



WM Porohita

2024 Quarter 1 Results



Initiative 1: WE CARE FOR OUR ENVIRONMENT AND COMMUNITY

Ka manāki tatou i to tatou Taiao me te hāpori

INITIATIVE 1: WE CARE FOR OUR ENVIRONMENT AND COMMUNITY KA MANĀKI TATOOU I TO TATOOU TĀIAO ME TE HĀPORI



Material Issues:

Care for the land and environment

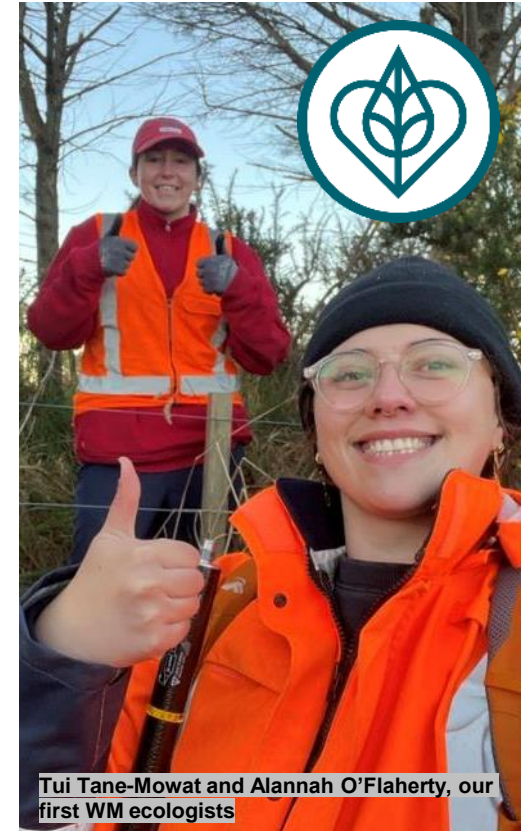
Communication and community engagement

Education & awareness

Mana whenua partnerships

Headline Key Result Areas

Compliant, no major and significant environmental incidents	
Remediation of legacy landfills	
Iwi engagement	
Politician and government agency engagement	



Tui Tane-Mowat and Alannah O'Flaherty, our first WM ecologists

INITIATIVE 1: WE CARE FOR OUR ENVIRONMENT AND COMMUNITY KA MANĀKI TATOOU I TO TATOOU TAIAO ME TE HĀPORI



Objective 1.1 We care for and regenerate te taiao the environment

Action	Owner	2024	Q1 Progress
We are compliant to our environmental consent conditions	Exec GMs UNI, LNI, SI, TS & CS	Ensure consent compliance and no major or significant environmental incidences	On track. We define a significant event as permanent/material damage to the environment requiring ongoing remediation and monitoring with regulatory involvement and possible further enforcement action
Regeneration of native trees, wildlife and soil health with Living Earth compost and divisional planting	Exec GM CS	Create over 40,000 tonnes of Living Earth compost	On track

INITIATIVE 1: WE CARE FOR OUR ENVIRONMENT AND COMMUNITY KA MANĀKI TATOOU I TO TATOOU TAIAO ME TE HĀPORI



Objective 1.2 We provide solutions for safe disposal to land

Action	Owner	2024	Q1 Progress
Help territorial authorities remediate old dumps	Executive GMs UNI, LNI, SI	Deliver a dump remediation project for a territorial local authority	In the process of working with Waitaki District Council remediation of three dumps, project 50% complete
Consent disposal facilities which protect our environment	Chief Engineering & Development Officer	ARL conditions finalised and consented	Ongoing and working through proposed conditions with appellants

INITIATIVE 1: WE CARE FOR OUR ENVIRONMENT AND COMMUNITY KA MANĀKI TATOI I TO TATOI TAIAO ME TE HĀPORI



Objective 1.3 Successful commercial partnerships with iwi

Action	Owner	2024	Q1 Progress
Extend whanaungatanga with iwi	Chief People Officer	Each division runs an initiative that builds whanaungatanga in their region	Relationships are being built with iwi in our regions, facilitated by timu tikanga Te Teira Rawiri
Develop commercial partnerships with iwi	Chief People Officer	Establish one commercial partnership with iwi	MOU with Ngati Manuhiri, pathways being explored around career opportunities for mana whenua. Engaging with Tainui to explore educational pathways for young Māori

INITIATIVE 1: WE CARE FOR OUR ENVIRONMENT AND COMMUNITY KA MANĀKI TATOOU I TO TATOOU TAIAO ME TE HĀPORI



Objective 1.4 Advocate for, engage with and educate our community

Action	Owner	2024	Q1 Progress
<p>Communication educates, is accurate, transparent and prevents greenwashing</p>	<p>Chief Growth & Sustainability Officer</p>	<p>Create two content items that educate around waste minimisation, resource recovery and carbon reduction</p>	<p>On track. New 'how we create value' diagram will be launched in Sustainability Report. Living Earth contamination video rolled out on social media</p>
<p>Advocate New Zealand's transition to a carbon neutral circular economy</p>	<p>Chief Growth & Sustainability Officer</p>	<ul style="list-style-type: none"> • Educate our new government ministers and officers about the industry's challenges and opportunities • Five media interactions promoting the work WM New Zealand does 	<p>On track. See stakeholder engagement plan for key messages and priorities to end of 2024</p>

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Objective 1.4 Advocate for, engage with and educate our community

Action	Owner	2024	Q1 Progress
<p>Advocate New Zealand's transition to a carbon neutral circular economy</p>	<p>Executive GMs of UNI, LNI, SI, TS & CS, Chief Growth & Sustainability Officer</p>	<p>10 leaders actively participating in industry and advocacy activity</p>	<ul style="list-style-type: none"> • B&C Waste Minimisation Working Group (Nelson) • WasteMINZ behaviour change committee • Key note presentation at NZGBC Housing Summit • Organics committee at WasteMINZ
<p>Community engagement</p>		<p>We support 10 community initiatives regionally</p>	<ul style="list-style-type: none"> • Kate Valley Community Trust work ongoing (\$70k per annum donated) • Redvale (\$100k per year) • Whitford (\$150k per year) • Sponsoring Hands Up for Hospice (Nelson) • Partnered with community recycling groups at Rosedale and Selwood transfer stations • Seagull Centre (Thames) • Coromandel Community Trust (run the RTS and reuse shop) • Promotion of volunteer ½ day to wider team



Initiative 2: EXPAND CIRCULAR SERVICES

He ratonga kia porowhita he hauwhā o a tātau u manga

INITIATIVE 2: EXPAND CIRCULAR SERVICES HE RATONGA KIA POROWHITA HE HAUWHĀ O A TĀTAU U MANGA



Material Issues:

Circular economy

Collaborative partnerships & innovation

Diversifying the service offering

Ethical value chain

Funding opportunities

Measurement & reporting

Recycling & resource recovery

Headline Key Result Areas

Circular economy partnerships established	
Co-funding applications in progress	
Behaviour change education	



INITIATIVE 2: EXPAND CIRCULAR SERVICES HE RATONGA KIA POROWHITA HE HAUWHĀ O A TĀTAU U MANGA



Objective 2.1 Partner and innovate to create circular solutions at scale

Action	Owner	2024	Q1 Progress
Identify and secure partnerships for circular economy and recycling opportunities	Executive GM Circular Services Division	Deliver on 3 projects that make a difference in the circular economy	<ul style="list-style-type: none">• On track
Identify potential partnerships for circular economy and recycling opportunities, solving waste location and volume challenges	Executive GM Circular Services Division	Deliver on 3 projects that make a difference in the circular economy	Heads of agreement signed with NALG and HZI for organics processing plant development in Christchurch and Auckland

INITIATIVE 2: EXPAND CIRCULAR SERVICES HE RATONGA KIA POROWHITA HE HAUWHĀ O A TĀTAU U MANGA



Objective 2.2 A preferred government partner for co-investment

Action	Owner	2024	Q1 Progress
Co fund applications to bring circular solutions to New Zealand at scale	Executive GM Circular Services Division	Deliver three approved co-funded projects	On track

INITIATIVE 2: EXPAND CIRCULAR SERVICES HE RATONGA KIA POROWHITA HE HAUWHĀ O A TĀTAU U MANGA



Objective 2.3 Support our customers and suppliers to embrace circular solutions

Action	Owner	2024	Q1 Progress
Standardised behaviour change approach to help customers adopt new circular services	Chief Growth & Sustainability Officer	Update behaviour change support assets for commercial customers and transfer stations	Sustainability Services assets refreshed for 2024 to change customer behaviour Auckland's transfer stations are recovering more C&D waste due to good behaviour change

INITIATIVE 2: EXPAND CIRCULAR SERVICES HE RATONGA KIA POROWHITA HE HAUWHĀ O A TĀTAU U MANGA



Objective 2.4 Our own operations become more circular

Action	Owner	2024	Q1 Progress
Provide insight on material flows in the circular economy	Executive GM Circular Services Division	Publish our recycling statistics for onshore and offshore processing	Recycling destination flyer updated Feb 2024
Our operations eliminate waste and circulate products and materials at the highest value	Managing Director	Three initiatives implemented	In progress



Initiative 3: CARBON NEUTRAL

He tūpapa warohea

INITIATIVE 3: CARBON NEUTRAL HE TŪPAPA WAROHEA



Material Issues:

Carbon and energy use – decarbonisation

Climate-related business risk & continuity planning

Headline Key Result Areas

Reduction in intensity emissions	
Climate change risks	
Customer & supplier solutions	



INITIATIVE 3: CARBON NEUTRAL HE TŪPAPA WAROHEA



Objective 3.1 Our operations are carbon neutral by 2050

Action	Owner	2024	Q1 Progress
Implement activities from our independently verified carbon footprint reduction plan to reduce WM's carbon footprint in science aligned targets	Managing Director	<ul style="list-style-type: none">Annual reductions in intensity GHG emissions of 16.8% reduction against scope 1, 2 and 3 transportation* against a 2020 baselineIncrease our heavy vehicle electric fleet by 20%	<ul style="list-style-type: none">Year-to-date intensity emissions sit at 70.1 tonnes CO2e per million dollars, which is 39.6% below the 2020 baselineOn target

INITIATIVE 3: CARBON NEUTRAL HE TŪPAPA WAROHEA



Objective 3.2 Climate risks are identified, published and managed

Action	Owner	2024	Q1 Progress
Identification and assessment of physical & transitional climate change risks	Chief Risk Officer	Physical climate change risks are published	On track. Will be published in 2023 Sustainability Report

INITIATIVE 3: CARBON NEUTRAL HE TŪPAPA WAROHEA



Objective 3.3 Lead the way for customers and suppliers to succeed in their carbon reduction journey

Action	Owner	2024	Q1 Progress
Our landfills have the lowest carbon footprint in the country for the volume of waste accepted	Chief Engineering and Development Officer	We deliver better than 90% gas capture rate at our owned Class 1 landfills	On track
Provide service offerings which assist with customers' carbon reduction	Sustainability Manager	Publish content EV fleet transition learnings and our carbon footprint	On track
Identify relevant suppliers to be carbon neutral by 2050 and work with suppliers to identify opportunities for them to be carbon neutral by 2050	Chief Financial Officer	Improve our sustainable procurement score on EcoVadis report	On track, work underway to understand requirements

INITIATIVE 3: CARBON NEUTRAL HE TŪPAPA WAROHEA



Objective 3.4 Work with our team to reduce their own carbon footprint

Action	Owner	2024	Q1 Progress
Work with our team to help them reduce their personal carbon footprint and make sustainable choices	Sustainability Manager	15% of WM team takes part in annual sustainability challenge	Challenge will be rolled out in Q3



Initiative 4: A GREAT PLACE TO WORK

He wāhi tino pai ki te mahi

INITIATIVE 4: A GREAT PLACE TO WORK HE WĀHI TINO PAI KI TE MAHI



Material Issues:

Culture & Values

Employee attraction, development, retention & the future of work

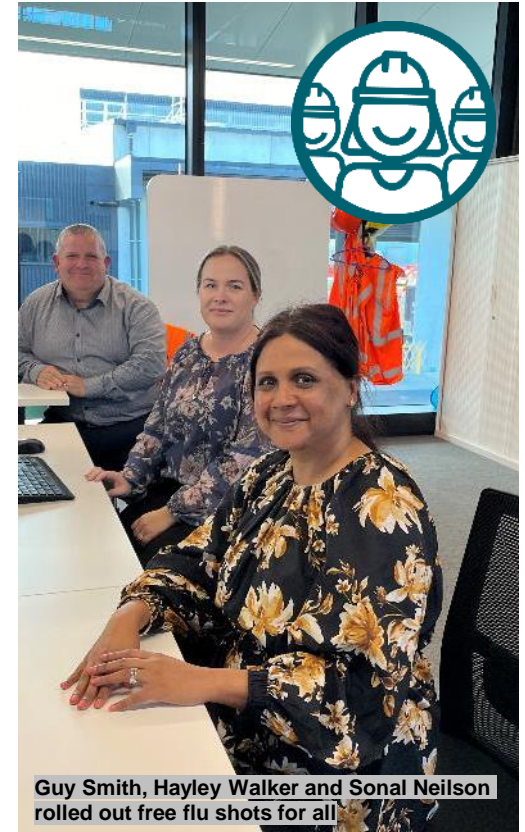
Diversity & Inclusion

Health, safety and well-being

Governance, ESG transparency & reporting

Headline Key Result Areas

TRIFR	
Engagement	
Health & wellbeing programmes	



Guy Smith, Hayley Walker and Sonal Neilson rolled out free flu shots for all!

INITIATIVE 4: A GREAT PLACE TO WORK HE WĀHI TINO PAI KI TE MAHI



Objective 4.1 We keep our team safe and well

Action	Owner	2023	Progress
Reduce the number of incidents across each of Waste Management's 13 critical safety risks	Chief Risk Officer	No injuries resulting in lifestyle changes	No injuries resulting in lifestyle changes
Deliver health check-up programme to the Waste Management team	Chief Risk Officer	Deliver 3 health and well-being programmes	<ul style="list-style-type: none">• Menopause awareness• Mole mapping• Flu immunisations• Annual medicals Q2• September 6 week team building health & wellbeing programme

INITIATIVE 4: A GREAT PLACE TO WORK HE WĀHI TINO PAI KI TE MAHI



Objective 4.2 Our employees are proud to work for Waste Management

Action	Owner	2024	Q1 Progress
Employee engagement trends to 80%	Chief People Officer	Engagement score above 71%	Engagement survey to be rolled out in September
Our business and leaders are targeted and incentivised on a balanced scorecard of ESG and financial outcomes	Chief People Officer	Measure leaders on ESG outcomes	On track, ESG has been included within ELT scorecard

INITIATIVE 4: A GREAT PLACE TO WORK HE WĀHI TINO PAI KI TE MAHI



Objective 4.3 Celebrate our team's culture and diversity

Action	Owner	2023	Progress
Execute the diversity and inclusion programme of work	Chief People Officer	Execute the Inclusion and Diversity programme Publish gender pay gap and diversity representation	On track, gender pay gap and diversity representation to be published in Sustainability Report

INITIATIVE 4: A GREAT PLACE TO WORK HE WĀHI TINO PAI KI TE MAHI



Objective 4.4 We are kaitiaki, guardians of rewarding career paths which attract and retain our people

Action	Owner	2024	Q1 Progress
Attract new team members through structured talent programmes	Chief People Officer	Deliver four structured talent programmes that will attract new team members	<ul style="list-style-type: none">• Company-wide mentoring programme• Graduate programme• Apprenticeship programme• Recruitment model has been significantly overhauled• 4 Māori scholarships will be rolled out each year for the next 3 - 4 years
Deliver sustainability training to our staff to reinforce our company purpose	Sustainability Manager	Deliver two programmes to retain current staff including sustainability training to 450 employees to reinforce our company ambition	<ul style="list-style-type: none">• On track, sustainability training being rolled out to office based and operational teams



Initiative 5: A TRUSTED KIWI SUSTAINABLE BUSINESS

He kiwi whai-painga he u manga pumau

INITIATIVE 5: A TRUSTED KIWI SUSTAINABLE BUSINESS HE KIWI WHAI-PAINGA HE U MANGA PUMAU



Material Issues:

Brand promotion and awareness

Legal compliance

Customer experience

Diversifying the Service Offering

Ethical Value Chain

Sustainable business performance

Sector leadership & policy engagement

Governance, ESG transparency & reporting

Industry engagement and collaboration

Headline Key Result Areas

Maintain our social licence to operate	
Brand Sentiment	
NPS and DIFOT	



INITIATIVE 5: A TRUSTED KIWI SUSTAINABLE BUSINESS HE KIWI WHAI-PAINGA HE U MANGA PUMAU



Objective 5.1 Invest in infrastructure, fleet and businesses that progress our purpose and values

Action	Owner	2024	Q1 Progress
Invest in fleet and infrastructure to improve recovery and reduce environmental footprint	Chief Engineering & Development Officer	Spend \$40m on fleet, recycling and environmental protection infrastructure	Ongoing and on track

INITIATIVE 5: A TRUSTED KIWI SUSTAINABLE BUSINESS HE KIWI WHAI-PAINGA HE U MANGA PUMAU



Objective 5.2 Our service is the most reliable in the industry

Action	Owner	2024	Q1 Progress
Provide excellent delivery of services to customers	Executive GMs of UNI, LNI, SI	Collections DIFOT 85% Auckland and 95% rest of country* *methodology has changed	On track (95.4%) at end of Q1
	Chief Growth & Sustainability Officer	Net Promoter Score = 25	On track = 35

INITIATIVE 5: A TRUSTED KIWI SUSTAINABLE BUSINESS

HE KIWI WHAI-PAINGA HE U MANGA PUMAU



Objective 5.3 Deliver solutions and technologies which improve our customer experience

Action	Owner	2024	Q1 Progress
Review our brand to align to our purpose	Chief Growth & Sustainability Officer	New brand improves customer/ public sentiment	Rebrand successful to positive internal and external sentiment. On track
Provide solutions which improve our customer experience	Executive GMs of UNI, LNI, SI, TS, Chief Digital Officer	Provide three solutions to improve customer experience	Migrated Coastal Bins to WM Living Earth product now delivered to customers in bulk bags

INITIATIVE 5: A TRUSTED KIWI SUSTAINABLE BUSINESS HE KIWI WHAI-PAINGA HE U MANGA PUMAU



Objective 5.4 Our value chains are effective, efficient and ethical

Action	Owner	2024	Q1 Progress
Ethical supply framework established	Chief Financial Officer	Improve position on Ethics against EcoVadis report	On track, work underway to understand requirements