



Sustainability Update 2022

QUARTER 1



Tō Tātau Taiao

Ko te kaupapa o te whakahaere he tiaki i tō tātau taiao ātaahua mā te whakahaere toitū i ā tātau rawa.

As an organisation, our purpose is to safeguard our beautiful environment through the sustainable management of our resources.

QUARTER 1 UPDATE

GOAL 1 REDUCE CARBON FOOTPRINT

KEY ACTIONS

- Implement carbon footprint reduction plan to reduce our operational carbon footprint in line with our commitments
- Work with our team members to help them reduce their personal carbon footprints

2022 TARGETS

- 12.5% reduction in Waste Management's operational Intensity carbon footprint against a 2017 baseline
- 6% of Waste Management team members have measured their carbon footprint and have plans to reduce their greenhouse gas emissions

- As at the end of March Waste Management's intensity operational carbon footprint is 10% below 2022's budget. (Result 103.2 tCO₂e/\$M - Budget 115.1 tCO₂e/\$M).

GOAL 2 EXPAND SUSTAINABLE COMMITMENT

KEY ACTIONS

- Implement activities to encourage suppliers to reduce their carbon footprint
- Develop and implement code of conduct and performance management framework for suppliers that explicitly includes sustainability criteria and outcomes
- Develop and implement regular communication and engagement with our suppliers regarding sustainable procurement

2022 TARGETS

- Twenty suppliers have attended a Waste Management event on carbon footprint reduction
- Code of conduct and performance management framework reviewed against 25% of current suppliers (by spend).
- Two communications sent to 100% of suppliers

- Review of 2022 sustainable procurement plans underway. Conducted by new Procurement Manager who started in February.

GOAL 3 INCREASE REGENERATIVE PLANTING

KEY ACTION

- Expand support for community programmes that deliver regeneration in areas where we operate

2022 TARGET

- 1. Setting up an onsite nursery at a Waste Management facility
- 2. One new community regeneration project identified and funded

- No update in first three months of 2022 due to Covid related staff and resource shortages.

Ō Tātau Hapori

Kei roto mātau i te nuinga o ngā hapori puta noa i Aotearoa e mahi ana, he tuku ratonga me te whakahere whakaurunga ratonga para, ā-taiao hoki. Mahi ai ō mātau rōpū i roto i aua hapori, e tautoko ana i te ōhanga me te tuku i ngā ratonga waiwai.

We operate in nearly every community across New Zealand, providing services and managing waste and environmental services facilities. Our teams work within those communities, supporting the economy and providing essential services.

QUARTER 1 UPDATE

GOAL 1 IMPROVE STAKEHOLDER UNDERSTANDING

KEY ACTION

- Develop and implement an improved proactive engagement approach with our core stakeholders on key issues (iwi, Government and local community)

2022 TARGET

- The Government's Waste Minimisation review considers the full impact of carbon and developed and implemented Waste Managements Te Tiriti o Waitangi Statement of Intent

- Feedback with MfE on consideration of total GHG emitted when making decisions on waste.

GOAL 2 IMPROVE COMMUNITY UNDERSTANDING OF WASTE ISSUES

KEY ACTIONS

- Increase our reach and engagement of the community so they understand where their waste goes
- Support education programmes around waste minimisation with New Zealand kids
- Use social media to engage with wider New Zealand community beyond our customers

2022 TARGETS

- Create digital content on landfills, circular economy and waste which achieves 100,000 click views
- Tailor a further educational teaching resource on waste specifically tailored for children.
- 27,500 followers across our social media channels, two partnerships using social media to achieve broad reach engagement

- 36,900 views of our landfill video on Facebook and 5,000 views of our recycling education videos.
- Facebook followers = 21,350.

GOAL 3 EXPAND ENGAGEMENT WITH LOCAL COMMUNITIES

KEY ACTION

- Use volunteering to increase our contribution to the communities in which we operate
- Increase engagement with Māori and local iwi

2022 TARGET

- Volunteering committee meeting four times a year and promoting at least four initiatives at year.
- Establish a strong marae connection for our Auckland Head Office

- Volunteering has been limited by the COVID-19 Omicron outbreak.

Ā Mātau Kiritaki

Ko te whakahaere i ngā ratonga para me te taiiao tētahi take e nui haere tōna hiranga ki ā mātau kiritaki, ā, e kitea ai tēnei i roto i tā mātau aromatawai ukauka. Ko te hiahia o ā mātau kiritaki kia mārama pai ake me pēhea te tutuki i ā rātau me ā rātau kaiwhakarato ā rātau whāinga kia whaitake, kia toitū.

Managing waste and environmental services is an issue of increasing importance to our customers. Our customers want to better understand how they and their suppliers can achieve their waste goals effectively and sustainably.

QUARTER 1 UPDATE

GOAL 1 IMPROVE CUSTOMER EXPERIENCE

KEY ACTION

- Implement ongoing improvements in digital and service delivery solutions for our customers

2022 TARGET

- 5% year on year improvement in customer experience measure

- On track to meet a 5% improvement in customer experience.

GOAL 2 ENHANCE CUSTOMER PARTNERSHIPS

KEY ACTION

- Identify opportunities to partner with customers (and others) to implement new initiatives that support their sustainability goals

2022 TARGET

- 10 new initiatives implemented, with outcomes tracked and reported

- Waste Management is a proud supporter of the new business to business Sustainable Business Network – Go Circular programme, which was launched in March.

<https://sustainable.org.nz/circular-economy-directory/>

GOAL 3 IMPROVE DIGITAL SOLUTIONS

KEY ACTIONS

- Increase the number of customers using digital solutions
- Launch online tools to provide better information about waste for customers

2022 TARGETS

- 20% increase year on year in the number of orders placed online or through digital channels
- At least one new online solution launched with over 100 unique attendees

- Tracking to increase year on year in orders above target placed online or through digital sales.

Ā Mātau Tāngata

Ko tā mātau i tūmanako ka tautuhia ko ā mātau tāngata tētahi o ngā kaupapa i roto i tā mātau aromatawai ukauka, e whakaata ana i te hiranga o ā mātau tāngata kia puta ai a Waste Management hei kamupene toitū ā tōna wā.

We expected our people to be identified as one of the programmes through our materiality assessment, reflecting the importance of our people in making Waste Management a sustainable company into the future.

QUARTER 1 UPDATE

GOAL 1 REDUCE SIGNIFICANT INJURY & FATALITY INCIDENTS

KEY ACTIONS

- Reduce the number of incidents across each of our 13 critical safety risks.

2022 TARGETS

- a) Creating injury presentation training packages for WM high frequency / high cost injury's which support a reduction in critical risks
- b) No recurring 'opportunities for improvement' identified in internal or external HSE audits.

- Injury presentation training packages are being created.
- External audits due to start May.

GOAL 2 INCREASE DIVERSITY & CULTURAL LITERACY

KEY ACTIONS

- Develop programmes to increase cultural literacy and diversity across our teams

2022 TARGETS

- Diversity & Inclusion committee meets at least twice every quarter throughout the year and delivers a strategy & calendar of events for the year and there is representation from each of the business.

- The Diversity and Inclusion Committee will have a new name: Together – Kotahi.
- Responsibilities from the new strategy will be assigned over the next quarter.

GOAL 3 HEALTH & WELLBEING

KEY ACTIONS

- Develop programmes to support the physical health and well-being of our team
- Develop programmes to support the mental health and well-being of our team

2022 TARGETS

- 10% increase in participation in Waste Management-provided annual health check-up programme based on 2021 figures.
- Mental health awareness training created and delivered nationally to 100% of WMNXZ employees

- Waste Management's annual health check-up programme undergoing a review to refresh content.
- Mental well-being training created and delivered nationally

Tā Mātau Pakihi

E whakapono ana mātau e whakaata ana tēnei mahinga hira i te āhuratanga waiwai, pūmau hoki o ngā ratonga e tukuna ana e mātau me te hiranga o ēnei ki ā mātau kiritaki me te hapori. Mā te toitū o ngā mahi o tā mātau pakihi, ka tino whānui ngā hua ka puta, ā-taiao, ā-pāpori, ā-pūtea hoki mō Aotearoa haere ake nei.

This key performance area reflects the essential and enduring nature of the services we provide and the importance of these to our customers and the community. Operating our business sustainably will have a wide-reaching positive impact, environmentally, socially and financially for NZ into the future.

QUARTER 1 UPDATE

GOAL 1
CONTRIBUTE TO NZ'S CIRCULAR ECONOMY

KEY ACTION

- Develop partnerships with organisations to drive the circular economy

2022 TARGET

- One new initiative commenced

- New initiative investigation work started.

GOAL 2
MANAGE CRITICAL CLIMATE CHANGE RISK

KEY ACTION

- Identify, assess and mitigate Waste Management's climate change risks

2022 TARGET

- Climate Change Risk Register populated and finalised, accountability assigned and aligned with Corporate Enterprise Risk Register

- Climate Change risk work for each of our sites is underway using a specialist contractor.

GOAL 3
MINIMISE OUR OWN WASTE

KEY ACTION

- Implement the 2020 Waste Management Plan

2022 TARGET

- Review data being captured along with developing at least one new initiative

- Site level waste recovery rate baseline calculated and shared with our sites.

UNITED NATIONS SDGs

In 2015 New Zealand signed up to the United Nation Sustainable Development Goals, an overall blueprint to achieve a better and more sustainable future for us all. We have undertaken a review against each programme area to identify which UN Sustainable Development Goals we can positively influence, as well as creating value for our business and our stakeholders.

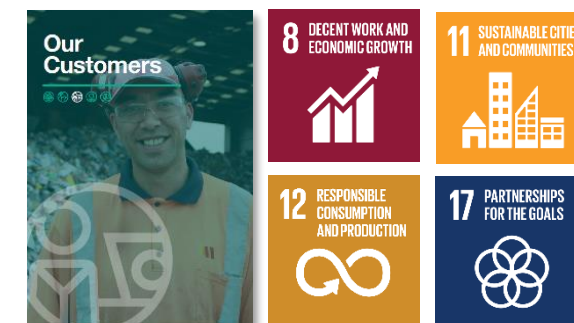
OUR ENVIRONMENT



OUR COMMUNITIES



OUR CUSTOMERS



OUR PEOPLE



OUR BUSINESS





ffg.nz

This update includes a summarised version of our projects and targets. For the expanded version of these items please visit ffg.nz



Sustainability Update 2022

QUARTER 2



Tō Tātau Taiao

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QUARTER 2 UPDATE

GOAL 1 REDUCE CARBON FOOTPRINT

KEY ACTIONS

- Implement carbon footprint reduction plan to reduce our operational carbon footprint in line with our commitments
- Work with our team members to help them reduce their personal carbon footprints

2022 TARGETS

- 12.5% reduction in Waste Management's operational Intensity carbon footprint against a 2017 baseline
- 6% of Waste Management team members have measured their carbon footprint and have plans to reduce their greenhouse gas emissions

- Waste Management's intensity operational carbon footprint is currently 14% below 2022's budget. (Result 98.6 tCO₂e/\$M - Budget 115.1 tCO₂e/\$M).

GOAL 2 EXPAND SUSTAINABLE COMMITMENT

KEY ACTIONS

- Implement activities to encourage suppliers to reduce their carbon footprint
- Develop and implement code of conduct and performance management framework for suppliers that explicitly includes sustainability criteria and outcomes
- Develop and implement regular communication and engagement with our suppliers regarding sustainable procurement

2022 TARGETS

- Twenty suppliers have attended a Waste Management event on carbon footprint reduction
- Code of conduct and performance management framework reviewed against 25% of current suppliers (by spend).
- Two communications sent to 100% of suppliers

- Review of 2022 sustainable procurement plans underway by new Procurement Manager.

GOAL 3 INCREASE REGENERATIVE PLANTING

KEY ACTION

- Expand support for community programmes that deliver regeneration in areas where we operate

2022 TARGET

- 1. Setting up an onsite nursery at a Waste Management facility
- 2. One new community regeneration project identified and funded

- Onsite nursery for two landfills under development for 2022.

Ō Tātau Hapori

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We operate in nearly every community across New Zealand, providing services and managing waste and environmental services facilities. Our teams work within those communities, supporting the economy and providing essential services.

QUARTER 2 UPDATE

GOAL 1 IMPROVE STAKEHOLDER UNDERSTANDING

KEY ACTION

- Develop and implement an improved proactive engagement approach with our core stakeholders on key issues (iwi, Government and local community)

2022 TARGET

- The Government's Waste Minimisation review considers the full impact of carbon and developed and implemented Waste Managements Te Tiriti o Waitangi Statement of Intent

- Tumu-Tikanga (cultural advisor) Te Teira Rawiri has been embedded within our new People and Culture team with fantastic engagement events including Matariki celebrations.
- Hosted National Party ministers at Redvale.

GOAL 2 IMPROVE COMMUNITY UNDERSTANDING OF WASTE ISSUES

KEY ACTIONS

- Increase our reach and engagement of the community so they understand where their waste goes
- Support education programmes around waste minimisation with New Zealand kids
- Use social media to engage with wider New Zealand community beyond our customers

2022 TARGETS

- Create digital content on landfills, circular economy and waste which achieves 100,000 click views
- Tailor a further educational teaching resource on waste specifically tailored for children.
- 27,500 followers across our social media channels, two partnerships using social media to achieve broad reach engagement

- Presentations at the Safe and Sustainable Packaging conference and the Australian Organics conference.
- Interview on The Project on sustainable nappies which combined with landfill video exceeded the 100,000 views target..
- Social Media followers = 22,481

GOAL 3 EXPAND ENGAGEMENT WITH LOCAL COMMUNITIES

KEY ACTION

- Use volunteering to increase our contribution to the communities in which we operate
- Increase engagement with Māori and local iwi

2022 TARGET

- Volunteering committee meeting four times a year and promoting at least four initiatives at year.
- Establish a strong marae connection for our Auckland Head Office

- Volunteering has been limited by the COVID-19 Omicron outbreak.

Ā Mātau Kiritaki

Ko te whakahaere i ngā ratonga para me te taiiao tētahi take e nui haere tōna hiranga ki ā mātau kiritaki, ā, e kitea ai tēnei i roto i tā mātau aromatawai ukauka. Ko te hiahia o ā mātau kiritaki kia mārama pai ake me pēhea te tutuki i ā rātau me ā rātau kaiwhakarato ā rātau whāinga kia whaitake, kia toitū.

Managing waste and environmental services is an issue of increasing importance to our customers. Our customers want to better understand how they and their suppliers can achieve their waste goals effectively and sustainably.

QUARTER 2 UPDATE

GOAL 1
IMPROVE
CUSTOMER
EXPERIENCE

KEY ACTION

- Implement ongoing improvements in digital and service delivery solutions for our customers

2022 TARGET

- 5% year on year improvement in customer experience measure

- On track to meet a 5% improvement in customer experience.

GOAL 2
ENHANCE
CUSTOMER
PARTNERSHIPS

KEY ACTION

- Identify opportunities to partner with customers (and others) to implement new initiatives that support their sustainability goals

2022 TARGET

- 10 new initiatives implemented, with outcomes tracked and reported

- New Waste Management Sustainability Services Team supporting customers have:
- Completed detailed waste audits for four customers
 - Partnership with All Heart to reuse two concrete sheds as Dangerous Good stores on Waiheke Island.

GOAL 3
IMPROVE
DIGITAL
SOLUTIONS

KEY ACTIONS

- Increase the number of customers using digital solutions
- Launch online tools to provide better information about waste for customers

2022 TARGETS

- 20% increase year on year in the number of orders placed online or through digital channels
- At least one new online solution launched with over 100 unique attendees

- 34% increase year on year in the number of orders placed online or through digital channels
- Sustainable Business Network Go Circular directory launch had over 500 unique attendees.

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We expected our people to be identified as one of the programmes through our materiality assessment, reflecting the importance of our people in making Waste Management a sustainable company into the future.

QUARTER 2 UPDATE

GOAL 1 REDUCE SIGNIFICANT INJURY & FATALITY INCIDENTS

KEY ACTIONS

- Reduce the number of incidents across each of our 13 critical safety risks.

2022 TARGETS

- a) Creating injury presentation training packages for WM high frequency / high cost injury's which support a reduction in critical risks
- b) No recurring 'opportunities for improvement' identified in internal or external HSE audits.

- Injury prevention programmes are being undertaken at site level and supported by Corporate.
- External audits have been completed with no recurring issues identified.

GOAL 2 INCREASE DIVERSITY & CULTURAL LITERACY

KEY ACTIONS

- Develop programmes to increase cultural literacy and diversity across our teams

2022 TARGETS

- Diversity & Inclusion committee meets at least twice every quarter throughout the year and delivers a strategy & calendar of events for the year and there is representation from each of the business.

- The Māori name for the Division & Inclusion Committee was formalised as Kotahitanga.
- Formal welcome – Powhiri for Te Teira Rawiri – Timu Tikanga (cultural advisor) was held.
- Matariki celebrations were held on 24 June with workshops, cultural practises, stalls and lunch to celebrate the Māori New Year.

GOAL 3 HEALTH & WELLBEING

KEY ACTIONS

- Develop programmes to support the physical health and well-being of our team
- Develop programmes to support the mental health and well-being of our team

2022 TARGETS

- 10% increase in participation in Waste Management-provided annual health check-up programme based on 2021 figures.
- Mental health awareness training created and delivered nationally to 100% of WMNXZ employees

- Waste Management's annual health check-up start at the end of July, with sites pushing for more engagement from our team.
- Mental well-being training created and delivered nationally, investigating a second roll-out of mental health training.

Tā Mātau Pakihi

E whakapono ana mātau e whakaata ana tēnei mahinga hira i te āhuratanga waiwai, pūmau hoki o ngā ratonga e tukuna ana e mātau me te hiranga o ēnei ki ā mātau kiritaki me te hapori. Mā te toitū o ngā mahi o tā mātau pakihi, ka tino whānui ngā hua ka puta, ā-taiao, ā-pāpori, ā-pūtea hoki mō Aotearoa haere ake nei.

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QUARTER 2 UPDATE

GOAL 1
CONTRIBUTE TO NZ'S CIRCULAR ECONOMY

KEY ACTION

- Develop partnerships with organisations to drive the circular economy

2022 TARGET

- One new initiative commenced

- New initiative investigation work started.

GOAL 2
MANAGE CRITICAL CLIMATE CHANGE RISK

KEY ACTION

- Identify, assess and mitigate Waste Management's climate change risks

2022 TARGET

- Climate Change Risk Register populated and finalised, accountability assigned and aligned with Corporate Enterprise Risk Register

- Climate change risk work for each of our sites is underway using a specialist contractor.

GOAL 3
MINIMISE OUR OWN WASTE

KEY ACTION

- Implement the 2020 Waste Management Plan

2022 TARGET

- Review data being captured along with developing at least one new initiative

- Site level waste recovery rate baseline calculated and shared with our sites.

UNITED NATIONS SDGs

In 2015 New Zealand signed up to the United Nation Sustainable Development Goals, an overall blueprint to achieve a better and more sustainable future for us all. We have undertaken a review against each programme area to identify which UN Sustainable Development Goals we can positively influence, as well as creating value for our business and our stakeholders.

OUR ENVIRONMENT



OUR COMMUNITIES



OUR CUSTOMERS



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OUR BUSINESS





www.wastemanagement.co.nz/sustainability

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Sustainability Update 2022

QUARTER 3



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As an organisation, our purpose is to safeguard our beautiful environment through the sustainable management of our resources.

QUARTER 3 UPDATE

GOAL 1 REDUCE CARBON FOOTPRINT

KEY ACTIONS

- Implement carbon footprint reduction plan to reduce our operational carbon footprint in line with our commitments
- Work with our team members to help them reduce their personal carbon footprints

2022 TARGETS

- 12.5% reduction in Waste Management's operational Intensity carbon footprint against a 2017 baseline
- 6% of Waste Management team members have measured their carbon footprint and have plans to reduce their greenhouse gas emissions

- Waste Management is 25% below it's 2022 carbon footprint budget as sites are tracking their carbon footprint budgets this year for the first time.
- Staff personal carbon footprint reduction program running during October for the third year in a row with \$300 worth of vouchers in prizes.

GOAL 2 EXPAND SUSTAINABLE COMMITMENT

KEY ACTIONS

- Implement activities to encourage suppliers to reduce their carbon footprint
- Develop and implement code of conduct and performance management framework for suppliers that explicitly includes sustainability criteria and outcomes
- Develop and implement regular communication and engagement with our suppliers regarding sustainable procurement

2022 TARGETS

- Five Suppliers to present on their sustainability programme to WM.
- Code of conduct and performance management framework reviewed against 25% of current suppliers (by spend).
- Two communications sent to 100% of suppliers

- Suppliers have been identified for presenting to Waste Management.

GOAL 3 INCREASE REGENERATIVE PLANTING

KEY ACTION

- Expand support for community programmes that deliver regeneration in areas where we operate

2022 TARGET

- 1. Setting up an onsite nursery at a Waste Management facility
- 2. One new community regeneration project identified and funded

- Local seeds collected to be planted by contractor later in the year at Redvale Landfill and Energy Park

Ō Tātau Hapori

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QUARTER 3 UPDATE

GOAL 1 IMPROVE STAKEHOLDER UNDERSTANDING

KEY ACTION

- Develop and implement an improved proactive engagement approach with our core stakeholders on key issues (iwi, Government and local community)

2022 TARGET

- The Government's Waste Minimisation review considers the full impact of carbon and developed and implemented Waste Managements Te Tiriti o Waitangi Statement of Intent

- Meetings held with Minister Parker through the waste industry forum.

GOAL 2 IMPROVE COMMUNITY UNDERSTANDING OF WASTE ISSUES

KEY ACTIONS

- Increase our reach and engagement of the community so they understand where their waste goes
- Support education programmes around waste minimisation with New Zealand kids
- Use social media to engage with wider New Zealand community beyond our customers

2022 TARGETS

- Create digital content on landfills, circular economy and waste which achieves 100,000 click views
- Tailor a further educational teaching resource on waste specifically tailored for children.
- 27,500 followers across our social media channels, two partnerships using social media to achieve broad reach engagement

- [Our circular services video](#) developed and published
- Recycling flyer for destinations created
- Social Media followers = 25,335

GOAL 3 EXPAND ENGAGEMENT WITH LOCAL COMMUNITIES

KEY ACTION

- Use volunteering to increase our contribution to the communities in which we operate
- Increase engagement with Māori and local iwi

2022 TARGET

- Volunteering committee meeting four times a year and promoting at least four initiatives at year.
- Establish a strong marae connection for our Auckland Head Office

- Māori Kings Coronation attended by Waste Management's Executive Management Team along with Cultural Advisor Te Teira Rawiri

Ā Mātau Kiritaki

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QUARTER 3 UPDATE

GOAL 1 IMPROVE CUSTOMER EXPERIENCE

KEY ACTION

- Implement ongoing improvements in digital and service delivery solutions for our customers

2022 TARGET

- 5% year on year improvement in customer experience measure

- On track for the year

GOAL 2 ENHANCE CUSTOMER PARTNERSHIPS

KEY ACTION

- Identify opportunities to partner with customers (and others) to implement new initiatives that support their sustainability goals

2022 TARGET

- 10 new initiatives implemented, with outcomes tracked and reported

New initiatives have been launched in Q3:

- [Launch of our Operational Waste Management Plan service assisting customers with their Resource Consent applications](#)

GOAL 3 IMPROVE DIGITAL SOLUTIONS

KEY ACTIONS

- Increase the number of customers using digital solutions
- Launch online tools to provide better information about waste for customers

2022 TARGETS

- 20% increase year on year in the number of orders placed online or through digital channels
- At least one new online solution launched with over 100 unique attendees

- [Launch of Circular Challenge hub](#) with SBN to help customers solve difficult waste challenges

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We expected our people to be identified as one of the programmes through our materiality assessment, reflecting the importance of our people in making Waste Management a sustainable company into the future.

QUARTER 3 UPDATE

GOAL 1 REDUCE SIGNIFICANT INJURY & FATALITY INCIDENTS

KEY ACTIONS

- Reduce the number of incidents across each of our 13 critical safety risks.

2022 TARGETS

- a) Creating injury presentation training packages for WM high frequency / high cost injury's which support a reduction in critical risks
- b) No recurring 'opportunities for improvement' identified in internal or external HSE audits.

- No reoccurring issues identified during the external audits.
- National Injury Partner running training packages throughout the business on injury prevention and cost claims which has seen significant reduction in work related claim costs.

GOAL 2 INCREASE DIVERSITY & CULTURAL LITERACY

KEY ACTIONS

- Develop programmes to increase cultural literacy and diversity across our teams

2022 TARGETS

- Diversity & Inclusion committee, Kotahitanga meets at least twice every quarter throughout the year and delivers a strategy & calendar of events for the year and executive cultural training

- A number of diversity and inclusion actives have been run during Q3 including Chinese Mid-Autumn Festival, South Africa Day, Cook Islands Week, Te Wiki o te Re Māori – (Māori Language Week) to name a few

GOAL 3 HEALTH & WELLBEING

KEY ACTIONS

- Develop programmes to support the physical health and well-being of our team
- Develop programmes to support the mental health and well-being of our team

2022 TARGETS

- 10% increase in participation in Waste Management-provided annual health check-up programme based on 2021 figures.
- Mental health awareness training created and delivered nationally to 100% of WMNXZ employees

- Annual health checks underway, results due in next update.
- 10,000 step challenges due to start in October.
- Recognised Mental Awareness week with a range of webinars to support and assist staff.

Tā Mātau Pakihi

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QUARTER 3 UPDATE

<p>GOAL 1 CONTRIBUTE TO NZ'S CIRCULAR ECONOMY</p>	<p>KEY ACTION</p> <ul style="list-style-type: none"> Develop partnerships with organisations to drive the circular economy 	<p>2022 TARGET</p> <ul style="list-style-type: none"> One new initiative commenced
<p>GOAL 2 MANAGE CRITICAL CLIMATE CHANGE RISK</p>	<p>KEY ACTION</p> <ul style="list-style-type: none"> Identify, assess and mitigate Waste Management's climate change risks 	<p>2022 TARGET</p> <ul style="list-style-type: none"> Climate Change Risk Register populated and finalised, accountability assigned and aligned with Corporate Enterprise Risk Register
<p>GOAL 3 MINIMISE OUR OWN WASTE</p>	<p>KEY ACTION</p> <ul style="list-style-type: none"> Implement the 2020 Waste Management Plan 	<p>2022 TARGET</p> <ul style="list-style-type: none"> Review data being captured along with developing at least one new initiative

- [A \\$12.5 million investment into construction plastic recycling with a joint venture with Aliaxis NZ \(Marley\)](#)

- Site level Environmental Management Plan template being updated to include Climate Change risks

- Regular reporting of site recycle rates with improvement work focused on our Head Office in Auckland

UNITED NATIONS SDGs

In 2015 New Zealand signed up to the United Nation Sustainable Development Goals, an overall blueprint to achieve a better and more sustainable future for us all. We have undertaken a review against each programme area to identify which UN Sustainable Development Goals we can positively influence, as well as creating value for our business and our stakeholders.

OUR ENVIRONMENT



OUR COMMUNITIES



OUR CUSTOMERS



OUR PEOPLE



OUR BUSINESS





www.wastemanagement.co.nz/sustainability

This update includes a summarised version of our projects and targets. For the expanded version of these items please visit our website



Sustainability Update 2022

QUARTER 4



Tō Tātau Taiao

Ko te kaupapa o te whakahaere he tiaki i tō tātau taiao ātaahua mā te whakahaere toitū i ā tātau rawa.

As an organisation, our purpose is to safeguard our beautiful environment through the sustainable management of our resources.

QUARTER 4 UPDATE

GOAL 1 REDUCE CARBON FOOTPRINT

KEY ACTIONS

- Implement carbon footprint reduction plan to reduce our operational carbon footprint in line with our commitments
- Work with our team members to help them reduce their personal carbon footprints

2022 TARGETS

- 12.5% reduction in Waste Management's operational intensity carbon footprint against a 2017 baseline
- 6% of Waste Management team members have measured their carbon footprint and have plans to reduce their greenhouse gas emissions

- Unaudited results show Waste Management achieved a reduction greater than 12.5% in GHG emissions during 2022
- Staff carbon footprinting programme run with 6.5% of staff, almost doubling participants from 2021 through the use of new initiatives teams and videos

GOAL 2 EXPAND SUSTAINABLE COMMITMENT

KEY ACTIONS

- Implement activities to encourage suppliers to reduce their carbon footprint
- Develop and implement code of conduct and performance management framework for suppliers that explicitly includes sustainability criteria and outcomes
- Develop and implement regular communication and engagement with our suppliers regarding sustainable procurement

2022 TARGETS

- Twenty suppliers have attended a Waste Management event on carbon footprint reduction
- Code of conduct and performance management framework reviewed against 20% of current suppliers (by spend)
- Creation of a supplier communication plan with at least one communication sent to 100% of suppliers

- Suppliers identified for presenting to Waste Management but due to resourcing limitations sustainable procurements actions have been on hold

GOAL 3 INCREASE REGENERATIVE PLANTING

KEY ACTION

- Expand support for community programmes that deliver regeneration in areas where we operate

2022 TARGET

- 1. Setting up an onsite nursery at a Waste Management facility
- 2. One new community regeneration project identified and funded

- Local seeds collected to be planted by contractor at Redvale Landfill and Energy Park

Ō Tātau Hapori

Kei roto mātau i te nuinga o ngā hapori puta noa i Aotearoa e mahi ana, he tuku ratonga me te whakahere whakaurunga ratonga para, ā-taiao hoki. Mahi ai ō mātau rōpū i roto i aua hapori, e tautoko ana i te ōhanga me te tuku i ngā ratonga waiwai.

We operate in nearly every community across New Zealand, providing services and managing waste and environmental services facilities. Our teams work within those communities, supporting the economy and providing essential services.

QUARTER 4 UPDATE

GOAL 1 IMPROVE STAKEHOLDER UNDERSTANDING

KEY ACTION

- Develop and implement an improved proactive engagement approach with our core stakeholders on key issues (iwi, Government and local community)

2022 TARGET

- The Government's Waste Minimisation review considers the full impact of carbon and develop and implement Waste Managements Te Tiriti o Waitangi Statement of Intent

- Tumu Tikanga has been embedded within our new People and Culture team with fantastic engagement events held for Matariki
- Meetings held with Ministry for the Environment, Minister for the Environment David Parker, Climate Change Minister James Shaw and National Party MPs.

GOAL 2 IMPROVE COMMUNITY UNDERSTANDING OF WASTE ISSUES

KEY ACTIONS

- Increase our reach and engagement of the community so they understand where their waste goes
- Support education programmes around waste minimisation with New Zealand kids
- Use social media to engage with wider New Zealand community beyond our customers

2022 TARGETS

- Create digital content on landfills, circular economy and waste which achieves 100,000 click views
- Tailor a further educational teaching resource on waste specifically tailored for children.
- 27,500 followers across our social media channels, two partnerships using social media to achieve broad reach engagement

- [Our circular services video](#) developed and published
- Recycling destinations flyer created
- Social media followers = 27,282

GOAL 3 EXPAND ENGAGEMENT WITH LOCAL COMMUNITIES

KEY ACTION

- Use volunteering to increase our contribution to the communities in which we operate
- Increase engagement with Māori and local iwi

2022 TARGET

- Volunteering committee meeting four times a year and promoting at least four initiatives at year
- Establish a strong marae connection for our Auckland Head Office

- Volunteer intranet page has been upgraded to enable staff to apply for volunteering along with suggestions/ideas.
- Tumu Tikanga - Cultural Advisor – Te Teira Rawiri is actively engaged with the iwi from around the motu

Ā Mātau Kiritaki

Ko te whakahaere i ngā ratonga para me te taiao tētahi take e nui haere tōna hiranga ki ā mātau kiritaki, ā, e kitea ai tēnei i roto i tā mātau aromatawai ukauka. Ko te hiahia o ā mātau kiritaki kia mārama pai ake me pēhea te tutuki i ā rātau me ā rātau kaiwhakarato ā rātau whāinga kia whaitake, kia toitū.

Managing waste and environmental services is an issue of increasing importance to our customers. Our customers want to better understand how they and their suppliers can achieve their waste goals effectively and sustainably.

QUARTER 4 UPDATE

GOAL 1 IMPROVE CUSTOMER EXPERIENCE

KEY ACTION

- Implement ongoing improvements in digital and service delivery solutions for our customers

2022 TARGET

- 5% year on year improvement in customer experience measure

- Driver shortage impacted service levels during 2022 resulting in not achieving a 5% improvement in customer experience.

GOAL 2 ENHANCE CUSTOMER PARTNERSHIPS

KEY ACTION

- Identify opportunities to partner with customers (and others) to implement new initiatives that support their sustainability goals

2022 TARGET

- 10 new initiatives implemented, with outcomes tracked and reported

- Delivered on 22 new initiatives

GOAL 3 IMPROVE DIGITAL SOLUTIONS

KEY ACTIONS

- Increase the number of customers using digital solutions
- Launch online tools to provide better information about waste for customers

2022 TARGETS

- 20% increase year on year in the number of orders placed online or through digital channels
- At least one new online solution launched with over 100 unique attendees

- [Launch of Circular Challenge hub](#) with SBN to help customers solve difficult waste challenges

Ā Mātau Tāngata

Ko tā mātau i tūmanako ka tautuhia ko ā mātau tāngata tētahi o ngā kaupapa i roto i tā mātau aromatawai ukauka, e whakaata ana i te hiranga o ā mātau tāngata kia puta ai a Waste Management hei kamupene toitū ā tōna wā.

We expected our people to be identified as one of the programmes through our materiality assessment, reflecting the importance of our people in making Waste Management a sustainable company into the future.

QUARTER 4 UPDATE

GOAL 1 REDUCE SIGNIFICANT INJURY & FATALITY INCIDENTS

KEY ACTIONS

- Reduce the number of incidents across each of our 13 critical safety risks.

2022 TARGETS

- a) Creating injury presentation training packages for WM high frequency / high cost injuries which support a reduction in critical risks
- b) No recurring 'opportunities for improvement' identified in internal or external HSE audits.

- All critical safety risks reduced except CR8 'Overcome by fumes and gases' due to increased use of gas detection to capture exposure
- Training continues across all sites
- Audits identified no prior identified issues

GOAL 2 INCREASE DIVERSITY & CULTURAL LITERACY

KEY ACTIONS

- Develop programmes to increase cultural literacy and diversity across our teams

2022 TARGETS

- Diversity & Inclusion committee, Kotahitanga, meets at least twice every quarter throughout the year and delivers a strategy & calendar of events for the year and executive cultural training

- Cultural training online – Powhiri / Tapu / Great Migration / Mana whenua.
- Visited MIT Marae to engage on Te Reo cultural competency.
- Waste Management is now the proud owner of two Korowai for cultural engagement

GOAL 3 HEALTH & WELLBEING

KEY ACTIONS

- Develop programmes to support the physical health and well-being of our team
- Develop programmes to support the mental health and well-being of our team

2022 TARGETS

- 10% increase in participation in Waste Management-provided annual health check-up programme based on 2021 figures.
- Mental health awareness training created and delivered nationally to 100% of WMNZ employees

- The 10,000 step challenge was well received by the WMNZ team and will be completed again in 2023
- Mental health training is now part of annual training schedule

Tā Mātau Pakihi

E whakapono ana mātau e whakaata ana tēnei mahinga hira i te āhuratanga waiwai, pūmau hoki o ngā ratonga e tukuna ana e mātau me te hiranga o ēnei ki ā mātau kiritaki me te hapori. Mā te toitū o ngā mahi o tā mātau pakihi, ka tino whānui ngā hua ka puta, ā-taiao, ā-pāpori, ā-pūtea hoki mō Aotearoa haere ake nei.

This key performance area reflects the essential and enduring nature of the services we provide and the importance of these to our customers and the community. Operating our business sustainably will have a wide-reaching positive impact, environmentally, socially and financially for NZ into the future.

QUARTER 4 UPDATE

- [A \\$12.5 million investment into construction plastic recycling with a joint venture with Aliaxis NZ \(Marley\)](#)

- Climate change risks have now been included in the Environmental Management Plans for sites, to be rolled out during 2023

- Regular reporting of site recycling rates and a detailed full waste audit completed at our Head Office in Auckland

GOAL 1 CONTRIBUTE TO NZ'S CIRCULAR ECONOMY

KEY ACTION

- Develop partnerships with organisations to drive the circular economy

2022 TARGET

- One new initiative commenced

GOAL 2 MANAGE CRITICAL CLIMATE CHANGE RISK

KEY ACTION

- Identify, assess and mitigate Waste Management's climate change risks

2022 TARGET

- Climate Change Risk Register populated and finalised, accountability assigned and aligned with Corporate Enterprise Risk Register

GOAL 3 MINIMISE OUR OWN WASTE

KEY ACTION

- Implement the 2020 Waste Management Plan

2022 TARGET

- Review data being captured along with developing at least one new initiative

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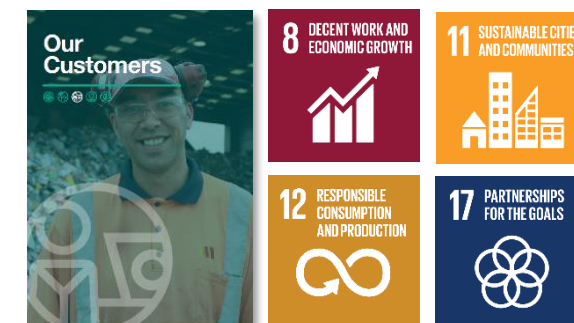
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