

20

23



SUSTAINABILITY REPORT
Pūrongo Toitū



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He kupu na to matou kaiwhakahaere

A WORD FROM OUR
**MANAGING
DIRECTOR**

What was your highlight of 2023 from a people perspective?

We started off free from COVID restrictions and everyone was ready to enjoy the remainder of summer and get back to normal. Of course, life threw us another challenge and we were hit by some of the worst summer weather in recorded history. First the Auckland Anniversary Weekend floods and then Cyclone Gabrielle.

I was once again proud beyond words of the efforts our team put into helping Auckland and then later the worst hit parts of the North Island after the cyclone.

Our inorganics team helped the Defence Force with the clean-up, removing water damaged and destroyed items from wrecked homes. We delivered FlexiBins to the east coast to help Gisborne and the Hawke's Bay and our teams prioritised servicing aged care homes.

More than that our team came together to support their communities and each other. When they were able to, residents came to the transfer station in Gisborne in droves with trailers of flood damaged goods – many of which were uninsured and irreplaceable. Our team, who all turned up for work regardless of their personal loss, treated everyone with kindness, even coaxing some smiles in the most difficult of times. Extreme weather events are very much part of our future planning and you can read more about what we are doing in this space on [page 26](#).

What stands out from a business perspective?

Climate change is here, and we are going to need to make some dramatic changes to our lifestyles. As a waste management company we are focused on reducing our operational carbon emissions to be carbon neutral by 2050, and keeping waste materials in the supply chain for as long as possible.

In 2023 we launched a new division focused on circularity, called Circular Services (CS). As well as incorporating Living Earth (our compost brand) our materials recovery facilities and our recycling processing plants, we formed Plastics Recycling New Zealand (PRNZ), a joint venture (JV) with the Aliaxis Group to supply more plastic recycling solutions to the building and construction industry, and purchased Comspec plastic processing plant in the South Island as part of this.

Our team is excited about the future and our role in it.

How realistic is carbon neutral by 2050?

WM New Zealand (WM, WMNZ) is very committed and is putting the work in to understand how to achieve carbon neutral in our operations by 2050. We'll continue to hold ourselves accountable to our emissions reduction targets through our external Sustainability Advisory Panel and our Toitū carbonreduce certification. The vast majority of our operational carbon footprint comes from our diesel trucks, which is why we are moving ahead with decarbonising our fleet. At the end of 2023 we had 51 electric vehicle (EV) trucks which had travelled over 1,500,000 electric kilometres, saving a total of 1,120 tCO₂e.

Evan Maehl
Managing Director (MD)
WM New Zealand

OUR EXECUTIVE LEADERSHIP TEAM

Our Executive Leadership Team meet 14 times a year to discuss our WM Porohita strategy, the attainment of our strategic results and manage day to day operational performance of our business. The team review and approve annually the goals and KPI (Key Performance Indicator) actions, noting some goals have long term KPIs already endorsed. Detailed progress against the WM Porohita programme is reported quarterly and published publicly on our website. The majority of the executive also are members of the Carbon Reduction Committee, sponsored by the Managing Director, which meets quarterly.



Evan Maehl
Managing Director



Mike McSaveney
Executive General Manager -
Upper North Island



Greg Slaughter
Executive General Manager -
South Island



Dave Perkins
Executive General Manager -
Technical Services



David Howie
Executive General Manager -
Lower North Island



William Ding
Chief Financial Officer



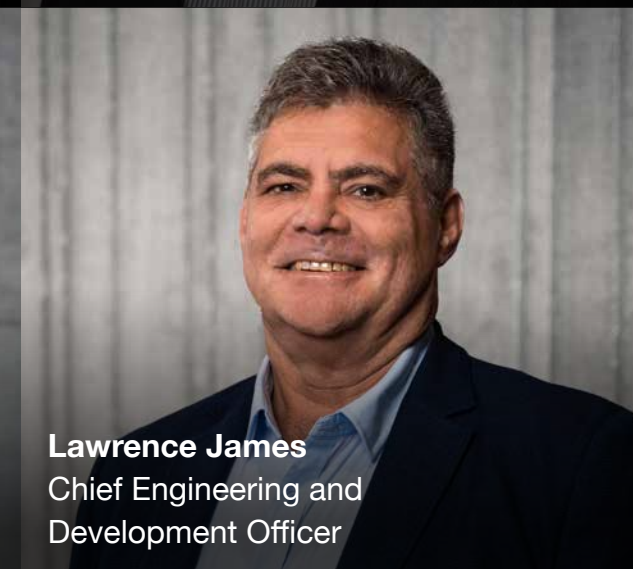
Craig Plested
Chief People Officer



Guy Smith
Chief Risk Officer



Ingrid Cronin Knight
Chief Growth and
Sustainability Officer



Lawrence James
Chief Engineering and
Development Officer



Lena Jenkins
Chief Digital Officer

OUR BOARD

An experienced Board provides oversight of WM New Zealand management and operations.

Following the purchase of the company in 2022 by Igneo Infrastructure Partners, shareholder directors Marc Benscher and Gavin Kerr conducted a rigorous external selection process to appoint independent chair Murdo Beattie, independent directors Tania Simpson, Vanessa Stoddart, Fraser Whineray, Laurie Kozlovic and Managing Director Evan Maehl. The process considered the views of stakeholders, diversity, independence and competencies relevant to the organisation. Learn more about our Board [here](#).

The Board meets eight times a year at various WM New Zealand sites around the country, giving members the opportunity to see firsthand our operations. They are responsible for governance, policy, risk, assurance and decision-making on all major economic, environmental, and social issues. Our Board delegate authority to the Executive Leadership Team for the strategy, execution of the strategy and running day-to-day operations, and attainment of our sustainability programme in line with our purpose and values. At each Board meeting members are provided oversight of the progress against our WM Porohita strategy, being the company strategy and the sustainability programme.

The Board sub-committees are the Audit and Risk Committee and People and Culture Committee. Board members work collaboratively with management on important topics such as stakeholder engagement and regulatory affairs. The Board or its sub-committees may seek management to provide independent assurance of the company's activities and processes.



OWNERSHIP



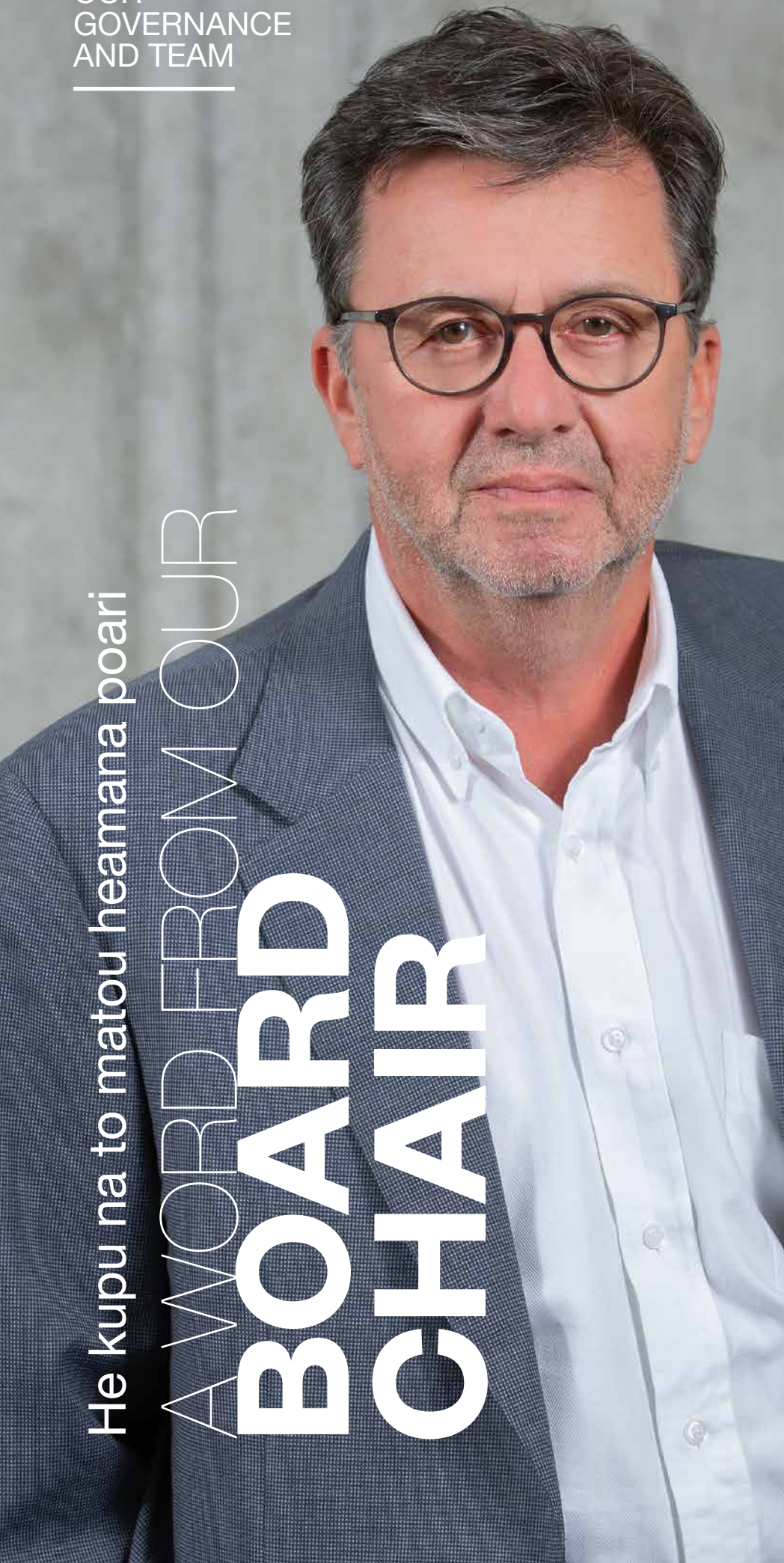
Waste Management NZ Limited is a New Zealand company headquartered at East Tāmaki Road, East Tāmaki, Auckland.

The company is owned by Igneo Infrastructure Partners. Igneo is an autonomous investment team in the First Sentier Investors Group. It invests in high-quality, mature, mid-market infrastructure companies in renewables, digital infrastructure, waste management, water utilities and transportation / logistics sectors in the UK, Europe, North America, Australia, and New Zealand.

Operating since 1994, the team works closely with portfolio companies to create long-term sustainable value through innovation, a focus on Environmental, Social and Governance (ESG) and proactive asset management. Igneo manages A\$28.5bn (US\$19.5 bn) worth of assets (as at 31 December 2023) on behalf of more than 200 investors around the world. For more information visit igneoip.com

Mercer Investments Australia Limited has a minor shareholding.

He kupu na to matou heamana poari
A WORD FROM OUR
**BOARD
CHAIR**



What inspired you to join WM New Zealand as its new board chair, and what are your personal values and beliefs regarding sustainability?

As an investment banker I have spent most of my career working with large utility companies that deliver essential services to our community so I was attracted to the challenge of joining the WM board. I see WM being at the forefront of our transition to a carbon neutral economy.

Climate change is a major issue facing us all, and collectively we need to address it head on. There is no silver bullet, it's a complex issue requiring a multi-faceted approach and systematic changes to the way we live and do business.

WM New Zealand struck me as a company that is committed to playing a leading role in the transition to sustainable business as we head to the middle part of the century.

What is your take on WM's sustainability efforts to date, and what are the areas for improvement?

There is a lot to be proud of in WM's efforts to date, which you can read about in the pages of this report. A good summation can be found on [page 11](#), which outlines the milestones of WM's sustainability progress. Of particular significance was the consenting of Redvale Landfill & Energy Park in 1992, the first landfill in New Zealand consented under the Resource Management Act. Redvale has set the standard for modern, engineered landfills ever since and continues to be one of the best facilities of its kind in the world.

From greenhouse gas capture and environmental protection at our landfills, we are expanding the business to ramp up materials recovery and recycling, often in partnership with our local council and commercial clients. This is evident in the ongoing investment planned for recycling infrastructure through the company's Circular Services division.

In our day-to-day operations, a big focus is on reducing diesel consumption. As well as operating the largest EV fleet in the country and continuing to expand this, the team is constantly honing route efficiencies and reducing idling times, as well as exploring hybrid options for yellow gear.

There will always be room for improvement until we get to carbon neutral, and there will always be a role for us in supporting our customers' efforts to reduce their emissions.

What do you see as the future direction for sustainability within WM New Zealand, and how will the Board help make this a reality?

We've brought together a diverse Board with a range of views and backgrounds, and we are all fully aligned on developing and improving WM's sustainability efforts. It is our intention for WM to continue to show leadership on climate change issues as we work with our customers and our communities. We will be constantly looking for changes that we can make to our operations and services that work for the long term.

Murdo Beattie
Board Chair
WM New Zealand

A WORD FROM OUR
SUSTAINABILITY
ADVISORY
PANEL CHAIR

What has been the standout to you in 2023?

In 2023, WM have made significant progress in shaping Porohita, the new sustainability strategy, and importantly, achieving closer alignment with WM's core business strategy and focus. Bringing a more holistic and balanced focus across five strategic pillars, Porohita provides meaningful definition of WM's future sustainability focus and ambition ([see page 8](#)). Importantly, this work was informed by learnings from WM's foundational For Future Generations (FFG) Sustainability Strategy, and a review of the associated programme. The WM external Sustainability Advisory Panel have welcomed the opportunity to guide, inform and critique this process throughout 2023.

This year also saw the appointment of Andrea Svendsen into the role of Communications and Sustainability Manager, bringing a fresh perspective, and depth of experience in communications and engagement that has been valuable in setting a strong foundation for embedding Porohita. As a Panel, we look forward to advising, supporting and challenging WM to ensure measurable and impactful progress continues to be achieved in 2024. In a climate of increasingly complex and nuanced risks and opportunities, this has never been more important than it is today.

What are you advising WM to focus on over the next several years?

The New Zealand Climate Change Commission (CCC) continues to advocate for ambitious action, and we need to remain on track to secure a sustainable, low emissions and climate resilient economy. Given WM's early leadership in fleet decarbonisation, and in light of its nationwide scale and footprint, I see this as an important area where WM should continue to ramp up their efforts on.

As a leading waste solutions provider, the continued growth of circularity, and the new Circular Services division also presents new opportunities to deliver innovative solutions. This challenges traditional thinking and approaches, and through partnerships and strategic alliances, represents a very real opportunity to move the dial.

At a time when we're seeing a heightened focus on greenwashing and a proliferation of global reporting standards relating to sustainability disclosures, the necessity for WM to demonstrate strong ESG credentials is clear, and will be an increasingly important area of focus, and we are encouraged that this is an area of focus for WM's owners, Igneo Infrastructure Partners (Igneo).

What are some of the biggest challenges ahead?

It is clear that the interconnected issues that WM must evaluate are changing constantly, and a holistic, systematic and multi-dimensional focus is essential.

The intention is that our Panel will continue to help WM to be agile and responsive, and ready to anticipate first, second and third order unintended consequences. In doing so, as a Panel, we need to continue to challenge our performance, think laterally and remain cognisant of potential blind spots.

We believe that it is critical that broad, diverse, independent, and unfiltered perspectives are heard clearly at the senior levels of WM. Our intention is that the Panel will continue to provide a valuable conduit for this to occur, and we very much look forward to continuing to support WM on this journey.

In closing, as we reflect on 2023, we can be pleased at where things are at for WM - a clear business plan with sound objectives and growth potential, a strong sustainability platform, a committed Board and management, and owners who embrace ESG, and we look forward to what lies ahead in 2024.

Lisa Martin
Sustainability Advisory Panel Chair
WM New Zealand

OUR SUSTAINABILITY ADVISORY PANEL

Our Sustainability Advisory Panel meets quarterly and provides an external lens on our progress, giving challenging and constructive feedback, along with direction and advice in relation to powering the circular economy and the journey to a carbon neutral future for Aotearoa New Zealand.



Dr Hugh Logan, Lisa Martin, Tim Manukau and Tom Nickels.

INVESTORS TOUR OF KEY AUCKLAND SITES

At the end of 2023 we were very proud to showcase WM New Zealand to around 45 of Igneo Infrastructure's major international investors, as well as senior members of the Igneo team.

The visitors travelled from Australia, Asia, North America and Europe as part of the annual Igneo investor event.

Our team pulled off a stellar logistical feat in coordinating the visit and, incredibly, the unpredictable Auckland weather also turned on some glorious sunshine.

The group started the day with a visit to Redvale Landfill & Energy Park, where they had a tour of the site led by Regional Manager Glen Jujnovich and some of our engineering experts. They were also initiated into how a modern, engineered landfill works and WM New Zealand's role in taking care of Auckland's waste.

Next, they went to the Selwood Road Transfer Station where they had a guided tour and experienced the majesty of hook trucks in action.

Finally, they came to the Auckland HQ in East Tamaki Road for lunch and a presentation from Head of Fleet Jitesh Singh, followed by a tour of the EV workshop.

The sites looked great, the tours were informative, and our guests were very impressed with our delivery and operations.



Watching the majesty of hook trucks in action.

Igneo Infrastructure's major international investors visited some of our key Auckland sites.

Our Facilities and Services

From Kaitia to Bluff, we have 79 sites which deliver our services to our commercial, municipal, government, and residential customers across the country.

Collections Services are managed via three geographic divisions and on any given year collect around 1 million tonnes. Our Upper North Island (UNI) division covers Kerikeri through to the south of Auckland, the Lower North Island (LNI) division services Waikato to Wellington, and our South Island (SI) division covers all of Te Waipounamu.

Our **Post Collection** services are managed across our recycling, hazardous waste processing and disposal sites.

Our **Living Earth facilities:** Have more than 30 years' experience turning organic waste into compost and in 2023, 88,000 tonnes of food and garden waste was collected for processing into 64,000 tonnes of compost by our Living Earth operations nationwide.

Our **Recycling facilities:** Process a range of materials from old, corrugated cardboard to glass, tin and plastics, enabling such waste streams to be sold as a commodity input into making new products. In 2023, 112,000 tonnes of materials were collected for recycling.

Hazardous Waste facilities: We have five branches run by an experienced team of chemists and operators. These are located in Auckland, Tauranga, Rotorua, Wellington and Christchurch.

Our **Landfills:** We own and manage modern engineered landfill and energy parks, where waste is carefully contained to collect landfill gas. This gas is used to generate renewable electricity that can power more than 25,000 homes across New Zealand and our ever-growing electric fleet. This year, we are proud to report again that 100% of leachate from our landfills was captured and treated.



Our locations around Aotearoa New Zealand.



FlexiBin: Our FlexiBin product is a fast, simple, and versatile waste solution sold through national retailers for general waste, greenwaste, or construction and demolition (C&D) waste.

WM Technical Services (TS): Provides handling and disposal services for hazardous waste, liquid waste, medical and biohazardous waste, sharps, oil waste, and asbestos. In 2023, 111,000 tonnes of hazardous waste was removed on behalf of our customers.

Circular Services (CS): is focused on circularity and keeping waste materials in the supply chain. The division includes our material recovery facilities, Living Earth composting, recycling facilities, tyre recycling and building and construction (B&C) recovery facilities.

WM Sustainability consulting services: Helps businesses achieve their circular economy and carbon reduction sustainability and environmental ambitions by offering waste minimisation, reuse and education solutions.

OUR REPORT

Our fifth annual sustainability report, prepared with reference to the Global Reporting Initiative (GRI) Sustainability Reporting Standards, covers all operations and JVs in the 2023 calendar year and was published in August 2024.¹

We include our trading entities within the scope of this report on an equity share basis (page 48 Joint Ventures). We exclude our non-trading entities. Our materiality threshold is 10%. There are no restatements of information claimed in this report.

WM Porohita (To be circular) is our company strategy and our sustainability programme. Sustainability development activity is focused around our five strategic outcomes. WM is reporting for the first time on climate disclosures. This is the start of a journey, and our reporting will continue to evolve.

Our Porohita sustainability initiatives are aligned with the United Nations Sustainable Development Goals (SDGs), which are a collection of 17 global objectives set out by the United Nations to be achieved by 2030. They aim to balance social progress, economic growth, and environmental protection. By aligning with key SDGs, WM demonstrates a commitment to sustainable development and ensuring that its programmes contribute to the achievement of the global goals.

WM New Zealand's Executive Leadership Team has reviewed this report, alongside our external Sustainability Advisory Panel.

As a member of the Sustainable Business Council (SBC), our sustainability reports are reviewed by the SBC every two years under the World Business Council for Sustainable Development International Reporting Matters Framework. Our carbon footprint results are audited annually by Toitū Envirocare.

WM values the views of its stakeholders and invites feedback on the report. Email sustainability@wm.nz

¹ WM New Zealand does not produce or release annual financial reports publicly.

OUR STRATEGY

WM Porohita

To be circular



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

OUR NEW BRAND

Early in 2024 we rebranded to WM New Zealand, Let's take care of it/ Mā tātou katoa e tiaki.

Dropping the 'waste' signifies our commitment to creating a carbon neutral circular economy and adding New Zealand connects us to our 130-year-strong Kiwi heritage. 'Let's' and 'tātou' reflect our commitment to working with our stakeholders to responsibly take care of our resources, our whenua (land) and our tangata (people).

Waste Management NZ Limited remains our legal name.

You'll see our new brand throughout this report. It's proven hugely popular with our team and we hope you enjoy it also. Watch our brand video [here](#).



Brand art made from recycled skip bin steel.

HOW WE CREATE VALUE

1,278,000

TONNES OF WASTE COLLECTED BY 969 TRUCKS AND ACCEPTED AT OUR TRANSFER STATIONS

111,000

TONNES OF HAZARDOUS WASTE REMOVED AND TREATED

112,000

112,000 TONNES OF RECYCLING COLLECTED AT OUR FACILITIES

60%

OF PLASTICS COLLECTED AND PROCESSED ARE SOLD WITHIN NZ

This is an annual view of plastic tonnes sold by WMNZ within NZ and overseas, as recorded at our materials recovery facilities and processing plant weighbridges.

34%

OF OUR LIGHT FLEET IS ELECTRIC

MATERIALS RECOVERY FACILITY

PROCESSING FACILITY

TRANSFER

13,000

TONNES OF OLD TYRES TURNED INTO TYRE DERIVED FUEL

61

EV CHARGING STATIONS INSTALLED

51

ELECTRIC TRUCKS CONVERTED BY THE END OF 2023

125,000

EXPORTED MWh OF RENEWABLE ENERGY

95%

GAS CAPTURE EFFICIENCY

100%

OF LEACHATE CAPTURED

Water quality that runs off the landfill footprint, as well as groundwater around the landfill boundary, is monitored. Any leachate that isn't captured will show as an elevated reading for one of the key parameters associated with leachate.

88,000

TONNES OF FOOD AND GARDEN WASTE COLLECTED

47,000

tCO₂e OPERATIONAL EMISSIONS, DOWN 20% FROM OUR 2020 BASELINE

14.9m

LITRES OF OIL COLLECTED

*Based on WM New Zealand's 2023 Annual Volumes Report and December 2023 Fleet List. Rounded to the nearest thousand for communications purposes.

OUR SUSTAINABILITY JOURNEY

1935 Our company started hauling waste

1985 Side load trucks for council collections brought to NZ

1986 WM introduces wheelie bins to NZ

1987 WM launches "Port-O-Let" (portable toilets)

2004 **Kate Valley Landfill consented**
Joint venture, Transwaste Canterbury Ltd, receives consent in March 2004 for the Kate Valley Landfill, the largest landfill in the South Island.


2001 **WM publishes its first environmental report audited by the Ecologic Foundation.**
It focuses on a sustainable corporate performance, balancing economic growth, environmental management and social equity.

1996 **JV with Living Earth**
for Wellington composting.

1993 **Redvale Landfill consented**
First landfill consented under the RMA at Redvale, Auckland. First recycling facility built in New Plymouth.

1989 **Delivers kerbside recycling to Auckland communities**
in new purpose-built left-hand drive trucks. Introduces NZ's first front load trucks for commercial recycling.

1988 **WM forms Recycle New Zealand**



2016 **Electric vehicle programme begins**
Commitment to trial EV trucks by converting diesel to electric.

2018 **EV conversion workshop**
Auckland workshop opens to convert diesel trucks to electric in Auckland.

2019 **Carbon reduction plan**
First audited carbon reduction plan created.

2018 **Carbon emissions**
First waste company in NZ to measure greenhouse gas emissions and form a baseline through (now) Toitū.

2018 **FFG launches**
First waste company to release a detailed sustainability strategy - For Future Generations.

2019 **Climate Leaders Coalition**
Founding member of CLC, committing to public reporting of emissions and a reduction plan.

2019 **Sustainability Advisory Board formed**
Founding Chair Sir Rob Fenwick.




2023 **Circular Services**
A new division focused solely on recovery of materials. Incorporates Living Earth, materials recovery facilities, tyre recycling and building and construction recovery.

2022 **Sustainability champions**
Regional sustainability champions appointed, alongside site carbon budgets.

2021 **Circular Strategy**
New carbon strategy launched with purpose to power a low carbon circular economy.

2020 **GRI Sustainability Report**
First waste company in NZ to release a sustainability report.

2023 **1.12 million EV kms**
Our electric truck fleet has travelled over 1.5 million km saving 563,000 litres of diesel and preventing over 1.12 million kg of CO₂e from entering the atmosphere.

2023 **Porohita launched**
Revised sustainability and company wide strategy Porohita, to be circular.

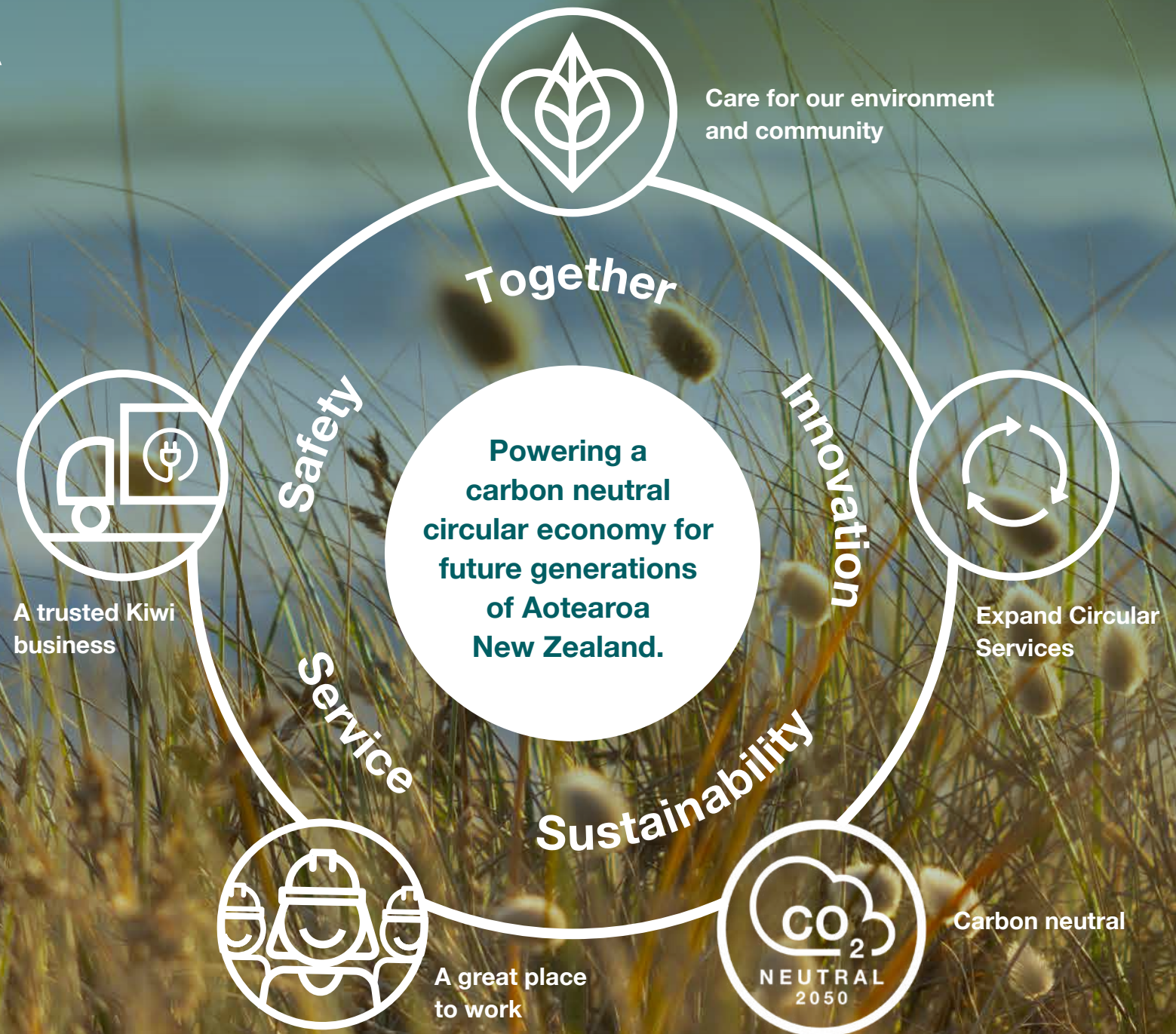



2023 IN REVIEW: WM POROHITA UPDATES

This report is the first update against our new company strategy and sustainability programme. WM Porohita, which was formed around our 2023 materiality matrix (refer to **Appendix I**) and structured into five key areas:

- Care for our environment and community
- Expand circular services
- Carbon neutral
- A great place to work
- A trusted Kiwi business

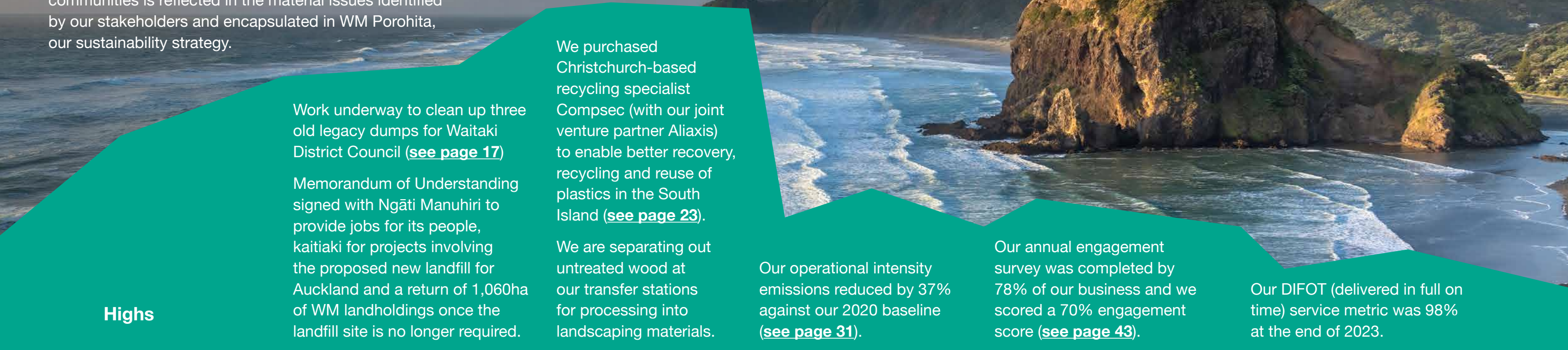
WM Porohita sustainability strategy projects have owners who are on our executive team, and the progress is tracked with quarterly reports published on our website.



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

OUR IMPACTS

As a company our impacts on the environment and our communities is reflected in the material issues identified by our stakeholders and encapsulated in WM Porohita, our sustainability strategy.



Highs

Work underway to clean up three old legacy dumps for Waitaki District Council ([see page 17](#))

Memorandum of Understanding signed with Ngāti Manuhiri to provide jobs for its people, kaitiaki for projects involving the proposed new landfill for Auckland and a return of 1,060ha of WM landholdings once the landfill site is no longer required.

We purchased Christchurch-based recycling specialist Compsec (with our joint venture partner Aliaxis) to enable better recovery, recycling and reuse of plastics in the South Island ([see page 23](#)).

We are separating out untreated wood at our transfer stations for processing into landscaping materials.

Our operational intensity emissions reduced by 37% against our 2020 baseline ([see page 31](#)).

Our annual engagement survey was completed by 78% of our business and we scored a 70% engagement score ([see page 43](#)).

Our DIFOT (delivered in full on time) service metric was 98% at the end of 2023.

Value creation outcomes

CARE FOR OUR ENVIRONMENT AND COMMUNITY

EXPAND CIRCULAR SERVICES

CARBON NEUTRAL

A GREAT PLACE TO WORK

A TRUSTED KIWI BUSINESS

Lows

We aimed to create a divisional planting plan in 2023 but failed to do so. We did contribute to over 1,000 kahikatea trees being planted at Tiromoana Bush in Canterbury ([see page 15 and 17](#)).

Christchurch Living Earth odour concerns result in less compost being produced at the Bromley facility.

Gross diesel emissions increased as we added 38 trucks to the fleet to service Thames Coromandel, Hauraki and Matamata Piako district councils ([see page 51](#)).

31% of our people took part in our annual health and well-being check-up programme, which was shy of our 40% target ([see page 35](#)).

There were some delays when we took over kerbside collections in the eastern Waikato region. This was due to a holdup with our truck supplier (we designed and commissioned new trucks to pick up food waste and glass at the same time). ([See page 51](#))

CARE FOR OUR ENVIRONMENT AND COMMUNITY

Ka manāki tatou i to tatou Taiao me te hāpori





CARE FOR OUR ENVIRONMENT AND COMMUNITY

Key objectives are:

- We care for and regenerate te taiao the environment
- We provide solutions for safe disposal
- Successful commercial partnerships with iwi
- Advocate for, engage with and educate our community

Material issues:

Care for the land and environment

Communication & community engagement

Education & awareness

Mana Whenua partnerships

Objective	Actions	KPI	Status	Progress in 2023
1.1 We care for and regenerate te taiao the environment	We are compliant to our environmental consent conditions	Maintain consent compliance and ensure no major and significant environmental incidents	Achieved ✓	There have been no major and significant environmental impacts at any of our divisional sites year to date (see page 16).
	Regeneration of native trees, wildlife and soil health with Living Earth compost and divisional planting	Creation of division planting plan incorporating stakeholder engagement and biodiversity outcomes	Partly Achieved ✓	<ul style="list-style-type: none"> • Initial planning is underway for planting at Redvale and an ecological baseline study at Whitford. • Annual planting programme at Kate Valley completed, over 1000 kahikatea trees planted in Tiromoana Bush (see page 17). • Hired two ecologists.
1.2 We provide solutions for safe disposal	Help territorial authorities remediate old dumps	Support a local authority to remediate an old dump	Achieved ✓	Construction on an engineered cell for the final disposal of material is underway to remediate legacy landfills for the Waitaki District Council (see page 17).
	Consent disposal facilities which protect our environment	Consent Auckland Regional Landfill	Partly Achieved ✓	Environment Court has released an interim decision where further work is required on consent conditions to meet the application. WM is working with stakeholders to meet consent requirements.
		Consent Tirohia Phase C	Not Achieved —	Pending Environment Court decision. Development of management plans and preliminary design.
1.3 Successful commercial partnerships with iwi	Extend whanaungatanga with iwi	Implement whanaungatanga with iwi at our landfill and head office sites to foster trust, support and a sense of community	Achieved ✓	Tumu Tikanga is continuing to evolve relationships with iwi: Auckland, Waikato, Orakei, Hauraki, Rotorua, Taranaki, Gisborne, Wellington.
	Develop commercial partnerships with iwi	Explore commercial partnerships with iwi	Achieved ✓	Memorandum of understanding (MOU) signed with Ngāti Manuhiri. Iwi engagement pillars have been established. Commercial service provision for Te Runanga o Toa Rangatira
1.4 Advocate for, engage with and educate our community	Communication educates, is accurate, transparent and prevents greenwashing	Communications plan published annually and executed	Achieved ✓	Annual stakeholder engagement and communications plan published at the start of 2023. Executed.
	Advocate New Zealand's transition to a carbon neutral circular economy	Provide pragmatic feedback to government on policies and work with media to promote New Zealand's transition to a carbon neutral circular economy	Achieved ✓	<ul style="list-style-type: none"> • Waste and recycling discussion paper provided to political parties prior to the election. • Briefing to the incoming Minister for the Environment provided, as well as to key environment party spokespeople. • Media engagements: 16 written media responses, 3 press releases, 3 television interviews, 3 podcast interviews, and WM featured in a series of articles on BusinessDesk (a total of 10 articles). Evan Maehl was interviewed on the circular economy and our carbon neutral ambitions for the annual NZ Herald sustainability supplement. • Visits to Redvale Landfill and Energy Park: Climate Change Commission, Infrastructure New Zealand, Auckland Council.
	Advocate New Zealand's transition to a carbon neutral circular economy	Provide leadership to industry and advocacy bodies to support New Zealand's transition to a carbon neutral circular economy	Achieved ✓	<ul style="list-style-type: none"> • Representation in the Waste & Recycling Industry Forum's various submissions on current waste sector issues and representation on WasteMINZ subcommittees. • Relationships with councils: Hutt City Council already at 50% collections with EVs, 100% by the end of 2025; Silverstream pilot programme for yellow gear EV conversion continues, Hutt City Council has been successful in funding application to Energy Efficiency & Conservation Authority (EECA) for charging stations at Silverstream. • Selwyn District Council decarbonisation scoping project underway.

OUR INTERACTIONS WITH TE TAIAO

(The Environment)

Our assets and facilities are landfills, refuse transfer stations, branch offices, Technical Services facilities (hazardous waste and oil silos), Circular Services facilities (recycling, compost), and Collection Services. Each one of our sites is consented under the Resource Management Act (RMA) which manages impacts to the surrounding environment, including impacts to air, water, land and biodiversity.

Each one of our sites has consent conditions which manage environmental impacts. We plan, monitor and actively manage to ensure compliance against these consent conditions.

Environmental compliance

WM New Zealand continues to review legislation and consents to confirm we are meeting all legal compliance requirements, including all consent conditions and all relevant legislation.

In 2023 we:

- Established a Best Practice Landfill Rōpū and Environment Rōpū. These set key performance indicators including compliance and environmental management, with appointees from operational divisions. The Chief Risk Officer is a member of the Environment Rōpū.
- Continued the proactive consent management system which was rolled out in 2022.
- Conducted regular environmental training and communication with site management and team members so they are aware of consent requirements along with general planning requirements which affect each site.
- Ensured conditions of consent requiring regular testing and monitoring are documented appropriately and reported.
- Conducted regular annual reviews and assessment of sites against planning requirements including conditions of any applicable consents or consent renewals.
- Reports, including consent and compliance reports against conditions, made to various stakeholders.
- Stored testing results in a database to enable monitoring, trend analysis and reporting.
- Hired two ecologists that review and assist in protecting the ecology and biodiversity of our sites across New Zealand.

There were no significant environmental events during 2023. 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.

Protecting waterways

Our operational activities interact with water in different ways, including:

- Withdrawing from surface water and groundwater to assist with meeting water demands for truck/bin washing and dust suppression.
- Water is discharged to the environment through surface water ponds, trade waste (through a local waste water treatment plant before discharge to the environment) and through very minor groundwater seepage.
- Impacts to surface water mainly by discharging stormwater that contains sediment, although the quantity of sediment is managed to within defined limits. WMNZ has potential to cause harm by discharging water that has come into contact with waste, known as leachate. We manage operations to avoid environmental harm that could occur due to these discharges.

Standards for discharges are based off two main sources:

- ANZECC guidelines that are based on long term environmental studies with different discharge standards for freshwater and marine water.
- Site specific trigger levels derived from baseline studies. The full dataset will be used to derive statistically valid limits, such as using +3 standard deviations from the mean of the data collected.

Sector specific standards are applied for the for determining the quantity of discharge to groundwater. The profile of the receiving waterbody can be considered, depending on the nature of the discharges that is being proposed.

Water-related impacts are assessed through studies that are undertaken when setting up a new site. These include baseline studies that determine the state of the water health before WM operations are started.

Water related impacts are addressed through detailed technical studies of the sites that can be impacted by WM New Zealand operations. WM communicates the outcomes of these studies to external stakeholders such as iwi, regulatory authorities and the local community to ensure that any effects are well understood.

Water-related goals are based on the outcome of those baseline studies of groundwater and surface water. The goal is to make sure that WMNZ doesn't cause any further degradation of the water quality through its operations.

OUR INTERACTIONS WITH TE TAI AO

Protecting whenua at our landfills

WM New Zealand only invests in technology and solutions for waste that protect the environment. We are particularly proud of our modern landfill and energy parks, which are among the best in the world.

Although recovery of materials is always our priority, what remains must be safely disposed of, and for New Zealand the best solution is a modern, engineered landfill. These are nothing like dumps or tips of the past and are designed and operated by engineers to protect the environment, while extracting remaining value from the waste.

Waste is safely contained within a sophisticated lining system, and 100% of leachate (liquid runoff from waste) is collected and then treated, either onsite, at one of our Technical Services facilities or a waste water treatment plant.

Onsite it is treated and disposed either through BeneVap evaporation (see our case study Kendra lands at Kate Valley on [page 18](#)) or through large aeration ponds and irrigation fields or recirculated within the landfill.

We have extensive engineering controls on the construction of the site and cells with external consultants and local territorial authorities assuring the quality. We use SCADA monitoring tools to monitor environmental impacts.

Remediation of old tips/ dumps

There are at least 460 closed sites scattered around Aotearoa, several of which are at risk of spilling into waterways and the ocean. It means decades old rubbish, which has simply been thrown into a hole in the ground with limited environmental protections, could increasingly cause massive pollution events – and the risk is getting worse as extreme weather events ramp up due to climate change.

WM New Zealand's expertise at managing landfills means we are well placed to help territorial authorities with old dump clean-ups and remediation. We are currently partnering with Waitaki District Council on remediating three coastal tips. Two of the dumps are located on Beach Road, three kilometres south of Oamaru, where people have been fly-tipping (illegally dumping) for years. The third is the now closed Hampden tip that was operated by the council from 1970 to 1996 and is located next to the beach.

The waste is removed to a newly engineered cell at Palmerston Landfill. Part of the work involves capturing and relocating the tussock skinks which make their home at Hampden tip.

Once the skinks have been safely moved, rubbish from the Hampden tip – which is currently falling into the sea – will be taken to the new cell at Palmerston Landfill. There is around 30,000m³ of waste that needs to be relocated before it washes out into the ocean. Amazingly this was once an official council disposal site, something that would never be built or allowed today.

The project, named [Project Reclaim](#), is widely supported by the public and regular updates are published online.

Protecting our air

WM New Zealand's landfills capture more than 95% of biogas naturally created from organic waste as it decomposes, stopping harmful methane from entering the atmosphere, and either destroy it through flaring, use it as fuel for landfill operations or convert it to electricity to feed back into the national grid. Redvale Landfill & Energy Park remains Auckland's largest renewable energy creator.

Class 1 landfills (which take household waste) have reduced their biogenic methane emissions (through effective methane capture) by 53% since 2005 – achieving the NZ target nine years ahead of its Paris Agreement commitment. The rest of the country's gross emissions (excluding class 1 landfills) have only reduced 8.3%. Class 1 landfills emissions as a percentage of NZ's total gross emissions have reduced from 3.0% in 1990 to 1.4% in 2022.

Regeneration & biodiversity

We are committed to planting and improving biodiversity outcomes.

At Living Earth we produced 64,000 tonnes of compost to help regenerate New Zealand's soil and support our agricultural economy.

At Tiromoana Bush, near Kate Valley Landfill & Gareth James Energy Park, vigorous regeneration is occurring within the existing areas of shrubland and forest sufficient to ensure that natural successional processes are leading towards the development of mature lowland forest appropriate to local conditions. The existing korimako (bellbird) population has expanded and kererū (native pigeon) are now residing within the area.

Overall bird numbers have been bolstered by an ongoing pest eradication programme, as well as the bush regeneration and tree planting. Rare native birds including the shining cuckoo (pīpīwharau) and kererū tomtit (ngirungiru) have been spotted in the bush. Other native birds like silvereye (tauhou) and fantail (piwakawaka) continue to be common in the reserve. The nationally "at risk-declining" spotless crane (pūweto) and marsh crane (koitareke) have also been sighted in the wetlands. Both species are very secretive and rarely come out into the open.

Planning is underway for planting at Redvale Landfill & Energy Park and an ecological baseline study at Whitford Landfill & Energy Park.

Auckland Regional Landfill environmental impacts

The proposed Auckland Regional Landfill (ARL) site in Wayby Valley north of Auckland includes 16ha of native wetlands and 14ha of exotic wetlands. We are building partnerships with iwi Ngāti Manuhiri to help establish the regeneration of bushland at ARL.

The ARL site location is adjacent to land that is protected for biodiversity known as the Sunnybrook Reserve.

Native freshwater fauna is present across the landfill footprint and include "at risk declining" species such as torrentfish, and Kākahi (International Union for Conservation of Nature vulnerable), "at risk naturally uncommon" species such as freshwater crab, and possibly "threatened nationally vulnerable" species such as Kākahi and Hochstetter's New Zealand Frog (International Union for Conservation of Nature least concern).

There are parts of the land within the WMNZ landholdings that will be fenced off and used as a sanctuary for relocated endangered animals.

The operational activities in the area will include construction of the landfill and ancillary activities as well as the landfill itself. The project works for the landfill will result in the permanent and irreversible loss of 12.2km of permanent and intermittent stream habitat (approximately 5.1km and 7.1km respectively). The wider ARL site includes several 'Significant Ecological Area' overlays, but no works are proposed in these areas.



BeneVap "Kendra" at Kate Valley Landfill & Gareth James Energy Park.

Kendra lands at Kate Valley

The wondrous power of the BeneVap has been introduced to Kate Valley Landfill & Gareth James Energy Park. This incredible machine, named Kendra, was installed at Kate Valley in 2023 and now treats most of the leachate produced at the landfill.

It uses landfill gas to evaporate water from leachate, with the concentrated leachate then returned to landfill. The plume you see in the image is steam as the water content within the leachate is evaporated.

Like Redvale's BeneVap Irma, Kendra has many benefits, including:

- Evaporating up to 50m³/day of landfill leachate at approximately 300m³/hr landfill gas consumption rate, making her one of the most efficient leachate evaporators in the world
- Using landfill gas as a power source
- Reducing transport emissions when leachate levels have required transport to the Bromley waste water treatment plant in the past.

The technology is so environmentally friendly and efficient, there are plans to install another BeneVap at Kate Valley over time. BeneVaps are in place at Redvale and Bonny Glen landfills and we will introduce to other landfill sites.

Project Manager Mike Beretta says each BeneVap that is ordered from Australia comes with a name, which is why we have Irma at Redvale and Kendra at Kate Valley.



Our Auckland Inorganics team help clean up after the Auckland Anniversary floods.

Caring for our community during climate change events

In 2023, Auckland was hit hard by the Auckland Anniversary Weekend flood events and then just weeks later the country, and particularly the East Coast, were battered by Cyclone Gabrielle. It was a hugely difficult time, and our teams stepped up. Our Auckland inorganics crew worked with the Defence Force to clean up the streets of Tāmaki Makaurau, removing debris and flood damaged furniture and other household items. It was supposed to be a 1-in-200 year weather event, but just a few weeks later Cyclone Gabrielle arrived, devastating Gisborne and the Hawke's Bay.

At WM New Zealand we had patchy contact with the Hawke's Bay and lost contact altogether with our Gisborne team for almost four days. It was with great relief we were finally able to confirm everyone was unharmed – although many had damaged homes and property.

Both the Gisborne and Hawke's Bay teams turned up to work immediately following the cyclone and mucked in to try and get services up and running again as fast as possible. This was despite having just lived through a very traumatic time that affected everyone they knew. That's just the way we do things here, a team member explained.

What followed next, the clean-up efforts from both our teams in the Hawke's Bay and Gisborne, the support they gave to their communities and the care and aroha for each other was inspirational. Our teams prioritised servicing aged care homes, prompting the CEO of a leading aged care provider to write a letter of thanks for "incredible help and support". She said: "Please know that your actions have helped hundreds of our most vulnerable residents."

Residents came to the transfer station at Gisborne in droves with trailers of flood damaged goods – many of which were uninsured and irreplaceable. Our team treated everyone with kindness, even coaxing some smiles in very difficult times. Later they gave out chocolate packs and wrote messages of support to everyone who came across the weighbridge. One woman was in tears as her whole house load was on two trailers and she had no insurance – but she was touched and left with a smile.

EXPAND CIRCULAR SERVICES

Whakanuia nga ratonga porohita





EXPAND CIRCULAR SERVICES

Key objectives:

- Partner and innovate to create circular solutions at scale
- A preferred government partner for co-investment
- Support our customers and suppliers to embrace circular solutions
- Our own operations become more circular

Material issues:

Circular economy

Collaborative partnerships & innovation

Diversifying the service offerings

Ethical value chain

Funding opportunities

Measurement & reporting

Recycling & resource recovery

Objective	Actions	KPI	Status	Progress in 2023
2.1 Partner and Innovate to create circular solutions at scale	Identify and secure partnerships for circular economy and recycling opportunities	Initial list and quantify opportunity from potential recoverable materials created	Achieved ✓	<ul style="list-style-type: none"> • Battery recovery project is underway – evaluation report completed and commercial modelling and viability is being assessed. • PVC, HDPE plastics recovery and processing. • Aluminium collection and processing.
		Identify potential partnerships for circular economy and recycling opportunities, solving waste location and volume challenges	Achieved ✓	<ul style="list-style-type: none"> • Joint venture in place with Aliaxis Group, Plastics Recycling New Zealand (see page 48). • Recovery of untreated timber from transfer stations for processing at Living Earth (Auckland and Waikato) going well. • All Heart launch of new circular services to deconstruct renovations and reuse. • Tyre recycling processing and logistics agreement with Treadlite.
2.2 A preferred government partner for co-investment	Co fund applications to bring circular solutions to New Zealand at scale	Three initiative grants filed	Achieved ✓	Three initiative grants filed in 2023. Planning for construction of two new B&C Resource Recovery facilities in Auckland is underway.
2.3 Support our customers and suppliers to embrace circular solutions	Standardised behaviour change approach to help customers adopt new circular services	Publish initial release of behaviour change support for municipal customers	Achieved ✓	Reusable marketing and communications templates and run sheets provided for rollout of Eastern Waikato contract and provided to MfE as content for their behaviour change toolkit.
2.4 Our own operations become more circular	Provide insight on material flows in the circular economy	Deep dive analysis on providing chain of custody data for three material streams	Achieved ✓	OCC, HDPE and mixed paper analysis completed.
	Our operations eliminate waste and circulate products and materials at the highest value	Three initiatives implemented	Achieved ✓	<ul style="list-style-type: none"> • Changed FlexiBin sleeve to cardboard. • Wheelie bin repair tool – wheel removing tool. • Untreated wood separation at transfer stations and processing into high value landscaping material.

Deep in waste

When conducting a waste audit, there's nothing more important than correct personal protective equipment (PPE).

This was very clearly demonstrated in a 2023 audit of a large corporate head office.

The audit involved several wheelie bins, containing general waste and mixed recycling, being transported to a resource recovery facility for the sustainability team to painstakingly go through.

The waste audits can often have unusual items to deal with and a mysterious goopy substance was discovered in a test tube. Upon closer examination, the team discovered it was a saliva COVID test.

Another quirk of the audit was lots of chewed gum through all the general waste.

Following the physical audit, the team created a report for the corporate which detailed general waste and made recommendations on better waste minimisation and recovery. It also looked at the level of contamination in mixed recycling.



Sustainability team member Jannine Getalado, ready to audit in her full PPE.



Our plastic eating monster is the first of its kind in New Zealand and allows for the recycling of large plastic items like wheelie bins.

Circular Services launch

At the beginning of 2023 we launched a new division focused on circularity and keeping waste materials in the supply chain. This is part of our ambition to power Aotearoa New Zealand's carbon neutral circular economy for our future generations.

Called Circular Services, the division takes care of:

- Composting and other solutions for garden and food waste
- Materials recovery facilities
- Recycling processing plants

Next to be added to the division will be our tyre recycling and building and construction recovery facilities.

We will be adding to Circular Services with new innovations for materials recovery over time and we embrace extended producer responsibility. This is vital if we are to create a system where products are designed for optimal recyclability, extending the lifespan of materials and reducing our reliance on virgin resources.

Learn more about our [Circular Services](#).



CASE STUDY

**Sustainable healthcare facilities:
Over 60 tonnes of single-use plastic saved**

Our Technical Services team rolled-out reusable containers for a sharps disposal system at hospitals and health facilities around the country.

The reusable containers replace single-use plastic and cardboard for sharps (needles) disposal. This system has meant these health facilities have saved the equivalent of 11,424,000 plastic shopping bags or 63 tonnes of plastic from ending up in landfill over the 2023 calendar year.

Once full, the reusable containers are sent back to Technical Services, cleaned and sterilised, and then distributed to various facilities.

Reusable sharps containers saving single use plastic:

Healthcare customers	Plastic shopping bags (equivalent)	Tonnes to landfill saved
Auckland	4,362,680	23.99
Counties	3,793,927	20.86
Northland	1,052,136	5.78
Lakes	859,795	4.72
Southern Cross	646,122	3.55
St Georges	302,764	1.66
Taranaki	291,235	1.60
BUPA	60,533	0.33
Department of Corrections	54,864	0.30
Total	11,424,056	62.79

The Technical Services team recognises and supports great work and collaboration, and provides sustainability certificates to healthcare facilities that choose the more sustainable option for their sharps waste.



Living Earth's steaming microbe farm

This photograph shows the compost windrows at our Living Earth composting facility on Puketutu Island steaming in the morning sun and provides a glimpse into the world of microbe farming.

Organics Manager Logan Dingle says within the piles, or the "microbe farm", the temperature is generally around 60°C (or even higher) – which is hotter than the water that would come out of your tap at home.

The challenge over the winter months is keeping the vapour coming off faster than rain goes in otherwise the compost can't be screened to remove clumps, rocks, roots, sticks and other debris.

Living Earth collected and processed 88,000 tonnes of food and garden waste, and produced 64,000 tonnes of compost in 2023.



CARBON NEUTRAL

He tūpapa warohea



EV cars parked outside HQ in Auckland



CARBON NEUTRAL

Key objectives:

- Our operations are carbon neutral by 2050
- Climate risks are identified, published and managed
- Lead the way for customers and suppliers to succeed in their carbon reduction journey
- Work with our team to reduce their own carbon footprint

Material issues:

Carbon & energy use – decarbonisation

Climate-related business risk & continuity planning

Objective	Actions	KPI	Status	Progress in 2023
3.1 Our operations are carbon neutral by 2050	Implement activities from our independently verified carbon footprint reduction plan to reduce WM New Zealand's carbon footprint in science aligned targets	Annual reduction in intensity GHG emissions of 12.6% including Scope 1, 2, 3 transport against a baseline year of 2020	Achieved ✓	Operational intensity emission reduced by 37.1% against 2020 baseline (115.9 tCO ₂ e/ \$M).
	3.2 Climate risks are identified, published and managed	Identification and assessment of physical & transitional climate change risks	Physical risks due to climate change are quantified	Achieved ✓
		Scope a TCFD assessment	Partly Achieved ✓	While mandatory provisions of climate related disclosures do not currently extend to WM New Zealand, we have opted to commence voluntary high-level disclosures with broad reference to the standard and are committed to continuing on this journey.
3.3 Lead the way for customers and suppliers to succeed in their carbon reduction journey	Our landfills have the lowest carbon footprint in the country for the volume of waste accepted	We deliver better than 90% gas capture rate at our owned Class 1 landfills	Achieved ✓	In accordance with MfE guidelines the maximum gas capture that is able to be claimed in a unique emission factor is 90% of gas capture. Our gas capture has run at 95% destruction efficiency for the period.
	Provide service offerings which assist with customers' carbon reduction	Implement 10 solutions which have allowed a customer to reduce their carbon footprint	Achieved ✓	Our Sustainability Services team helped: <ul style="list-style-type: none"> • 53 commercial customers calculate their carbon footprint from waste. • 38 commercial customers understand the composition of their waste through waste audits so they can choose better recovery options (see page 21). • 22 commercial customers find solutions for materials (that would otherwise be discarded) through our partnership with All Heart NZ. • Auckland Council food waste collections have been delivered on with EV trucks.
	Identify relevant suppliers to be carbon neutral by 2050 and work with suppliers to identify opportunities for them to be carbon neutral by 2050	Review our top suppliers' carbon neutral commitments	Achieved ✓	Ethical supply questionnaire was rolled out to our top 50 suppliers. We mapped our top supplier carbon commitments.
3.4 Work with our team to reduce their own carbon footprint	Work with our team to help them reduce their personal carbon footprint and make sustainable choices	10% of WM team takes part in our sustainability challenge	Partly Achieved ✓	60 staff completed their personal carbon footprint. Focus expanded to reinforcing our wider sustainability strategy with 56 people making videos of our WM Porohita pillars and what it means to them. 116 in total which was 7% of the company's staff at the time.

CLIMATE CHANGE RISKS

Climate Related Risk

We are determined to lead by example in addressing the urgent challenges of climate change. As part of this commitment, we have opted to voluntarily commence the initial phase of our journey on reporting on our progress towards disclosing in line with the Aotearoa New Zealand Climate Standards, despite not currently being captured within the scope of these mandatory standards.

We acknowledge climate-related risks and opportunities flow through our supply chain and have far-reaching implications for our business, customers, stakeholders, and the wider community. We recognise the importance of factoring climate response, both mitigation and adaptation, into our strategic focus and decision-making processes.

By voluntarily disclosing our climate-related initiatives, performance, and risks, we aim to proactively address demands for greater transparency and accountability on climate issues.

In this report, we provide insights into our climate-related strategies, actions, and performance, broadly referencing the GRI Standards and the Aotearoa NZ Climate Standards (NZ CS).

We remain committed to continuous improvement, learning, and dialogue. This is the beginning of a long journey for us.

Governance

Climate risk is firmly on our agenda. With our company Board and Audit and Risk Committee (ARC), a dedicated external Sustainability Advisory Panel and a seasoned Executive Leadership Team overseeing our risk governance, we have a robust framework in place to address climate-related challenges head on.

Strategy

We've begun by assessing physical risks on all sites that are either owned or operated by WM New Zealand. These include landfills, branch offices, technical service facilities and refuse transfer stations.

We've used Representative Concentration Pathway (RCP) scenario 8.5. RCP scenarios are a set of greenhouse gas concentration trajectories used to model future climate change and its impacts. They represent different possible futures based on varying levels of greenhouse gas emissions. RCP 8.5 represents the worst-case scenario, where greenhouse gas emissions continue to rise without significant mitigation efforts. In contrast, RCP 2.6 represents a low-emission scenario where emissions peak around 2020 and then begin declining.

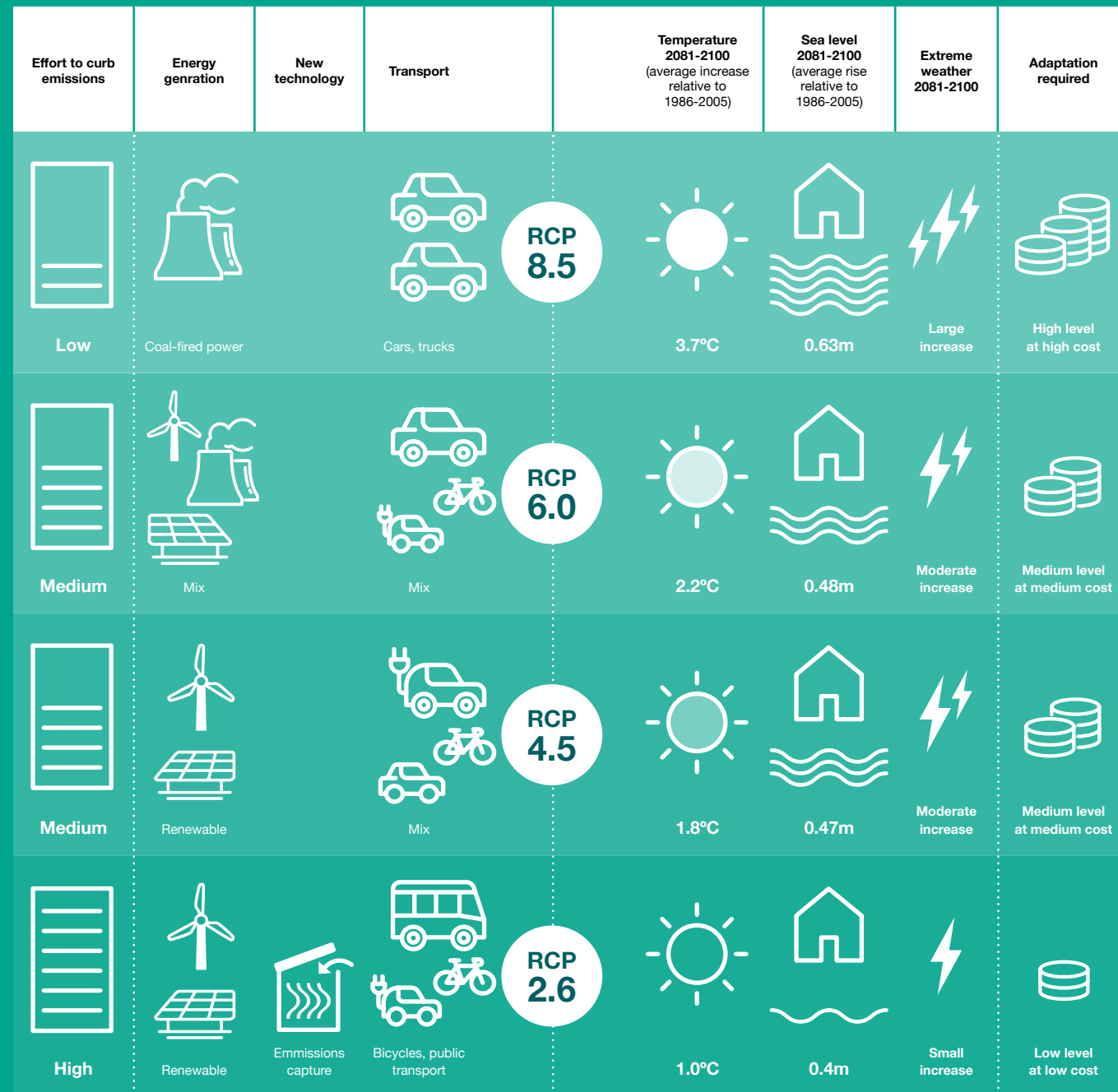
We remain committed to continuous improvement, learning, and dialogue. This is the beginning of a long journey for us.

As a business, we've chosen to focus on RCP 8.5 as it provides a useful benchmark for understanding the most extreme outcomes associated with unabated greenhouse gas emissions, including extreme weather events and sea level rise. Globally emissions are tracking close to the RCP 8.5 pathway, which would mean a 3.7 degree rise in temperatures by 2100. A 2 degree increase is recognised as the threshold at which climate change becomes dangerous. WM has committed to science-aligned emission reduction targets ([see page 30](#)) and will work on a detailed transition plan that will position us to reach carbon neutral by 2050.



Energy generators at Redvale.

CLIMATE CHANGE RISKS



Climate Change Risks: Physical

Referencing RCP 8.5, we have assessed each of our sites against:

- River flooding
- Coastal inundation from storm surge and sea level rise based on the following scenarios:
 - Mean High Water Springs (MHWS) + 0.5 m.
 - Mean High Water Springs (MHWS) + 1.0 m.
 - Present day 1% Annual Exceedance Probability (AEP).
 - 1% AEP + 0.3 m sea level rise.
- Coastal edge proximity to understand the susceptibility to coastal erosion.

Initial risk screening was undertaken across our assets, facilities and supply chains.

We assessed for:

- Temperature (mean annual change, hot days, and drought).
- Increased precipitation and flooding (river and surface water).
- Coastal hazards (sea-level rise, coastal inundation, erosion, and groundwater rise).
- Fire weather.
- Extreme weather events (storms, wind, rainfall induced landslides).

We then did a detailed physical risk assessment against river flooding, coastal inundation and coastal edge proximity. We plan to broaden the detailed assessment to include increased fire weather and extreme weather events. Of the 74 sites assessed, 56 were identified as being exposed to one or more hazards (see table below), with nine sites exposed to all three hazards, while 31 are only exposed to one. There are seven landfills exposed to river flooding. Of those, the WM Fairfield Landfill and Dunedin City Council (DCC) Green Island Landfill are also identified as susceptible to present day coastal erosion, as WM Fairfield Landfill is within 20m of the coast and DCC Green Island Landfill is within 150m of the coast, and coastal inundation, as both are within MHWS + 0.5 m sea level rise.

Total sites identified as exposed to one or more hazards – noting that sites may include one or more of the facility types

Facility type	Number of sites	Number exposed to one or more hazards
Landfill	10	8
RTS	35	25
Technical service facilities	12	10
Branch office	29	20
Total*	74	55

*Represents total site exposure, with multiple facilities at some sites.

CLIMATE CHANGE RISKS

Priority site risk assessment results

A total of 23 sites were rated as extreme risk for one or more hazards and have been identified as the priority sites for further assessment and management.

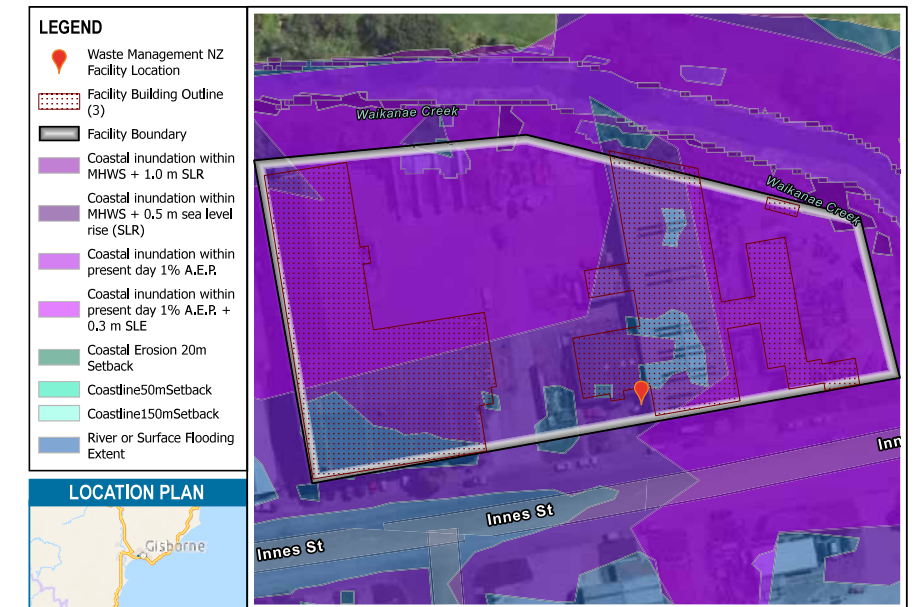
The Gisborne refuse transfer station (RTS) is an example of a facility at extreme risk:

Site	Gisborne RTS Innes St
Facilities onsite	<ul style="list-style-type: none"> • RTS • Branch Office
Exposed to	<ul style="list-style-type: none"> • Coastal Inundation MHWS +0.5m • River flooding
Commentary	<ul style="list-style-type: none"> • The Gisborne RTS is located adjacent to Waikanae Creek, which is identified as an urban flood way. • The site is located within the MHWS +0.5m hazard zone which indicates that flooding from coastal inundation of ongoing sea level rise is very likely. • There is potential for waste located in the low lying areas of the site (such as the loading pit) to be remobilised during heavy rainfall and flood events. This could result in waste entering surrounding receiving environments such as the Waikanae Creek and Midway Beach further downstream.

Risk Management

Physical risk findings have been incorporated into each of our site’s Environmental Management Plans, along with potential impact, objectives and targets. Reviewed monthly, there is ongoing work to address targets outlined. A high-level plan for the risk of river and surface flooding is outlined below.

Recognising the profound impact that climate-related factors can have on our business operations, financial performance, and stakeholder trust, we are taking steps to ensure climate considerations are integrated into our decision-making processes. Our next steps are to deepen our understanding of transition risks, develop robust transition plans and prioritise the measurement and reduction of Scope 3 emissions.



Physical risk assessment of Gisborne Transfer Station

Reasons for potential risk	River and surface flooding due to impactful weather events
Potential impact	<ul style="list-style-type: none"> • Risk to properties occupied by WM: <ul style="list-style-type: none"> • From rising river and sea-levels • Access to properties being restricted from rising waters • Properties being inundated undermined from landslips • Inability to complete collections • Staff unable to access sites
Risk level	Medium/High
Objective	Consideration needs to be given to site draining systems for current and future sites. When developing sites, consideration needs to be given to extreme river flooding events and ensure the stormwater system has the capacity to manage more frequent weather bomb events.
Target	<ul style="list-style-type: none"> • Limit locating any new sites in areas exposed to rising sea levels due to high risk from flooding and inundation • To model future predicted likelihood of future river level flooding due to extreme weather events • Review of insurances to ensure adequate cover is in places for all sites, whether owned or leased • Define and implement mitigation and adaptation plans for existing sites, based on physical risk profiles

CLIMATE CHANGE RISKS

Metrics and Targets

We have set science-aligned targets to reduce our carbon footprint and transition towards a low-carbon, circular economy ([see page 30](#)). We have chosen science-aligned as science-based targets don't have a framework for the waste industry. Our overarching goal is to achieve carbon neutrality by 2050 while enhancing our preparedness, resilience, and adaptability to thrive in a changing climate.

Fleet

To address the significant portion of our operational carbon emissions attributed to diesel usage, we have embarked on a strategic transition to electric vehicles. By the end of 2023, we have successfully converted 51 of our diesel trucks to electric, resulting in a cumulative travel distance of **1,505,000 km and a remarkable reduction of 1,120,000 kg of CO₂e emissions**. These come at a capital premium though deliver substantial operational cost savings with EV trucks costing only 17.5c/km to charge compared to 78.7c/km to fuel diesel counterparts. Additionally, our EV trucks boast 25% regeneration capability, harnessing kinetic energy from braking to recharge batteries, further enhancing efficiency. This also reduces brake wear, leading to a reduction in particulate matter.



WM staff work to convert our fleet to electric at our workshop in Auckland

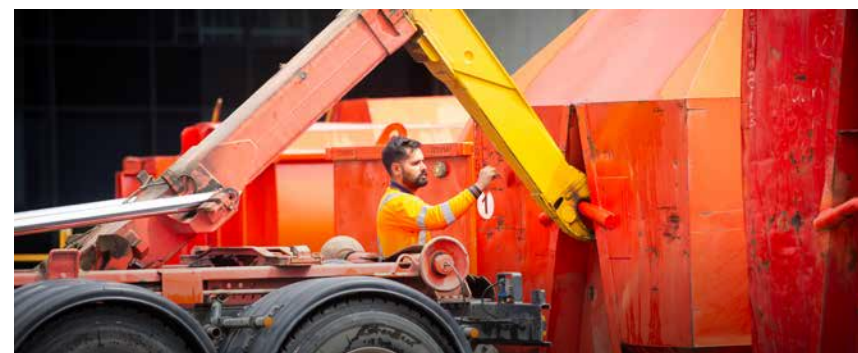


Our beautiful 5-star green star HQ in East Tāmaki, Auckland

Infrastructure

Embracing sustainable infrastructure practices, our Auckland headquarters in East Tāmaki has achieved Greenstar 5 certification, showcasing our commitment to energy efficiency and environmental stewardship. Our landfill gas systems across our five owned landfills, achieves an impressive capture rate of over 95% of greenhouse gases. This captured gas is either destroyed or converted into electricity, with additional generators added as needed to maximise efficiency.

We have installed 60 EV charging stations across our national sites to power both our electric collection trucks and growing light fleet.



Operations

To drive continuous improvement in carbon reduction efforts, each of our divisions has set a 4.2% operational intensity reduction target for 2023, with ongoing targets leading to our 2050 carbon neutrality goal. We are also embracing hybrid technology for our yellow gear requirements at operational sites, enhancing efficiency and reducing emissions. See our case study on [page 32](#) for more details.

Adapting for the Future

Investing in water resilience, we have implemented rainwater harvesting systems at our new facilities, such as our Auckland headquarters which can store 175,000 litres of water. This investment ensures water security for critical operations, even during extended periods of drought. Additionally, our focus on energy resilience is evident in our landfill operations, which produced 163,000 MW of renewable energy in 2023, with continued production for over 30 years after waste intake ceases. Looking ahead, we are exploring innovative ways to repurpose retired EV truck batteries for stationary storage, ensuring sustainability throughout their lifecycle.



Truck washing using harvested rain water



Our landfills produced 163,000 MW of renewable energy in 2023

OUR CARBON FOOTPRINT

In accordance with the Greenhouse Gas Protocol for the waste industry 2013, we report on our total gross carbon footprint, which includes both operational and landfill emissions. As per the protocol, landfill emissions are deemed the waste emissions of other parties.

Our operational emissions are tracked against an economic intensity measure. Revenue has been determined to be the most meaningful and representative intensity measure. Our business model has both collections and post collections activity. The intensity activity of kilometres travelled is best for collections and tonnes processed and disposed is best for post collections. Revenue is the unifying measure that best covers both sides of our business model. Economic intensity is important because the gain and loss of municipal contracts materially impacts our operational footprint.

We are committed to being carbon neutral in our operations by 2050. This means we aim to reach carbon zero by 2050 and we have created, in partnership with Toitū Envirocare, a carbon reduction programme underpinned by science-aligned targets. Our near-term targets from 2020 to 2025 align with emissions reduction for a 1.5°C warming world (4.2% reduction per annum intensity measure). Our long-term targets are to be net zero by 2050.

We will review our near-term targets in 2025. Our targets include Scope 1, 2 and Scope 3 transport emissions. We do not use offsetting at this stage in our carbon neutral journey. Over the coming year(s) we will be assessing our options for offsetting to achieve our goal of carbon neutrality by 2050.

As our data accuracy has improved, in 2023 we updated our baseline year from 2017 to 2020 to better align with science-aligned targets.

To keep us on track, we have a Carbon Reduction Committee that meets quarterly, sponsored by our Managing Director Evan Maehl and convened by our Sustainability Manager Andrea Svendsen, to review progress on the company’s emission reduction plan. Membership includes members of the Executive Leadership Team, regional sustainability champions and key workstream leaders for our transition to carbon neutral.

Total Gross Carbon Footprint

Our carbon footprint report includes:

- Gross carbon footprint - total operational and landfill emissions
- Operational emissions - gross operational emissions (our controllable emissions)
- Operations intensity - operational emissions/ audited revenue
- Avoided emissions - emissions avoided through power generation and recycling (not part of our carbon footprint).

2023 Total Gross Carbon Footprint result:

The methodology we use for our landfill emissions aligns with the IPCC Good Practice Guidance and Uncertainty Management in National Greenhouse Gas Inventories, Waste. This compares modelled landfill emissions based on MfE’s emissions factors and compares this with the actual methane captured.

Total Gross Carbon Footprint reduced by 36% compared to 2022. In 2023, 50% of WM New Zealand’s Total Gross Carbon Footprint came from landfills at 45,177 tCO₂e.

The large reduction was due to Ministry for the Environment (MfE) recalculation of the unique emissions factor for landfills. This calculation updated the estimated composition of waste which saw reduced organics. The calculation also applied the composition to historically received waste. We expect MfE to correct this in the coming few years to leave historical composition for historically received waste, and new composition for future received waste. As a result, we expect our landfill emissions to increase on this update.

We take a site-by-site asset assessment and where a site had a negative emissions result (captured more fugitive emissions than produced) on a monthly period, we conservatively recorded that as a zero emission.

Total Gross Carbon Footprint 2020 to 2023

	2020	2021	2022	2023
Landfill emissions (tCO ₂ e)	137,349	143,565	95,422	45,177
Total operational emissions (tCO ₂ e)	58,744	57,931	48,208	47,006
Total gross emissions (tCO₂e)	196,093	201,496	143,630	92,183

Operational Carbon Footprint

This is our gross carbon footprint excluding landfill emissions. In other words, emissions we control and are working to reduce.

2023 Operational Carbon Footprint result:

We reduced our operational greenhouse gas emissions by 8% over the last three years, from 58,744 tCO₂e in our baseline year of 2020 down to 47,006 tCO₂e in 2023. This includes Scope 1, 2 and Scope 3 transport emissions.

Our largest operational emission source is diesel, a combination of Scope 1 and 3, making up 91% and 42,587 tCO₂e. This includes fuel from our fleet of over 960 trucks, including owner driver trucks, and a wide range of supporting yellow gear. With the growth of our business, diesel emissions have increased by 5% since 2022. We are working on reducing the impacts of our diesel use as best as we can through our EV truck fleet expansion and operationally through utilisation studies, telematics to review driver performance, a continuous driver improvement programme and route optimisations.

We reduced our downstream overseas shipping of commodity recycling due to unfavourable economics. Note, we currently account for shipments the company pays for.

OUR CARBON FOOTPRINT

Air travel and rental car emissions have increased due to work environments and travelling resuming close to pre-COVID levels. Emissions from electricity use has also decreased by 61% from 2022 due to the change in emission factors influenced by the increase in renewable energy use during the year.

Operational Carbon Footprint 2020 to 2023

	2020	2021	2022	2023
Scope 1 (tCO ₂ e)	36,409	35,297	35,852	37,474
Scope 2 (tCO ₂ e)	821	803	1,000	668
Scope 3 Mandatory (tCO ₂ e)	21,513	21,831	11,356	8,864
Total operational emissions (tCO₂e)	58,744	57,931	48,208	47,006

Operational Intensity Carbon Footprint

We use an economic intensity measure of revenue for our operational intensity carbon footprint.

2023 Operational Intensity Carbon Footprint result:

WM New Zealand is 37% below our 2020 baseline year with a result of 72.9 tCO₂e/\$M, which is also 28% below the 2023 target of 101.3 tCO₂e/\$M.

Our business expanded with the successful go-live of municipal contracts for Auckland food recycling and Thames Coromandel, Matamata Piako and Hauraki district councils' kerbside collections.

Newly identified greenhouse gas emission sources

There were no new emission sources identified in 2023.

Last year we included new sites within our reporting, which are Cromwell, Invercargill, Kopu/Eastern Waikato and Comspec.

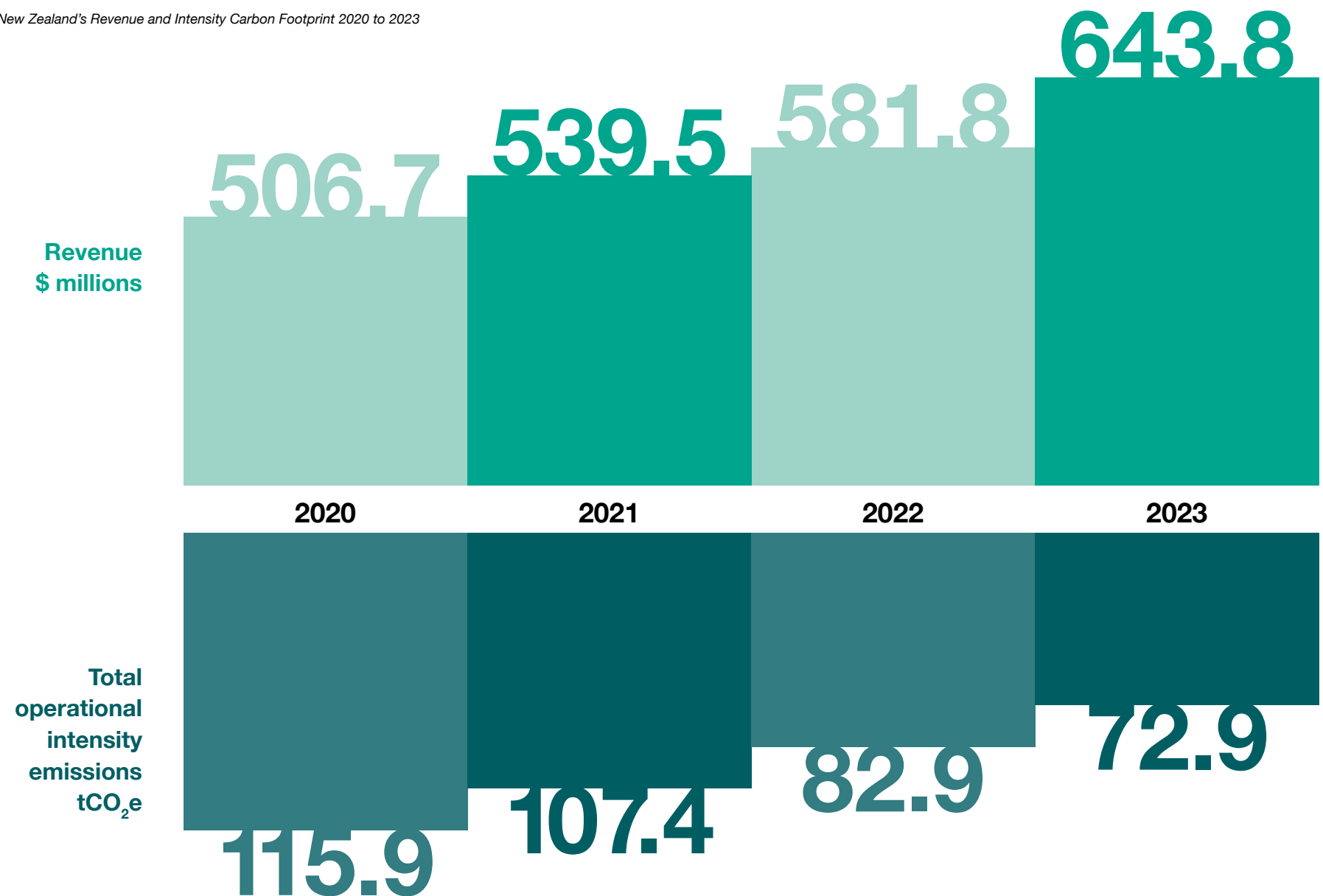
We have quarterly carbon meetings with sites to ensure we are reporting emissions as accurately as possible.

Avoided emissions

As per the Greenhouse Gas Protocol, waste operators can report on their avoided emissions from electricity exported and recycling, however these are not considered part of the organisation's carbon footprint. In 2023 WM New Zealand exported 125,000MWh which equates to 8,179 tCO₂e avoided emissions.

We intend to report on avoided recycling emissions in future reports.

WM New Zealand's Revenue and Intensity Carbon Footprint 2020 to 2023



All GHG emission gases are included, except landfill emissions, and the emission factors are defined as per the Toitū carbonreduce programme.



Hybrid gear at Silverstream

In a climate-friendly leap in technology, hybrid yellow gear has now been introduced at Silverstream Landfill. It means there will be less diesel used to power the machines and fewer carbon emissions – which is all part of our WM New Zealand strategy to be carbon neutral by 2050.

There are two new hybrid Komatsu excavators utilising both diesel and electricity. The excavators do essential landfill tasks like forming the slopes, providing intermediate cover, stormwater and roading maintenance.

Silverstream Landfill is owned by Hutt City Council and the council is hugely motivated to decarbonise, which is a value WM New Zealand shares.

The yellow gear will run 362 days of the year and will each use between 20 – 40% less diesel over that time.

The Silverstream team logs all fuel usage to check performance and report back on efficiencies and carbon saved.

Detecting methane from the sky

Is it a bird, is it a plane? No it's our beautiful new methane detector drone. The drone utilises world-class laser beam technology to track any fugitive methane emissions at our landfills – tiny amounts of methane that have escaped our gas capture systems.



Our team is then able to take immediate action to fix any leaks.

The very skilled Mehrdad Rafiepourgatabi, surveyor, operates the drone to do monthly surveys of Kate Valley, Tirohia, Whitford and Redvale landfill and energy parks.

It cuts down significantly on the time our team would otherwise spend surveying the landfills with hand-held methane sniffers (yes that's what they are called). The drone has a programmable flight map and it doesn't go beyond these boundaries in any given flight.

How does it work? The drone emits a laser beam towards the ground, which bounces back and gives a measurement that can calculate methane concentration. Any methane hot spots are sent to a connected device in real time.

The methane leak location is tracked so that the proper maintenance or repair can be carried out.

This amazing technology means there has been significant improvement in gas capture over the past six months at Redvale, Whitford, Kate Valley and Tirohia. Better gas capture means we can create more electricity to feed back into the grid.

Benefits of using the drone

- The drone can cover a large area quickly, saving our team valuable time
- Leaks are quickly detected
- Immediate action is then taken to fix the leak
- We are lowering our carbon footprint
- We can produce more renewable energy

Silverstream Branch Manager Rob Budd, Lower North Island Executive GM David Howie and Regional Manager Sarah Whiteman check out the yellow gear.

Surveyor Mehrdad Rafiepourgatabi gets ready to fly the drone at Redvale.

Gen Less: Fronting decarbonisation for business

Managing Director Evan Maehl featured on TV ads, billboards, digital advertising, radio and podcasts in 2023 as part of the EECA's (Energy Efficiency & Conservation Authority) Gen Less campaign.

Gen Less encourages New Zealanders to live more with less harmful and more efficient energy use, and to take positive climate action.

Evan featured in the **Future of Business campaign**, targeted at businesses, which account for 40% of NZ's energy-related emissions. Currently only 1 in 4 New Zealand businesses is taking climate action.



Evan is one of several high-profile leaders who stepped up to encourage other businesses to begin their decarbonisation journey. His message:

“We remain committed to continuous improvement, learning, and dialogue. This is the beginning of a long journey for us.”



Jitesh Singh, left, the fleet team and an electric food scraps truck.

Our Fleet innovations celebrated

WM New Zealand was celebrated as the winner of the Australasian Fleet Management Association's (AFMA) 2023 Environment Award in recognition of outstanding commitment to sustainability, waste reduction, and greener fleet management.

Head of Fleet Jitesh Singh was also announced Fleet Manager of the Year.

It was the first time in the 26-year history of the awards that one company has won two of the three available AFMA awards.

Here is a snippet from the judging:

“WMNZ has embarked on a transformative journey towards fleet electrification and decarbonisation and has been at the forefront of innovation and collaboration, working closely with international partners to bring cutting-edge electric vehicle technology to New Zealand.

“In addition to this technical prowess, WM has fostered a culture of pride and enthusiasm among its 1,500 employees as they embrace the electric vehicle revolution.

“As Fleet Manager of the Year Jitesh is recognised for his knowledge and dedication to elevating the entire fleet industry. He is a true ambassador for safety, efficiency and sustainability.”

WMNZ's notable achievements, under the leadership of Jitesh, include:

- Expanding its electric fleet to total 99 passenger cars and 51 heavy trucks by the end of 2023.
- Establishing the Electric Vehicle Innovation Hub in Auckland, New Zealand's first heavy EV conversion and repair workshop dedicated to converting diesel trucks into electric vehicles.
- Achieving a milestone of over 1.5 million electric kilometres driven by the company's EV trucks.
- Introducing telematics, in-cab drive cam systems and AI (artificial intelligence) camera technology to enhance fleet safety and efficiency.
- Collaborating with international partners to develop and implement innovative fleet solutions.
- Development of specialist collection trucks to suit WM New Zealand's customer and operational requirements with consideration to safety, innovation and efficiency.

A GREAT PLACE TO WORK

He wāhi tino pai ki te mahi





A GREAT PLACE TO WORK

Key objectives:

- We keep our team safe and well
- Our employees are proud to work for WMNZ
- Celebrate our team's culture and diversity
- We are kaitiaki, guardians of rewarding career paths which attract and retain our people.

Material issues:

Culture & values

Diversity & inclusion

Employee attraction, development, retention & the future of work

Health, safety & wellbeing

Objective	Actions	KPI	Status	Progress in 2023
4.1 We keep our team safe and well	Reduce the number of incidents across each of WM's 13 critical safety risks	No injuries resulting in lifestyle changes	Achieved ✓	No injuries resulting in lifestyle changes.
	Deliver health check-up programme to the WM team	40% engagement in WM New Zealand's annual health and well-being check-up programme	Partly Achieved ✓	560 people had an annual WM medical in 2023, which is up from 455 people in 2022, a 23% increase or total of 31%.
4.2 Our employees are proud to work for WM New Zealand	Employee engagement trends to 80%	Employee engagement is 70%	Achieved ✓	Engagement Survey complete. Participation was 78% across the business, with a 70% engagement score, a 1% increase year-on-year (see page 43).
	Our business and leaders are targeted and incentivised on a balanced scorecard of ESG and financial outcomes	Publish a new performance framework which balances performance, values and ESG outcomes	Achieved ✓	Completed and implemented in new performance enhancement programme framework which balances performance, values and ESG outcomes.
	Our company policies align with the UN global compact principles	Publish a Human Rights policy to improve alignment with the UN Global Compact Principles	Achieved ✓	Human Rights policy published.
4.3 Celebrate our team's culture and diversity	Execute the diversity and inclusion programme of work	Diversity and inclusion programme delivered on e.g. including diversity representation targets and pay gaps, etc	Achieved ✓	<ul style="list-style-type: none"> • Continue to work across the diversity programme strategy and our four pillars: Driver Operator Inclusion; Mana Wahine; Māori and Pasifika; Employee Experience. • Gender pay gap has been assessed (see page 42) to establish a baseline and will be reassessed twice a year, pre-annual salary review (ASR) and post-ASR. • A pay equity committee has been established and will be led by payroll manager.
4.4 We are kaitiaki, guardians of rewarding career paths which attract and retain our people	Attract new team members through structured talent programmes	Introduce 4 Māori scholarships	Achieved ✓	Established the scholarship agreement with Auckland University and the programme will run in 2024.
		Prepare a graduate programme for 2024	Achieved ✓	13 graduates are set to join the business in February 2024.
	Deliver sustainability training to our staff to reinforce our company purpose	Introduce sustainability training as part of our induction process	Achieved ✓	156 people trained and new content for 2024 drafted by Sustainable Business Network.

A GREAT PLACE TO WORK

WM New Zealand is made up of 1,759 dedicated employees and 140 contractors, who are the core reason we can serve New Zealand's communities. With people at the heart of our operations, as well as our values of Safety, Service, Sustainability, Innovation and Together, we are committed to fulfilling our 'A Great Place to Work' pillar.

OUR COMPANY VALUES

Safety

Haumarutanga



Safety first in everything
we do.

Service

Ratonga



We keep our promises.

Sustainability

Toitūtanga



We are all responsible to
future generations.

Innovation

Auahatanga



We execute great ideas well.

Together

Mahi ngātahi



He waka eke noa –
One boat, same direction.

HEALTH AND SAFETY



All our team members are always equipped with correct PPE

We are very clear on what drives health and safety at WM New Zealand – we want our people to go home safe every day.

We:

- Have an integrated health, safety, environment and quality (HSEQ) framework, including documentation and management of our activities, products, services and operations
- Comply with AS/NZS ISO 9001, AS/NZS ISO 14001 and ISO 45001
- Are tertiary accredited with ACC's Partnership Programme
- Are continually improving HSEQ systems to ensure the health, wellbeing and safety of our team and members of the public
- Our HSEQ systems are audited annually (externally and internally)

Our policies that help prevent hazards and risks are reviewed regularly and audited by TELARC and ACC as required. They include:

- Health and Safety Policy
- Major Accident Prevention Policy
- Rehabilitation and Injury Management Policy
- Risk Management Policy
- Safe Driving Policy
- Vehicle Policy

- Immunisation Policy

Our Privacy Policy protects employees' and contractors' health information from misuse.

Training

Our training includes core (compulsory) and elective modules.

Core comprises:

- Company induction
- Site induction
- Risk management awareness
- Injury management

Elective training is role specific, and based on the tasks required, and the hazards and risks identified. There are modules in the following categories:

- Safety and environment
- Heavy/ light vehicle/ plant and equipment

Training needs are reviewed monthly and provided to WM team members as required. All locations submit an HSEQ compliance form to verify all training requirements are being met, or at the very least a plan is in place.

All staff attend health and safety Toolbox Talks each month. These are interactive, review best practice safety procedures and encourage our team to improve their performance through shared experiences.

All team meetings involving four or more starts with a "safety moment" where someone shares a safety tip or observation for the benefit of everyone.

Larger branches have a health and safety committee, which reviews the branch's HSEQ performance on an ongoing basis.



HEALTH AND SAFETY



Our Christchurch Commercial team celebrate 10 years with zero lost time injuries

Christchurch Commercial celebrates 10 years LTI free

Christchurch Commercial Branch hit the impressive milestone of 10 years with zero lost time injuries and celebrated with a team breakfast.

A lost time injury (LTI) is something that results in time lost from work. It could be as little as one day or a shift off work, or months of rehabilitation. It can arise from a small incident, like a sprained ankle, or a WorkSafe notifiable event like an amputation.

10 years LTI free is an incredible achievement and is something the team should be really proud of. Chief Risk Officer Guy Smith and Executive GM for the SI Greg Slaughter were there to celebrate with them.

Thanks to the entire team too for creating a meaningful culture of putting safety first.

SLAM to be safe

We SLAM. Stop, Look, Assess, Manage. It is the approach we take to every task and our staff are trained to SLAM and make the right safety decisions for the circumstances.

Promoting team health

The happiness, health and wellbeing of our team is a priority and we have put in place several programmes to achieve this.

- All our team members have access to Proactive New Zealand and Southern Cross, which includes free annual medical check-ups and access to a range of videos, articles and information on health and wellbeing
- Our employment assistance programme, Raise, offers free, confidential counselling
- We undertake mandatory drug and alcohol testing and provide rehabilitation, if required
- Access to a stop smoking programme
- In 2023 we held workshops on health and nutrition, injury prevention, and mental health for our staff and fundraising and awareness events including:
 - Pink Shirt Day
 - Daffodil Day
 - Breast Cancer Awareness
 - Prostate Cancer Awareness

HEALTH AND SAFETY

Risk identification

The hazards that pose the highest consequence of injury or ill health in our operations have been identified under 13 critical risk (CR) and we have a comprehensive strategy to raise awareness of these risks and to address them.

- CR1 Collisions
- CR2 Exposure to Hazardous Substances
- CR3 Insecure Loads, Trucks, Stacks and Storage
- CR4 Loss of Control
- CR5 Exposure to Uncontrolled Energy
- CR6 Electricity/Arc Flash
- CR7 Falls from Heights
- CR8 Overcome by Fumes or Gases
- CR9 Threatening Behaviour
- CR10 Drug or Alcohol Impairment
- CR11 Fire/Explosion
- CR12 Accidental Firearm Discharge
- CR13 Drowning

Health & safety results

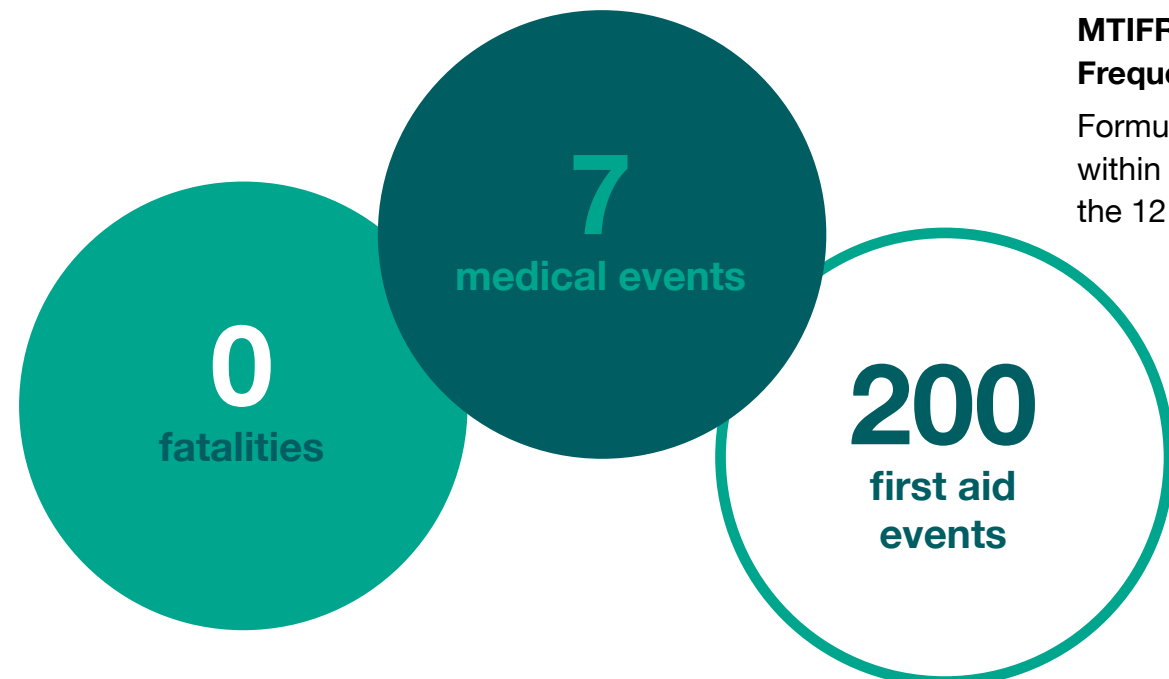
Due to low frequency levels of work-related ill health events, we combine statistics for work-related injuries and illnesses together.

2023 Employee Health & Safety Results

Type	Count	Rate
Fatalities as a result of work-related injury or ill health	0	0.0
High-consequence work-related injuries or ill health (excluding fatalities)	6 lost time events 7 medical treatment events	LTIFR = 1.6 MTIFR = 1.9 TRIFR = 3.5
Recordable work-related injuries or ill health	200 first aid events	FATFR 55.1
Most common type of work-related injury or ill health	Sprains and strains	-
Total 12 month rolling employee hours	3,631,869	-

2023 Owner Drivers and Contractors Health & Safety Results

Type	Count
Fatalities as a result of work-related injury or ill health	0
High-consequence work-related injuries or ill health (excluding fatalities)	1 (Lost Time Injuries = LTI) 1 (Medical treatment Injuries =MTI)
Recordable work-related injuries or ill health	27 (First aid treatment)
Most common type of work-related injury or ill health	Sprains and strains
Total number of employee hours	N/A – we do not record contractor hours



MTIFR – Medical Treatment Injury Frequency Rate

Formula is: total number of MTIs within 12 month rolling x 1 million / the 12 month rolling hours worked

FATFR – First Aid Treatment Frequency Rate

LTIFR – Lost Time Injury Frequency Rate

Formula is: total number of LTIs within 12 month rolling x 1 million / the 12 month rolling hours worked

TRIFR – Total Recordable Injury Frequency Rate

TRIFR is the sum of LTI + MTI

Formula is: total number of combined LTIs and MTIs for the 12 month rolling x 1 million / the 12 month rolling hours worked



Set up for success

WM New Zealand supports and challenges our team to pursue further study. We offer a Higher Education Assistance Programme to fund further study, a year-long Management Activation Programme in partnership with Massey University for our high-potential leaders, the opportunity to upskill through our Driver/ Operator Academy and internal upskilling opportunities presented by our Senior Leadership Team covering people & culture, legal and wellbeing. We also conduct regular performance enhancement reviews with all our team, identifying goals, professional development opportunities and areas requiring support/ additional training.

A qualification first for Tino

“I can’t encourage my children to study hard if I don’t practise what I preach. Hearing those words, ‘we are proud of you’ is heart-warming.”

These are Gas Technician Malentino Lilomaiava (Tino)’s words after receiving his first-ever higher education qualification.

Chief Risk Officer Guy Smith and Generation Manager Cawood McCall presented Tino with his national certification in Infrastructure Plant Operation (Level 3) at Whitford Landfill. Topics discussed in the programme included health & safety, first aid, plant & equipment maintenance and operations.



Tino’s colleagues celebrate his success.

Tino has been with WM for nearly 30 years, and he says the years have just flown by. He remarked that the course was “an eye-opener” and completing it meant a lot to him and his family.



Amy Smith with Driver-Operator Academy Manager Neil Carr

Academy helping advance our people

When Amy Smith first joined WM she started out as a gardener/ labourer at our Rotorua site.

Recognising her potential, management encouraged her to upskill and today, thanks to the help of the WM Driver/ Operator Academy, Amy holds a Class 4 licence and drives state of the art trucks and machinery for our business.

She is just one of the success stories who have already had a helping hand from the Driver/ Operator Academy.

Chief People Officer Craig Plested says the aim of the academy is to help our people carve out their careers with the right skills and lots of support.

“It’s all part of our strategy to make WM a great place to work. We’re focused on helping our team thrive.”

The juggle is real

Two of our Napier-based wahine toa Penny Woodill and Stacey McKinnie have superbly managed the juggle of work, family and study.

Assistant Accountant Penny and Operations Manager Stacey have worked part time for the past 2.5 years to achieve a NZ Diploma in Business – Level 5. Penny specialised in accounting and Stacey in leadership and management.

Stacey’s manager, National Sorting and Consolidation Manager Kevin Weir, says to achieve a Level 5 qualification while working full time and looking after family is no mean feat.

They’ve supported each other through many challenges, and have had lots of encouragement from their families, colleagues and the WM wider team, says Kevin.



Penny Woodill (left) and Stacey McKinnie.



Welcome to our new eastern Waikato drivers.

Driver Academy kicks off in the eastern Waikato

WM welcomed the first cohort of new drivers who formed part of the team taking on eastern Waikato kerbside collections, which began in September 2023. The drivers, mostly from small towns around the Coromandel, spent a week in the classroom going over information vital to their new roles.

Led by Driver/ Operator Academy Manager Neil Carr, these drivers were the first large cohort to be inducted through our new Driver/ Operator Academy.

They also passed their New Zealand Transport Association (NZTA) Kerbside Collection Traffic Leader qualification (compulsory for drivers doing kerbside waste collections).

The week ended with a visit from the NZ Police’s Commercial Vehicle Safety Team, who presented on road safety and were very impressed with our new drivers and their comprehensive training.

Neil says the Driver Academy will mean our new drivers receive the best possible start to WM. They are also inducted into the WM way of doing things and receive a warm welcome from Managing Director Evan Maehl.

Feedback was extremely positive, with the drivers enjoying getting to know each other, the WM team, and the company.

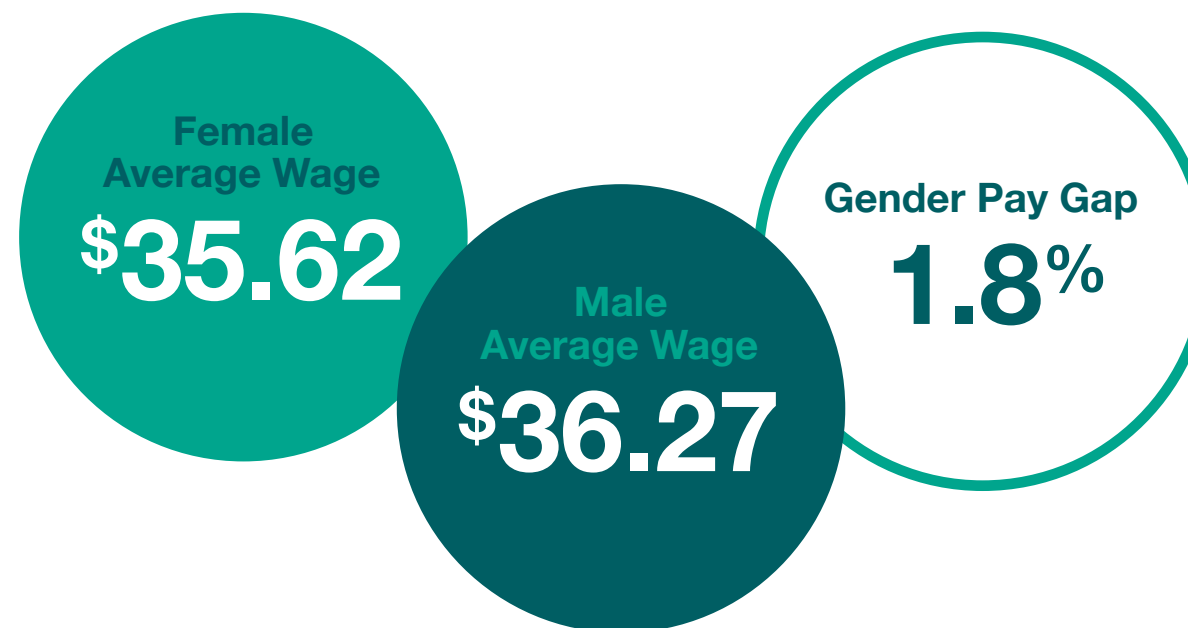
TEAM IN NUMBERS

Employee numbers by division (including owner drivers)

	Corporate	UNI	LI	SI	TS	CS	JVs	Total
Fulltime	237	382	411	346	132	111	22	1641
Part Time	10	13	35	17	1	1	4	81
Temporary	12		1	3	3	2		21
Casual	6		2	4		4		16
Owner Drivers		79	29	32				140
Total	265	474	478	402	136	118	26	1899

Gender Pay Gap

At the end of 2023, WM New Zealand's gender pay gap stood at 1.8%, indicating our women earn 98.2% of what men earn on average. This has been calculated by comparing the average salary or wage of all employees at WM. This is a relatively small disparity in pay, but we want to achieve full pay equity as we recognise even small gaps can contribute to broader systematic inequalities. We will continue to work to address disparities through ongoing evaluation and improvement of compensation packages. This will be overseen by our Board, executive team and Mana Wahine committee, comprised of women representatives from throughout the business.



Employee numbers by gender

	Male	Female	Total
Fulltime	1230	411	1641
Part Time	50	32	82
Temporary	5	15	20
Casual	9	7	16
Total	1294	465	1759

In 2023 we expanded our business ([see page 51](#)) and have gained employees through these new ventures. Approximately 2.6% of WM New Zealand's total employees are covered by collective bargaining agreements.



Inclusion and Diversity

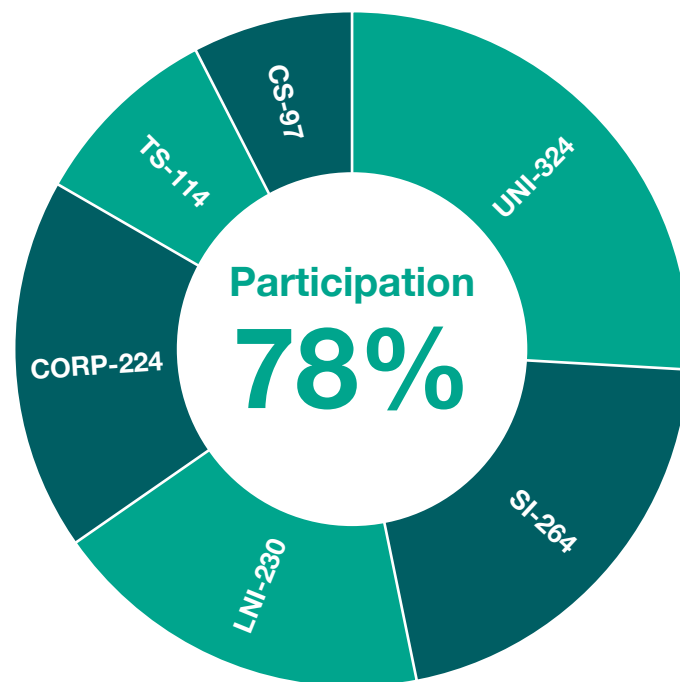
Meet some of the representatives of our 'Kotahitanga – Together' Inclusion and Diversity Committee, a team comprised of staff passionate about diversity and inclusion. The committee is responsible for our policy actions and reporting on inclusion and diversity. It has four sub-committees: Driver Operator Inclusion; Mana Wahine, Māori and Pasifika; Employee Experience. The committee was also responsible for the wonderful social and cultural events hosted at WM sites across New Zealand in 2023.

Engagement Survey

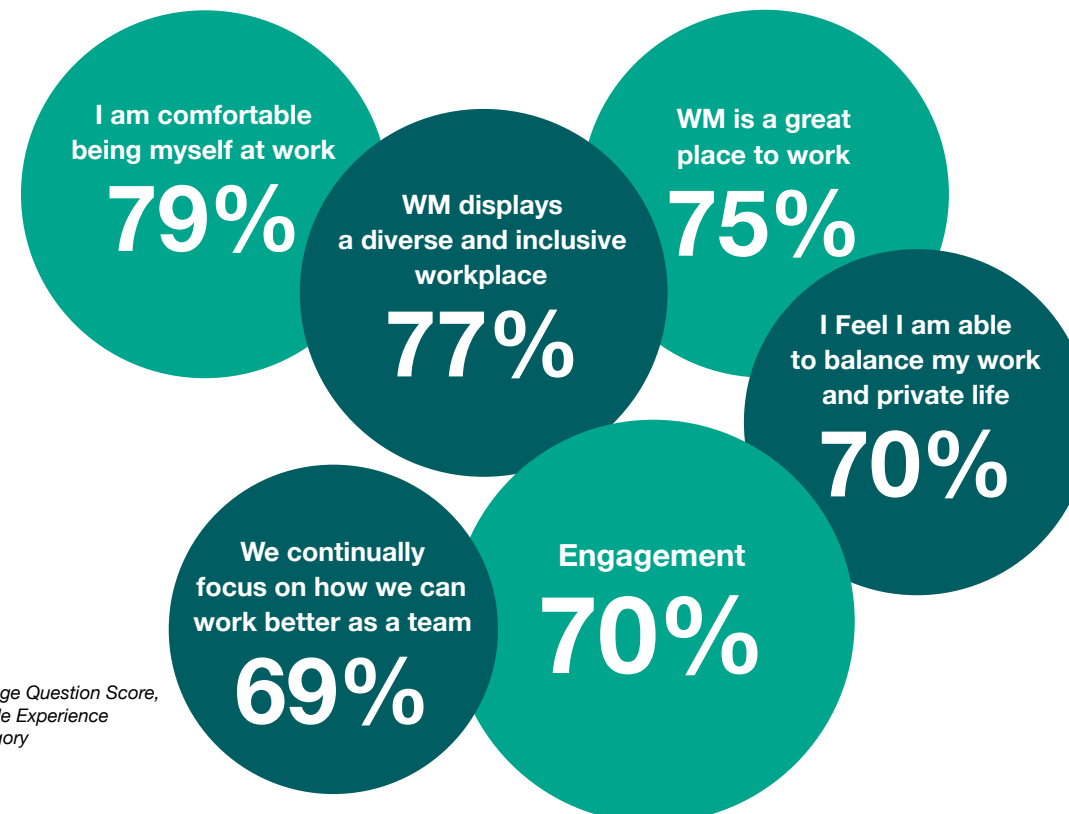
In 2023 we hosted an engagement survey, with a participation score of 78% and an overall engagement score of 70%.

With true efforts into creating a great place to work, we were delighted to see that 75% of staff feel we achieve this. Our highest scoring category in 'People experience', shows 79% of WM staff feel comfortable being themselves at work.

WM does not require staff to disclose their ethnicity, however we gathered results regarding diversity in our 2023 engagement survey. Diversity is heavily celebrated at WM, with 76% of staff agreeing we have an inclusive workplace. The figure showing 75% of staff agree that cultural beliefs are respected, reflects our dedication to inclusivity.



Company Participation:
CS Circular Services, UNI Upper North Island, SI South Island, LNI Lower North Island, Corp Corporate, TS Technical Services



Average Question Score, People Experience Category

Diversity

My values and cultural beliefs are respected at WM	75%
I am comfortable being myself at work	79%
WM displays a diverse and inclusive workspace	76%

Cultural

Our organisation's culture supports the use of te reo Māori at work	72%
I believe that our organisation actively values Māori culture within the workplace	70%

Engagement Category

Family connections

WM is such a great place to work that we have the honour of families getting on board and working alongside each other. Here we are proud to share two examples of our WM whānau.

Dynamic duo: Pita and Saimone

Introducing identical twins, Pita and Saimone Leka, from our workshop team at East Tāmaki Road.



Saimone is responsible for maintaining bins by performing general repairs and maintenance, including welding and fabrication work. Pita then takes over as a spray painter, painting the bins to match our company's colours. Additionally, Pita assists with bin assembly and serves as a welder when needed.

The brothers support each other through the ups and downs of their jobs, offering advice and encouragement whenever needed. Their camaraderie extends beyond the workplace, and they often spend their free time exploring their shared hobbies and interests, such as working out at the gym and barbeques with their families.

Pita and Saimone are 31, of Tongan whakapapa, and proof that working alongside a sibling can be productive and fun. Together they are making a difference one bin at a time.

Team Tafutu, Mum and Son duo

Maluhola Tafutu is a well-known and much-loved face at our Auckland head office. She has cheerfully cleaned our Auckland HQ for the past 6 years, making sure we have a clean and pleasant place to work.

She has a deep appreciation for the culture and the people at WM. Her love for the company is so strong that she helped her son, Lagilele Tafutu, gain a position in the workshop. Her hope is that he will be able to experience the same warmth and togetherness that she has enjoyed throughout the years.

Lagi says the best part of working with his mum is that he gets to see her every day and meet all the new people from different cultures and backgrounds.

WM is such a great place to work that we have the honour of families getting on board and working alongside each other.



A TRUSTED KIWI BUSINESS

He Kiwi whai-painga he u manga pumau





A TRUSTED KIWI BUSINESS

Key objectives:

- Invest in infrastructure, fleet and businesses that progress our purpose and values
- Our service is the most reliable in the industry
- Deliver solutions and technologies which improve our customer experience
- Our value chains are effective, efficient and ethical

Material issues:

Brand promotion & awareness

Customer experience

Governance, ESG transparency & reporting

Industry engagement and collaboration

Legal compliance

Sector leadership & policy engagement

Sustainable business performance

Objective	Actions	KPI	Status	Progress in 2023
5.1 Invest in infrastructure, fleet and businesses that progress our purpose and values	Invest in infrastructure to improve recovery and reduce environmental footprint	Progress upgrades of our infrastructure to improve recovery, effectiveness and reduce environmental footprint	Achieved ✓	<ul style="list-style-type: none"> • New leachate evaporator (BeneVap) at Kate Valley installed and operational (see page 18). • Design and procurement of new generator for Redvale.
	Invest in fleet to improve recovery and reduce environmental footprint	Progress upgrade of our fleet to improve recovery, effectiveness and reduce environmental footprint	Achieved ✓	<ul style="list-style-type: none"> • 98 new fleet and trailers introduced with lower environmental impacts. • Delivered fleet improvements that reduce required vehicle numbers. For example, the dual containment food scraps and three glass recycling low entry vehicles (LEVs) rolled out for the eastern Waikato municipal contracts (see page 51).
	Investigate and execute opportunities to accelerate business progress via partnerships and acquisitions	Identify and progress opportunities	Achieved ✓	<ul style="list-style-type: none"> • Developed sales, collections and interim processing options for PVC/ HDPE piping with Marley NZ and associated retailers. • In partnership with Aliaxis Group have purchased Comspec based in Christchurch to further our capability in plastic recycling. • Planning has commenced for the use of renewable landfill gas between Transwaste and energy service providers, including an investigation into the use of hydrogen. • Entered into a process to collect and process untreated wood in central Otago to be used as biofuel. • We acquired Coastal Bins in the Coromandel.
5.2 Our service is the most reliable in the industry	Provide excellent delivery of services to customers	Collections DIFOT - 98%	Achieved ✓	WM DIFOT above 98.1% at Q4.
		Net Promoter Score = 11	Achieved ✓	NPS score at end of 2023 is 28.
5.3 Deliver solutions and technologies which improve our customer experience	Review our brand to align to our purpose	Brand review completed and enhancement programme designed	Achieved ✓	Rebrand ready to be rolled out in Feb/ March 2024.
	Provide solutions which improve our customer experience	Successfully implement new customer solutions for Auckland food waste and Eastern Waikato	Achieved ✓	Successfully implemented: Auckland Council food waste collections; Residential general waste, recycling and food waste collection services and operation of seven refuse and recycling transfer stations for the eastern Waikato region.
5.4 Our value chains are effective, efficient and ethical	Ethical supply framework established	Our supplier procurement is audited for ethical supply	Not Achieved —	Progress in 2023: <ul style="list-style-type: none"> • Ethical supply framework and supplier questionnaire has been created. • Work is now underway to simplify the framework, review and test before rollout.

OUR PARTNERSHIPS AND MEMBERSHIPS

We have partnerships with, are members of, or hold accreditation with a number of organisations. Refer to [Our Partners page](#) on our website for more information.



JOINT VENTURES

WM New Zealand is involved in the following joint ventures:

- 50% ownership of Waste Disposal Services with Auckland Council
- 50% ownership of Transwaste Canterbury Limited with the other 50% owned by Christchurch City Council, and the Hurunui, Waimakariri, Selwyn and Ashburton district councils
- 50% ownership of Midwest Disposals Limited with Enviro NZ Services
- 50% ownership of Pikes Point Transfer Station with Enviro NZ Services
- 50% ownership of Daniels Sharpsmart Limited with Cleanaway Daniels Pty Limited
- 50% ownership of Plastics Recycling NZ, a new partnership with Aliaxis NZ, owners of the Marley brand, to create plastic recycling solutions for the building and construction industry

WM New Zealand accounts for the emissions from these entities on an equity share basis.

Financial statements of WM New Zealand are audited and filed for public record.

SUPPLY CHAIN SUSTAINABLE PROCUREMENT

Our supply chain is very diverse and reaches a wide range of products and services across all sectors (e.g. technical, environmental, consulting, technology, etc.). We have approximately 3200 suppliers on shore and offshore, with the bulk being local typically specialising in the provision of industrial goods, equipment, and services, including commodity industrial consumables and expendables, to highly specialised scientific-grade products.

In 2023 we reviewed our suppliers against ethical supply criteria, which showed low risk with 49 suppliers. We also piloted an ethical supply questionnaire with some large suppliers.

Our procurement team's approach is for future sustainable supply chain and business partnerships to enable ethical and local (where possible) sourcing in the fast-changing environment.

Where possible and required, we establish connection with our value chain partners downstream who provide necessary services for all activities from raw material supply to resource, and manufacturing.

Natural disasters on and offshore have affected supply chain, from production and supply prioritisation through to logistics locally and globally.



ENGAGEMENT WITH OUR STAKEHOLDERS

Our Stakeholder Engagement Plan and Communications Strategy identify WM's positions on key issues, our stakeholders and how we engage with them.

Our overall purpose is to build positive, proactive, and ongoing relationships with key stakeholders and ensure a good understanding of our position on various issues important to our overall sustainability.

Main stakeholder groups are our customers, politicians, lenders, insurance companies, government officials, local authorities, industry consultants, neighbours to our facilities (including iwi), mana whenua, WM New Zealand team (present and future), Board and shareholders, JV partners, industry bodies, NGOs, Sustainability Advisory Panel, sustainability membership bodies, suppliers, and media.

Customers/Members of the Public

We engage with and regularly talk to members of the public and customers through our website, social media and outreach through the mainstream media. In addition to this, we attend public events and conferences which in 2023 included:

WasteMINZ Conference

WM New Zealand took part in the annual WasteMINZ conference, educating attendees (many of whom are from local authorities) on the circular economy. Lead Sustainability Partner Tyron Hartle was a keynote speaker.

BuildNZ Conference

Our team manned a stand explaining how WM New Zealand can recover more materials within the building and construction industry. On display and sparking interest was a sample of the uPVC and PE piping we collect and the granulated product it's processed into, before being remade into more piping.

Hospitality Conference & Trade Expo

The two-day conference and trade expo attracts hospitality workers from around New Zealand, with WM presenting on how to make more sustainable procurement choices for less waste.

New Zealand Careers Expo

WM attended expos in Christchurch, Hamilton, Auckland and Wellington to encourage job seekers into the waste management and resource recovery industry.

Circular Economy Directory

WM hosted 30 sustainability leaders at its Auckland HQ in collaboration with the Sustainable Business Network (SBN) as part of the Circular Economy Directory initiative. The directory connects businesses wanting to share information and resources to be more sustainable.

Community events

Keep NZ Beautiful and Clean Up Week

WM has taken part in Keep New Zealand Beautiful's annual Clean Up Week for the past seven years. As well as organising our own local clean-up events, we offer disposal at our transfer stations free of charge.

Beach Clean Up, Gisborne

Partnering with Gisborne District Council, our team helped collect 1.3 tonnes of waste from along Gisborne's Centennial Marine Drive in just three hours. We also provided skip bins, gloves and rubbish bags.

Auckland floods and Cyclone Gabrielle

Our Auckland inorganics crew worked with the Defence Force to clean up the streets of Tāmaki Makaurau following the Auckland Anniversary Weekend floods, removing debris and flood damaged furniture and other household items.

FlexiBins were delivered to the Hawke's Bay and Gisborne following Cyclone Gabrielle, with our collections team prioritising aged care facilities, supermarkets and other essential services.

Pest Free South Auckland

Skip bins are provided for collection of moth plants. These weeds cause a lot of trouble in Auckland and smother other plants that are native to the area. Living Earth Puketutu Island makes sure these pods are hot composted instead of sending it to landfill and to help prevent the spread of these weeds. In 2023 an estimated 4.98 tonnes of pods were collected and hot composted.

ENGAGEMENT WITH OUR STAKEHOLDERS

Media

- Media engagements: 16 written media responses, three press releases, three television interviews, three podcast interviews.
- MD Evan Maehl was interviewed on the circular economy and our carbon neutral ambitions for the annual NZ Herald sustainability supplement, and was a spokesperson for EECA's Gen Less campaign.

Neighbours to our facilities

We also hold regular face-to-face meetings with neighbours to our facilities, especially at our landfills where we have community liaison committees and regular scheduled meetings. For example:

Redvale Landfill & Energy Park

The Redvale Energy Park Community Liaison Committee convenes quarterly to discuss issues of importance to the community including ongoing environmental work such as the preservation of native trees and the establishment of an onsite nursery. The Redvale team gives an update on operations and any community issues are heard and addressed.

The Dairy Flat Newsletter, a community publication, is released by WM in collaboration with the Community Liaison Committee and Dairy Flat Community Trust. This quarterly newsletter is distributed to households within the Dairy Flat catchment to keep the community updated on local events and happenings.

The Dairy Flat Community Trust was established in July 1993 as part of WM's resource consent to operate Redvale. Meetings are held quarterly with annual funding donated by WM.

In addition, we regularly host site tours and information presentations at Redvale for customers, stakeholders and the media.

Tirohia Landfill & Energy Park

The Community Liaison Committee for Tirohia meets once a year to discuss various topics related to the landfill. These include updates on the landfill's progress, ongoing construction, new contract collections that could affect the landfill, gas capture, power generation, leachate, compost operations and any issues regarding odour complaints.

Whitford Landfill & Energy Park

The Community Liaison Group meets once a quarter to discuss traffic issues, complaints, pest control, landfill reports (operations, tonnage and filling, construction, environmental compliance and complaints). External reports include community trust and council reports. Staff changes are discussed as well as any other business.

Kate Valley Landfill & Gareth James Energy Park

The Community Liaison Group meets quarterly. Some of the topics discussed include landfill updates (volumes of waste received, cell construction, gas operations, electricity generation), reports (complaints, traffic reporting, non-compliant waste) general business and site inspection. The regeneration of nearby Tiromoana Bush is also reported on.

In addition, regular on-site tours are conducted for customers, local councillors and other stakeholders.

Mana whenua

Our tumu tikanga (cultural advisor) facilitates meetings with iwi around the motu to understand issues of importance to mana whenua and work towards commercial partnerships, as per our Porohita strategy.

Government / local bodies

We regularly invite local body and government politicians to visit our landfills, Electric Vehicle Innovation Hub, Living Earth compost facilities, tyre recycling plant and any other facilities they are interested in observing. In 2023 we also:

- Provided a waste and recycling discussion paper to political parties prior to the election
- Provided a briefing document to the incoming Minister for the Environment, as well as to key environment party spokespeople
- Our team hosted representatives from the Climate Change Commission, Infrastructure New Zealand and Auckland Council at Redvale Landfill & Energy Park
- Mayors, councillors and staff from Christchurch City Council and Ashburton, Hurunui, Selwyn and Waimakariro district councils visited Kate Valley Landfill & Energy Park.

Our team

Our team consists of 1,759 dedicated employees and 140 contractors. We continue to engage and share news via:

- Daily stories on our intranet
- Video updates from our Managing Director and other Executive Leadership Team members
- Sessions on strategy progress with the leadership and management teams
- Regular Inclusion and Diversity Committee events and celebrations
- The WM New Zealand Annual Awards where we celebrate our highest performing team members and share stories to inspire
- Monthly health and safety "toolbox talks" rolled out to all our team members.



The first-of-its kind LEV truck which collects glass and food scraps at the same time.

Eastern Waikato rollout of services

In a Herculean effort, involving our teams from all over the North Island, we rolled out services for Thames Coromandel District Council, Hauraki District Council and Matamata-Piako District Council from 1 September.

WM was awarded the 10-year contract to run the eastern Waikato’s kerbside collections and transfer operations, as well as implement a food waste collection.

Household rubbish is no longer collected from the kerbside in single-use plastic bags. Instead, it is collected in red-lidded wheelie bins, meaning less reliance on plastic and no more bags being torn open by animals or birds. Wheelie bins are also much safer for our drivers to empty, as the truck uses an automated arm to pick them up rather than workers having to manually handle bags.

New Pay As You Throw (PAYT) rubbish tags were introduced for payment – meaning that people only pay for the rubbish they deposit, providing an incentive for greater use of recycling options.

Household food waste is collected in green-lidded food scraps bins and transported to Tirohia Energy Park facility where are transformed into nutrient-rich compost and glass and mixed recycling continue to be collected in blue crates and the yellow-lidded wheelie bins for recycling.

As well as supplying all the beautiful new trucks, Fleet optimised collection routes to limit time spent on the roads, reducing carbon emissions.

One of the exciting new vehicles is an low entry vehicle (LEV) truck which collects glass and food scraps at the same time. It’s been specially designed with a dual containment system to collect both waste streams and keep them separate. It’s efficient and means there will be fewer trucks needed to do the collections – which means less carbon.

All drivers were recruited locally and worked hard to learn their new routes and collection timetables. We also took over operations of Thames-Coromandel’s seven refuse and recycling transfer stations.

As is always expected in the first few weeks of a new contract, there were a few hiccups with slower than expected delivery time on some of the new food waste and glass recycling trucks and a few collection delays. However, the kinks were quickly ironed out and Head of Operations for the Lower North Island Pete Grennell says it was a big and exciting project, calling on all the expertise within our wider team, and he’s hugely proud of the mahi.

Our new sites

Be prepared to be wowed Invercargill, WM is in town.

Our South Island team was very excited to open a new yard and facility at Preston Street in Aotearoa’s most southern city during 2023.

Services began with four trucks servicing commercial customers’ general waste and recycling needs, as well as a skip offering for residential customers.

To mark the grand opening of the site, MD Evan Maehl paid a visit to the team, and Regional Manager for Otago Greg Nel said we can expect great things to come from the Invercargill-based team as they immerse our brand into beautiful Southland and beyond.

Also welcomed to the WM whānau were Coastal Bins, as part of the Eastern Waikato rollout (see case study on this page), Comspec and WM Cromwell.



The Southland site opening, left to right: Rod Jarvie, Grant Hoffmann, Conor McAuliffe, Greg Slaughter, Natasha Carlyle, Zoie Bryce, Greg Nel, Andrew Shipley, Evan Maehl.

Our Drivers

Our drivers are vital to us being a Trusted Kiwi Business. The penultimate moment at our annual awards is the presentation of the Driver of the Year Award, which celebrates the men and women who are the lifeblood of our business.

This year, there were so many outstanding nominations we recognised a driver from four of our divisions, Upper North Island, Lower North Island, South Island and Technical Services. A snippet from their nominations is below.

Gurdeep Singh (Technical Services):

Gurdeep was nominated unanimously by all the Technical Services regional managers. He joined Technical Services Wellington as a Class 4 liquid/hazardous driver, following a relocation to Wellington from Auckland, where he worked for WM for 8 years. He drives a range of vehicles, from Class 1 to Class 5, and quickly established himself as an experienced and versatile member of the transport team. He is a reliable and efficient vacuum truck driver that has quickly adapted to a new role, one which is more operationally focused and physically demanding than his previous

driver roles in other organisations.

Reno Morgan (Upper North Island):

Reno is the driver every team wishes they had. His overall performance, commitment to the team, WM and our customers is always at the highest level. When we asked the UNI municipal-residential team who our nomination should be, it was unanimous. Reno is a very popular member of our team, and his work ethic is unparalleled. Comfortably able to consistently collect over 200 bins per hour and complete 50% more than what is normally asked, he sets the benchmark in what a good operator looks like but at the same time remaining humble and always eager to improve.

Taylor Whittle (Lower North Island):

Taylor is a leading sideload driver with an extensive knowledge of both the municipal and commercial routes and understands WM's commitment to deliver service in full and on time. Any requests for missed or additional services from the district council are always accepted and completed. Taylor has an excellent safety record with only one minor

damage event recorded in the past 10 years. He also keeps his truck in perfect condition and is a stickler for cleanliness.

Tyrone Buksh (South Island):

Tyrone was promoted to the newly developed Driver Team Leader role for the Waimakariri kerbside collections contract. It was a pilot position and he has had such a positive impact on kerbside collections, a further six Driver Team Leader positions were implemented across the Christchurch City and Selwyn District kerbside contracts. He is a professional in everything he does and since his appointment he has displayed natural leadership skills when engaging with his team, despatch and other team leader colleagues.



Driver Dianne Henry helps service the Auckland region.



UNI Executive GM Mike McSaveney, Tyrone Buksh, Taylor Whittle, Reno Morgan and Gurdeep Singh.

APPENDIX I: MATERIAL ISSUES

To ensure WM New Zealand is focusing on the material issues which are relevant for a future focused waste service provider, a new materiality analysis was conducted in 2022 to update and refresh our sustainability strategy.

We worked to identify the future sustainable material key issues by engaging with a wide cross-section of internal and external stakeholders.

External stakeholders included:

- Minister of Parliament
- Iwi
- Community organisation
- Local council
- Large customer
- Smaller customer
- Government department customer

Each stakeholder was interviewed by an external consultant to provide their independent views on the material issues they believed to be key for a forward-thinking, sustainable waste company to address now and into the future.

24 issues were identified in 2022 as material for WM New Zealand through this interview process. These are the issues that are key for us to address to ensure we are moving towards a successfully sustainable future. The material issues were then placed into a ranking survey and sent to our stakeholders to rank including our interviewees, business and residential customers, community partners, central and local government, and we received 438 responses. The survey was also ranked by our senior leaders and a member of our Sustainability Advisory Panel.

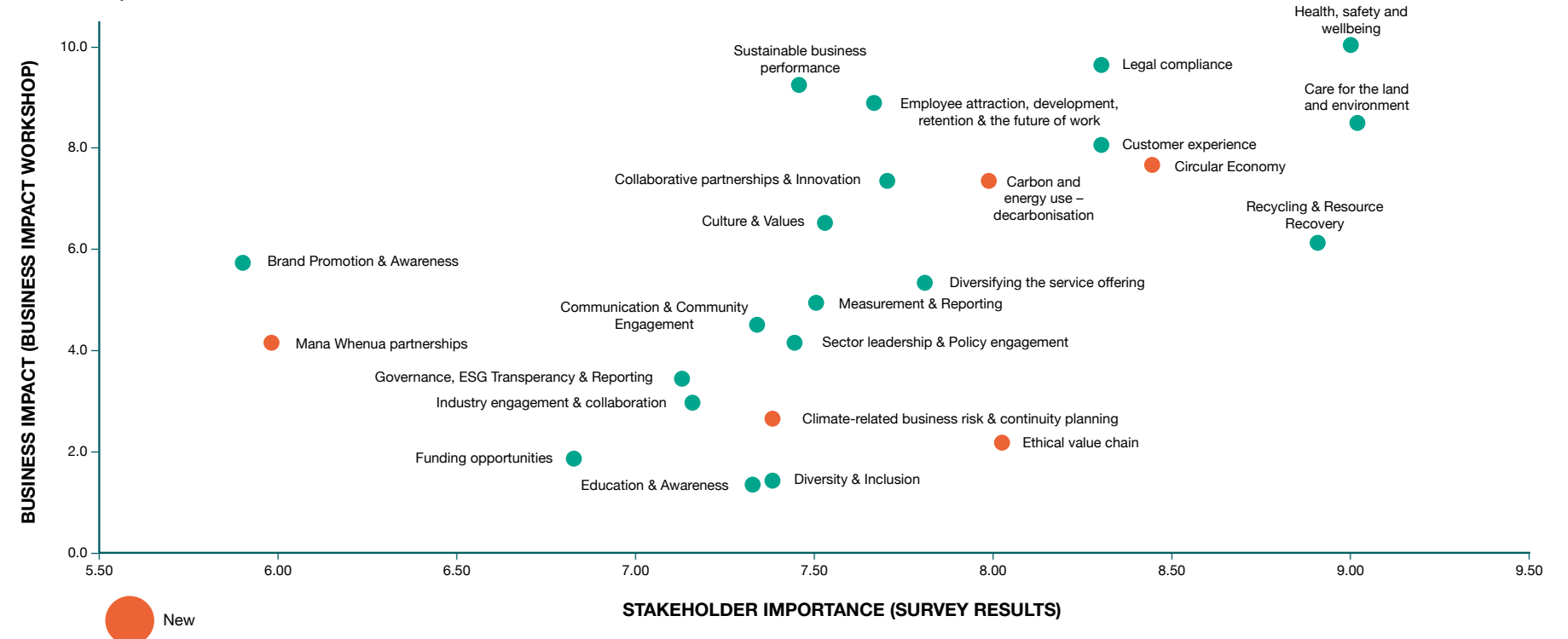
These two rankings of external stakeholder importance on the horizontal axis (Stakeholder importance) and impact on the business on the vertical axis (Business impact) created our new materiality matrix. This matrix presents the issues that are most urgent for us to address. These material issues were used to create a new forward thinking sustainability strategy.

WM New Zealand has been doing sustainability for a while, and as such we were able to identify trends over time between our two materiality matrices. Specific material issues which were identified as relevant in 2017 which are no longer identified by our stakeholders as top material issues include consistent excellence and long-term profit (although aspects of these are reflected in the reframed 2022 material issues).

In addition, there are new material issues which were not identified in 2017 but are now relevant in 2022 such as climate related business risks and continuity planning, mana whenua partnerships and having an ethical value chain.

Existing material issues were updated with a more current and topical sustainable future lens, such as ‘Waste Minimisation is Core Business’ in 2017, reframed to a broader material topic of ‘Circular Economy’ in 2022.

2023 Materiality Matrix



APPENDIX I: MATERIAL ISSUES

A full list of the material issues identified through this process, and their definitions, in the table below. Alignment with the five WM Porohita outcome pillars which form the new WM New Zealand strategy is also included, cross-referenced to relevant GRI Standards and Disclosures, as appropriate.

Issues	WM Porohita Pillar	Description	GRI Standards and Disclosure
Brand promotion and awareness	A trusted Kiwi business	Promote achievements, transition strategy and approach to managing sustainability issues. Create awareness of the brand in the local and regional community. Consider a revision of the name and branding.	GRI 2 – Disclosure 2-29 Approach to stakeholder engagement
Carbon and energy use – decarbonisation	Carbon neutral	Carbon emission reduction and energy efficiency, eg use of renewable energy, as well as, optimising transport and maximising the beneficial use of landfill gas, whilst minimising its impact.	GRI 305: Emissions 2016 <ul style="list-style-type: none"> ● Disclosure 305-1 Direct (Scope 1) GHG emissions ● Disclosure 305-2 Energy indirect (Scope 2) GHG Emissions ● Disclosure 305-3 Other indirect (Scope 3) GHG Emissions ● Disclosure 305-4 GHG emissions intensity ● Disclosure 305-5 Reduction of GHG emissions
Care for the land and environment	Care for our environment and community	Protecting the environment with care for our land, air and water. Regenerating our soil health with compost, responsible residual waste management at well-managed landfill sites and ongoing rehabilitation at landfill sites and planting native vegetation at facilities.	GRI 2 - Disclosure 2-27 Compliance with laws and regulations GRI 304: Biodiversity Informal commentary <ul style="list-style-type: none"> ● Disclosure 304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas ● Disclosure 304-3 Habitats protected or restored
Circular economy	Expand circular services	Lead with principles of the circular economy in all service offerings: Eliminate waste; circulate products and materials (at their highest value); regenerate nature.	No applicable GRI Standard
Climate-related business risk & continuity planning	Carbon neutral	Understand and adapt to the impacts of a changing climate on the business directly (business continuity), or indirectly with clients and suppliers.	No applicable GRI Standard
Collaborative partnerships & Innovation	Expand circular services	Continue to drive with new and existing external partners process, product, technological and organisational innovation, including assisting to develop new processing capacities within NZ.	GRI 203: Indirect Economic Impacts 2016 <ul style="list-style-type: none"> ● Disclosure 203-1 Infrastructure investments and services supported
Communication & community engagement	Care for our environment and community	Communication is genuine, accurate, transparent and timely. Positive, enduring relationships are maintained with stakeholders and partners through active engagement with local communities in which we operate. Address misinformation and communicate with integrity.	GRI 2 - Disclosure 2-29 Approach to stakeholder engagement
Culture & values	A great place to work	Our culture is built on the company values and principles, where Our People (team) are aligned and focused on the goal of a long-term sustainable future for Aotearoa.	No applicable GRI Standard
Customer experience	A trusted Kiwi business	Proactively working with customers to provide solutions, ensuring that we deliver on our customer commitments and facilitate customers to achieve their sustainability goals.	No applicable GRI Standard
Diversifying the service offering	Expand circular services	Continue to diversify our service offering including exploring alternative materials and markets including organics recovery, C&D material recovery, sustainability consulting services. Ensure the core services quality is maintained	GRI 203: Indirect Economic Impacts 2016 Disclosure 203-1 Infrastructure investments and services supported
Diversity & inclusion	A great place to work	Actively build an inclusive work environment that ensures everyone can confidently share their culture, skills, values, backgrounds, and experiences at work.	GRI 405: Diversity and Equal Opportunity 2016 <ul style="list-style-type: none"> ● Disclosure 405-1 Diversity of governance bodies and employees ● Disclosure 405-2 Ratio of basic salary and remuneration of women to men
Education & awareness	Care for our environment and community	Providing education resources and awareness as an industry leader.	GRI 2 - Disclosure 2-29 Approach to stakeholder engagement

APPENDIX I: MATERIAL ISSUES

Issues	WM Porohita Initiative	Description	GRI Standards and Disclosure
Employee attraction, development, retention & the future of work	A great place to work	Creating environments where people can thrive, push boundaries, collaborate, and share a purpose. Continue to drive technical excellence, by empowering our people through professional development, providing career pathways and contemporary employee experiences.	GRI 404: Training and Education 2016 <ul style="list-style-type: none"> Disclosure 404-2 Programs for upgrading employee skills and transition assistance programs Disclosure 404-3 Percentage of employees receiving regular performance and career development reviews
Ethical value chain	A trusted Kiwi business	Continue to drive an ethical supply chain and work with trusted suppliers to develop a chain of custody for recovered materials to ensure transparency in tracking and reporting, and human health and wellbeing, whether onshore or offshore.	GRI 308: Supplier Environmental Assessment 2016 <ul style="list-style-type: none"> Disclosure 308-1 Existing suppliers that were screened using environmental criteria
Funding opportunities	Expand circular services	Access funding opportunities to continue with research and development and infrastructure investment that will assist sector wide infrastructure investment.	No applicable GRI Standard
Governance, ESG transparency & reporting	A trusted Kiwi business	Have systems in place to ensure sustainability-related activities are progressed with accountability, transparency, and credibility through a clearly articulated and communicable ESG strategy, approach and reporting mechanisms, leveraging targets based on science.	No applicable GRI Standard
Health, safety and wellbeing	A great place to work	Ensuring the health, safety, and wellbeing of our people.	GRI 403: Occupational Health and Safety 2018 <ul style="list-style-type: none"> Disclosure 403-1 Occupational health and safety management system Disclosure 403-2 Hazard identification, risk assessment, and incident investigation Disclosure 403-3 Occupational health services Disclosure 403-4 Worker participation, consultation, and communication on occupational health and safety Disclosure 403-5 Worker training on occupational health and safety Disclosure 403-6 Promotion of worker health Disclosure 403-8 Workers covered by an occupational health and safety management system Disclosure 403-9 Work-related injuries Disclosure 403-10 Work-related ill health
Industry engagement and collaboration	A trusted Kiwi business	Collaboration to achieve shared outcomes, both within and outside the industry; academic institutions and industry associations. Build on and continue to foster alignment and forge partnerships across the industry to progress sustainability objectives through shared vision and values.	No applicable GRI Standard
Legal compliance	A trusted Kiwi business	Maintenance and compliance with legal and regulatory requirements.	GRI 2 - Disclosure 2-27 Compliance with laws and regulations
Mana whenua partnerships	Care for our environment and community	Build cultural and commercial partnerships with iwi businesses and communities in an authentic manner, benefiting the long-term wellbeing of Aotearoa.	Disclosure 413-1 Operations with local community engagement, impact assessments, and development programs
Measurement & reporting	Expand circular services	Improve data and insights to support individuals, organisations and communities to minimise waste, drive the circular economy and transition to a low carbon economy. Continuous improvement of measurement and reporting of data to support internal users, customers and assist central government with waste collection and tracking data.	No applicable GRI Standard
Recycling & resource recovery	Expand circular services	Resource recovery of materials including construction and demolition waste, organic waste, plastics and other packaging and energy recovery to create fuel and power sustainable transportation.	GRI 306: Waste 2020 <ul style="list-style-type: none"> Disclosure 306-1 Waste generation and significant waste-related impacts Disclosure 306-2 Management of waste-related impacts. Disclosure 306-3 Waste generated Disclosure 306-4 Waste diverted from disposal
Sector leadership & policy engagement	A trusted Kiwi business	Being a sector leader, play an advocacy role within the development of new policy or regulation working with partners to drive rather than respond to change. Remain ahead of legislation and standards, and ensure products are positioned to assist customers to stay ahead as well as comply with regulations.	No applicable GRI Standard
Sustainable business performance	A trusted Kiwi business	Ensuring sustainable financial growth and ESG performance. Budgets and KPIs include financial, carbon and social impacts to make sure the business is looking and measuring beyond profit.	No applicable GRI Standard

APPENDIX II: GRI GENERAL DISCLOSURES INDEX

This report incorporates the GRI principles of stakeholder inclusiveness, sustainability context, materiality, and completeness and involved a review of our material issues with the GRI topic standards to identify the disclosures required. It has been prepared in reference to the GRI Sustainability Reporting Standards: Core option. For further information, refer to www.globalreporting.org

Statement of use	Waste Management Ltd has reported with reference to with the GRI Standards for the period January 2023 to December 2023
GRI 1 used	GRI 1 Foundation 2021

Disclosure:	Name:	Description and/or page number
GENERAL DISCLOSURES		
2-1	Organizational details	Ownership Pg. 3
2-2	Entities included in the organization’s sustainability reporting	A Trusted Kiwi Business – Joint Ventures Pg. 48
2-3	Reporting period, frequency and contact point	Our Report Pg. 8
2-4	Restatements of information	Our Report Pg. 8
2-5	External Assurance	Our Report Pg. 8 A Word from our Sustainability Advisory Panel Chair, Lisa Martin Pg. 5 Carbon Neutral Pg. 24-33
2-6	Activities, value chain and other business relationships	How We Create Value Pg. 10 Our Facilities and Services Pg. 7 Expand Circular Services – Recycling Destinations Pg. 23 A Trusted Kiwi Business – Joint Ventures Pg. 48 A Trusted Kiwi Business – Supply Chain/ Sustainable Procurement Pg. 48 A Trusted Kiwi Business – Case Study: Eastern Waikato rollout of services Pg. 51 A Trusted Kiwi Business – Case Study: New sites: Southland/ Coastal Bins/ Cromwell Pg. 51
2-7	Employees	A Great Place to Work – Team in Numbers Pg. 42
2-8	Workers who are not employees	A Great Place to Work – Team in Numbers Pg. 42
GENERAL DISCLOSURES		
2-9	Governance structure and composition	Our Board Pg. 3
2-10	Nomination and selection of the highest governance body	Our Board Pg. 3
2-11	Chair of the highest governance body	A Word from our Independent Board Chair, Murdo Beattie Pg. 4

APPENDIX II: GRI GENERAL DISCLOSURES INDEX

Disclosure:	Name:	Description and/or page number
GENERAL DISCLOSURES		
2-12	Role of the highest governance body in overseeing the management of impacts	A Word from our Independent Board Chair, Murdo Beattie Pg. 4 Our Board Pg. 3
2-13	Delegation of responsibility for managing impacts	Our Board Pg. 3
2-14	Role of the highest governance body in sustainability reporting	Our Report Pg. 8
2-15	Conflicts of interest	WM New Zealand's Board is based in New Zealand and Australia and adheres to WM's Conflict of Interest policy.
2-16	Communication of critical concerns	All board members are based in New Zealand and have been selected for the skills and experience they will bring to the company. The board is the highest governance body and are actively involved in growing the company with a focus on sustainability.
2-17	Collective knowledge of the highest governance body	Our Board Pg. 3 WM New Zealand's Board is based in New Zealand and Australia and is the highest governance body. Evan Maehl: Managing Director is in the Business Leaders' Health and Safety Forum Steering Group David Howie: General Manager LNI and CS is on the Government's Waste Advisory Board
2-18	Evaluation of the performance of the highest governance body	WM New Zealand's Board is based in New Zealand and Australia and is the highest governance body. They oversee the Executive Leadership Team whose performance is managed through standard internal performance processes.
2-19 & 2-20	Remuneration policies and process to determine remuneration	Our remuneration, policies and process to determine remuneration are overseen by the People & Culture subcommittee. WM New Zealand engages external agency Strategic Pay annually to benchmark its remuneration framework. Any new positions are assessed against this. An annual salary review considers employee position in range. The gender pay framework was added in 2023 with a gender pay gap working party assessing any concerns.
2-21	Annual total compensation ratio	Due to confidentiality, we do not disclose this information
2-22	Statement on sustainable development strategy	A Word from our Managing Director Pg. 1 WM Porohita Updates Pg. 12
2-23	Policy commitments	WM New Zealand has a range of internal policies to support good governance and delegations from our Board. These are approved by the Board or its sub-committees. Sample policies include Human Rights, Diversity, Acceptable Workplace Behaviour, Conflict of Interest, Corporate Code of Conduct, Privacy, Flexible Work, Risk Management and Environment. A Great Place to Work – Health and Safety Pg. 37
2-24	Embedding policy commitments	Each policy has an executive who is accountable for the policy and embedding its commitments within the organisation. Our policy infrastructure is managed by the Chief People Officer with approval by the Board and its sub-committees. All policies are signed by our Managing Director.
2-25	Processes to remediate negative impacts	Care for our Environment and Community – Our Interactions with Te Taiao (The Environment) – Environmental Compliance Pg. 16

APPENDIX II: GRI GENERAL DISCLOSURES INDEX

Disclosure:	Name:	Description and/or page number
GENERAL DISCLOSURES		
2-26	Mechanisms for seeking advice and raising concerns	Individuals can seek for advice and raise concerns about our products and services as well as our activities via our customer service phone line, their line manager, our contact and support page on our website https://www.wm.nz/contact-and-support/ , or through Facebook messenger. The Protected Disclosures (Protection of Whistleblowers) Act 2022 is New Zealand's 'whistle-blowing' legislation. WM New Zealand manage this via our Speak Up Policy and service which is promoted at each branch. The Speak Up service, is run by a third party service provider as an independent, confidential way for employees to report wrongdoing. Through the use of this service, WM will meet our obligations against The Protected Disclosures Act 2022. Media enquiries can also be sent through to mediaenquiry@wm.nz Stakeholders can provide feedback on the report to sustainability@wm.nz
2-27	Compliance with laws and regulations	Care for our Environment and Community – Our Interactions with Te Taiao (The Environment) – Environmental Compliance Pg. 16
2-28	Membership associations	A Trusted Kiwi Business – Our Partnerships and Memberships Pg. 47
2-29	Approach to stakeholder engagement	A Trusted Kiwi Business – Engagement with our Stakeholders Pg. 49
2-30	Collective bargaining agreements	A great place to work – Team in numbers Pg. 42
MATERIAL TOPICS		
3-1	Process to determine material topic	Appendix I: Material Issues Pg. 53
3-2	List of material topics	Appendix I: Material Issues Pg. 53
3-3	Management of material topics	The impacts of material topics are managed through WM Porohita sustainability strategy
ECONOMIC TOPIC DISCLOSURES		
203-1	Infrastructure investments and services supported	Carbon Neutral – Climate change risks – Metrics and Targets Pg. 29 Expand Circular Services – Circular Services launch Pg. 21
203-2	Significant indirect economic impacts	Due to confidentiality, we do not disclose this information
Water and Effluents		
303-1	Interactions with water as a shared resource	Care for our Environment and Community – Our Interactions with Te Taiao (The Environment) Pg. 16
303-2	Management of water discharge-related impacts	Care for our Environment and Community – Our Interactions with Te Taiao (The Environment) Pg. 16

APPENDIX II: GRI GENERAL DISCLOSURES INDEX

Disclosure:	Name:	Description and/or page number
MATERIAL TOPICS		
Biodiversity		
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Care for our Environment and Community – Our Interactions with Te Taiao (The Environment) Pg. 16
304-2	Significant impacts of activities, products and services on biodiversity	Care for our Environment and Community - Our Interactions with Te Taiao (The Environment) Pg. 16
304-3	Habitats protected or restored	Care for our Environment and Community – Our Interactions with Te Taiao (The Environment) Pg. 16
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	Care for our Environment and Community – Our Interactions with Te Taiao (The Environment) Pg. 16
Emissions		
305-1	Direct (Scope 1) GHG emissions	Carbon Neutral – Our Carbon Footprint Pg. 30
305-2	Energy indirect (Scope 2) GHG emissions	Carbon Neutral – Our Carbon Footprint Pg. 30
305-3	Other indirect (Scope 3) GHG emissions	Carbon Neutral – Our Carbon Footprint Pg. 30
305-4	GHG emissions intensity	Carbon Neutral – Our Carbon Footprint Pg. 30
305-5	Reduction of GHG emissions	Carbon Neutral – Our Carbon Footprint Pg. 30
Waste		
306-1	Waste generation and significant waste-related impacts	Our Facilities and Services Pg. 7 This is based a high-level figures of waste materials that WM New Zealand collects its customers and everyday site and office operations.
306-2	Management of waste-related impacts.	Our Facilities and Services Pg. 7 This is based a high-level figures of waste materials that WM New Zealand collects its customers and everyday site and office operations.
306-3	Waste generated	How We Create Value Pg. 10
306-4	Waste diverted from disposal	How We Create Value Pg. 10
306-5	Waste directed to disposal	Due to confidentiality, we do not disclose this information
ENVIRONMENTAL TOPIC DISCLOSURES		
Supplier Environmental Assessment		
308-1	New suppliers that were screened using environmental criteria	Supply Chain/ Sustainable Procurement Pg. 48 Work is in progress for this standard as part of WM Porohita Initiative 3: Carbon Neutral
308-2	Negative environmental impacts in the supply chain and actions taken	Information unavailable/incomplete – Work for this is in progress.

APPENDIX II: GRI GENERAL DISCLOSURES INDEX

Disclosure:	Name:	Description and/or page number
SOCIAL TOPIC DISCLOSURES		
Occupational Health and Safety		
403-1	Occupational health and safety management system	A Great Place to Work – Health and Safety Pg. 37
403-2	Hazard identification, risk assessment, and incident investigation	A Great Place to Work – Health and Safety Pg. 37
403-3	Occupational health services	A Great Place to Work – Health and Safety Pg. 37
403-4	Worker participation, consultation, and communication on occupational health and safety	A Great Place to Work – Health and Safety Pg. 37
403-5	Worker training on occupational health and safety	A Great Place to Work – Health and Safety Pg. 37
403-6	Promotion of worker health	A Great Place to Work – Health and Safety Pg. 37
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Due to confidentiality, we do not disclose this information.
403-8	Workers covered by occupational health and safety management system	A Great Place to Work – Health and Safety Pg. 37
403-9	Work-related injuries	A Great Place to Work – Health and Safety Pg. 37
403-10	Work-related ill health	A Great Place to Work – Health and Safety Pg. 37
Training and Education		
404-1	Programs for upgrading employee skills and transition assistance programs	A Great Place to Work – Case Studies: Set up for success Pg. 40
404-2	Percentage of employees receiving regular performance and career development reviews	All of employees receive annual performance reviews.
Diversity and Equal Opportunity		
405-1	Diversity of governance bodies and employees	A Great Place to Work – Team in Numbers Pg. 42 25% of our board are women 20% of our Executive Leadership team are women
405-2	Ratio of basic salary and remuneration of women to men	A Great Place to Work – Team in Numbers Pg. 42
Local Communities		
413-1	Operations with local community engagement, impact assessments, and development programs	Care for our Environment and Community – Case Studies: Caring for our community during climate change events Pg. 18 A Trusted Kiwi Business – Engagement with our Stakeholders Pg. 49

ACC Accident Compensation Corporation

AEP Annual Exceedance Probability

AFMA Australasian Fleet Management Association

AI Artificial Intelligence

ARC Audit and Risk Committee

ARL Auckland Regional Landfill

ASR Annual Salary Review

B&C Building and Construction

C&D Construction and Demolition

CCC New Zealand Climate Change Commission

CLC Climate Leaders Coalition

CO_{2e} Carbon Dioxide Equivalent

CR Critical Risk

CS Circular Services

DCC Dunedin City Council

DIFOT Delivered in Full On Time

EECA Energy Efficiency & Conservation Authority

EPS Expanded Polystyrene

ESG Environmental, Social, Governance

EV Electric Vehicle

FATFR First Aid Treatment Frequency Rate

FFG For Future Generations

GM General Manager

GRI Global Reporting Initiative

HA Hectares

HDPE High-Density Polyethylene

HSEQ Health, Safety, Environment, Quality

JV Joint Venture

KPI Key Performance Indicator

LDPE Low-Density Polyethylene

LEV Low Entry Vehicle

LNI Lower North Island

LTI Lost Time Injury

LTIFR Lost Time Injury Frequency Rate

MD Managing Director

MfE Ministry for the Environment

MHWS Mean High Water Springs

MTI Medical Treatment Injury

MTIFR Medical Treatment Injury Frequency Rate

MOU Memorandum of Understanding

NPS Net Promoter Score

NZ CS Aotearoa NZ Climate Standards

NZTA New Zealand Transport Association

OCC Old Corrugated Containers or Cardboard

PAYT Pay As You Throw

PEP Plastic Engineered Products

PET Polyethylene terephthalate

PP Polypropylene

PPE Personal Protective Equipment

PRNZ Plastics Recycling New Zealand

PVC Polyvinyl Chloride

RCP Representative Concentration Pathway

RMA Resource Management Act

RTS Refuse Transfer Station

SBC Sustainable Business Council

SBN Sustainable Business Network

SI South Island

SLAM Stop, Look, Assess, Manage

TRIFR Total Recordable Injury Frequency Rate

TS Technical Services

UNI Upper North Island

WM Waste Management New Zealand Limited

WMNZ Waste Management New Zealand Limited

Any queries or feedback
on this report contact
sustainability@wm.nz



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