



Social Enterprise and Community Engagement Strategy

Revision 1.1



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Social Enterprise & Community Engagement Strategy

1. Introduction

BIC Consolidated's **Social Enterprise and Community Engagement Strategy** underscores our commitment to meaningful and measurable social impact through strategic partnerships, targeted philanthropy, and significant employee involvement.

As Australia's premier commercial cleaning provider for premium assets, we leverage our established **ESG Framework and Value Creation Model**, both covering **Environmental, Social, and Governance** pillars to ensure our activities deliver impactful social and community outcomes aligned with our business strategy, core values, stakeholder expectations, our Corporate Social Responsibility (CSR) Policy, and the guidance of ISO 26000 on Social Responsibility.

2. Vision

To set the industry benchmark in corporate social responsibility by creating sustainable social value through strategic partnerships, comprehensive employee engagement, and responsible business practices, enhancing the wellbeing of our communities, our people, and our stakeholders.

3. Strategic Objectives

Apart from aligning with our Values, engaging with Social Enterprises and the Communities we serve is important to BIC Consolidated for the five key reasons shown on the following page.





3.1. Alignment with our ESG Framework and CSR Policy

- Prioritise partnerships and initiatives that align with our ESG material topics: human rights; customer satisfaction; and positive community impact.
- Incorporate key CSR areas defined in our Corporate Social Responsibility Policy, including employee wellbeing, health and safety, sustainable development, customer relationships, ethical procurement practices, community involvement, and maintaining high ethical standards across our operations.
- Embed social responsibility initiatives into our governance structures, operational strategies, and stakeholder engagement practices, aligned with our Value Creation Model and ISO 26000 guidance.
- Support our goal to 'Increase our community and social investment impact.'

3.2. Strengthened Social Enterprise Partnerships

- Reinforce our strategic partnership with Two Good Co., leveraging their innovative solutions to provide meaningful employment and support vulnerable women.
- Strategically assess and engage additional social enterprises annually that resonate with our commitment to innovation, sustainability, ethical standards, social equity and business activities.

3.3. Employee-centric Approach

- Foster a diverse, inclusive, and engaged workforce by providing structured volunteering opportunities, fundraising activities, and education sessions.
- Promote employees' wellbeing, safety, satisfaction, development, and engagement through transparent communication, good working conditions, equal opportunities, and continuous training.
- Embed health and safety as a core part of this initiative, ensuring a safe working environment across all operations.

3.4. Impact Measurement and Reporting

- Define outcomes and measure the effectiveness of initiatives, ensuring alignment with ESG performance targets, CSR commitments, and ISO 26000 principles.
- Integrate social impact outcomes into reporting, providing transparency and developing actionable insights for our partners, communities and stakeholders.

3.5. Community Advocacy and Engagement

- Maintain proactive dialogue with local communities, identifying opportunities for impactful engagement.
- Participate in industry forums and community engagements to advocate sustainability, human rights, and responsible practices.
- Support local communities through charitable giving, funding, and work experience programs.





4. Implementation Approach

4.1. Strategic Partnership Selection Criteria

It is essential that the partnerships we form are aligned to what we do and who we are, together with creating opportunities for meaningful impact. Our selection criteria are:

- Relevance to our business activities and the communities we serve (refer to the BIC Consolidated Value Creation model)
- Alignment with our ESG and CSR commitments, and ISO 26000 subjects
- Measurable social outcomes
- Employee engagement opportunities
- Operational suitability and long-term scalability

4.2. Employee Engagement Initiatives

Our employees are an important part of our social enterprise and community engagement strategy. We are committed to providing opportunities for our employees to actively contribute and participate in the following ways:

- Structured volunteer programs
- Fundraising and donation matching
- Awareness sessions with partner organisations
- Recognition programs
- Ongoing training and development

5. Key Partnerships

Two Good Co: Our flagship social enterprise partner, who are on a mission to support, empower and employ women with lived experience of homelessness, domestic violence, and complex trauma.

To learn more about our partnership with Two Good Co and read about our FY2025 impact, see this presentation: [Two Good Co Update BIC Consolidated.pptx](#)

Historical Engagements: Past support for Kids Foundation and philanthropic programs, reflecting long-term community commitment. These have ceased as we are seeking to better align with our Strategic Partnership Selection Criteria.

Future Partnerships: BIC Consolidated is actively seeking new partnerships with a number in review, a process that will be continuous to enable grow our social impact. Your input is welcome, email sustainability@bicconsolidated.au to make a suggestion.

6. Governance and Accountability

- Annual review and reporting on partnerships, employee engagement, and social outcomes
- ESG Committee oversight ensuring alignment with ISO 26000, ESG, and CSR commitments
- Transparent stakeholder engagement and feedback

7. Resource Allocation

- Dedicated budgets for sustained social initiatives and philanthropic activities
- Human resources to manage and expand engagement activities



8. Alignment with our Value Creation Model

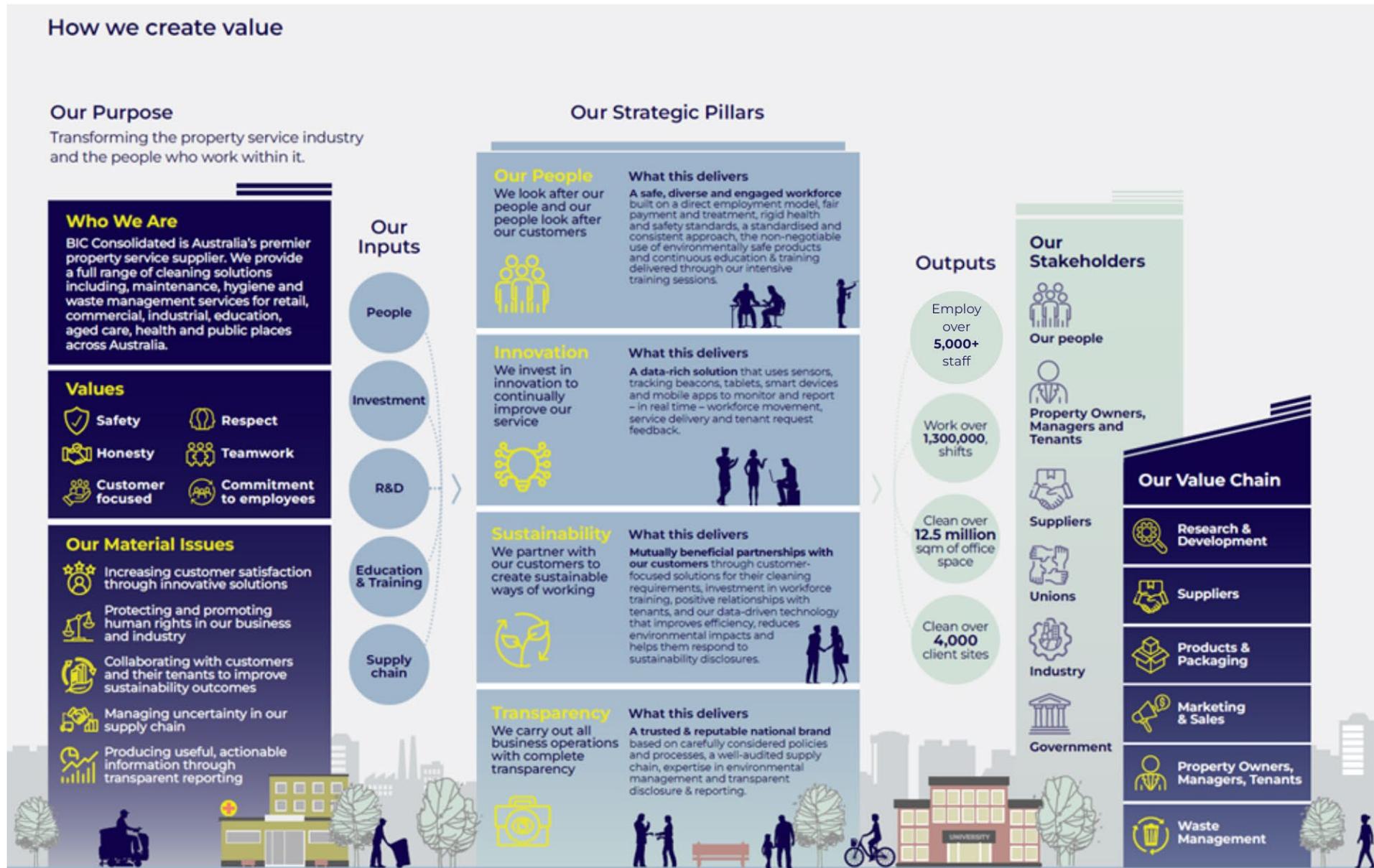
This strategy enhances value creation across strategic pillars while aligning with our CSR commitments:

- **Our People:** Wellbeing, safety, diversity, development, and engagement
- **Innovation:** Driving innovative solutions for social outcomes
- **Sustainability:** Responsible environmental and social practices
- **Transparency:** Open, measurable, and ethical reporting
- **Ethos:** Promoting ethical behaviour, governance, and accountability





8.1. BIC Consolidated Value Creation Model



9. Alignment with ISO 26000

ISO 26000 provides a globally recognised framework for social responsibility, based on seven core principles and seven core subjects. This strategy reflects and aligns with these principles and subjects as follows.

9.1. Core Principles

1. **Accountability:** We measure, report, and communicate our social initiatives through annual ESG and sustainability reporting, ensuring transparency and accountability.
2. **Transparency:** Our reporting and governance structures promote open disclosure to stakeholders, reflecting our commitment to transparency.
3. **Ethical Behaviour:** Our CSR Policy commits to exacting standards of professionalism, ethics, and integrity across operations, partnerships, and procurement.
4. **Respect for Stakeholder Interests:** We engage with employees, customers, partners, communities, and suppliers, ensuring initiatives respond to their needs and priorities.
5. **Respect for the Rule of Law:** All activities comply with Australian law, industry standards, and relevant international obligations.
6. **Respect for International Norms of Behaviour:** We align with international frameworks on human rights, labour practices, and sustainability.
7. **Respect for Human Rights:** Our ESG framework prioritises human rights, ensuring safe work, fair opportunities, and respect across all operations and supply chains.

9.2. Core Subjects

1. **Organisational Governance:** Oversight by our ESG Committee ensures integration of social responsibility into strategic and operational decision-making.
2. **Human Rights:** We prioritise fair treatment, equal opportunities, safe work, and social procurement practices, ensuring respect for rights throughout our operations and supply chain.
3. **Labour Practices:** Employee wellbeing, development, diversity, health and safety, and equal opportunity form central pillars of our employee-centric approach.
4. **The Environment:** We support environmental responsibility through sustainable development, waste minimisation, recycling, and integration of environmental stewardship into our partnerships.
5. **Fair Operating Practices:** We ensure fairness, integrity, and ethical procurement in all supplier and partner relationships, consistent with our CSR Policy.
6. **Consumer Issues:** By delivering quality services with transparency, we maintain trust and respond effectively to customer needs.
7. **Community Involvement and Development:** We foster social enterprises, charitable giving, volunteering, work experience opportunities, and partnerships to deliver positive, lasting impacts for communities.





10. Summary

BIC Consolidated's Social Enterprise and Community Engagement Strategy reflects best practice by aligning with our ESG Framework, Value Creation Model, Corporate Social Responsibility Policy, and ISO 26000.

Through strategic partnerships, employee engagement, and transparent reporting, we embed social responsibility into our culture and operations, strengthening our role as an ESG and CSR leader in Australia.

11. Grievance Mechanisms

BIC Consolidated employees, contractors, suppliers, clients, community members and all other stakeholders are encouraged to report any breach or suspected non-compliance with this Framework. This could be done via the internationally available Bidvest Ethics Line, a facility that can be used anonymously and is managed by an independent third party (Deloitte).

Bidvest Ethics Line: bidvest@tip-offs.com or 1800 633 293

Communication to the above toll-free line / email address will be kept confidential. All cases will be appropriately investigated and where breaches are found, appropriate action will be taken.

12. Ownership and Version Control

Policy Owner	GM - ESG
Version	1.0
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Author	Laurie Minto
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Revision	Description	Author
1.0	Initial Draft	LM
1.1	ESG Committee and Executive Management Team Review	ESG & EMT

About the pictures in this document:

The first 4 photos are from a team building event with Two Good Co via their 'Feel Good Meals' program in their kitchens in Eveleigh. This took place in October 2025 and was an uplifting experience where we prepared 279 shelter meals for women experiencing hardship. It was a highly rewarding experience, and other teams are encouraged to undertake this program.

The final photo is of our team members volunteering at the Property Industry Foundation Annual Toiletries Wrap Day 2025 where toiletries and other items are packed for homeless youth. The toiletries were donated by BIC Consolidated.