




# Embracing change

for a sustainable future

# Contents

About Enviro NZ	05
Our sustainability strategy	08
Caring for people 	10
Serving the environment 	18
Building prosperity 	27
Appendices	33

## This is Enviro NZ's third annual Sustainability Report.

It covers the period 1 January to 31 December 2023 and highlights our progress towards more sustainable operations and outcomes for people, the planet and prosperity. Data from 2021 and 2022 is provided for comparison and context.

Our sustainability disclosures align with the GRI Sustainability Reporting Standards 2021 (GRI Standards) and reference the United Nations Sustainable Development Goals (SDGs).

**Contact us to learn more about Sustainability at Enviro NZ:**  
[sustainability@environz.co.nz](mailto:sustainability@environz.co.nz)

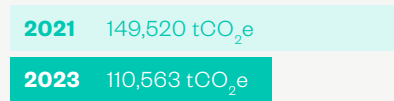


# 2023 Performance highlights

## Emissions

# ↓ 26%

decrease in Scope 1 emissions since 2021 (baseline year)



## Renewable energy

# ↑ 18%

increase in renewable electricity generated from landfill



## Resource recovery

# ↑ 86%

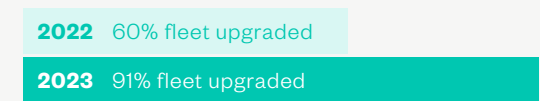
increase in the quantity of wood and timber recycled



## Fleet decarbonisation

# ↑ 52%

increase in low carbon vehicles (hybrid or electric) in passenger car fleet



## New services

# 10,000+

Central Otago households receive organics recycling services

## Certification



Third year of greenhouse gas inventory certification under Toitu's carbon reduce programme

## Safe work

# 86%

of workforce participated in well-being programme

## Training

# 100%

of truck drivers and machine operators received ongoing skills assessment and training

Note: The bars displayed above do not accurately reflect the scales.

# Message from our CEO

In the present-day world of uncertainty and disharmony, one area where there is broad consensus across many countries is the importance to address climate change and the impact it is having on people.

The devastating weather events that hit New Zealand in early 2023 made it all very real. While helping communities deal with the aftermath of these events, we saw firsthand the impact this had on businesses, organisations and homes; the place where we all live and work.

Tackling climate change is just part of transforming our relationship with the environment to secure a livable and sustainable future.

Increasingly many New Zealanders aspire to do the right thing and are committed to living a sustainable lifestyle. But there are barriers to achieving this especially with current cost of living pressures according to research by Kantar.

The research also shows there is confusion amongst New Zealanders about what businesses are doing in the realm of sustainability. At Enviro NZ we're always thinking what we can do, and how, to continue to make it easier for New Zealanders to live sustainably.

With this top of mind, we embarked on a multi-year project. As a team we came together under a single name, brand, and vision. Our rebrand to Enviro NZ sent New Zealanders a strong message that we're evolving as a business with a singular vision and purpose of unlocking barriers and focusing on enabling a circular solution.

Embracing the change, we focused on embedding this into the business, beginning with establishing a sustainability committee on the Board. We have engaged with a diverse range of internal and external stakeholders to identify our sustainability priorities. These have been mapped against the United Nations Sustainability Development Goals (SDGs) framework to ensure we're aligned.

From this we developed a strategy under three pillars - caring for people, preserving the environment, and building prosperity. Under this framework with our people a top priority we have invested in our safety, health and



**Chris Aughton**, CEO

wellbeing, onboarding of the team, developed a sustainability induction, and expanded our mental well-being programme to strengthen our culture and live our purpose.

The company has continued to make gains in reducing its climate impact through its decarbonisation strategy and expanded circular solutions, and has invested in infrastructure and technology to drive forward environmental solutions.

We continued to engage with Government around the new waste strategy and its plans for standardised recycling and food scraps collections. We're helping our customers stay ahead of these changes as a market leader in resource recovery and organics processing.

By taking these steps we're sending New Zealand a strong message that we're evolving as a business and meeting the everchanging needs of the sustainability journey.

There is still a long road ahead and we have a clear path forward - we're always thinking about what we can do to continue to make it easier for New Zealanders to look after the environment and make New Zealand a place where doing this is second nature.

Ngā mihi,

A handwritten signature in black ink, appearing to read 'C. Aughton'.

Chris Aughton  
Chief Executive Officer

# About Enviro NZ

Enviro NZ is a leading environmental services company. Our role is to help people do the right thing by the environment – we do this through tailored waste and recycling solutions.

Enviro NZ's national network of collection services and critical infrastructure supports the vital sustainability efforts of over 20 local councils and over 500,000 customers across the country. We are committed to keeping materials in circulation for as long as possible by managing, recovering and processing waste streams to deliver sustainable outcomes.

Enviro NZ is owned by CK Infrastructure Holdings Limited (CKI), a listed global infrastructure company. CKI connects us with global sustainability expertise and resources.

In 2023 the company became Enviro NZ, bringing its multiple business units and teams together under a single brand that represents the future focus on enabling circular waste solutions.

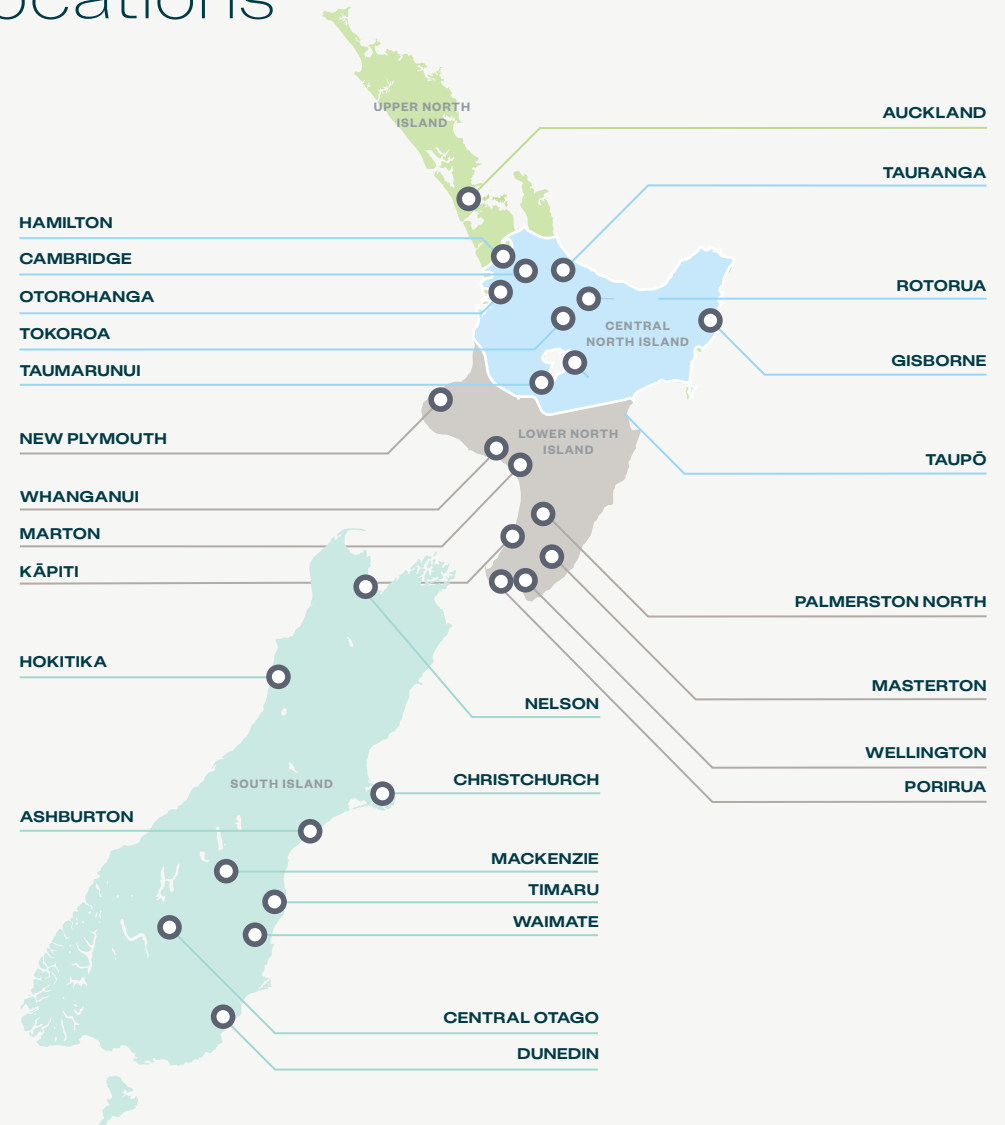
## Our vision

A New Zealand where looking after the environment is second nature.

## Our purpose

To make looking after the environment easier.

## Our locations



# Circular services

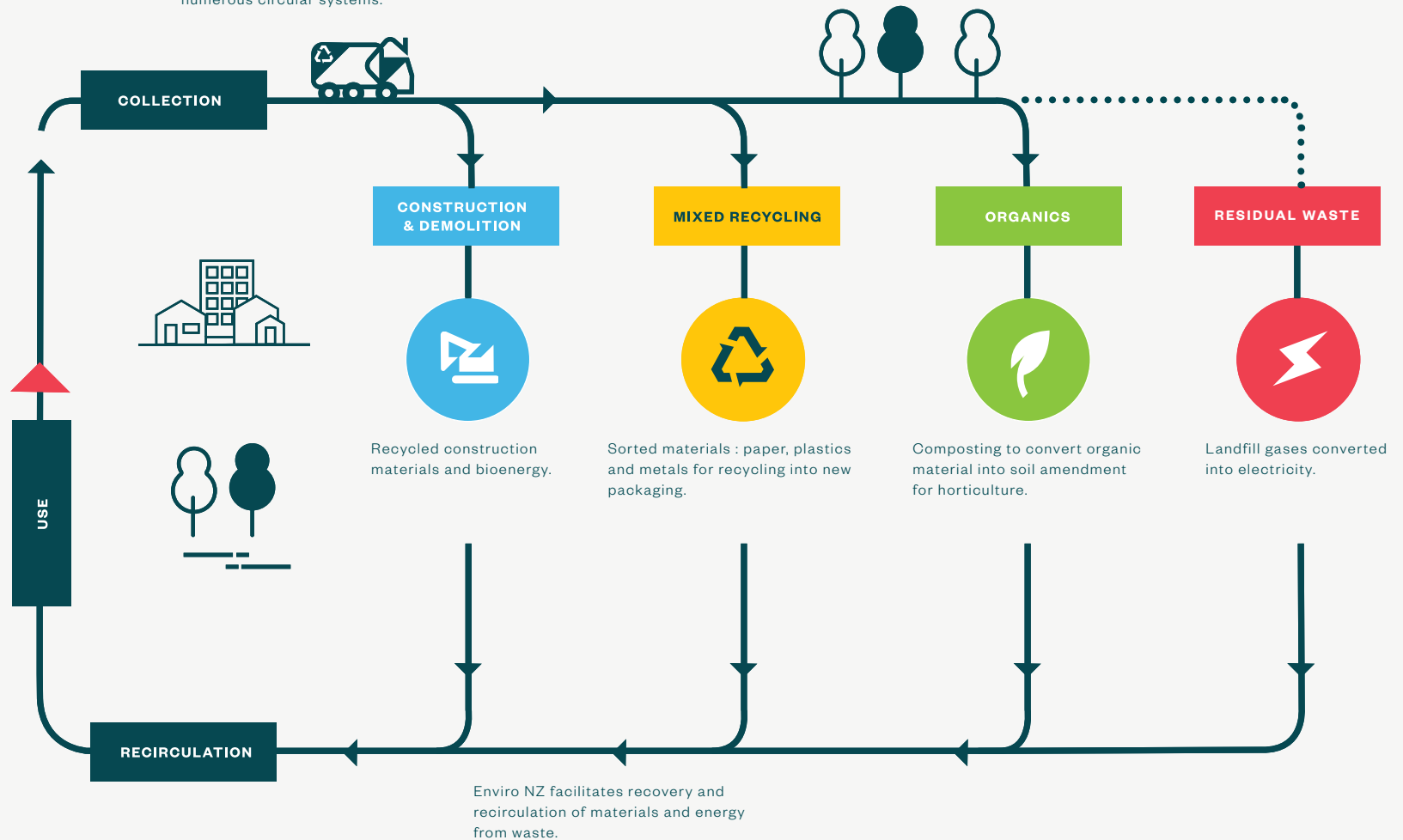
As an industry leader, Enviro NZ is committed to helping our customers and communities reduce their waste footprint and keep materials in circulation for as long as possible.

We support recovery of resources such as organics, plastics, metals and construction materials so that they can receive a second life through beneficial reuse. This reduces waste and improves environmental outcomes.

We own and manage facilities that process and consolidate resources, providing critical infrastructure to enable New Zealand's transition to a low-waste, low-emissions society.



The materials we collect from residential and commercial collections feed into numerous circular systems.



# What matters most

Maintaining a close connection with our stakeholders is critical to Enviro NZ's long-term success.

We engaged a diverse range of internal and external stakeholders, including customers, suppliers and industry groups, through meetings, discussions, workshops and surveys to identify our sustainability priorities.

## Identifying priorities

In 2023 we conducted a comprehensive review of our material issues to align with our new vision and purpose.

To prioritise the topics that matter most to our key stakeholders, we narrowed 27 material topics to 10 key themes relevant to our business. The materiality process considered the relative importance of a topic to our stakeholders and its impact on our business.

We have mapped our priorities against the United Nations Sustainability Development Goals (SDGs) framework to focus our efforts and aligning Enviro NZ to common goals.

MATERIAL TOPICS	OUR RESPONSE	UN SDGs
Reduce greenhouse gas emissions for <b>low carbon transition</b>	> See <a href="#">Our climate impact</a> on page 20	  
Improve resource recovery services to <b>enable a circular economy</b>	> See <a href="#">Circular economy</a> on page 23	   
<b>Environmental compliance</b> to minimise environmental impact of business activities	> See <a href="#">Environmental management</a> on page 26	  
Build <b>resource recovery infrastructure</b> to support transition to a low carbon circular economy	> See <a href="#">Investing in infrastructure</a> on page 29	  
Prioritise <b>customer service</b> to meet customer needs and maintain positive long-term relationships	> See <a href="#">Investing in data-driven reporting</a> on page 32	   
Explore <b>partnership and collaboration</b> opportunities to support waste minimisation and resource recovery	> See <a href="#">Investing in partnerships</a> on page 30	 
Apply <b>business ethics</b> of the highest professional and ethical standards in the industry	> See <a href="#">Governance</a> on page 34	
Protect the <b>safety, health and well-being</b> of people at work	> See <a href="#">Safety, health and well-being</a> on page 12	 
Improve <b>talent attraction</b> to maintain competitive advantage in the industry	> See <a href="#">Caring for people</a> on page 11	
Promote positive <b>workplace culture and engagement</b> to improve collaboration and job satisfaction	> See <a href="#">Team culture and employee engagement</a> on page 16	 
Foster a culture of <b>inclusion and diversity</b> to offer equal opportunities to all employees	> See <a href="#">Inclusion and diversity</a> on page 15	 



# Our sustainability strategy

Sustainability underpins the way we work together and with others. Our strategic pillars – Serving the Environment, Caring for People and Building Prosperity embed environmental, social and governance (ESG) considerations into Enviro NZ's core business strategy.

The materiality process confirmed our four sustainability priorities where we can deliver positive outcomes and shared prosperity for people and the planet.

- > Take **climate action** through emissions reduction
- > Develop **critical infrastructure** to support New Zealand's transition to a circular economy
- > **Create great places** to work
- > **Support our customers** in their sustainability journeys

Composting facility, Hampton Downs Resource and Energy Precinct



# 2024 sustainability targets

	CARING FOR PEOPLE	SERVING THE ENVIRONMENT	BUILDING PROSPERITY
<b>Focus Areas</b>	Pilot financial well-being and manager sessions in 2024 through our I've Got Your Back programme	Align emissions reduction plan with climate targets for 2030 and 2050	Expand and enhance resource recovery infrastructure through on-going investment
	Define our employee value proposition and develop a talent attraction strategy	Integrate climate resilience into national infrastructure strategy	Deliver great customer experiences that support sustainability aspirations
	Develop a fair & just framework to strengthen our culture	Promote environmental stewardship through innovations	Partnership for collective impact through co-investment and collaboration
		Support outreach programmes to create awareness on waste minimisation	Continue to strengthen corporate governance framework
		Achieve compliant environmental performance through consent monitoring	
<b>Targets</b>	Conduct employee stay surveys and utilise exit survey data to inform action plans to improve employee retention	Reset emissions baseline from 2021 to 2019 to remove any impacts of Covid-19	Undertake surveys to measure, target and track customer satisfaction
	Implement a recognition programme that rewards high levels of performance	10% increase in the quantity of organic waste processing by 2025	5% increase in the quantity of materials for resource recovery by 2025
	Develop & implement a framework to improve diversity, equity and inclusion	100% transition of passenger vehicles to low carbon options by 2025	Implement new sustainability policy
	Conduct at least one financial well-being trial session in 2024	Implementation of a new asset management plan in 2024 to reduce fuel consumption	Conduct climate risk assessment for all new (owned) infrastructure projects
		100% renewable electricity by 2030	Continue to improve carbon and recycling reporting for customers



# Caring for people

Investing in our people is not only a business imperative, it is also the right thing to do.

Enviro NZ is building a more proactive culture of workplace safety, health and well-being. Our commitment to people extends to supporting cultural diversity, human rights and resilient communities.

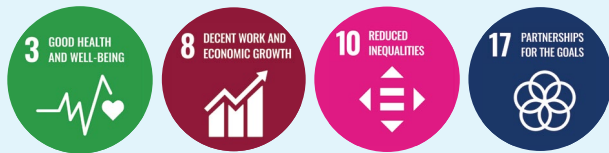
# Caring for people

## Material topics

- > Safety, health and well-being
- > Talent attraction
- > Workplace culture and engagement
- > Inclusion and diversity

## 2023 key achievements

- > Through proactive intervention and significant engagement, total recordable injury frequency reduced below the target of 30
- > Over 50 well-being sessions were conducted to create awareness among employees
- > All drivers operating collection vehicles participated in training programmes
- > Over 200 employees attended sustainability inductions



### CASE STUDY

## Powering up careers

Michael Paterson started out with Enviro NZ ten years ago as a gas-to-energy technician, working in our team that generates electricity from waste at Hampton Downs Resource and Energy Precinct.

Now our Major Infrastructure Support Manager, Mike says he taps into another source of good energy when he is at work – our supportive team environment.

“I love the challenges the role gives me. I’ve been given opportunities to further my career and keep moving forward in a very rewarding industry. I’m always learning from the people I’m surrounded by, and I feel supported by the team atmosphere at Enviro NZ.”

**Michael Paterson**, Hampton Downs gas to energy operations



# Safety, health and well-being

In 2023, we were proactive in implementing safety initiatives, including critical risk awareness, core safety training and effective communication to advance our people and safety agenda.

## Leveraging our leading indicators

Enviro NZ's focus on preventive and predictive measures is reflected in the shift from lagging (reactive) to leading (proactive) indicators. Leading indicators concentrate on actions that prevent an incident, illness or injury before it occurs. These indicators provide a data-informed picture of health risk management performance and are used to improve workplace health and safety outcomes.

## Improved safety inductions / training

All our frontline workers receive training for the specific work they do and go through our core health and safety induction. In 2023, Enviro NZ launched a new and improved online induction. The shift to virtual training has been welcomed by our geographically spread-out teams as the more readily accessible format lays the foundation for worker engagement and workplace safety.

Additionally, we continued to improve engagement with our Safety, Health and Environmental (SHE) representatives.

The launch of virtual interactive sessions, and clearly defined deliverables between the sessions facilitated better interactions among the representatives, promoted a great learning environment and improved health and safety practices.

## Vehicle safety

Enviro NZ has taken a comprehensive approach to design out risk in its assets and operational processes, through a combination of elimination, engineering and administrative controls.

Examples of these controls include installing fatigue biometric scanning technology in our truck fleet, installing more cameras and sensor systems, and implementing speed limiting devices and other safety protections in the vehicles and machines used in our work.

In 2023, daily vehicle checks were designated a leading indicator, and a driver engagement campaign reinforced the importance of reporting any maintenance issues. Routine vehicle checks help to ensure that safety technology is in working order and that the trucks setting out from our depot are roadworthy.



Don Makea, Auckland operations

# Shifting safety up a gear

We operate in dynamic infrastructure and transport environments. With half of our workforce employed as drivers or machine operators, we have prioritised proactive controls to address driving-related risks.

A dedicated team of 13 instructors work with our 640 drivers and machine operators to provide NZTA accredited training and professional development.

In 2023, 46 new drivers embarked on their commercial driving career through Enviro NZ's trainee programme. All new and existing drivers and machine operators receive ongoing support and coaching, while our trainers conduct regular safety observations and annual competency assessments to monitor and measure performance.

## Early intervention injury management

Being proactive about managing injury and illness is helping Enviro NZ catch concerns early and prevent bigger issues down the track.

Through our early discomfort intervention and injury triage programme, we provide fast access to medical professionals and injury specialists, ACC-approved stay at work plans to ensure injured people rehabilitate and recover safely, and we are committed to investigating and learning from incidents.



### CASE STUDY

## Support to stay at work

Driver Prue McDonald injured her knee while out on her organics collection run in Taranaki in October.

Our priority was to ensure Prue got the right medical care and support for her recovery.

Prue said the company's support has helped her through a challenging time. "It's been great, all the care taken. I can finish early to go to appointments. Management's booked my doctor's appointments for me. Fantastic, one less thing to stress about."

To give her injury time to heal, we matched Prue's skills to an office-based operations role while she was off driving.

Maintaining her connection with work and her colleagues has been good for her mental health. "Work gets me out of the house. I'm somebody who needs to be doing something, being productive or helpful."



Prue McDonald, New Plymouth operations

# Creating a safe space for well-being at work



Enviro NZ's I've Got Your Back mental well-being programme recognises that health and safety must go beyond just physical safety.

I've Got Your Back promotes psychological safety and aims to destigmatise mental health. With the encouragement of our teams, we have since expanded into new territory.

Being Your Best Self workshops were held in all our branches to help our team keep on top of things. We engaged experts to develop a toolkit of tips, from advice on warming up safely, to easy ways to boost energy with good food, as well as practical advice for getting a good night's sleep.

As our teams started opening up about what was going on in their lives, our managers asked for more support. Following a successful training pilot, 68 people leaders participated in a two-day course during 2023.

The increased cost of living is putting stress on many New Zealand households. We launched a financial well-being pilot focused around household budgeting and addressing money worries.

I've Got Your Back is enabling a healthier and safer workplace. When people are able to deal with what's on their mind, they can focus better on the job at hand.

Its influence can be seen in the continued decrease in Enviro NZ's total recordable injury rate, down 12% year-on-year.

Fatigue related safety incidents have decreased by half over a three year period, and the uptake in employee assistance program (EAP) services confirms we are creating a safe space for people to speak up and ask for help when they need it.



## BEING YOUR BEST SELF

Support to eat, sleep and move well

86% of our workforce attended training

## MANAGERS PROGRAMME

Support for managers' well-being

68 people leaders attended sessions

## FINANCIAL WELL-BEING

Support to manage personal finances and money worries

50 people attended pilot session

Our drivers, Hamilton refuse and recycling transfer station

# Diversity and inclusion

We are proud our people's backgrounds reflect the broader diversity of New Zealand today. Supporting a diverse and inclusive workforce reflects Enviro NZ's core values, enabling a respectful, honest, safe and supportive working environment.

We shared our progress and promoted our people's stories to foster understanding and awareness within the business around significant dates like Mental Health Awareness Week, International Women's Day, Diwali and Lunar New Year.

## Lifting communication skills of our diverse workforce

A pilot workplace communications programme in Hamilton set out to lift the literacy, language and numeracy skills of our diverse driver workforce. In the process, we connected more deeply with our team and have improved everyday work practices.

With over a decade's experience as a driver trainer, Les Ballard knew some people in our workforce find common work processes and paperwork a challenge.

"We have a few multilingual people who don't have English as a first language," he said.

He championed the programme to Valley Education and Training, who delivered the three-month course devoted to workplace communications skills for nine of our drivers.

"We geared it towards vehicle checks. The guys are starting to realise how important it is to take the time and provide more information. You can definitely see the change."

The feedback has been overwhelmingly positive. "We've had a great response."



# Team culture and employee engagement

To support team communication and connection, we regularly come together to learn from each other, share important updates and celebrate great work.

Monthly tailgates draw on the experiences and site knowledge of our frontline teams to improve site safety. Internal newsletters and communications campaigns, interactive webinars and Ask Me Anything forums have shaped our sustainability strategy. We have used these opportunities to listen and learn from our people.

## Team sustainability challenge

Our frontline operations are deeply engaged in the collection, sorting, and transportation of recyclable materials. To extend this ethos into our non frontline departments, we challenged our business divisions to create their own team sustainability project.

By embracing greener office habits, one team reduced paper waste by 90%. Other initiatives included food rescue focused volunteer days at the New Zealand Food Network and Everybody Eats, a beach litter clean up, and

the development of digital tools to raise awareness about sustainability.

## Employee recognition

Our annual Everyday Environmentalist campaign recognises team members who consistently go the extra mile to contribute to environmental well-being, whether in their daily job or outside work.

## Sustainability induction

In August, we launched a dedicated employee sustainability induction to strengthen our in-house sustainability culture and capability. The induction highlights practical ways everyone can contribute to Enviro NZ's sustainability goals, including waste reduction and recycling, creating awareness about waste minimisation, travelling sustainably and reducing energy consumption.

Over 200 employees have completed the induction with a 90% average score, which reflects strong engagement with our sustainability agenda.



**Oliver Hooper**, Marketing and Content Advisor, volunteering at Everybody Eats



# Community contribution

We are committed to fostering partnerships that drive collective impact. Education and knowledge sharing is playing an increasing role in these efforts.

## Waste education

Empowering New Zealanders to reduce waste and enhance recycling has been a central focus of our education team.

We led educational initiatives and campaigns throughout the year, which engaged thousands of people and encouraged sustainable practices within the community. For example, our Timaru team partnered with the South Canterbury Eco Centre and cafés across the region to trial a reusable coffee cup return scheme. The initiative diverted an estimated 1,500 single use coffee cups from landfill.

## Ngā Muka

Matariki, the Māori New Year made for auspicious timing for Enviro NZ and Ngā Muka to sign off a collaboration plan. Ngā Muka have strong links to Te Kauwhata, where our Hampton Downs facility is located.

The plan creates opportunities for Ngā Muka as mana whenua to exercise their role as local kaitiaki and exchange knowledge and ideas. A big focus area is creating pathways for youth into a range of industry careers. It also makes provision for marae waste minimisation and sustainability projects to empower community-driven, place-based development.



### CASE STUDY

## Cyclone Gabrielle and Auckland flood response

With scenes across the country of damaged homes and road closures, Cyclone Gabrielle and Auckland flooding showed the reality of climate change.

During this time, Enviro NZ supported councils and affected customers in recovery efforts.

Unprecedented volumes of storm-related waste, debris and damaged stock, and property had to be cleared and processed at our facilities over the weeks that followed.

Safely managing contamination issues, we worked with one supermarket to repurpose large volumes of sealed food for reuse as stockfeed or biofuel, and donated non-food items to support people in need.



Waste education at the Eco Centre, Timaru



# Serving the environment

Our company vision is for a New Zealand where protecting the environment is second nature.

To bring this to life, we are focused on reducing greenhouse gas emissions arising from New Zealand's throwaway culture, keeping valuable resources in circulation, and minimising the impact of our business activities on the environment.

# Serving the environment

## Material topics

- > Climate action
- > Enable circular economy
- > Environmental compliance

## 2023 key achievements

- > 26% reduction in direct (Scope 1) greenhouse gas emissions since 2021
- > 91% of passenger car fleet upgraded to low carbon alternatives, including hybrid and battery-electric cars
- > Green electricity generation from Hampton Downs landfill reached highest levels of 50,637 mWh
- > Over 130,000 tonnes of waste materials successfully repurposed, recycled or recovered



### CASE STUDY

## Protecting native biodiversity

Threatened native species are thriving under careful land management in two unlikely industrial locations.

Enviro NZ has worked closely with the Department of Conservation to protect the habitat of a population of long-tailed bats that roost at our Pōkeno site. We have preserved vegetation through predator control and regenerative native planting to safeguard the rare species. Bats are the only native land mammal in New Zealand, with few resident populations in the country.

At nearby Hampton Downs, another species unique to New Zealand is flourishing. The black mudfish is an at-risk native species that has made its home in wetland constructed by Enviro NZ to treat surface water.



# Our climate impact

Enviro NZ's role in providing New Zealand with essential waste and recycling services makes an important contribution to combatting climate change. We also take responsibility for reducing our own emissions impact.

Our primary direct emissions stem from the collection and transportation of materials and the disposal of residual waste to landfills.

Through Toitū carbonreduce programme, we assess our carbon inventory every year and enact strategies for emissions reduction. Enviro NZ has reduced its net emissions by 19% in three years.

Our direct emissions (Scope 1), covering landfill disposal,

transport, fuel and refrigerants, decreased significantly in 2023. The decrease in emissions can be attributed to our proactive initiatives to divert organic materials such as food waste and timber from landfills.

Our Scope 2 emissions show a substantial decrease indicating improved energy efficiency.

The rise in Scope 3 emissions reflects Enviro NZ's expanded tracking of indirect emissions, now encompassing most of our procured products and services. We remain committed to further expanding the tracking of supply chain emissions in 2024, anticipating a corresponding increase in Scope 3 emissions.

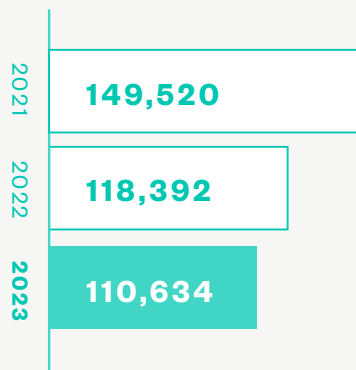
Since 2021  
Enviro NZ has reduced its  
**Scope 1** emissions by

↓ **26%**

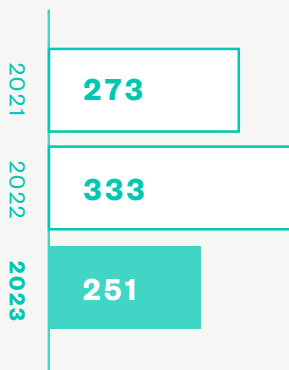
and **total** emissions by

↓ **19%**

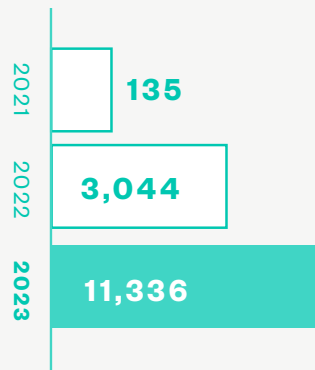
## SCOPE 1



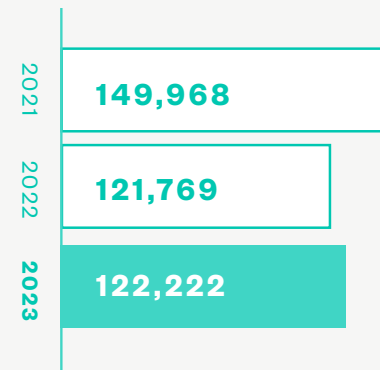
## SCOPE 2



## SCOPE 3



## TOTAL EMISSIONS



Note: All emissions data are in tonnes of CO<sub>2</sub> equivalents. The bars displayed above do not accurately reflect the scales.

# Decarbonisation strategy

Decreasing waste generation and increasing resource recovery are important for advancing New Zealand’s decarbonisation goals.

## Reducing landfill emissions

Enviro NZ continues to make substantial investments in landfill gas capture technologies. We consistently achieve more than 90% gas capture at Hampton Downs Resource and Energy Precinct. However, a 10% minimum emissions liability must be reported under Emissions Trading Scheme regulations.

To further reduce landfill emissions, we are focused on diverting materials with high emission potential away from landfills. This includes food and green waste, wood, paper and other organics. And we are investing in enabling infrastructure to recover these material streams.

## Reducing transport emissions

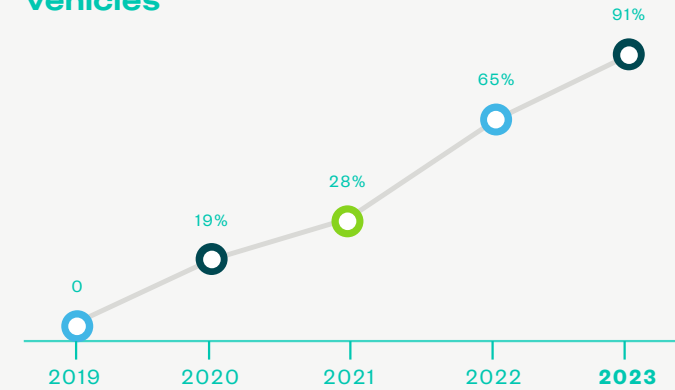
Enviro NZ is committed to decarbonising our transport operations by embracing battery electric and hydrogen-powered technologies. Our goal is to transition our passenger vehicle fleet to low-carbon alternatives by 2025, and we are actively replacing diesel-based utility vehicles with hybrid cars where feasible.

Enviro NZ joined the Hydrogen Project car share scheme in 2023. It sees us working with Toyota and other leading New Zealand companies to trial a fleet of zero-emission Toyota Mirai. These vehicles operate on green hydrogen derived from renewable energy sources.

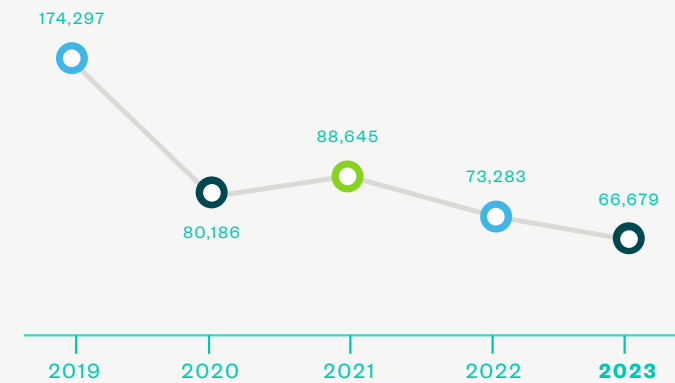
We continue to monitor developments in alternative fuel technologies, including hydrogen fuel cells, to advance the decarbonisation of our truck fleet and machinery.

In addition, we are targeting a reduction in heavy fleet and equipment emissions despite growth in customers and fleet via more efficient driving, more fuel efficient trucks and the fast tracking of removal to old inefficient fleet and equipment.

### Fleet of low carbon passenger vehicles



### Landfill emissions at Hampton Downs





# Decarbonisation progress



# Circular economy

Enviro NZ is a strategic partner for every sector of the economy. This makes us uniquely placed to support circular business models and a world beyond waste.

## Soft plastic recycling

People living in the top of the South Island are now able to drop off soft plastics for recycling, with Enviro NZ partnering with the Soft Plastics Packaging Scheme to collect soft plastic from retail stores around Nelson, Richmond, Stoke and Motueka.

Using a small electric truck, we collect soft plastics from store-front collection bins and bales. Enviro NZ bales the product and transports to the nearby processing plant in Blenheim, for recycling.

We have collected over 200 tonnes of soft plastic since the service launched mid-year, equivalent to over 20 million plastic carry bags.

## Engine oil recycling at Hampton Downs

Waste oil from our operations is transformed into a resource for the forestry industry.

The gas-to-energy engines at Hampton Downs landfill require a specific oil for their operation, resulting in used oil as a by-product. We collect it so it can be repurposed as chain bar oil and used in place of virgin oil. The oil drums are thoroughly cleaned so they can be reused as rainwater tanks.

Hampton Downs has recycled over 1.5 million litres of used oil since the operations started.

## Recycling discarded uniform

Following our 2023 rebranding, the challenge of retiring hundreds of old uniforms prompted a collaboration with All Heart NZ and ImpacTex.

Some hi-vis jackets were repaired or repurposed into new clothing, while other textiles found a new life as materials for home insulation or couch cushioning.

Together, we diverted 733 kilograms of textile materials from landfills, equivalent to 450 kilograms of CO<sub>2</sub> emissions.

## Uniforms recycled

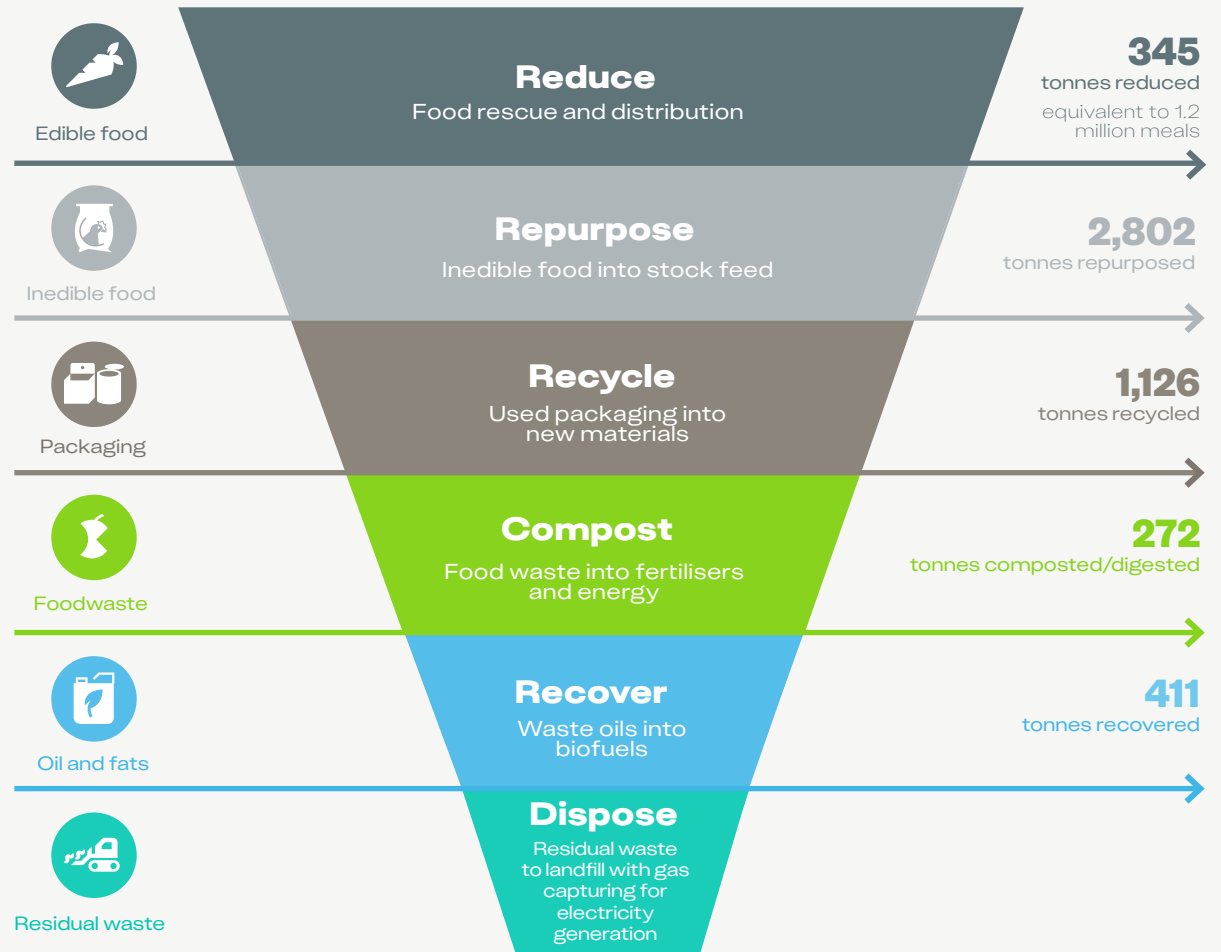
# 733 kgs

**Compressed fibre, UPTex**, a recycled circular product which can be used for packaging, signage, homewares.



# Pre-consumer waste solutions

Our Product Recovery service in Auckland offers custom solutions for perishable products, expired commodities, obsolete products, out-of-specification models, damaged or compromised items and recalled stock. Following the waste hierarchy, we strive to divert as much as we can into beneficial reuse or recycling.



# Hazardous waste management

We provide safe and sustainable solutions to manage complex waste streams.

## Recovery of industrial wastewater

Enviro NZ works with primary industries to develop sustainability solutions that address process and wastewater challenges.

We offer new wastewater treatment options for food manufacturers. Decentralised clarifiers remove suspended solids from water. The solids can be put to beneficial reuse and the water can be used for irrigation.

In 2023, our clarifiers processed nearly 50,000 m<sup>3</sup> of stormwater at multiple sites throughout New Zealand. About half of the water recovered after clarification was reused resulting in reduced costs and enhanced environmental outcomes.

Aside from wastewater applications, infrastructure projects benefit from the on-site clarification of stormwater from fill materials.

## Refrigerant degassing

A range of common whiteware and consumer goods containing used refrigerants are brought to our transfer stations for resource recovery and safe disposal. These include old fridges and air-conditioning units.

In the past year, a pilot to degas whiteware at our Auckland facilities has recovered over 50 kilograms of synthetic refrigerants from 100 appliances. The environmentally responsible destruction of these gases has prevented the release of over 80 tonnes of CO<sub>2</sub> equivalent into the atmosphere.

## Safe disposal of forever chemicals

Enviro NZ's technical services team specialise in managing, remediating, and safely disposing of materials contaminated with per- and poly-fluoroalkyl chemicals, collectively known as PFAS.

PFAS chemicals have become an emerging environmental and health concern due to their persistent nature. PFAS has been used in many consumer products to resist water and was once heavily used in fire-fighting foams.

We have been working with ports, airports, fire stations and fuel terminals to remove foam and decontaminate equipment exposed to PFAS.



Feed and discharge clarity cells, Oneroa, Waiheke Island

# Environmental management

Enviro NZ operates according to best international practice and safety management systems to ensure our systems protect the environment and surrounding community

## 1. Transport from collections

Spillage risk from our fleet of trucks is managed via fleet maintenance, driver training and good spill management practices. Our environmental team tracks and reports all instances of spills.

## 2. Transfer stations and resource recovery

Our transfer stations and resource recovery facilities are subject to regular environmental audits to monitor compliance with resource consent conditions. Any harmful liquid discharges are intercepted and discharged as trade waste.

## 3. Fill sites

We actively manage our sites to reduce potential impacts on land, air and water. Environmental monitoring checks compliance with resource consents. We also engage with our local communities to identify any issues or concerns.



### Managed risks

- > Pollution (spills/litter)
- > Fire
- > Electrical overhead power lines

### Managed risks

- > Air discharge
- > Stormwater discharge
- > Trade waste discharge
- > Litter and dust
- > Hazardous or dangerous materials

### Managed risks

- > Air discharge and dust
- > Stormwater and trade waste discharge
- > Leachate and ground water contamination
- > Hazardous or dangerous materials
- > Special waste



# Building prosperity

As the world around us evolves, our business continues to create value and positively contributes to New Zealand's economy.

We are leveraging our investment in technology and infrastructure, and forging new partnerships, to help enable New Zealand's transition to a low carbon economy. Through governance oversight and external assurances, we are establishing robust systems to keep us on track.

Concrete recycling, Pōkeno Resource Recovery Park

# Building prosperity

## Material topics

- > Customer service and relations
- > Partnership and collaboration
- > Business ethics

## 2023 key achievements

- > Conducted climate risk assessment for Hampton Downs Resource and Energy Precinct
- > Obtained Green star certifications for our construction and demolition waste services and facilities
- > Commenced municipal kerbside waste and recycling collection services in Central Otago and Dunedin
- > Doubled the quantity of wood and timber recycling at Pōkeno Resource Recovery Park



### CASE STUDY

## Christchurch International Airport brings circularity to life

Enviro NZ collaborated with Christchurch International Airport and its partner Sustainably to establish a hand-sorting operation at the busy terminal.

Our team sifts through the contents of all the general waste collected at the airport – pulling out all the recyclables, glass, organics and liquids so they can be re-used, composted or recycled.

Christchurch Airport aspires towards supporting a more circular economy, with less waste going to landfill and more items reused or recycled. In three months of operation, recycling performance lifted from 42% to over 50%. The ambitious initiative helped the airport win a major international aviation award for sustainability.



# Investing in infrastructure

To deliver on our essential role in society, we are focused on securing long-term operational and infrastructure resilience.

## New Plymouth's new transfer station

Enviro NZ opened a new transfer station in New Plymouth that makes it easier for the community to recycle. The customer journey was intentionally designed to align with the waste hierarchy, with people encouraged to first drop off material for reuse, recovery and recycling, before waste disposal.

## Organics processing expansion

Construction commenced on a state-of-the-art organics processing facility at Timaru. The composting facility will support the optimisation of resources and help close the loop on food waste in the South Island. Scheduled to open in 2024, the controlled aeration composting system will produce a high-quality compost product.

## Gypsum recycling

Our first gypsum recovery facility at Pōkeno Resource Recovery Park became operational in 2023. Commonly used in plasterboard, the material is a significant component of construction waste in New Zealand. The recovered gypsum, rich in calcium and sulfate, is a natural soil conditioner used in horticultural and agricultural settings.

## Wood recycling

Enviro NZ's wood processing facility at Pōkeno continues to divert large volumes of construction and demolition material from landfills.

In 2023, the annual volume of treated timber processed at the facility almost doubled to over 14,000 tonnes. The material is converted into wood chips so it can be used as biofuel, replacing coal in Golden Bay's cement kiln. This initiative supports the decarbonisation of both cement manufacturing and landfills.



### CASE STUDY

## Assessing climate risks to our infrastructure

We recognise we must build for an uncertain future. In 2023, we conducted a comprehensive assessment of climate risks to our Hampton Downs facility.

Under high-emission scenarios for 2050 and 2090, the assessment anticipated an increase in the frequency and intensity of climate events, including extreme rainfall, flooding, heatwaves and strong winds at Hampton Downs. This exercise identified a number of critical and operational risks, with effects of climate change intensifying over time. We are now actively engaged in the evaluation of these risks to develop a robust mitigation strategy and integration of climate considerations in our design and construction works at Hampton Downs and in other parts of the country.

Wood processing facility, Pōkeno Resource Recovery Park



# Investing in partnership

As hands-on problem-solvers who work at scale, our specialist expertise is sought out to address New Zealand's big picture waste and recycling challenges.

## New kerbside services

We work in partnership with over 20 local councils. As New Zealand prepares for far-reaching standardised kerbside recycling in 2024, communities could look to the success of recent adopters like Dunedin City Council and Central Otago District Council.

Enviro NZ launched a four-bin service in Central Otago in 2023 that provides approximately 10,000 households with improved kerbside collections for organics, mixed recycling, glass and rubbish.

Enviro NZ is supporting local resource recovery through initiatives such as a new glass crushing plant. The long-term plan is to provide resource recovery opportunities for multiple waste streams in the region in partnership with the council.

In Dunedin, Enviro NZ began a new contract with the council to provide extended rural services, enhanced services in the tertiary precinct and expanded public education outreach.

Kerbside organics collection will be introduced and wheelie bins will replace plastic rubbish bags for 50,000 households in 2024.

Enviro NZ has worked collaboratively with other industry operators through the Waste and Recycling Industry Forum to advocate for kerbside standardisation across the country, producer responsibility and clearer product labelling to support improved recycling incomes.



Kerbside collection truck, Dunedin

# Investing in technology and innovation

As a business, we are always looking at ways to harness the convenience and power of technology to help make it easier for our customers to assess their waste footprint.

## Smart tech improves collection performance

Enviro NZ's collection trucks are fitted with incab technology that is improving our sustainability and safety performance.

We implemented 3Logix fleet management software to support our new municipal contracts. The platform provides our operations team with real-time tracking tools to efficiently navigate pick-up routes, monitor bins and collection status. Cameras give our drivers a clear view of what's happening outside the cab and allow us to monitor what is being collected, so we can keep on top of recycling contamination.

This technology also supports our fleet decarbonisation goals, with route mapping and optimisation tools for more efficient collections and reduced fuel consumption.

## Academic partnership spurs innovation

Our ongoing collaboration with the University of Auckland's Circular Innovations (CIRCUIT) Research Centre is focussed on unlocking new solutions and providing career pathways into the resource recovery industry.

The initiative leverages the combined skills of our teams and the academic knowledge of the University to drive positive outcomes for a low carbon circular economy.

In 2023, we supported the research projects of two undergraduate engineering students that explored resource recovery opportunities for difficult-to-recycle materials.

## Building capability for our digital future

# 292 people

attended transformation roadshows, training and development



**Briana Curtis and Haoyi Li**, chemical engineering student interns

# Investing in data-driven reporting

We help businesses track their impact. Detailed waste reporting drives sustainability action and accountability.

## Reporting carbon performance

To simplify carbon reporting, we have launched an online tool that empowers our customers to reduce landfill emissions. Enviro NZ's carbon calculator maps disposal sites across New Zealand and draws on a database of emission factors to accurately estimate and report emissions related to waste disposal.

## Reporting recycling performance

Recognising our customers' reporting obligations, we have made it easier to track and share waste and recycling performance. We use Microsoft's Power BI platform to gather real-time collections data and provide actionable insights in our reporting, tailored to each customer. The reporting function is integrated into our ISO 9001 certified quality management system.

## Supporting Green star building initiatives

The New Zealand Green Building Council's Green Star programme endorses best practice and provides our building and construction customers with an incentive to design with waste minimisation and resource efficiency front of mind. As a Green Star certified waste contractor, Enviro NZ can provide our customers with externally verified waste diversion reports.





# Appendices

# Sustainability governance structure



# Sustainability performance indicators

PLANET KPIs	UNIT	2021	2022	2023
<b>GHG emissions</b>				
Scope 1 GHG emissions	tonne CO <sub>2</sub> e	149,520	118,392	110,634
Scope 2 GHG emissions	tonne CO <sub>2</sub> e	273	333	251
Scope 3 GHG emissions	tonne CO <sub>2</sub> e	135	3,044	11,336
Landfill emissions	tonne CO <sub>2</sub> e	117,361	85,061	78,110
<b>Total GHG emissions</b>	<b>tonne CO<sub>2</sub>e</b>	<b>149,968</b>	<b>121,769</b>	<b>122,222</b>
<b>Electricity</b>				
Total electricity consumption	mWh	2,703	2,784	3,396
Electricity generated from landfills	mWh	41,761	42,136	50,637
<b>Fuel</b>				
Diesel	litres	11,697,987	12,111,569	14,355,109 <sup>1</sup>
Petrol	litres	191,918	200,539	197,565 <sup>1</sup>
Liquified petroleum gas (LPG)	tonne	10.2	11.4	10.3
<b>Resource recovery</b>				
Organics	tonne	-	48,924	51,483
Concrete	tonne	-	38,374	16,401
Wood and timber	tonne	-	7,705	14,311
Paper / OCC	tonne	-	27,231	10,943
Plastics	tonne	-	4,476	2,330
Glass	tonne	-	25,895	21,439
Tin/Aluminium	tonne	-	1,673	1,300

<sup>1</sup>The increase in fuel is primarily due to business growth and underestimation of fuel data in previous years due to the impact of Covid-19

# Sustainability performance indicators

PEOPLE		2021	2022	2023
<b>Number of employees</b>				
By employment type	Full-time	1,071	1,076	1,132
	Part-time	76	76	78
By gender (full-time)	Male	817	811	841
	Female	254	265	291
By age group (full-time)	Under 30	143	142	147
	30-49	465	465	458
	50 or above	463	488	527
<b>Work-related fatalities</b>				
By employment type	Full-time	0	0	0
	Part-time	0	0	0
<b>Lost days due to work injuries (employees)</b>				
Number of lost days due to work injury		322	638	538
Number of lost time injury incidents		28	37	38

# Sustainability performance indicators

PROSPERITY	2021	2022	2023
<b>Fleet</b>			
Collection vehicles	572	688	649
<sup>1</sup> Low carbon passenger vehicles	24	69	109
<b>Facilities</b>			
<sup>2</sup> Landfills	6	6	6
Other fill sites	2	2	2
<sup>3</sup> Transfer stations	43	45	49
Materials recovery facilities (MRFs)	5	5	5
Organics processing	3	3	3
Timber processing	0	1	1
Concrete processing	1	1	1
Product recovery	1	1	1

<sup>1</sup>Hybrid, plug-in hybrid or electric vehicles

<sup>2</sup>Active landfills owned or managed by Enviro NZ

<sup>3</sup>Transfer stations owned or managed by Enviro NZ

# GRI Index

DISCLOSURE	TOPIC	REFERENCE
<b>GRI 2: General disclosures</b>		
2-1	Organisational details	See <b>About Enviro NZ</b> on page 5
2-5	External assurances	See <b>Performance highlights</b> on page 3
2-6	Activities, value chain and other business relationships	See <b>Circular services</b> on page 6
2-7	Employees	See <b>Sustainability performance indicators</b> on page 36
2-9	Governance structure and composition	See <b>Sustainability governance structure</b> on Page 34
2-22	Statement on sustainable development strategy	See <b>Our sustainability strategy</b> on page 8
2-27	Compliance with laws and regulations	See <b>Environmental management</b> on page 26
2-29	Approach to stakeholder engagement	See <b>What matters most</b> on page 7
<b>GRI 3: Material topics</b>		
3-1	Process to determine material topics	See <b>What matters most</b> on page 7
3-2	List of material topics	See <b>What matters most</b> on page 7
<b>GRI 302: Energy</b>		
302-1	Energy consumption within the organization	See <b>Sustainability performance indicators</b> on page 35
302-4	Reduction of energy consumption	See <b>Decarbonisation strategy</b> on page 21
<b>GRI 303: Water</b>		
303-2	Management of water discharge-related impacts	See <b>Environmental management</b> on page 26
<b>GRI 305: Emissions</b>		
305-1	Direct (Scope 1) GHG emissions	See <b>Our climate impact</b> on page 20
305-2	Energy indirect (Scope 2) GHG emissions	See <b>Our climate impact</b> on page 20
305-3	Other indirect (Scope 3) GHG emissions	See <b>Our climate impact</b> on page 20
305-5	Reduction of GHG emissions	See <b>Our climate impact</b> on page 20

# GRI Index

DISCLOSURE	TOPIC	REFERENCE
<b>GRI 306: Waste</b>		
306-2	Management of significant waste related impacts	See <b>Environmental management</b> on page 26
306-4	Waste diverted from disposal	See <b>Pre-consumer waste solutions</b> on page 24
<b>GRI 403: Occupational Health and Safety</b>		
403-1	Occupational health and safety management system	See <b>Safety, health and well-being</b> on page 12
403-4	Worker participation, consultation, and communication	See <b>Team culture and employee engagement</b> on page 16
403-5	Worker training on occupational health and safety	See <b>Shifting safety up a gear</b> on page 13
403-6	Promotion of worker health	See <b>Creating a safe space for well-being at work</b> on page 14
403-9	Work-related injuries	See <b>Shifting safety up a gear</b> on page 13