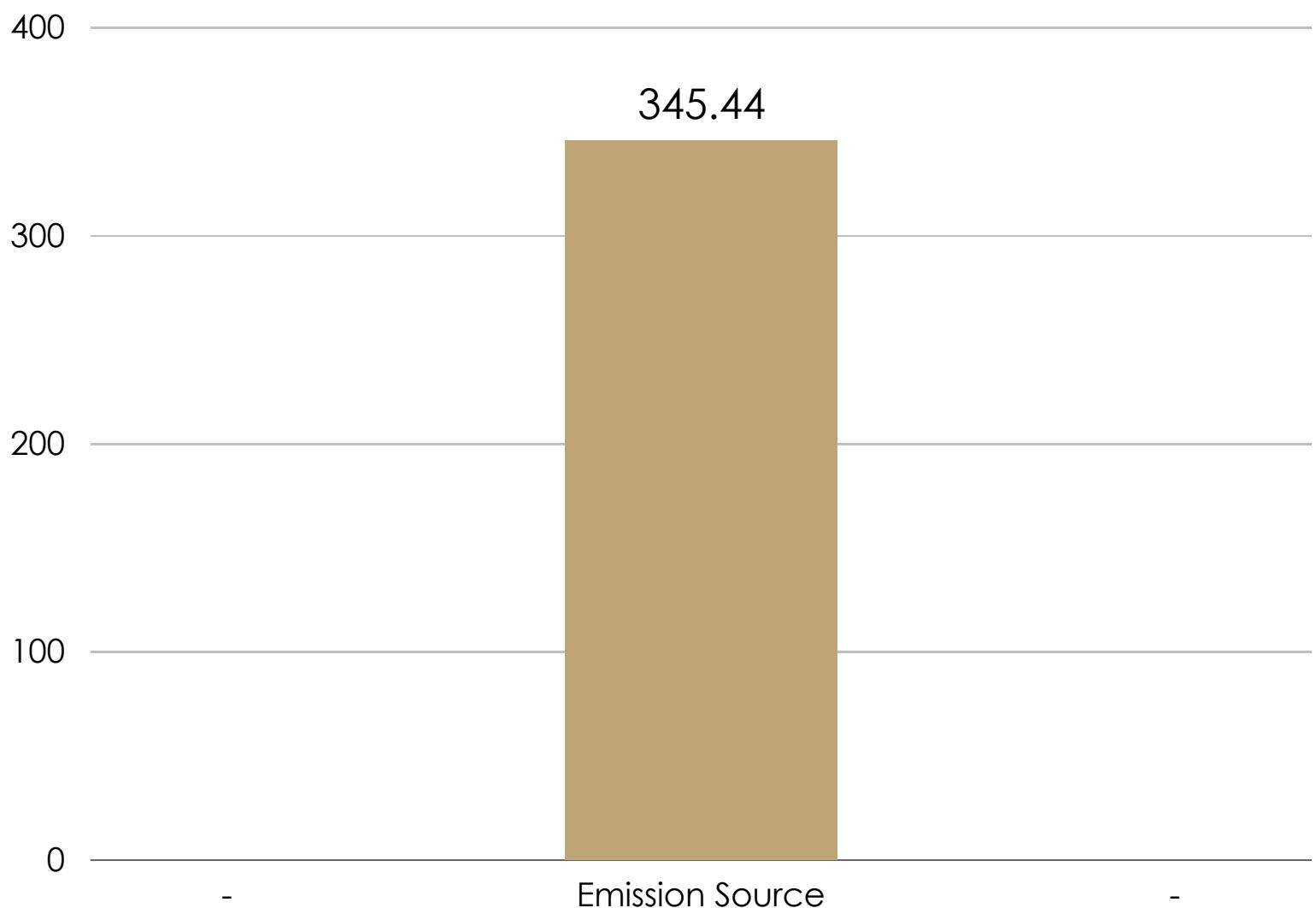
Overview of Estimated Total Scope 1 Emission



GHG EMISSIONS

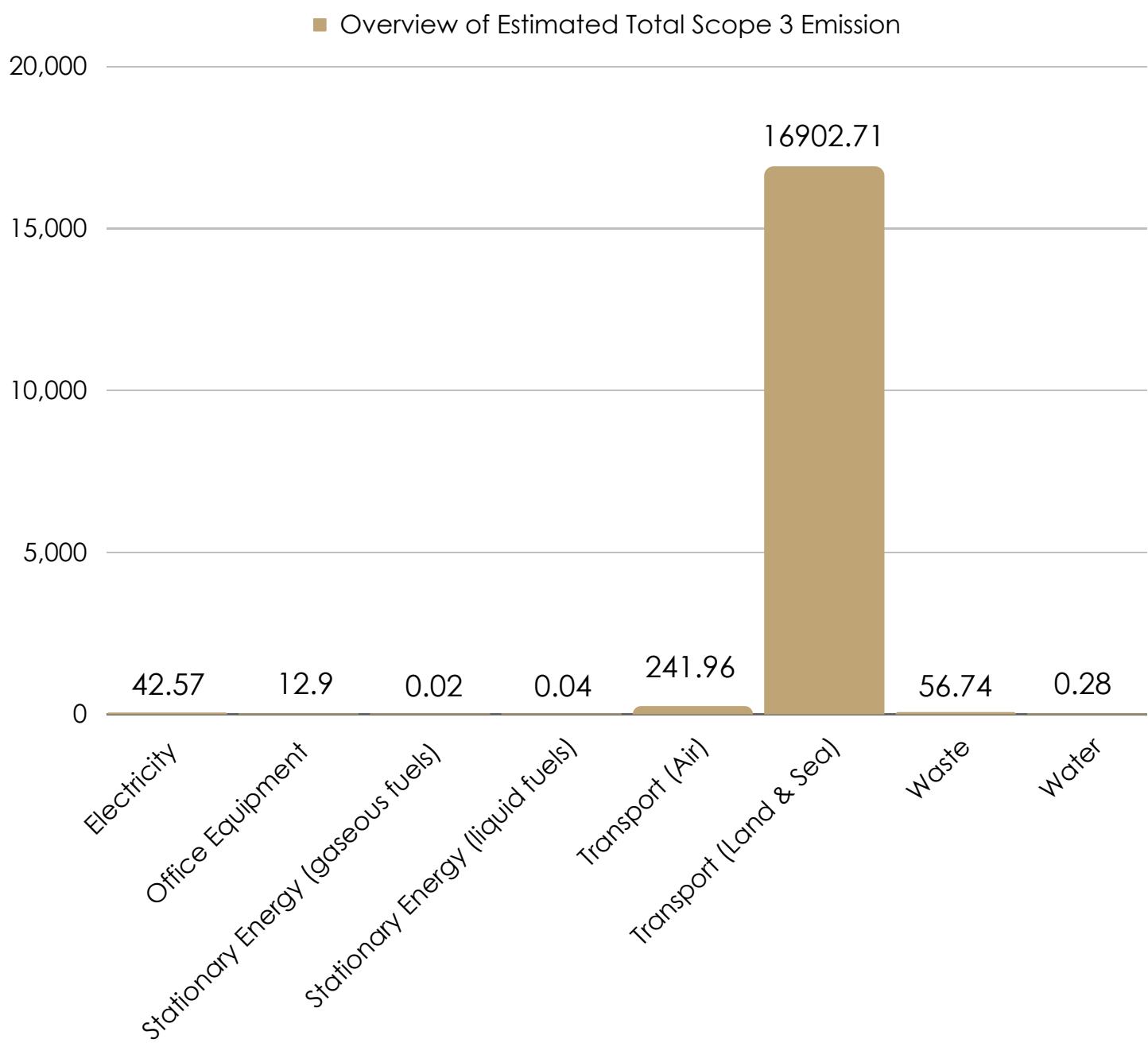
Overview of Estimated Total Scope 2 Emission

■ Overview of the Top 2 Scope- Emission



GHG EMISSIONS

Overview of Estimated Total Scope 3 Emission



GOVERNANCE & COMPLIANCE

MODERN SLAVERY



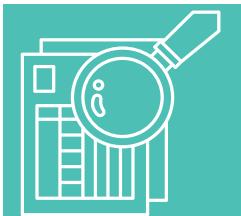
To reduce the risk of modern slavery practices in our supply chain, in 2019 the MSS Group established a "Working Group" representing all operating entities in the MSS Group.

WHISTLE BLOWER



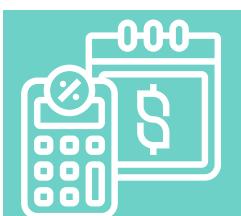
MSS Security's whistleblower policy is critical to good risk management and corporate governance and that whistleblowers play an important role in reporting misconduct and other wrongdoings.

WORKPLACE GENDER EQUALITY



MSS is compliant with the Workplace Gender Equality Act 2012. The Agency is charged with promoting and improving gender equality in Australian workplaces.

PAYROLL & TAX COMPLIANCE



Revenue nearing \$700m and Assets of \$261m (as per our audited financial statements for the year-ended 31 March 2022), MSS is subject to regular audits from the Australian Tax Office, various State Revenue Offices and other government departments and regulators.

SUBCONTRACTOR COMPLIANCE



As part of MSS Security's commitment to operate ethically, legally and professionally, we have all the appropriate certifications and compliances in place.

MODERN SLAVERY

The MSS Security Group recognises that businesses have an important responsibility to respect and promote human rights in their operations and supply chains and must play a key role if the quest to eradicate Modern Slavery is to be achieved. A significant part of this role includes taking pro-active steps to assess and address Modern Slavery risks.

Policy Statement

The MSS Security Group has a zero-tolerance approach to and rejects any form of Modern Slavery. We are committed to addressing Modern Slavery risks and implementing and enforcing reasonable and practical systems and controls to minimise the possibility of Modern Slavery taking place anywhere in our own business or our supply chains.

We aim to:

- act ethically and with integrity in all our business dealings and relationships.
- do what is necessary to comply with Modern Slavery Laws; and
- ensure there is transparency in our own business and in our approach to tackling Modern Slavery throughout our supply chains

Responsibilities

Directors

Our Directors have ultimate responsibility for doing what is reasonably necessary to ensure that the entities in the MSS Security Group and their Personnel comply with this policy and their obligations under Modern Slavery Laws and other applicable related laws.

To this end, the Directors will:

- establish and maintain a Modern Slavery Working Group who will have delegated primary and day to day responsibility for the management of Modern Slavery matters.
- review and approve of the annual Modern Slavery Statement
- consider and approve relevant recommendations of the Modern Slavery Working Group
- ensure appropriate resources are available to ensure the MSS Security Group is able to comply with its obligations under this policy, Modern Slavery Laws and other applicable related laws
- ensure the MSS Security Group complies with its responsibilities set out

MODERN SLAVERY

MSS Security Group

The MSS Security Group (either through the Modern Slavery Working Group or other relevant Personnel) will:

- identify and address Modern Slavery risks in our business and supply chain including by the actions described in this policy and our Modern Slavery Statement
- take steps to raise awareness of Modern Slavery risks including by:
 - having and promoting this policy; and
 - providing training on this policy and on Modern Slavery issues for our Personnel and the Personnel of key suppliers so that such Personnel can recognise Modern Slavery practices and take steps to help identify and address them; and
- develop and implement measures to periodically measure our performance and continue to build on our accomplishments.

MSW Group

The Modern Slavery Working Group has been delegated the primary and day to day responsibility for Modern Slavery matters for the MSS Security Group.

Its responsibilities include:

- undertaking relevant due diligence
- developing and driving the implementation of a strategy and action plan
- making recommendations to the Directors
- implementing recommendations approved by the Directors
- preparing the annual Modern Slavery Statement for the MSS Security Group
- undertaking other responsibilities as instructed by the Directors for the purposes of identifying and addressing Modern Slavery risks in our business and supply chains

The Modern Slavery Working Group is also responsible for:

- monitoring and reporting on the effectiveness of this policy and our strategy and action plan
- dealing with queries in relation to our approach to identifying and addressing Modern Slavery risks in our business and supply chains and on Modern Slavery generally.

MODERN SLAVERY

Personnel

All our Personnel are expected to:

- read, understand and comply with this policy and Modern Slavery Laws
- take all reasonable steps to help ensure our business and supply chain is free of Modern Slavery practices
- undertake required Modern Slavery training
- lead by example by making appropriate checks on all employees, recruitment agencies, suppliers, etc ensure we know who is working for us
- remain alert to signs or indicators of Modern Slavery
- raise any concerns about any issue or suspicion of Modern Slavery in any parts of our business or supply chains in accordance with section 8 of this policy
- report any actual or suspected cases of Modern Slavery or any actual or suspected breaches of this policy in accordance with section 8 of this policy.

Managers

Managers and supervisors are:

- responsible at all levels for ensuring that those reporting to them understand and comply with this policy and undertake relevant Modern Slavery training
- expected to refer any reports of actual or suspected cases of Modern Slavery or any actual or suspected breaches of this policy they receive from our Personnel in accordance with section 8 of this policy.

Suppliers

We expect all new and existing suppliers of both goods and services, including our subcontractors, to:

- comply with the principles set out in this policy
- operate in compliance with the Modern Slavery Laws and other applicable related laws
- take practical steps to address any risks of Modern Slavery in their own businesses and supply chains
- notify us of an occurrence of Modern Slavery in their supply chains and also notify relevant authorities where appropriate.
- report any actual or suspected cases of Modern Slavery or any actual or suspected breaches of this policy in accordance with section 8 of this policy
- comply with our Supplier Code of Conduct.

WHISTLE BLOWER

MSS Security believes that a transparent whistleblower policy is critical to good risk management and corporate governance and that whistleblowers play an important role in reporting misconduct and other wrongdoing. We have developed this Policy to encourage the disclosure of Disclosable Matters and to provide Eligible Whistleblowers with better protections when they do.

Policy Statement

The MSS Security Group is committed to, and seeks to attain, the highest standards of conduct and ethical behavior and has a strong values-based culture that promotes accountability, honesty, integrity, openness and legal compliance.

Everyone who works for or with the MSS Security Group has a responsibility to help prevent and disclose instances of suspicious activity or wrongdoing and is encouraged to disclose information where they have reasonable grounds to suspect that the information concerns one or more Disclosable Matter.

We aim to:

- Ensure you have a safe, transparent, reliable and confidential way of disclosing any Disclosable Matters without fear of Detrimental Conduct against you and will otherwise comply with our obligations relating to the protection of Eligible Whistleblowers in the Act
- investigate disclosures of Disclosable Matters that are made under this Policy promptly, fairly and objectively with due regard for the nature of the alleged disclosure and the rights of the persons involved in the investigation
- take appropriate remedial or other action where the results of our investigation substantiates an Eligible Whistleblower's disclosure of a Disclosable Matter.

Objectives

- encourage the disclosure of Disclosable Matters
- increase transparency in how we handle disclosures of Disclosable Matters under this Policy
- provide better protections for Eligible Whistleblowers
- ensure that disclosures of Disclosable Matters made under this Policy are appropriately investigated and acted on
- deter any wrongdoing, encourage

Complaints

MSS Security have received numerous complaints to the hotline that have been investigated and on further investigation these complaints were not Whistleblower complaints, positively all the non whistleblower complaints have been investigated by the relevant business unit.

2 complaints received between April - October 2022, investigated to be non-whistle blower complaints

WHISTLE BLOWER

Emverio

Emverio Workplace Complaints - Initial Review and Investigation

Once a disclosure of suspected Disclosable Matters has been received, Emverio Workplace Complaints will:

- promptly review and undertake an initial investigation of the disclosure - seeking further information from the discloser if practicable and necessary
- determine whether the disclosure is a Valid Disclosure, if practicable to do so
- prepare an initial report with respect to Valid Disclosures and other disclosures that may need further consideration or investigation. This report should contain a summary and high-level analysis of the matter, all relevant information and documents and any initial suggestions or recommendations for action
- forward the initial report to the Whistleblower Committee.



**Witnessed
something
at work
that doesn't
seem right?**

Unlawful or inappropriate behaviour in the workplace that is left unaddressed can impact everyone directly and indirectly involved. If you witness something that doesn't seem right in the workplace, contact Emverio and bring it to our attention.

Our team of experienced practitioners are here to listen and will ensure that you feel safe to report your concerns and assist you to work out what your options are taking into consideration your internal policies and procedures and whether external whistleblowing protections apply to your circumstances.

For a free consultation with one of our friendly staff members, contact:

Website: www.workplacecomplaint.com
Email: complain@workplacecomplaint.com
Phone: 1300 454 574

If you see something, say something

WGEA

CERTIFICATE

PAYROLL & TAX COMPLIANCE

The ATO's overall level of assurance for MSS is HIGH, the highest rating given by the ATO.

MSS's Average Effective Income Tax Rate Over the Past Five Years

30.28%


MSS SECURITY PTY LIMITED
LEVEL 2 / GATEWAY BUSINESS PARK
63-79 PARRAMATTA RD
SILVERWATER NSW 2182



Our reference: 2604385183073

ABN: 29100573966

Date of issue: 25 July 2022

Date of expiry: 25 July 2023

Statement of tax record - Satisfactory

- › MSS SECURITY PTY LIMITED has met the criteria for a satisfactory tax record
- › This statement may be required for your tender. Check your tender request documentation.

This statement of tax record is issued to MSS SECURITY PTY LIMITED to confirm that this entity has met the criteria of having a satisfactory engagement with the Australian tax system, as detailed in the Procurement Connected Policy - Black economy - increasing the *integrity of government procurement*.

For further information on how the criteria are applied to determine the outcome of a statement of tax record see ato.gov.au/STR

Other required documents

Consolidated group

This entity is part of a consolidated group for income tax (IT) purposes. Its IT group head will also need to provide its own statement of tax record to satisfy the Procurement Connected Policy.

Yours faithfully,
Louise Clarke
Deputy Commissioner of Taxation

COMPLIANCE

- ✓ Fully licensed and insured: MSS Security is a registered security agent and licensed in all Australian states and territories.
- ✓ Exceptional Safety Record: Complies with ISO 45001 : 2018 and is certified by SAI Global.
- ✓ Quality Assurance: Complies with national certification to ISO 9001: 2015 (SAI Global)
- ✓ Environmental Commitment: Certified to ISO 14001 : 2015

MSS Security Pty Ltd operates a Quality Management System which complies with the requirements of ISO 9001:2015



Quality
ISO 9001
SAI GLOBAL



ISO 45001
Occupational
Health and
Safety
SAI GLOBAL



Environment
ISO 14001
SAI GLOBAL

FUTURE FOCUSES

01 Future Partnerships

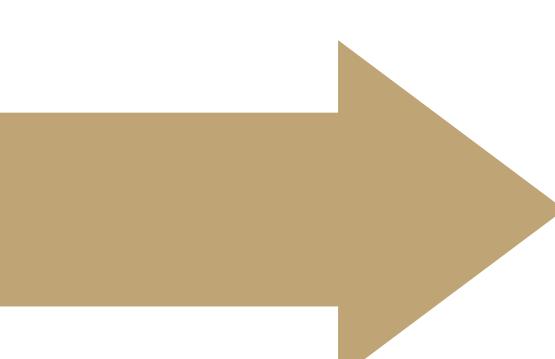
- Increase and build our partnerships with Health Services, Government and Veterans to continue to provide to our diverse communities.

02 Indigenous Participation

- Increasing Indigenous participation through employment initiatives, retention strategies, supply chain growth and partnerships. Developing and delivering culture awareness and cultural competency training nationally and investing in mentoring programs.

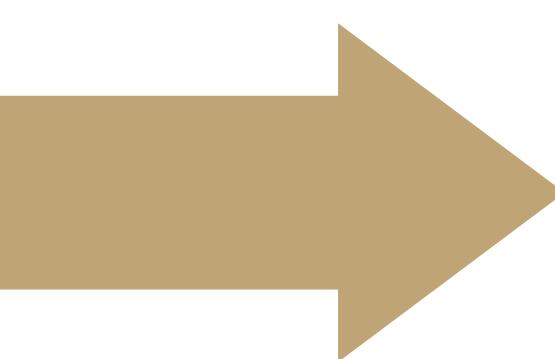
03 Environment Focus

- MSS will continue to focus on our Environmental focuses which includes, reducing emissions (purchasing electric vehicles), reducing waste, increasing recycling etc...



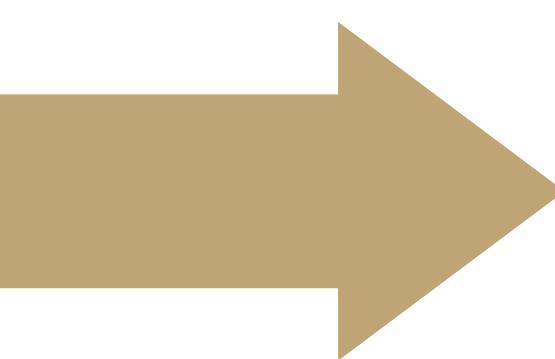
04 Talent Succession Program

- MSS will continue to create and develop sustained opportunities for its employees at levels through the expansion of its Talent Succession and Development Programs, currently aimed at Supervisor, Operational General Manager and Head Office/Functional level employee



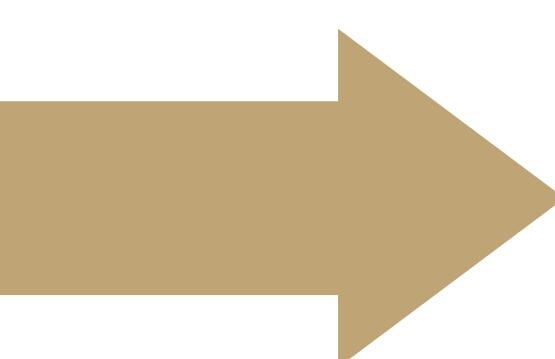
05 Sustainable Business Practices

- Our approach to sustainability balances commercial reality, social and economic challenges with opportunities. We will continue to reduce waste, develop sustainable initiative to create - long term value and seek out and invest in environmentally friendly products



06 Community Participation

- Increase our community participation through:
 - Engagement in community activities
 - Promoting 'Life at MSS' and celebrating the achievements, milestones and diversity of our workforce
 - Supporting Australian businesses by sourcing products and services locally



07 Workforce 2025

- 25% female participation
- 8% Aboriginal and Torres Strait Islander participation
- 100% pay equity across all employee levels
- 20% increase in diversity at management level and above

Acknowledgements



We acknowledge our employees, clients and partners who have contributed to our CSR achievements this year and we look forward to continuing to accomplish greater outcomes through our relationships well into the future and for the betterment of our country, our communities, our environment our company and livelihoods.

Contact

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