

Materiality Assessment

Our comprehensive materiality assessment in 2022 involved engaging diverse stakeholders through independent interviews conducted by external consultants. Participants included Members of Parliament, iwi representatives, community organisations, local councils, customers of various sizes, and government department clients.

This process identified 24 key material issues critical for a forward-thinking, sustainable waste company. To prioritise these issues, we conducted a ranking survey that garnered 438 responses from stakeholders including interviewees, business and residential customers, community partners, and government representatives. Our senior leadership team and Sustainability Advisory Panel also participated in this ranking process. A more detailed description of our 2022 materiality assessment can be found in our 2022 Sustainability report.

The resulting materiality matrix continues to guide our sustainability strategy and reporting through our WM Porohita framework. We regularly review these material issues with our Executive Leadership Team and Sustainability Advisory Panel to ensure our approach remains responsive to emerging challenges and opportunities.

This materiality-focused approach helps us identify and prioritise the environmental, social, and governance (ESG) topics with the **most significant impact on our business and stakeholders**, allowing us to allocate resources where we can make the most meaningful difference and report on what matters most to our stakeholders. We plan to conduct our next comprehensive

2023 Materiality Matrix

