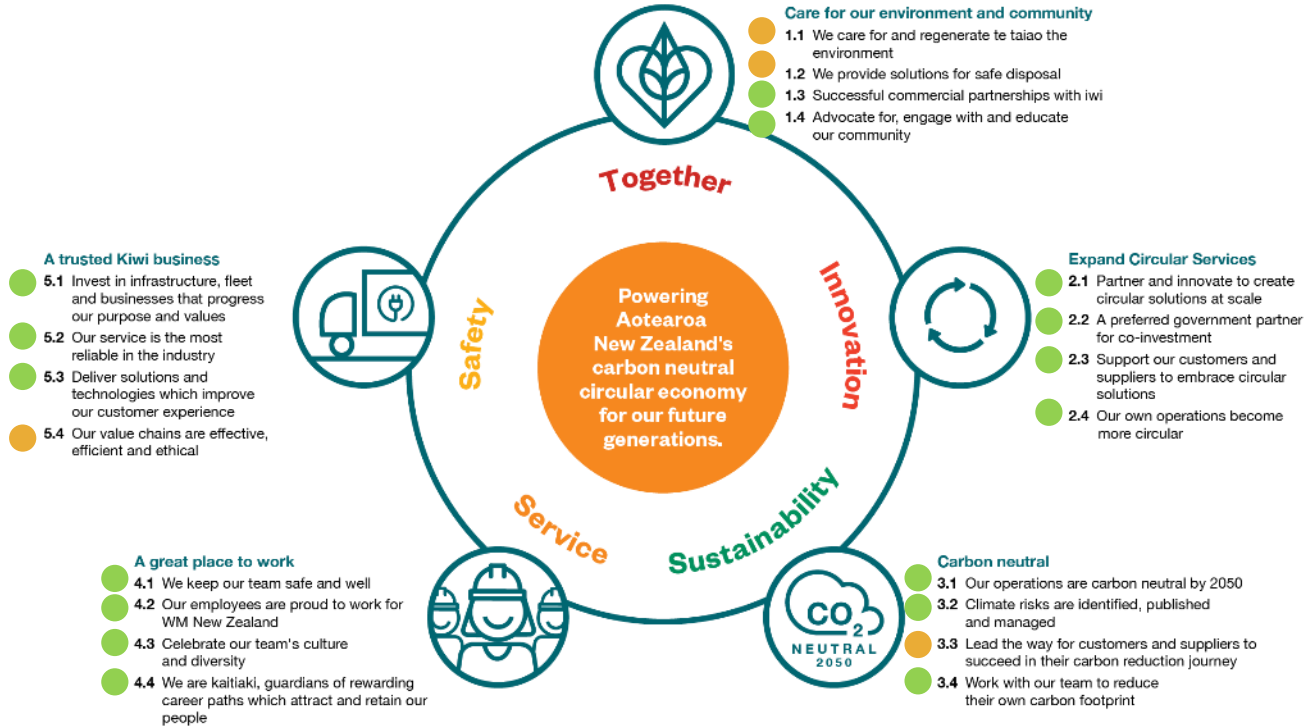




# 2024 Q2 WM Porohita

# WM Porohita To be circular



On target

Work needed

Not achieved

**Our Promise: Let's take care of it, Mā tātou katoa e tiaki**  
**Our Purpose: Your partner in safe collections, recovery and disposal**



# Initiative 1: WE CARE FOR OUR ENVIRONMENT AND COMMUNITY

Ka manāki tatou i to tatou Taiao me te hāpori



## Material Issues:

Care for the land and environment

Communication and community  
engagement

Education & awareness

Mana whenua partnerships

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



Objective	Action	Owner	2024	Q2 Progress
<b>1.1 We care for and regenerate te taiao the environment</b>	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	Nothing major and significant to report
	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	15K produced end of Q2. The new screening plant commissioned at Puketutu Island is lifting quality of compost provided into the Auckland market. We have established a screening plant in Christchurch focusing on supply into the farming and horticulture markets
<b>1.2 We provide solutions for safe disposal to land</b>	Help territorial authorities remediate old dumps	Executive GMs UNI, LNI, SI	Deliver a dump remediation project for a territorial local authority	We began receiving waste in Q2 from at risk landfills in Waitaki District. The project remains on track to be completed in FY24. A pipeline of other potential new business is being developed for the future
	Consent disposal facilities which protect our environment	Chief Engineering & Development Officer	ARL conditions finalised and consented	Prepared for High Court appeals, which was heard in Q3. Waiting for decision and working through various consent conditions. It is hoped a High Court decision will be released by the end of the year

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



Objective	Action	Owner	2024	Q2 Progress
<b>1.3 Successful commercial partnerships with iwi</b>	Extend whanaungatanga with iwi	Chief People Officer	Each division runs an initiative that builds whanaungatanga in their region	Will work with the EGMs, RMs and ERD to build whanaungatanga.
	Develop commercial partnerships with iwi	Chief People Officer	Establish one commercial partnership with iwi	4 Māori scholarships have been finalised in STEM disciplines. Scholarships will be awarded in Q3 Iwi commercial manager recruitment business case underway
<b>1.4 Advocate for, engage with and educate our community</b>	Advocate New Zealand's transition to a carbon neutral circular economy	Executive GMs of UNI, LNI, SI, TS & CS, Chief Growth & Sustainability Officer	10 leaders actively participating in industry and advocacy activity	<ul style="list-style-type: none"> <li>Partnership with Nelson Environment Centre for recovery of B&amp;C waste and other community recovery initiatives</li> <li>Waste Advisory Board membership</li> <li>Waste and Recycling Industry Forum</li> <li>WasteMINZ Behaviour Change Committee</li> <li>HR Business Leaders Forum</li> <li>Advisory Board for Repair Network Aotearoa</li> </ul>

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



Objective	Action	Owner	2024	Q2 Progress
<b>1.4 Advocate for, engage with and educate our community</b>	Communication educates, is accurate, transparent and prevents greenwashing	Chief Growth & Sustainability Officer	Create two content items that educate around waste minimisation, resource recovery and carbon reduction	<ul style="list-style-type: none"> <li>• Educational videos created for customers including Living Earth story and plastic contamination</li> <li>• Sustainability Report launched with social media bite-sized facts rolled out</li> </ul>
	Advocate New Zealand's transition to a carbon neutral circular economy	Chief Growth & Sustainability Officer	<ul style="list-style-type: none"> <li>• Educate our new government ministers and officers about the industry's challenges and opportunities</li> <li>• Five media interactions promoting the work WM New Zealand does</li> </ul>	<ul style="list-style-type: none"> <li>• Members of the executive have met with Chris Bishop, Penny Simmonds</li> <li>• Waste and Recycling Industry Forum hosted Minister Penny Simmonds</li> <li>• Ingrid Cronin Knight engaging with Radio New Zealand on fast fashion</li> <li>• NZ Herald coverage of TS robbery attempt</li> <li>• ARL enquiries directing media to environmental protections evidence No further comment.</li> <li>• Positive media coverage of Marlborough contract rollout</li> <li>• Dunedin residential exit reported on, with our additional residential services promoted</li> </ul>

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



Objective	Action	Owner	2024	Q2 Progress
<p><b>1.4 Advocate for, engage with and educate our community</b></p>	<p>Community engagement</p>		<p>We support 10 community initiatives regionally</p>	<ul style="list-style-type: none"> <li>• Kate Valley Community Trust work ongoing (\$70k per annum donated)</li> <li>• Redvale (\$100k per year)</li> <li>• Whitford (\$150k per year)</li> <li>• Hands Up for Hospice (Nelson)</li> <li>• Partnered with community recycling groups at Rosedale and Selwood</li> <li>• RTS Coromandel Community Trust (run the RTS and reuse shop)</li> </ul>



# 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



# INITIATIVE 2: EXPAND CIRCULAR SERVICES

## HE RATONGA KIA POROWHITA HE HAUWHĀ O A TĀTAU U MANGA



Objective	Action	Owner	2024	Q2 Progress
2.1 Partner and innovate to create circular solutions at scale	<b>Identify and secure partnerships for circular economy and recycling opportunities</b>	Executive GM Circular Services Division	Deliver on 3 projects that make a difference in the circular economy	<ul style="list-style-type: none"> <li>MSW organics separation at Silverstream: Equipment delivered onsite in August 2024, processing to start as soon as equipment is commissioned</li> <li>PRNZ plastics processing equipment has arrived in NZ. The two processing lines will be set up during August and September and plastics processing will start in October</li> </ul>
	<b>Identify potential partnerships for circular economy and recycling opportunities, solving waste location and volume challenges</b>	Executive GM Circular Services Division	Deliver on 3 projects that make a difference in the circular economy	<ul style="list-style-type: none"> <li>In progress</li> </ul>

# INITIATIVE 2: EXPAND CIRCULAR SERVICES

## HE RATONGA KIA POROWHITA HE HAUWHĀ O A TĀTAU U MANGA



Objective	Action	Owner	2024	Q2 Progress
2.2 A preferred government partner for co-investment	<b>Co fund applications to bring circular solutions to New Zealand at scale</b>	Executive GM Circular Services Division	Deliver three approved co-funded projects	<ul style="list-style-type: none"> <li>On target</li> </ul>
2.3 Support our customers and suppliers to embrace circular solutions	<b>Standardised behaviour change approach to help customers adopt new circular services</b>	Chief Growth & Sustainability Officer	Update behaviour change support assets for commercial customers and transfer stations	<ul style="list-style-type: none"> <li>Sustainability Services assets refreshed for 2024</li> <li>Auckland's transfer stations are recovering more C&amp;D waste due to good behaviour change</li> </ul>
2.4 Our own operations become more circular	<b>Provide insight on material flows in the circular economy</b>	Executive GM Circular Services Division	Publish our recycling statistics for onshore and offshore processing	<ul style="list-style-type: none"> <li>Recycling destination flyer updated and published in Sustainability Report</li> </ul>
	<b>Our operations eliminate waste and circulate products and materials at the highest value</b>	Managing Director	Three initiatives implemented	<ul style="list-style-type: none"> <li>Changed FlexiBins stands from plastic to cardboard</li> </ul>



# Initiative 3: CARBON NEUTRAL BY 2050

He tūpapa warohea

**Material Issues:**

Carbon and energy use –  
decarbonisation

Climate-related business risk & continuity  
planning

# INITIATIVE 3: CARBON NEUTRAL HE TŪPAPA WAROHEA



Objective	Action	Owner	2024	Q2 Progress
<p><b>3.1 Our operations are carbon neutral by 2050</b></p>	<p>Implement activities from our independently verified carbon footprint reduction plan to reduce WM's carbon footprint in science aligned targets</p>	<p>Managing Director</p>	<ul style="list-style-type: none"> <li>Annual reductions in intensity GHG emissions of 16.8% reduction against scope 1, 2 and 3 transportation* against a 2020 baseline</li> <li>Increase our heavy vehicle electric fleet by 20%</li> </ul>	<ul style="list-style-type: none"> <li>Year-to-date intensity emissions sit at 68.9 tonnes CO<sub>2</sub>e per million dollars, which is a 40.6% reduction from the 2020 baseline</li> </ul>
<p><b>3.2 Climate risks are identified, published and managed</b></p>	<p>Identification and assessment of physical &amp; transitional climate change risks</p>	<p>Chief Risk Officer</p>	<ul style="list-style-type: none"> <li>Physical climate change risks are published</li> </ul>	<ul style="list-style-type: none"> <li>Detailed physical risk assessment against river flooding, coastal inundation and coastal edge proximity undertaken and summarised in Sustainability Report. We have undertaken a risk assessment in regard to fire and extreme weather events in site Environmental Management Plans and Climate Risk Register</li> </ul>

# INITIATIVE 3: CARBON NEUTRAL HE TŪPAPA WAROHEA



Objective	Action	Owner	2024	Q2 Progress
<b>3.3 Lead the way for customers and suppliers to succeed in their carbon reduction journey</b>	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	<ul style="list-style-type: none"> <li>On track. At Q2 we are achieving the set standard</li> <li>SWAP (Solid Waste Analysis Protocol) survey at Kate Valley (Q2) and Tirohia (Q3) to ensure the models for the ETS are correct. Additional checks to ensure compliance</li> </ul>
	Provide service offerings which assist with customers' carbon reduction	Sustainability Manager	Publish content EV fleet transition learnings and our carbon footprint	Fleet decarbonisation feature planned for 2 million electric km milestone, should be reached Q3
	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	Procurement to implement a Sustainable Procurement Framework. This will involve: <ul style="list-style-type: none"> <li>Incorporating social and environmental criteria into standard contract terms</li> <li>Establishing quarterly reporting on sustainable procurement progress</li> <li>Conducting regular risk assessments on key suppliers</li> </ul>

# INITIATIVE 3: CARBON NEUTRAL HE TŪPAPA WAROHEA



Objective	Action	Owner	2024	Q2 Progress
3.4 Work with our team to reduce their own carbon footprint	<b>Work with our team to help them reduce their personal carbon footprint and make sustainable choices</b>	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

**Material Issues**

Culture & Values

Diversity & Inclusion

Governance, ESG transparency & reporting

Employee attraction, development, retention & the future of work

Health, safety and well-being

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



Objective	Action	Owner	2023	Q2 Progress
4.1 We keep our team safe and well	<b>Reduce the number of incidents across each of Waste Management's 13 critical safety risks</b>	Chief Risk Officer	No injuries resulting in lifestyle changes	No injuries resulting in lifestyle changes
	<b>Deliver health check-up programme to the Waste Management team</b>	Chief Risk Officer	Deliver 3 health and well-being programmes	<ul style="list-style-type: none"> <li>• Menopause awareness</li> <li>• Mole mapping</li> <li>• Flu immunisations</li> <li>• Annual medicals Q2</li> <li>• September 6 week team building health &amp; wellbeing programme</li> </ul>
<b>4.2 Our employees are proud to work for Waste Management</b>	Employee engagement trends to 80%	Chief People Officer	Engagement score above 71%	<ul style="list-style-type: none"> <li>• Engagement survey to be rolled out in September</li> </ul>
	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	<ul style="list-style-type: none"> <li>• PEP process for ELT and Senior Leadership Team has been rolled out with ESG targets. New process for other staff "Let's Check In" to monitor engagement with WM on performance, values and behaviours</li> </ul>



# INITIATIVE 4: A GREAT PLACE TO WORK

## HE WĀHI TINO PAI KI TE MAHI



Objective	Action	Owner	2023	Q2 Progress
4.3 Celebrate our team's culture and diversity	<b>Execute the diversity and inclusion programme of work</b>	Chief People Officer	Execute the Inclusion and Diversity programme Publish gender pay gap and diversity representation	<ul style="list-style-type: none"> <li>Gender pay gap as at end of 2023 has been published at 1.8%. This has been promoted internally and received favourably</li> <li>Inclusion &amp; Diversity programme of work and key findings from 2023 engagement survey published in Sustainability Report</li> </ul>
4.4 We are kaitiaki, guardians of rewarding career paths which attract and retain our people	<b>Attract new team members through structured talent programmes</b>	Chief People Officer	Deliver four structured talent programmes that will attract new team members	<ul style="list-style-type: none"> <li>Company-wide mentoring programme</li> <li>Graduate programme</li> <li>Apprenticeship programme</li> <li>Recruitment model has been significantly overhauled</li> <li>4 Māori scholarships will be rolled out each year for the next 3 - 4 years</li> </ul>
	<b>Deliver sustainability training to our staff to reinforce our company purpose</b>	Sustainability Manager / Chief People Officer	Deliver two programmes to retain current staff including sustainability training to 450 employees to reinforce our company ambition	<ul style="list-style-type: none"> <li>End to end recruitment programme has been rolled out with talent advisors supporting operational divisions</li> <li>Sustainability training rolled out to 200 team members as at end of Q2</li> <li>I&amp;D committee held week-long Driver Appreciation initiative, with regional events and spotlights on excellence</li> </ul>



# Initiative 4: A GREAT PLACE TO WORK

He wāhi tino pai ki te mahi



**Material issues:**

Brand promotion and awareness

Customer experience

Ethical Value Chain

Sector leadership & policy engagement

Industry engagement and collaboration

Legal compliance

Diversifying the Service Offering

Sustainable business performance

Governance, ESG transparency & reporting

# INITIATIVE 5: A TRUSTED KIWI BUSINESS

## HE KIWI WHAI-PAINGA HE U MANGA PUMAU



Objective	Action	Owner	2024	Q2 Progress
5.1 Invest in infrastructure, fleet and businesses that progress our purpose and values	<b>Invest in fleet and infrastructure to improve recovery and reduce environmental footprint</b>	Chief Engineering & Development Officer	Spend \$40m on fleet, recycling and environmental protection infrastructure	<ul style="list-style-type: none"> <li>Delivered on Marlborough municipal contract, Auckland municipal recycling (Q2) and Taranaki municipal contract will be rolled out in Q3</li> </ul>
5.2 Our service is the most reliable in the industry	<b>Provide excellent delivery of services to customers</b>	Executive GMs of UNI, LNI, SI	Collections DIFOT 85% Auckland and 95% rest of country* *methodology has changed	End of Q2 = 96.2%
		Chief Growth & Sustainability Officer	Net Promoter Score = 25	End of Q2 = 52

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



Objective	Action	Owner	2024	Q2 Progress
5.3 Deliver solutions and technologies which improve our customer experience	<b>Review our brand to align to our purpose</b>	Chief Growth & Sustainability Officer	New brand improves customer/ public sentiment	Overall positive sentiment. Focus for Q2 & Q3 is rebranding signage and fleet. Organic social media with paid advertising campaigns planned for Q4/ 2025 Q1
	<b>Provide solutions which improve our customer experience</b>	Executive GMs of UNI, LNI, SI, TS, Chief Digital Officer	Provide three solutions to improve customer experience	<ul style="list-style-type: none"> <li>• Provided pay as you go solution for residential customers in Dunedin and Blenheim following rollout of council contracts</li> </ul>
5.4 Our value chains are effective, efficient and ethical	<b>Ethical supply framework established</b>	Chief Financial Officer	Improve position on Ethics against EcoVadis report	<ul style="list-style-type: none"> <li>• The legal team will develop an Ethics Framework to govern supplier conduct. This framework will include guidelines for assessing corruption, anti-competitive behaviour, and information security risks. Additionally, a robust ethics reporting process will be established</li> </ul>