



Real Progress

SUSTAINABILITY REPORT 2025



WHAT
IT TAKES
TO CHANGE
WASTE IN
THE REAL
WORLD



**SUSTAINABILITY
IS NOT A
DESTINATION**

This is Enviro NZ's fifth annual Sustainability Report, covering the period from 1 January to 31 December 2025.

The report provides a transparent account of our environmental, social and governance (ESG) performance across all operations. It outlines the progress we are making across our people, our environmental responsibilities and the services we deliver for customers and communities.

Where relevant, data from previous years is included to show how performance is changing over time and how we are tracking against our sustainability targets.

If you have feedback, questions or ideas for collaboration, we welcome hearing from you.

For more information please contact:
sustainability@enviroz.co.nz

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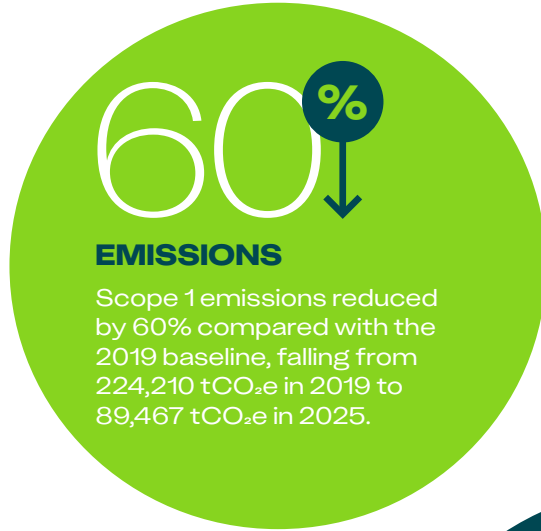
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2025 Performance Highlights



RESOURCE RECOVERY

Organic waste composting increased by 6%, rising from 57,471 tonnes in 2024 to 61,191 tonnes in 2025.



EMISSIONS

Scope 1 emissions reduced by 60% compared with the 2019 baseline, falling from 224,210 tCO₂e in 2019 to 89,467 tCO₂e in 2025.

FLEET DECARBONISATION

Over 10% reduction in diesel use in one year through fuel reduction initiatives, saving approximately 1.2 million litres.



NEW INFRASTRUCTURE

A new facility capable of processing >3,000 tonnes of unrecyclable plastics annually was commissioned.



CUSTOMER REPORTING

All national customers now receive real-time landfill emissions dashboards, providing clear visibility of waste and emissions performance.



EMPLOYEE WELLBEING

More than 80% of the workforce participated in the I've Got Your Back financial wellbeing initiative.



TRAINING AND INDUCTION

100% of new employees completed sustainability, recycling and anti-greenwashing training within three months of joining.

MESSAGE FROM THE CEO

Our Roadmap to Real Progress

I'm proud to present our Sustainability Report for 2025 and, for the first time as Chief Executive of Enviro NZ, to speak on behalf of our team of 1,100 around New Zealand who every day reaffirm their commitment to progressing our ambitious sustainability goals.

Ours is an industry that is continually evolving and, since our inception in 1995, Enviro NZ has been at the forefront of that evolution. From an industry once largely defined by disposal, we have played a leading role in redefining how New Zealanders approach waste – through our commitment to beneficial reuse and resource recovery, and our ongoing advocacy for a truly circular economy.

We often look at sustainability through a big picture lens, focusing

on the long-term improvement metrics of overall emissions reduced or tonnage diverted. This progress is fundamentally the result of new ways of thinking and addressing challenges across each of our projects and initiatives. They are the 'how' that underpins our 'why'.

I am a firm believer in the role our people play as changemakers and innovators, and nowhere is this more evident than in our approach to sustainability. It is one of our biggest points of difference. Our sustainability goals reflect this, highlighting the importance of people in seeking long-term sustainable outcomes that both benefit our environment and add value for our customers.

In this year's report, we share these stories of innovation – each the



result of a strong, shared, and aligned focus on continuous improvement that is embedded across our teams.

New approaches and solutions to composting are creating pathways for poultry waste, grease trap organics and brewing by-products that would traditionally have ended up in landfill. We are leading the way with a New Zealand-first Process Engineered Fuel facility that is recovering value from unrecyclable plastics, producing a high-calorific fuel capable of replacing coal in cement kilns. And in safety, we are shifting toward a learning-based culture built on prevention and the technologies that keep our people and communities safer – because in an industry where our teams work in challenging environments, sending everyone home safe every day is our priority.

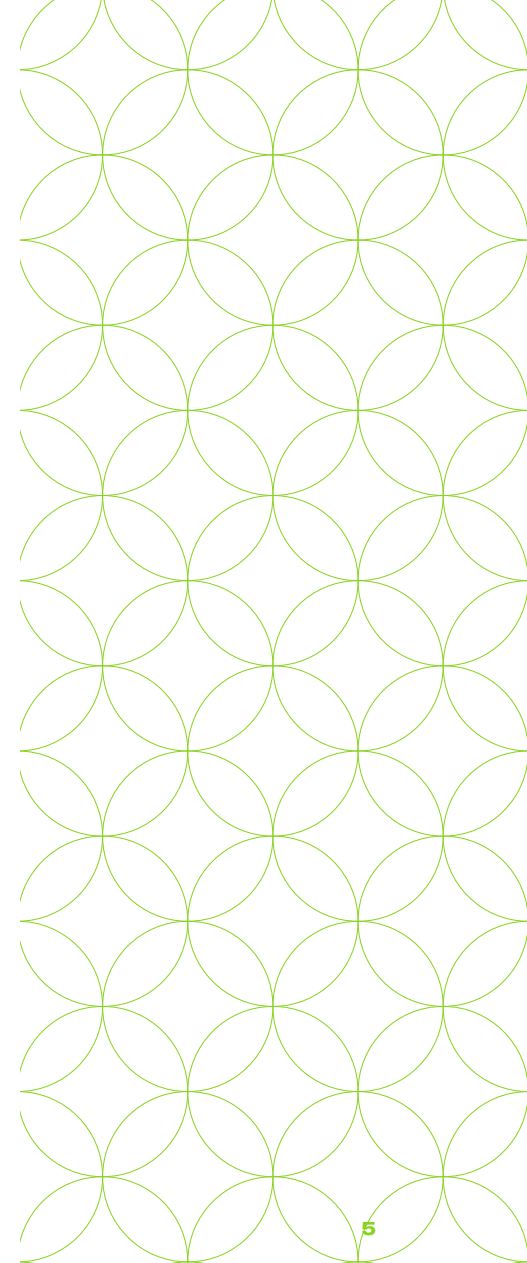
In 2025, Enviro NZ diverted more than 155,000 tonnes of material from landfill, comprising compost, recycled, re-used and recovered materials. This is a milestone that we can rightly feel proud of – one driven by our people, who are working in new and innovative ways, alongside our customers and


communities, to continue driving the change that is needed in our industry.

I am deeply proud of the progress we have made in 2025, and optimistic in our ability to continue to raise this bar for a more sustainable future for New Zealand.

Thanks,

James Rutter
Chief Executive Officer





Sustainability at Enviro NZ is not a standalone programme. It sits within the company's broader business strategy, guided by a triple bottom line framework focused on people, planet and prosperity, and supports long-term resilience, customer value and responsible growth.

**BUSINESS
STRATEGY
AND GOALS**

Section 2

Our Business Strategy and Sustainability

Operating essential waste and resource recovery infrastructure requires balancing environmental performance, operational reliability and community expectations. Enviro NZ's strategy recognises that these factors are interconnected and must be managed together, by one team to deliver consistent outcomes.

This approach is guided by a set of core priorities, including resilient infrastructure, resource recovery capability, innovation, customer experience and safety. Together, these priorities ensure that sustainability outcomes and a safe, great place to work are embedded into everyday decision-making across the business.

ENVIRO NZ
PRESENTS ITS
SUSTAINABILITY
PERFORMANCE
THROUGH THE
PEOPLE, PLANET
AND PROSPERITY
LENSES



Performance Against Targets



PEOPLE

SAFER, MORE ENGAGED AND RESILIENT WORKFORCE

Key highlights:

- Total Recordable Injury Frequency Rate (TRIFR) target achieved
- Branch Health Checks underway
- Stay & engagement surveys completed
- Diversity, Equity and Inclusion (DEI) policy and governance strengthened



PLANET

REDUCING EMISSIONS WHILE EXPANDING RESOURCE RECOVERY

Key highlights:

- Scope 1 reduction target maintained (-60% vs 2019)
- Fuel reduction initiatives delivered results
- Glass diversion target achieved (Cromwell facility)
- Resource recovery growth in many areas



PROSPERITY

DELIVERING VALUE THROUGH SERVICES AND PARTNERSHIPS

Key highlights:

- Process engineered fuel facility commissioned
- 100% of national customers receive emissions reporting
- Customer Net Promotor Score (NPS) programme completed
- Several partnerships established

2026

Sustainability Goals

Enviro NZ's sustainability goals for 2026 build on the progress made to date and focus on strengthening outcomes across people, planet and prosperity pillars.

THE GOALS INCLUDE

1

Keep our people safe, supported and able to thrive.

2

Build an inclusive and capable workforce that attracts and retains talent.

3

Engage, educate and support the communities we serve.

4

Advance resource recovery and circular economy outcomes.

5

Reduce greenhouse gas emissions and strengthen climate resilience.

6

Protect land, water and ecosystems affected by our operations.

7

Deliver trusted, transparent sustainability services and reporting.

8

Build strong partnerships and customer-focused solutions.

THESE PRIORITIES GUIDE HOW ENVIRO NZ CONTINUES EMBEDDING SUSTAINABILITY INTO OPERATIONAL DECISIONS AND LONG-TERM PLANNING.

PROGRESS IN WASTE AND RESOURCE RECOVERY HAPPENS WITHIN REAL OPERATIONAL AND REGULATORY LIMITS. INFRASTRUCTURE, GEOGRAPHY, TECHNOLOGY AND POLICY ALL SHAPE WHAT CAN CHANGE, AND HOW QUICKLY.

Enviro NZ continues working to reduce emissions and expand recovery across the network. At the same time, we are designing our approach around the structural realities of the waste system in New Zealand – ensuring progress is practical, resilient and achievable.

**THE
CONSTRAINTS
WE FACE**

Section 3



**UNDERSTANDING
CONSTRAINTS IS
AN IMPORTANT
PART OF
MANAGING THEM
RESPONSIBLY**



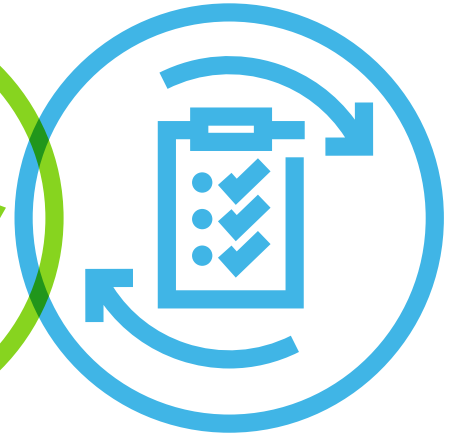
**LANDFILL
GAS LIMITS**



**GEOGRAPHY
& TRANSPORT**



**TECHNOLOGY
READINESS**



**REGULATORY &
METHODOLOGY CHANGES**

LANDFILL GAS LIMITS

Under the New Zealand Emissions Trading Scheme, landfill gas capture efficiency is effectively capped at 90%.

In response, Enviro NZ is actively focusing on diverting methane-producing organic materials, including food, green waste and timber, away from landfill, reducing emissions at the source.

GEOGRAPHY & TRANSPORT

New Zealand's dispersed population and varied terrain make waste collection inherently transport-intensive.

Long distances between communities and processing facilities increase fuel consumption and emissions. Enviro NZ continues improving fleet efficiency and investing in regional resource recovery infrastructure.

TECHNOLOGY READINESS


The transition to lower-emission alternatives in heavy waste collection vehicles has been slower.

Enviro NZ is actively investing in battery electric technologies and exploring opportunities in hydrogen solutions, while assessing where these can be most effectively applied across our operations as they continue to mature.

REGULATORY & METHODOLOGY CHANGES

In New Zealand, greenhouse gas emissions are calculated using emission factors published by the Ministry for the Environment.

These factors are updated periodically as methodologies evolve. While these changes can influence reported emissions, Enviro NZ remains focused on reducing the impact of the underlying activities that drive emissions.



**MANAGING AND REDUCING
WASTE SUSTAINABLY
THROUGH THE ECONOMY
TAKES METICULOUS
PLANNING, CONSISTENT
OPERATIONAL WORK,
AND PASSION TO
DELIVER PROGRESS.**

During 2025, Enviro NZ continued making real, measurable progress across this system. It included improvements to vehicles, facilities, partnerships and systems, the practical parts of the waste network that run every day. The results show steady progress built through operational action across the business.

**PROGRESS WE
HAVE MADE**

Section 4

4.1

Emissions Reduction

OVERALL EMISSIONS ARE NOW

60%

below the 2019 baseline

SCOPE 1 and 2: Reductions

ENVIRO NZ CONTINUES TO PURSUE OPPORTUNITIES TO REDUCE SCOPE 1 AND 2 RELATED EMISSIONS ACROSS ITS OPERATIONS WHILE MAINTAINING RELIABLE OPERATIONS.

In 2025, Scope 1 emissions continued to fall, marking the fourth consecutive year of reductions. Overall emissions are now 60% below the 2019 baseline.

The biggest contributor to this progress was reduced fuel consumption across operations. Lower activity levels in parts of the business, reflecting broader economic conditions, also contributed to short-term reductions.

Landfill emissions rose slightly compared with 2024, even though the actual volume of waste sent to landfill declined. This was due to an increase in the default landfill emissions factor provided by the Ministry for the Environment (MfE), from 0.091 to 0.1023.

MfE also revised the national grid electricity emission factor, increasing it from 0.073 in 2024 to 0.101 in 2025. As a result, Scope 2 emissions increased from 240 tCO₂e in 2024 to 340 tCO₂e in 2025, despite relatively stable electricity consumption.

While these changes are outside Enviro NZ's direct control, we continue to focus on reducing fuel, electricity demand, and diverting waste from landfill to lower overall emissions.

CASE STUDY:

Reducing Fuel Use Through Operational Efficiency

FUEL USE FELL BY 1.2 MILLION LITRES IN 2025 – OVER 10% REDUCTION COMPARED WITH THE PREVIOUS YEAR.

Fuel use across Enviro NZ operations fell by approximately 1.2 million litres in 2025, driven by coordinated operational improvements across the network, including:

- driver training
- improved route planning
- investment in more fuel-efficient vehicles
- replacement of diesel utility vehicles with lower-emission alternatives

Fuel reduction targets were embedded in operational performance, supported

by strong engagement across the business.

Lower fuel consumption reduced direct emissions by more than 3,000 tCO₂e, offsetting the increase in landfill-related emissions. As a result, overall Scope 1 emissions declined from 92,106 tCO₂e in 2024 to 89,467 tCO₂e in 2025.

This reflects improvements in route planning, vehicle efficiency and operational discipline across the network.

LOWER FUEL CONSUMPTION

reduced direct emissions by more than

3,000
tCO₂e



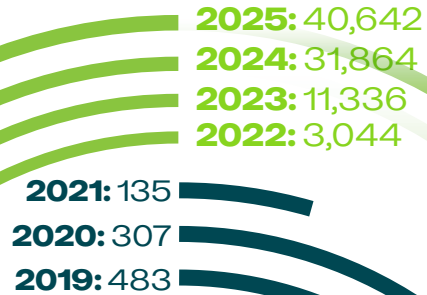
SCOPE 3 Emissions: Baseline

DURING 2025, ENVIRO NZ EXPANDED SCOPE 3 REPORTING TO CAPTURE A MORE COMPLETE VIEW OF EMISSIONS ACROSS THE VALUE CHAIN.

With key Scope 3 emission sources now included, 2025 establishes a baseline for managing and reducing supply chain emissions.

EMISSIONS RECORDED (tCO₂e)

The increase reflects improved coverage – not underlying activity.



2023

**EXPANDED
COVERAGE**

Capital expenditure
and freight

2024

**BOUNDARY
EXPANSION**

Third-party disposal and
operational spend

2025

**COMPLETE
BASELINE**

Wastewater
emissions added

4.2

Advancing Circular Economy

ENVIRO NZ CONTINUES TO EXPAND RECOVERY PATHWAYS TO REDUCE LANDFILL DISPOSAL AND RECOVER VALUE FROM RESIDUAL WASTE STREAMS.





GARAGE
ARO ST
WELLINGTON
PROJECT

Across 2025,
Garage Project
diverted more than 67
tonnes of organic waste,
preventing around

**7 tCO₂e OF
LANDFILL
EMISSIONS**

CASE STUDY:

Turning Brewing By-products into Compost

GARAGE PROJECT IS WIDELY RECOGNISED IN NEW ZEALAND FOR BOTH ITS CRAFT BREWING AND ITS COMMITMENT TO REDUCING THE ENVIRONMENTAL IMPACT OF ITS OPERATIONS.

Brewing produces organic by-products such as spent hops and yeast. Although organic, these materials can be difficult to store and transport, meaning they have often ended up in landfill.

In 2025, Garage Project partnered with Enviro NZ and Capital Compost to introduce a dedicated system that diverts these materials into composting. The work was supported by waste minimisation funding from Wellington City Council.

Organic by-products from brewing are separated into a holding tank, transferred to a

custom gantry bin supplied by Enviro NZ, and transported to Capital Compost in Wellington for processing.

The system diverts around three tonnes of organic brewing material every fortnight, including spent hops, yeast and grains.

Across 2025, Garage Project diverted more than 67 tonnes of organic waste, preventing around 7 tCO₂e of landfill emissions.

The partnership shows how practical collaboration across the value chain can turn operational waste into a resource.

CASE STUDY:

Poultry Waste Composting Trial

POULTRY WASTE PRESENTS A SIGNIFICANT DISPOSAL CHALLENGE FOR THE POULTRY INDUSTRY, WITH A LARGE PROPORTION ARISING FROM BIRD MORTALITY. THE MATERIAL DECOMPOSES QUICKLY AND CAN CREATE ODOUR AND BIOSECURITY RISKS, WHICH HISTORICALLY MEANT LANDFILL WAS OFTEN THE DEFAULT OPTION.

In 2025, Enviro NZ began a composting trial at its Hampton Downs composting facility to test an alternative.

The trial adapted existing food-scrap composting processes to manage high-nitrogen material, focusing on carbon balance, controlled pile design and odour management. Using the site's existing static pile composting infrastructure, more than 450 tonnes were successfully processed.

The process produced nutrient-rich compost suitable for commercial growers and landscapers. The trial avoided an estimated 48 tCO₂e of emissions and demonstrated how composting systems can be adapted to manage complex organic waste streams.

CASE STUDY:

Grease Trap Resource Recovery Trial

ENVIRO NZ MAINTAINS THOUSANDS OF GREASE TRAPS ACROSS THE COUNTRY TO PREVENT FATS, OILS AND GREASE ENTERING SEWER INFRASTRUCTURE.

Organic, grease trap waste can be difficult to process due to odour, contamination potential and limited treatment options.

For several years, Enviro NZ has been exploring ways to recover resources from grease trap waste. In 2025, this work progressed to a trial separating the organics fraction of the grease trap waste and transporting recovered material to the Hampton Downs composting facility.

Early results show that, under controlled conditions, organic waste from grease traps can be stabilised and safely incorporated into a composting process.

Further monitoring is underway to confirm long-term performance, environmental compliance and scalability.

4.3

Innovation and Infrastructure

ENVIRO NZ CONTINUES TO INVEST IN INFRASTRUCTURE AND INNOVATION TO STRENGTHEN OPERATIONAL RESILIENCE AND EXPAND THE RANGE OF SOLUTIONS AVAILABLE ACROSS THE NETWORK.

These investments focus on managing materials that are difficult to process, improving resource efficiency and developing new treatment pathways where existing options are limited.



REPLACING COAL WITH RECOVERED FUEL:

reduces lifecycle emissions and recovers value from residual waste

CASE STUDY:

Recovering Value from Unrecyclable Plastics

A SIGNIFICANT VOLUME OF PLASTIC AND COMPOSITE MATERIALS IN NEW ZEALAND CANNOT CURRENTLY BE RECYCLED THROUGH EXISTING PATHWAYS, RESULTING IN DISPOSAL TO LANDFILL.

To address this challenge, Enviro NZ commissioned a Process Engineered Fuel (PEF) facility at its Pōkeno Resource Recovery Centre.

The PEF process accepts a wide range of unrecyclable plastics and other residual materials with no viable recycling pathway, including multi-material packaging, films, woven polypropylene, labels and certain textiles.

Through advanced shredding, blending and quality control, Enviro NZ produces a consistent, high-calorific fuel that meets strict industrial specifications. This PEF is supplied to cement kiln customers, where it

replaces imported coal in cement production.

By substituting coal with recovered fuel, the process reduces lifecycle emissions while recovering value from materials that would otherwise be landfilled.

The facility currently processes around 3,000 tonnes of material each year, with demand expected to grow as businesses look for alternatives to landfill disposal.

This initiative represents a practical step forward in managing residual waste – recovering value from materials that cannot yet be recycled.



CASE STUDY:

Maximising Value from Landfill Gas

LANDFILL GAS TYPICALLY COMPRISES AROUND 60% METHANE AND 40% CARBON DIOXIDE. TODAY, THE METHANE COMPONENT IS USED TO GENERATE ELECTRICITY, WHILE CARBON DIOXIDE PASSES THROUGH THE SYSTEM.

To explore opportunities to unlock additional value from landfill gas, Enviro NZ engaged Captivate, a climate technology startup, to investigate the separation of carbon dioxide from landfill gas.

The trial demonstrated that landfill gas can be successfully separated

into high-purity methane and carbon dioxide streams using Captivate's adsorption process, with the adsorbent material maintaining performance under real operating conditions.

While further optimisation is required, the results indicate strong potential to produce refined gases suitable for industrial applications.

This work represents an effective step to boost onshore production of methane and carbon dioxide, while making better use of landfill gas already being captured.

CASE STUDY:

Treating Hazardous Wastewater Locally

INDUSTRIAL WASTEWATER CONTAINING HAZARDOUS CHEMICALS, INCLUDING HERBICIDES, OFTEN REQUIRES SPECIALISED TREATMENT AND MAY BE EXPORTED OVERSEAS FOR DISPOSAL.

Recognising the environmental and logistical challenges of this approach, Enviro NZ has developed a local treatment solution combining ultraviolet oxidation, hydrogen peroxide and peroxyacetic acid.

Operational indicators consistently show treated water becoming clear, with the characteristic phenoxy odour removed prior to laboratory confirmation of treatment effectiveness.

This approach removes the need for overseas disposal and provides a local treatment pathway that reduces transport emissions while maintaining strong environmental safeguards.

The initiative demonstrates how investment in technical capability can strengthen treatment resilience while reducing environmental impact.

Sustainability Capex Fund

MANY SUSTAINABILITY IMPROVEMENTS REQUIRE UPFRONT INVESTMENT BEFORE THEIR BENEFITS ARE REALISED.

To support these decisions, Enviro NZ established an internal Sustainability Capex Fund, enabling branches and operational teams to progress initiatives that may not otherwise proceed within standard capital budgets.

Projects are assessed based on environmental impact, operational feasibility and alignment with business priorities.

One example is the installation of power take-off (PTO) sensors across the truck fleet to monitor engine idling. By distinguishing between productive and unproductive idling, these sensors provide clear visibility into vehicle use and support targeted driver

training to reduce fuel consumption, emissions and operating costs.

The fund provides a practical mechanism for turning sustainability ambitions into operational improvements across the network, equipment and infrastructure

SUPPORTING SUSTAINABILITY INITIATIVES ACROSS THE NETWORK

- fleet efficiency technologies
- organics diversion services
- electrification of equipment

Strengthening Regional Infrastructure

ENVIRO NZ CONTINUES INVESTING IN INFRASTRUCTURE THAT STRENGTHENS OPERATIONAL RESILIENCE WHILE SUPPORTING LONG-TERM SUSTAINABILITY.

In Auckland, the business has transitioned to a new permanent operational base designed to support growing demand and improve fleet efficiency.

In the Bay of Plenty, Enviro NZ has developed a purpose-built depot at Tauriko to support an expanding customer base and regional growth.

These investments improve operational capability while creating capacity for future waste and resource recovery infrastructure.

They also strengthen team collaboration and provide the foundation needed to support long-term service reliability as regions continue to grow.

4.4

Key Partnerships



Taupō Contract Renewals

ENVIRO NZ RENEWED ITS RELATIONSHIP WITH TAUPŌ DISTRICT COUNCIL IN 2025, SECURING A 10-YEAR AGREEMENT.

The agreement covers kerbside refuse and recycling collection alongside the operation of key waste infrastructure, including several transfer stations across the district.

Through this partnership, Enviro NZ will continue providing essential waste services to approximately 22,000 households, collecting around:

- **5,000 tonnes** of refuse annually
- **2,500 tonnes** of recycling annually

These services support community wellbeing while improving recycling performance and resource recovery across the district.

The renewal provides long-term certainty for the Taupō community while supporting continued investment in fleet and resource recovery infrastructure.

Commercial Partnerships

ENVIRO NZ WORKS WITH ORGANISATIONS ACROSS SECTORS TO SUPPORT WASTE MINIMISATION AND DELIVER RELIABLE SERVICES TAILORED TO OPERATIONAL NEEDS.

In the aged care sector, Bupa Care Services NZ Limited, one of New Zealand's largest providers, partners with Enviro NZ to deliver integrated waste and recycling services across its nationwide network of care homes. Services include waste and recycling collection, grease-trap servicing, technical support and waste minimisation programmes. Within the first six months of the programme, Bupa diverted approximately 450 tonnes of material from landfill.

Enviro NZ also partners with SkyCity Entertainment Group, supporting the waste minimisation needs of its large-scale hospitality operations.

The partnership, now in its ninth year, was renewed and expanded in 2025 to include SkyCity Hamilton. Through food-waste diversion and recycling initiatives, SkyCity diverted more than 670 tonnes of material from landfill during the year.

These partnerships demonstrate how tailored waste solutions can support customers to reduce waste, improve recovery rates and progress their sustainability goals.



Allens United Acquisition

ENVIRO NZ CONTINUES TO STRENGTHEN ITS PRESENCE IN REGIONS WHERE DEMAND FOR SPECIALIST TECHNICAL SERVICES IS GROWING.

In 2025, the business expanded its technical services capability in the Waikato through the acquisition of Allens United Waikato, a long-established liquid waste and hydro-excavation company.

The acquisition complements Enviro NZ's existing waste and recycling services in the region.

It also aligns with Enviro NZ's broader strategy of investing in services that support essential infrastructure and environmental protection.

4.5 Climate resilience

EXTREME WEATHER EVENTS ARE BECOMING MORE FREQUENT ACROSS NEW ZEALAND, INCREASING THE IMPORTANCE OF RESILIENT RESOURCE RECOVERY INFRASTRUCTURE.

At Hampton Downs landfill, the company is investing in landfill cell extensions to maintain more than 18 months of available capacity at any time. This buffer allows the site to continue operating if the construction of new cells is delayed due to weather or other disruptions. Upgrades to leachate management

systems, supporting infrastructure and landfill gas capture are also being implemented with long-term climate resilience in mind.

A climate risk assessment was also conducted at the Pōkeno Resource Recovery Centre.

Seventeen long-term climate-related risks were identified, with three assessed as significant. A mitigation plan is now being developed to address these risks and strengthen the resilience of the site.

ENVIRO NZ HAS COMMENCED ASSESSING CLIMATE RISKS ACROSS ITS LARGEST FACILITIES TO ENSURE THE NETWORK CAN CONTINUE OPERATING DURING CLIMATE-RELATED DISRUPTIONS.

4.6 Customer Service



EMISSIONS REPORTING PORTAL

Many businesses calculate waste-related Scope 3 emissions as part of their sustainability reporting. Estimating landfill emissions can be complex due to variations in gas capture rates and emission factors.

To support this, Enviro NZ launched a dedicated emissions reporting portal in 2025. Built on Power BI, the portal integrates with waste diversion reporting, allowing customers to view emissions alongside other sustainability metrics.

Customers can filter emissions by region, branch and reporting period, track year-on-year performance and export data for their own reporting.

39.9

NPS SCORE

reflecting stronger customer engagement and confidence in our services

Following a successful beta trial in mid-2025, the portal has been rolled out more broadly and is now available to customers with access to Enviro NZ's reporting platform.

The portal improves transparency and provides customers with clearer insight into the emissions associated with their waste streams.

CUSTOMER ENGAGEMENT AND FEEDBACK

Enviro NZ actively seeks customer feedback to improve service quality and strengthen long-term relationships.

A Net Promoter Score (NPS) programme captures feedback from customers across the network, with thousands invited to rate their experience and provide suggestions for improvement.

Across two customer surveys conducted during the year, Enviro NZ achieved an average NPS of 39.9, reflecting positive customer engagement and growing confidence in the services provided.

Customer feedback is reviewed and used to identify service improvements, supporting trust, retention and long-term partnerships.

4.7 Community and Education Partnerships

Sharing Expertise Beyond New Zealand

ENVIRO NZ'S EXPERTISE IN WASTE AND RESOURCE RECOVERY EXTENDS BEYOND NEW ZEALAND THROUGH TARGETED PARTNERSHIPS.

Enviro NZ has been working with the Pacific TA Local Government Technical Assistance Facility to support Waste Authority Limited (WAL) in improving operations at Tapuhia Landfill in Tonga.

Enviro NZ also provided technical guidance on groundwater monitoring, leachate management and long-term landfill planning, alongside training and support for WAL staff. This included the introduction of drone-based monitoring to improve site visibility and performance tracking.

Together, these initiatives have strengthened environmental performance, improved operational safety and supported the development of a more resilient landfill management system in Tonga.





Recycling Education Campaign

IMPROVING RECYCLING OUTCOMES DEPENDS ON HOW PEOPLE UNDERSTAND AND ENGAGE WITH THE SYSTEM.

In 2025, Enviro NZ supported customers and communities through practical education initiatives. Campaigns such as Plastic Free July encouraged participants to reduce single-use plastics, while Recycling Week reinforced correct recycling behaviours and reducing contamination, with more than 650 entries recorded.

Enviro NZ also supported the South Canterbury Junk to Fun initiative, encouraging reuse and circular thinking through creative use of recovered materials.

Together, these initiatives help build awareness and support better waste decisions at the source.

Supporting our Communities

ENVIRO NZ SUPPORTS COMMUNITY INITIATIVES ACROSS NEW ZEALAND THROUGH SPONSORSHIPS, IN-KIND SERVICES AND CHARITABLE CONTRIBUTIONS THAT PROMOTE ENVIRONMENTAL STEWARDSHIP AND COMMUNITY WELLBEING.

In 2025, this included supporting the Keep New Zealand Beautiful Beach Clean-Up by providing bins and waste services for community-led coastal clean-up efforts.

Enviro NZ also continued its support for the Special Children's Christmas Party, helping create an inclusive experience for children with special needs and their families.

Additional initiatives included sponsorship of the KidsCan Pork Pie Run and operational support for the Dunedin Marathon, providing waste services and logistics to support these events.

These contributions reflect Enviro NZ's role in supporting communities through practical involvement alongside its core services.

A photograph of four workers in orange high-visibility safety gear and hard hats. They are standing outdoors at dusk or dawn, with a white vehicle (license plate M658) visible in the background. One worker on the right is holding a clipboard and looking at it, while the others look on. The scene is overlaid with a decorative pattern of green circles.

**SUSTAINABILITY AT ENVIRO
NZ ULTIMATELY COMES
DOWN TO PEOPLE.**

Every day, drivers, operators, technicians, engineers and support teams manage the complex work that keeps communities functioning.

Supporting these people to work safely, help them manage their wellbeing and continue developing their capabilities is fundamental to Enviro NZ's long-term success.

The business continues to strengthen safety systems, investing in workforce capability and expanding initiatives that support engagement, inclusion and wellbeing.

**THE PEOPLE
DOING THE
HARD WORK**

Section 5

5.1

Safety and Well-being

IN 2025, ENVIRO NZ CONTINUED TO STRENGTHEN ITS SAFETY CULTURE BY FOCUSING ON HOW WORK IS PERFORMED IN PRACTICE AND HOW SYSTEMS CAN BETTER SUPPORT FRONTLINE TEAMS.

Building a Learning-Based Safety Culture

The introduction of Learning Teams brings workers, leaders and specialists together to explore events, operational challenges and examples of work done well. The approach focuses on understanding how work happens and identifying practical improvements that make operations safer, supporting a move away from a blame-based culture.

A stronger focus on leading indicators provides insight into safety performance and emerging risks, enabling proactive intervention and continuous improvement.

Performance across these indicators remained strong throughout 2025. Health and Safety inductions consistently achieved high completion rates, including periods where 100% of

new employees completed induction within 30 days. Tailgate meetings and safety observations remained close to or above target, supporting safe work practices and frontline engagement. Executive safety leadership visits also reached 100% of the annual target, strengthening leadership visibility across operational sites.

Together, these initiatives support a continued shift toward prevention and a more mature safety culture.

MOVING FROM REACTION TO PREVENTION

through learning and leading indicators

CASE STUDY:

Battery Fires: A Growing Waste Sector Risk

THE RAPID INCREASE IN LITHIUM BATTERIES IN EVERYDAY PRODUCTS IS CREATING A SIGNIFICANT SAFETY CHALLENGE FOR THE WASTE AND RECYCLING SECTOR.

Batteries are now embedded in phones, power tools, toys, e-bikes and disposable vapes. When incorrectly placed in general waste or recycling, they can be crushed during collection or processing, triggering thermal runaway and fires that are difficult to extinguish.

This challenge is not unique to Enviro NZ. Across the waste sector globally, battery-related fires have increased significantly in recent years, with industry data indicating thousands of incidents annually.

Within Enviro NZ operations, fire-related incidents remain a key risk, with many linked to batteries incorrectly disposed of in waste streams.

To manage this, Enviro NZ has strengthened mitigation measures, including improved screening and detection, enhanced fire suppression systems, targeted staff training and clear operational response protocols. Customer education initiatives also play

an important role in promoting safe battery disposal.

While these controls reduce risk, the most effective long-term solution is preventing batteries from entering the waste stream.

Enviro NZ continues working with customers and communities to raise awareness and support safe battery recycling.



34%
of serious incidents
linked to fire-
related events



Safer Fleet Operations

ENVIRO NZ CONTINUES TO STRENGTHEN FLEET SAFETY BY COMBINING INDUSTRY BEST PRACTICE, ADVANCED TECHNOLOGY AND A STRONG FOCUS ON DRIVER ACCOUNTABILITY.

The EROAD platform is a key part of this approach, providing driver star ratings based on metrics such as speed compliance, braking, acceleration and idling. These insights support safer, more efficient and lower-emission driving.

Driver performance improved throughout the year, supported by measurable changes in behaviour

and strong engagement across the fleet. Safer driving practices also contributed to improved fuel efficiency and reduced vehicle wear.

Driver safety was further enhanced through expanded use of Guardian in-cab telematics. The system monitors driver fatigue and distraction – two critical risks in heavy vehicle operations – and enables early intervention through structured response and coaching.

Together, these technologies provide greater visibility of driving risk, support targeted training and reinforce a culture of safer driving across Enviro NZ's fleet.

42%

Reduction in speeding events

15%

Reduction in harsh braking events

DRIVER SAFETY

Proactive training, monitoring and support

FLEET RELIABILITY

Strong maintenance and operational standards

COMMUNITY SAFETY

Promoting responsible and safe driving behaviours

I've Got Your Back (IGYB) Evolution

EMPLOYEE WELLBEING PLAYS AN IMPORTANT ROLE IN SAFETY, ENGAGEMENT AND PERFORMANCE.

Enviro NZ launched the I've Got Your Back (IGYB) programme in 2021 to make mental wellbeing a priority, strengthen inclusion and encourage open conversations about challenges at work.

Since its introduction, the programme has continued to evolve in response to employee feedback, with most of the workforce participating in one or more IGYB initiatives.

The programme reinforces Enviro NZ's safety culture by recognising the link between psychological safety, fatigue management and operational outcomes, supporting the goal that every employee goes home safely each day.

Delivered face-to-face through workshops, IGYB continues to see strong engagement across the workforce.

Today, IGYB plays an important role in strengthening resilience, encouraging people to speak up and supporting a workplace where employees feel safe and able to perform at their best.

EXPANDED TO SUPPORT KEY AREAS OF WELLBEING, INCLUDING:



SLEEP



NUTRITION



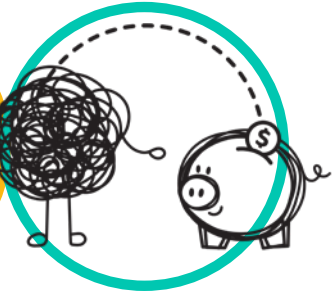
MOVEMENT



FATIGUE AWARENESS



MANAGER CAPABILITY



FINANCIAL WELLBEING

5.2 Growing Talent from Within

AT ENVIRO NZ, PEOPLE ARE CENTRAL TO LONG-TERM BUSINESS SUCCESS. DEVELOPING CAPABILITY FROM WITHIN REMAINS A KEY PRIORITY, ALONG WITH SUPPORTING SKILLS DEVELOPMENT AND THE RETENTION OF ORGANISATIONAL KNOWLEDGE.

Over the past three years, internal appointments have increased steadily – from 40 roles in 2023, to 56 in 2024, and 70 in 2025 – reflecting the depth of talent across the organisation and employees' readiness to take on new roles and responsibilities.

By creating clear pathways for employees to broaden their experience, Enviro NZ strengthens engagement, supports workforce stability and builds the long-term capability needed for a resilient and sustainable business.

MOALA TUIMOALA, ASSISTANT ACCOUNTANT

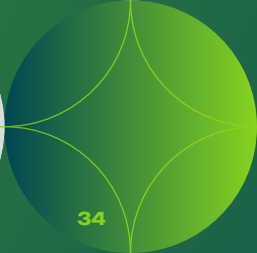
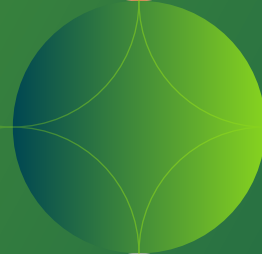
"Moving from the Auckland Branch into Finance has helped me build new technical skills while broadening my understanding of the business."

ALEXANDER WHITER, OPERATIONS MANAGER

"Transitioning from engineering into operations management has been rewarding, allowing me to support the team and contribute to resource recovery solutions."

ANDREW POINTON, ENERGY & EQUIPMENT MAINTENANCE MANAGER

"Working at Hampton Downs over the years has helped me build my skills and take on more responsibility, allowing me to grow in the role and support day-to-day operations."



5.3

Engagement, Inclusion and Culture

DIVERSITY, EQUITY AND INCLUSION WORKING GROUP

**ENVIRO NZ IS A DIVERSE
WORKPLACE, BRINGING
TOGETHER PEOPLE
WITH A WIDE RANGE
OF BACKGROUNDS,
EXPERIENCES AND
PERSPECTIVES.**

Creating an environment where employees feel respected, supported and able to contribute fully is central

to enabling people to bring their whole selves to work. In 2025, Enviro NZ established a Diversity, Equity and Inclusion (DEI) Working Group to raise awareness, encourage learning and ensure diverse perspectives are reflected in decision-making and everyday work practices.

The Group is made up of employees from across the business who are committed to making inclusion part of how Enviro NZ operates.

Members of the DEI Working Group share what motivates them and what they aim to contribute.

AMANDA HEUVEL, BUSINESS SUPPORT MANAGER

“My experiences have shown me how important it is to feel included and valued. Being part of the DEI Working Group allows me to help create a workplace where people feel they belong and are confident to contribute.”

JADE DU PREEZ, LEGAL COUNSEL

“I’m passionate about making inclusion meaningful. Through the DEI Working Group, I want to help create space for people to be heard and ensure diversity leads to real change.”

NICK POLSON, MANAGEMENT ACCOUNTANT

“I wanted to be part of the DEI Working Group to help make Enviro NZ a more welcoming and respectful place to work. It’s about creating an environment where people feel comfortable being themselves and working together.”



Understanding Retention Drivers

ENVIRO NZ INTRODUCED STAY SURVEYS TO BETTER UNDERSTAND WHAT ENCOURAGES EMPLOYEES TO REMAIN AND GROW WITHIN THE ORGANISATION.

More than 16% of the workforce participated, representing a broad cross-section of roles, locations, ages, genders and ethnicities. The results identified three key drivers: strong team relationships, supportive leadership and job security.

Employees also highlighted the importance of open communication, flexible working, opportunities for development and a genuine sense of belonging. These insights continue to guide Enviro NZ in building an inclusive, supportive and engaging workplace.

Recognising Values in Action

RECOGNISING POSITIVE BEHAVIOURS HELPS REINFORCE THE CULTURE AND VALUES THAT SHAPE HOW PEOPLE WORK TOGETHER.

In 2025, Enviro NZ launched Good Sorts, a refreshed national recognition programme celebrating employees who demonstrate the company's values of respect, honesty, support and safety.

Each month, employees nominate colleagues who exemplify these values. Nominations are reviewed by a nationwide panel, with up to five employees recognised across the organisation.

Early recipients included individuals recognised for acts of courage and care, such as assisting people in vulnerable situations and ensuring their safety.

Through initiatives such as stay surveys, Good Sorts and IGYB, Enviro NZ continues to strengthen engagement and foster a workplace where people feel valued and motivated.



AS ENVIRO NZ CONTINUES STRENGTHENING ITS SUSTAINABILITY FRAMEWORK, THE FOCUS REMAINS ON PRACTICAL IMPROVEMENTS THAT SUPPORT LONG-TERM ENVIRONMENTAL PERFORMANCE, OPERATIONAL RESILIENCE AND CUSTOMER OUTCOMES.

The next phase of work will concentrate on improving measurement, expanding recovery pathways and strengthening the systems that help customers improve their waste and emissions reduction performance.

**LOOKING
AHEAD**

Section 6



Targeting Scope 3 Emissions Reduction

WITH A COMPREHENSIVE SCOPE 3 BASELINE ESTABLISHED, THE FOCUS WILL SHIFT FROM MEASUREMENT TO TARGETED REDUCTION, WORKING WITH SUPPLIERS AND PARTNERS TO ADDRESS THE MOST MATERIAL SOURCES OF EMISSIONS.

ENHANCING RESOURCE RECOVERY SERVICES

As Enviro NZ expands its national footprint, improving access to recycling and diversion pathways remains a priority, particularly in regions where infrastructure is still developing.

EXPANDING DIGITAL REPORTING AND TRANSPARENCY

DIGITAL TOOLS WILL CONTINUE TO ENHANCE TRANSPARENCY AND DECISION-MAKING, WITH FURTHER DEVELOPMENT OF REPORTING PLATFORMS TO PROVIDE CLEARER VISIBILITY OF WASTE, RECYCLING AND EMISSIONS PERFORMANCE.

Refreshing the Sustainability Strategy

Enviro NZ will refresh its sustainability strategy to remain aligned with evolving regulatory expectations, customer needs and business priorities, guiding the next phase of sustainability focus.

Partnering with Save the Kiwi

IN LATE 2025, ENVIRO NZ ENTERED INTO A PARTNERSHIP WITH SAVE THE KIWI REFLECTING A COMMITMENT TO SUPPORT CONSERVATION THROUGH MEANINGFUL ACTION.

As part of the partnership, Enviro NZ will contribute to the Kiwi on the Move programme to help protect and restore one of Aotearoa New Zealand's most iconic and threatened native species.

Enviro NZ will support the safe relocation of young kiwi from protected breeding sites to predator-controlled habitats across the country, playing an important role in establishing kiwi population in natural habitat.

Enviro NZ's workforce will have the opportunity to participate as trained kiwi couriers and volunteers, supporting transfers and gaining a deeper connection to conservation efforts.

The initiatives demonstrate how operational capability, partnerships and people can come together to support meaningful environmental outcomes.



Appendix 1: Sustainability Performance Indicators

PLANET KPIs	UNIT	2023	2024	2025
GHG Emissions				
Scope 1	tCO ₂ e	110,634	92,106	89,467
Scope 2	tCO ₂ e	251	241	340
Scope 3	tCO ₂ e	11,336	31,864	40,642
Landfill emissions	tCO ₂ e	78,110	61,265	61,783
Total GHG emissions	tCO₂e	122,221	124,210	130,450
Electricity				
Total Electricity consumption	mWh	3,396	3,311	3,368
Electricity generated from landfills	mWh	50,637	53,229	52,647
Fuel				
Diesel	litres	14,355,109	11,282,229	10,084,589
Petrol	litres	197,565	185,442	204,505
Liquified Petroleum (LPG)	t	10.3	7.22	2.42
Resource Recovery				
Organics	t	51,483	57,471	63,838
Wood & Timber	t	14,311	14,636	8,889
Paper / OCC	t	10,943	44,524	37,006
Plastics	t	2,330	2,484	4,280
Glass	t	21,439	19,442	19,770
Tin/Aluminium	t	1,300	1,579	1,872
Other	t	30,000	20,320	19,686
Total	t	131,806	160,458	155,340

PEOPLE KPIs	UNIT	2023	2024	2025
Number of Employees				
By employment type	Full time	1,132	1052	1061
	Part time	78	88	77
By gender (full time)	Male	841	789	794
	Female	291	263	267
Work-related fatalities				
By employment type	Full time	0	0	0
	Part time	0	0	0
Lost days due to work injuries (employees)				
Total recordable injury frequency rate (TRIFR)		16.5	12.7	17.27

PROSPERITY KPIs	2023	2024	2025
Fleet			
Collection vehicles	649	604	623
Low carbon passenger vehicle	109	109	159
Facilities			
Landfills	6	6	6
Other fill sites	2	2	2
Transfer stations	49	50	46
Materials Recovery Facility (MRFs)	5	5	5
Organics processing	3	3	3
Timber processing	1	1	1
Concrete processing	1	1	1
Product recovery	1	1	1

