



for future
generations™

Sustainability Update 2021

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

2021 TARGETS

- 10% reduction in Waste Management's 2020 operational Intensity carbon footprint against a 2017 baseline
- 4% of Waste Management team members have measured their carbon footprint and have plans to reduce their greenhouse gas emissions

- Results for Q1 show Waste Management is 11% below the operational intensity revenue target required for 2021, and 20% lower against our baseline year of 2017.
- Staff carbon footprinting programme due to run for a month in the middle of the year.

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

2021 TARGETS

- Twenty suppliers to attend 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

- Initial discussion underway on how best to run an event during 2021.
- WM Supplier Terms updated to include Performance Management Framework that assists immediate relationship manager to validate KPI structure.
- Investigating sending a copy of the Supplier Code of Conduct to all suppliers.

GOAL 3 INCREASE REGENERATIVE PLANTING

KEY ACTION

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

2021 TARGET

- One new community regeneration project identified and funded

- Reviewing potential projects in Gisborne and Waikato to undertake riparian planting and wetland restoration work.

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 stakeholders on key issues

2021 TARGET

- The Government's Waste Minimisation review considers the full impact of carbon and engagement initiated with four specific iwi

- No progress yet. New GM Strategy, Customer and Sustainability hired in April.

GOAL 2 IMPROVE COMMUNITY UNDERSTANDING OF WASTE ISSUES

KEY ACTIONS

- Increase tours at our landfills to help the community 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

2021 TARGETS

- Create digital content on landfills and waste which achieves 100,000 click views and deliver an educational teaching resource on waste.
- 20,000 social media followers and create two partnerships using social media to achieve broad reach engagement

- No progress yet on increased landfill tours or supporting waste education. New GM Strategy, Customer and Sustainability hired in April.
- 12,723 social media followers for this aspirational goal.

GOAL 3 EXPAND ENGAGEMENT WITH LOCAL COMMUNITIES

KEY ACTION

- Use volunteering to increase our contribution to the communities in which we operate

2021 TARGET

- Establish an annual half-day volunteering programme opportunity for every team member
- Increase engagement with Māori and local iwi

- A volunteer programme has recently been established and launched for our team.

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 1 UPDATE

GOAL 1 IMPROVE CUSTOMER EXPERIENCE

KEY ACTION

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

2021 TARGET

- 5% improvement in customer experience measure

- We are performing above plan to meeting our customer experience measure

GOAL 2 ENHANCE CUSTOMER PARTNERSHIPS

KEY ACTION

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

2021 TARGET

- 10 new initiatives implemented, with outcomes tracked and reported

- Six new initiatives are under development.

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

2021 TARGETS

- 30% increase in the number of orders placed online or through digital channels
- At least one new solution launched with 100 visits per month

- 39% increase in digital orders compared to the same time last year.
- No progress in new digital solution yet. New GM Strategy, Customer and Sustainability hired in April.

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.

2021 TARGETS

- a) Rollout & training of Bowtie risk assessments to non-process safety team members for each of our 13 critical risks
- b) No recurring 'opportunities for improvement' identified in internal or external HSE audits.

- External audits are due until June / July

GOAL 2 INCREASE DIVERSITY & CULTURAL LITERACY

KEY ACTIONS

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

2021 TARGETS

- Diversity committee meets at least five times; a programme of activities is developed and implemented during 2021.

- The Diversity & Inclusion Committee has met three times already this year, with a visit from Race Relations Commissioner Meng Foon planned in April.

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

2021 TARGETS

- 10% increase in participation in Waste Management-provided annual health check-up programme based on 2020 figures.
- Mental health awareness training created and delivered nationally to 100% of WMNZ employees.

- New Injury Prevention partnership formed to achieve our targets.

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

2021 TARGET

- One initiative commenced

- Several new partnerships are under consideration.

GOAL 2
MANAGE CRITICAL CLIMATE CHANGE RISK

KEY ACTION

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

2021 TARGET

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

- Work not yet started.

GOAL 3
MINIMISE OUR OWN WASTE

KEY ACTION

- Implement the 2020 Waste Management Plan

2021 TARGET

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

- Meetings held with all site managers to progress Waste Minimisation Plan.

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.

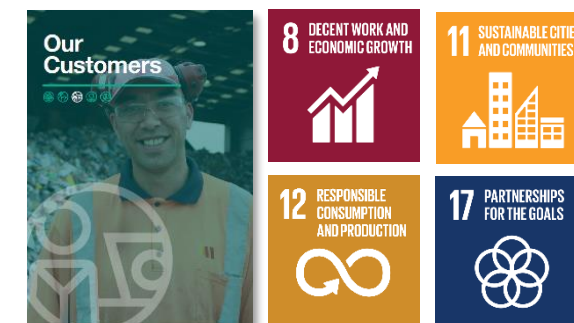
OUR ENVIRONMENT



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 2021

QUARTER 2



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 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

2021 TARGETS

- 10% reduction in Waste Management's 2020 operational Intensity carbon footprint against a 2017 baseline
- 4% of Waste Management team members have measured their carbon footprint and have plans to reduce their greenhouse gas emissions

- Waste Management's operational intensity carbon footprint is currently below the 2021 10% reduction target
- Staff carbon footprinting programme scheduled to run during October

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

2021 TARGETS

- Twenty suppliers to attend 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

- Code of Conduct has been sent out to all suppliers with e-mail contact details

GOAL 3 INCREASE REGENERATIVE PLANTING

KEY ACTION

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

2021 TARGET

- One new community regeneration project identified and funded

- Major wild pig culling underway at Tiromoana Bush beside Kate Valley Landfill and Energy Park near Christchurch to reduce impact of pigs on recent plantings

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 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)

2021 TARGET

- The Government's Waste Minimisation review considers the full impact of carbon and engagement initiated with four specific iwi

- Hosted Climate Change Minister James Shaw at Redvale Landfill and Energy Park in Auckland and at our EV workshop in East Tamaki

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

2021 TARGETS

- Create digital content on landfills and waste which achieves 100,000 click views and deliver an educational teaching resource on waste.
- 20,000 social media followers and create two partnerships using social media to achieve broad reach engagement

- Waste Management is proud to be the first major sponsor for Auckland Climate Festival in October which will include visits to our landfill and energy parks
- 14,278 social media followers and partnerships under development

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

2021 TARGET

- Establish an annual half-day volunteering programme opportunity for every team member
- Establish a strong marae connection for our Auckland head office

- Half day volunteering established and divisional coordinators meet quarterly to encourage volunteering in the regions
- Initial discussions have started with Papakura marae

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 2 UPDATE

GOAL 1 IMPROVE CUSTOMER EXPERIENCE

<p>KEY ACTION</p> <ul style="list-style-type: none"> Implement ongoing improvements in digital and service delivery solutions for our customers 	<p>2021 TARGET</p> <ul style="list-style-type: none"> 5% improvement in customer experience measure
---	---

- New leadership positions and work flow management in our contact centre has shown good improvements in our customer experiences

GOAL 2 ENHANCE CUSTOMER PARTNERSHIPS

<p>KEY ACTION</p> <ul style="list-style-type: none"> Identify opportunities to partner with customers (and others) to implement new initiatives that support their sustainability goals 	<p>2021 TARGET</p> <ul style="list-style-type: none"> 10 new initiatives implemented, with outcomes tracked and reported
---	--

Seven initiatives underway including

- Partnership with All Heart NZ and Plumbing World to redirect unsold plumbing material to communities
- New plasterboard recycling solution for Christchurch, with plasterboard being utilised by Canterbury Landscape Supplies

GOAL 3 IMPROVE DIGITAL SOLUTIONS

<p>KEY ACTIONS</p> <ul style="list-style-type: none"> Increase the number of customers using digital solutions Launch online tools to provide better information about waste for customers 	<p>2021 TARGETS</p> <ul style="list-style-type: none"> 30% increase in the number of orders placed online or through digital channels At least one new solution launched with 100 visits per month
---	---

- New website design under development to provide better information about waste

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 2 UPDATE

GOAL 1 REDUCE SIGNIFICANT INJURY & FATALITY INCIDENTS

KEY ACTIONS

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

2021 TARGETS

- a) Rollout & training of Bowtie risk assessments to non-process safety team members for each of our 13 critical risks
- b) No recurring 'opportunities for improvement' identified in internal or external HSE audits

- External audits have recently started

GOAL 2 INCREASE DIVERSITY & CULTURAL LITERACY

KEY ACTIONS

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

2021 TARGETS

- Diversity committee meets at least five times; a programme of activities is developed and implemented during 2021

- Diversity and Inclusion Committee meeting monthly, activities include Pink Shirt Day held across the country, Māori cultural training for our executives and a Matariki workshop on the meaning of Matariki presented by Mihaere Emery

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

2021 TARGETS

- 10% increase in participation in Waste Management-provided annual health check-up programme based on 2020 figures
- Mental health awareness training created and delivered nationally to 100% of WMNZ employees

- Annual health checks have recently started
- Mental wellbeing covered in April's nationwide toolbox talk

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 2 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>2021 TARGET</p> <ul style="list-style-type: none"> One initiative commenced 	<p>Three initiatives are under development including:</p> <ul style="list-style-type: none"> New plastic grinding plant under construction to be operational by mid-August Polypropylene wash and processing plant under development
<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>2021 TARGET</p> <ul style="list-style-type: none"> Climate Change Risk Register finalised, accountability assigned and aligned with Corporate Enterprise Risk Register 	<ul style="list-style-type: none"> Climate Change Register framework created, with risk assessment work planned during the year
<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>2021 TARGET</p> <ul style="list-style-type: none"> Review data being captured and set baseline along with developing at least one new initiative 	<ul style="list-style-type: none"> Meetings held with all site managers to progress Waste Minimisation Plan

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.

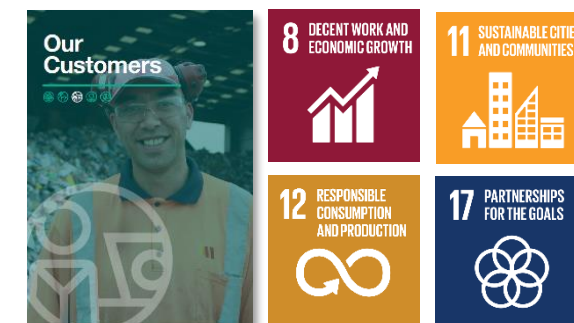
OUR ENVIRONMENT



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

2021

QUARTER 3



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 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

2021 TARGETS

- 10% reduction in Waste Management's 2020 operational Intensity carbon footprint against a 2017 baseline
- 4% of Waste Management team members have measured their carbon footprint and have plans to reduce their greenhouse gas emissions

- As at the end of August WM's year to date intensity operational carbon footprint is 2.9% below 2021's budget. (Result 107.9 tCO₂e/\$M - Budget 114.0 tCO₂e/\$M)
- Staff carbon footprinting programme set to run during October with eight prizes worth of \$300 vouchers

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

2021 TARGETS

- Twenty suppliers to attend 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

- Stars programme opportunity was sent to all Auckland-based suppliers, but with limited response

GOAL 3 INCREASE REGENERATIVE PLANTING

KEY ACTION

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

2021 TARGET

- One new community regeneration project identified and funded

- 2,375m² of native planting carried out at Redvale Landfill & Energy Park in Auckland
- Tiromoana Bush; Wild pig culling completed, with successful result of around 50 pigs removed; also rare mistletoe plants discovered including a thriving population of a very rare critically endangered dwarf mistletoe

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 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)

2021 TARGET

- The Government's Waste Minimisation review considers the full impact of carbon and engagement initiated with four specific iwi

- Government relations continues to strengthen including ministerial hosting at Redvale with key Green and Labour Party leads
- Meeting with National and ACT MPs delayed due to COVID-19 lockdown

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

2021 TARGETS

- Create digital content on landfills and waste which achieves 100,000 click views and deliver an educational teaching resource on waste.
- 20,000 social media followers and create two partnerships using social media to achieve broad reach engagement

- Waste Management is proud to be the first major sponsor for Auckland Climate Festival in October, with four events planned
- We are also proud to be a key partner in the SBNs Go Circular programme recently launched
- A range of free educational resources on recycling will be launched during recycling week in October

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

2021 TARGET

- Establish an annual half-day volunteering programme opportunity for every team member
- Establish a strong marae connection for our Auckland Head Office

- COVID-19 has largely impacted volunteering promotion / activities. Promotions centred around keeping NZ beautiful and the Auckland Climate Festival
- With the COVID restrictions much of our engagement next steps have been deferred to Q4.

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 3 UPDATE

GOAL 1 IMPROVE CUSTOMER EXPERIENCE

KEY ACTION

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

2021 TARGET

- 5% improvement in customer experience measure

- We closed out Q3 with a good improvement in our customer experience measure and we are on track to exceed the 2025 goal by end of 2021

GOAL 2 ENHANCE CUSTOMER PARTNERSHIPS

KEY ACTION

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

2021 TARGET

- 10 new initiatives implemented, with outcomes tracked and reported

- A range of initiatives including:
- New landfill vs recycle report launched – with updated data metrics, graphs and improved background datasets
 - Thinkstep Workshop: UNSDG workshop hosted, in partnership with Thinkstep, with 35+ customers attending
 - Christchurch Open Day for customers on waste and sustainability

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

2021 TARGETS

- 30% increase in the number of orders placed online or through digital channels
- At least one new solution launched with 100 visits per month

- Our new website has now been launched and during Q4 we are improving the About Us section to provide better information about waste

<https://www.wastemanagement.co.nz/>

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 3 UPDATE

GOAL 1 REDUCE SIGNIFICANT INJURY & FATALITY INCIDENTS

KEY ACTIONS

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

2021 TARGETS

- a) Rollout & training of Bowtie risk assessments to non-process safety team members for each of our 13 critical risks
- b) No recurring 'opportunities for improvement' identified in internal or external HSE audits.

- External audits have been completed, with no recurring opportunities for improvements identified

GOAL 2 INCREASE DIVERSITY & CULTURAL LITERACY

KEY ACTIONS

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

2021 TARGETS

- Diversity committee meets at least five times; a programme of activities is developed and implemented during 2021.

- Te Reo – Maori Language Week was successful with contributions from iwi / whānau across WMNZ community
- A diversity and inclusion survey was run across Waste Management teams

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

2021 TARGETS

- 10% increase in participation in Waste Management-provided annual health check-up programme based on 2020 figures.
- Mental health awareness training created and delivered nationally to 100% of WMNZ employees.

- Annual health checks started but have been delayed due to COVID-19 lockdowns
- Mental Health Awareness Week saw the launch of a new wellness hub which can be accessed by the Waste Management team

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 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>2021 TARGET</p> <ul style="list-style-type: none"> One initiative commenced 	<p>Initiatives are under development:</p> <ul style="list-style-type: none"> Waste Management is a key partner of the Sustainable Business Network Going Circular Programme https://sustainable.org.nz/go-circular-2025/ New plastic grinding plant under construction and will be operational during October
<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>2021 TARGET</p> <ul style="list-style-type: none"> Climate Change Risk Register finalised, accountability assigned and aligned with Corporate Enterprise Risk Register 	<ul style="list-style-type: none"> Climate Change Register framework created, with risk assessment work planned during the year
<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>2021 TARGET</p> <ul style="list-style-type: none"> Review data being captured and set baseline along with developing at least one new initiative 	<ul style="list-style-type: none"> New report created on our Customer Portal which provides a much faster and more accurate reporting process

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 2021

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

2021 TARGETS

- 10% reduction in Waste Management's 2020 operational Intensity carbon footprint against a 2017 baseline
- 4% of Waste Management team members have measured their carbon footprint and have plans to reduce their greenhouse gas emissions

- Staff carbon footprinting programme run in October with 3.8% of team members completing their carbon footprint.
- Against the baseline year of 2017 Waste Management had a decrease in operational emissions by intensity using revenue of 10.5% against our target of 10% for 2021.

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

2021 TARGETS

- Twenty suppliers to attend 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

- Investigated supplier dedicated sustainability 'Stars Programme' but there was limited interest in the opportunity, potentially Covid-19 related.

GOAL 3 INCREASE REGENERATIVE PLANTING

KEY ACTION

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

2021 TARGET

- One new community regeneration project identified and funded

- Small animal pest monitoring and trapping at Transwaste Canterbury's Tiromoana Bush reserve is progressing well.
- Wild pig activity at Tiromoana Bush reserve has been monitored closely following a cull earlier in 2021 – no indication yet of returning numbers.

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)

2021 TARGET

- The Government's Waste Minimisation review considers the full impact of carbon and engagement initiated with four specific iwi

- Formal submissions made on the Waste Strategy, tyres and large battery product stewardship and the Emissions Reduction Plan.

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

2021 TARGETS

- Create digital content on landfills and waste which achieves 100,000 click views and deliver an educational teaching resource on waste.
- 20,000 social media followers and create two partnerships using social media to achieve broad reach engagement

- Target achieved: 20,560 social media followers.
- Auckland Climate Festival completed with four workshops held with over 120 external attendees.
- Ultimately short on the 100,000 click view target but a good step towards engaging and educating the community on where waste goes.

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

2021 TARGET

- Establish an annual half-day volunteering programme opportunity for every team member
- Establish a strong marae connection for our Auckland Head Office

- A new Timu Tikanga Cultural Advisor recruited, Te Teira Rawiri.
- COVID-19 continues to impact on gathering limiting volunteering activities

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 4 UPDATE

GOAL 1 IMPROVE CUSTOMER EXPERIENCE

KEY ACTION

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

2021 TARGET

- 5% improvement in customer experience measure

- Target achieved by greater than 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

2021 TARGET

- 10 new initiatives implemented, with outcomes tracked and reported

- A range of initiatives including:
- New customer carbon footprint report launched which is Toitū approved which details GHG emissions from waste.
 - Released free-to-use animated waste and recycling training series for businesses ([Free Training Video Series](#)).

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

2021 TARGETS

- 30% increase in the number of orders placed online or through digital channels
- At least one new solution launched with 100 visits per month

- Target achieved with an increase in orders placed online or through digital channels by 54%.

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.

2021 TARGETS

- a) Rollout & training of Bowtie risk assessments to non-process safety team members for each of our 13 critical risks
- b) No recurring 'opportunities for improvement' identified in internal or external HSE audits.

- Increase in Critical Risk 9:Threatening Behaviour, (threatening behaviour increasing nationally).
- Target achieved with no recurring 'opportunities for improvement' identified in internal or external HSE audits.

GOAL 2 INCREASE DIVERSITY & CULTURAL LITERACY

KEY ACTIONS

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

2021 TARGETS

- Diversity committee meets at least five times; a programme of activities is developed and implemented during 2021.

- Diversity & Inclusion committee has met and achieved target making a real impact through 2021. The 2022 strategy has been formulated and undergoing final review.

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

2021 TARGETS

- 10% increase in participation in Waste Management-provided annual health check-up programme based on 2020 figures.
- Mental health awareness training created and delivered nationally to 100% of WMNZ employees.

- Annual health checks impacted by COVID-19 lockdowns.
- Mental wellbeing content included and available to all employees through Southern Cross. New mental health programme for leaders rolling out during 2022.

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

GOAL 1 CONTRIBUTE TO NZ'S CIRCULAR ECONOMY

KEY ACTION

- Develop partnerships with organisations to drive the circular economy

2021 TARGET

- One initiative commenced

- Plastic Grinding Plant arrived on site in Tauranga mid December and undergoing commissioning trials.
- This plant is the largest plastics grinder operating in NZ and will allow us to process single piece items up to the size of a plastic 660l bin such as plastic items that are currently hard to recycle (plastic pallets etc).

GOAL 2 MANAGE CRITICAL CLIMATE CHANGE RISK

KEY ACTION

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

2021 TARGET

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

- Climate Change Register framework created with risk assessment underway with external consultants.

GOAL 3 MINIMISE OUR OWN WASTE

KEY ACTION

- Implement the 2020 Waste Management Plan

2021 TARGET

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

- 2021 Waste management plan targets broadly achieved with a baseline data gathering plan in place for most 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