



for future  
generations™

# Sustainability Update 2020

QUARTER 2



# 2019 STARTING POINT

## INPUTS

## OUR BUSINESS

## OUTPUTS

Our purpose is to safeguard our beautiful environment through the sustainable management of our resources.

### Natural capital

The natural resources (clean water, land, air and healthy ecosystems) that enable us to operate sustainably for generations to come.

### Social and relationship capital

Our relationships with external stakeholders (including customers, suppliers, local communities and iwi), which we rely upon for value creation.

### Intellectual capital

Our brand, reputation and intellectual property, which contribute to our competitive advantage and our expertise in providing services safely and sustainably to our customers.

### Human capital

The skills, experience and capabilities of all of our team members, and our ability to develop and diversify our team to add maximum value to the business.

### Manufactured capital

Tangible goods and infrastructure that we use that aid in providing valuable and innovative services to our customers.

### Financial capital

We rely on a strong financial base to operate and invest in infrastructure for the future.



### Our Environment

Ensuring healthy environments in and around our facilities, prioritising carbon footprint reduction, energy and water use, biodiversity, and implementing proactive initiatives to build on our circular economy.

### Our Communities

Proactively engaging and sharing our knowledge by working in partnership with, and supporting our communities.

### Our Customers

Partnering with our customers on innovative waste solutions to achieve their waste goals, by working together to attain positive sustainable outcomes.

### Our People

Maintaining a safe work environment and supporting a diverse, inclusive culture and work practices. Development and growth opportunities for our 1758 team members nationwide.

### Our Business

Delivering robust, efficient and innovative solutions-based waste services that are moving us towards a future low carbon and circular economy by providing sustainable outcomes, and a profitable and socially beneficial business.

Based on Waste Management NZ Limited's 2019 national figures and are rounded for marketing purposes.

## 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

##### 2020 TARGETS

- 7.5% reduction in operational carbon footprint against a 2017 baseline
- 2.0% of team members measure their carbon footprint & have an emissions reduction plan

- WM Carbon Footprint Reduction Plan approved by external auditor Toitu and first Carbon Footprint Reduction Committee led by our Managing Director held
- Carbon footprint engagement programme planning progressed

#### GOAL 2 EXPAND SUSTAINABLE COMMITMENT

##### KEY ACTIONS

- Implement activities to encourage suppliers to reduce their carbon footprint
- Develop & implement code of conduct & performance management framework for suppliers
- Develop and implement a procurement framework that incorporates “cost v. delivery v. sustainability” weighting methodology

##### 2020 TARGETS

- 10 suppliers attend a WM event on carbon footprint reduction
- Code of conduct & performance management rolled out to 80% of suppliers & 100% of new contracts
- 50% of new projects comply with procurement framework

- A WM & Toitu event scheduled for Oct
- Draft supplier Code of Conduct currently being reviewed
- 100% of 2020 projects incorporated “cost v. delivery v. sustainability” weighting methodology

#### GOAL 3 INCREASE REGENERATIVE PLANTING

##### KEY ACTION

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

##### 2020 TARGET

- One new community regeneration project identified and funded

- Discussions with local communities have been delayed due to COVID-19

## 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 stakeholders on key issues

#### 2020 TARGET

- Stakeholder engagement plan delivered with 75% satisfaction score in end of year survey

- A Stakeholder engagement plan has been created and is being reviewed our Executive Management Team and will be presented to the Sustainability Advisory Board at next meeting

### 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

#### 2020 TARGETS

- At least one community tour run at each landfill during 2020 (Redvale, Whitford and Kate Valley)
- In partnership with Keep New Zealand Beautiful, provide a copy of the Kiki Kiwi children's book to all NZ primary schools
- 15,000 social media followers

- Ad hoc tours continue; progress on creation of formal community tours slowed due to COVID-19
- 1,978 Kiki Kiwi books have been distributed to primary, intermediate schools and all national kindergartens
- 62% increase in followers to 7,676

### GOAL 3 EXPAND ENGAGEMENT WITH LOCAL COMMUNITIES

#### KEY ACTION

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

#### 2020 TARGET

- Establish an annual half-day volunteering programme for every team member

- Volunteering guides and policies under development for review by our Executive Management Team in Quarter 3

## 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

##### KEY ACTION

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

##### 2020 TARGET

- 5% improvement in customer experience measure

- New data not available at this point of 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

##### 2020 TARGET

- 10 new initiatives implemented, with outcomes tracked and reported

- A number of new initiatives have been delayed due to COVID-19 impact on the local economy and our customers

#### 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

##### 2020 TARGETS

- 10% increase in the proportion of orders placed online or through digital channels
- At least one new online tool solution launched with 100 visits per month

- Proportion of orders placed through digital channels compared to the same quarter last year: 21%
- Online tool in the initial design phase

## 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

- Conduct bowtie risk assessments to identify the causes, preventative safety controls, reactive safety measures and consequence for each of our 13 critical safety risks
- Educate all managers and supervisors in each bowtie and management of identified critical risks

#### 2020 TARGETS

- 100% completion for all critical risks
- 100% of supervisors and managers trained

- Bow tie risk assessments are complete for all critical risks
- Bowtie and Process Safety training for Supervisors and managers has started

### GOAL 2 INCREASE DIVERSITY & CULTURAL LITERACY

#### KEY ACTIONS

- Develop programmes to increase cultural literacy and diversity across our teams
- Measure the effectiveness of diversity and inclusion programmes through capturing accurate data from new and existing team members

#### 2020 TARGETS

- Creation of a diversity committee
- Ethnicity data collected from 100% of new employees (and sought from 50% of existing employees)

- Policies, guidelines and committee protocols are underway
- Ethnicity data now included in all new employee paperwork as a voluntary option to be recorded for reporting purposes. A survey to all team members to request company wide ethnicity data scheduled Quarter 4

### 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

**GOAL 1**  
CONTRIBUTE TO NZ'S CIRCULAR ECONOMY

**KEY ACTION**

- Develop partnerships with New Zealand manufacturers who are customers to support and drive the circular economy

**2020 TARGET**

- One initiative commenced

- A number of new partnership initiatives are currently being worked on

**GOAL 2**  
MANAGE CRITICAL CLIMATE CHANGE RISK

**KEY ACTION**

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

**2020 TARGET**

- Climate change risk register created, with risk mitigation plans identified

- An externally facilitated workshop is scheduled for Quarter 3 with our Executive Management Team to identify and assess our physical climate change risks

**GOAL 3**  
MINIMISE OUR OWN WASTE

**KEY ACTION**

- Implement the 2020 Waste Management Plan

**2020 TARGET**

- 100% of waste data from 80% of sites (by volume) captured and reported

- All sites have been allocated a team member to manage collection services and reporting

# 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](http://ffg.nz)

This update includes a summarised version of our projects and targets. For the expanded version of these items please visit [ffg.nz](http://ffg.nz)