

PŪRONGO TOITŪ





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A message from our Managing Director

We are at a point where the role of waste management is changing.

What was once seen as a back-end service is now central to how New Zealand manages resources, reduces emissions, and protects public health. That shift brings both responsibility and opportunity, and it is one we are leaning into.

Over the past year, we have continued to invest in the systems that keep our communities running while building for what comes next. That includes expanding materials recovery, improving how we measure and manage our emissions, and progressing critical infrastructure that will support future growth.

At the same time, we have stayed focused on what matters day to day. Keeping our people safe. Delivering reliable service to our customers. Supporting the communities we operate in.

This year, we have continued to invest in the infrastructure that underpins New Zealand's waste and recycling system.

From energy parks that turn landfill gas into electricity, to expanding our circular services, we are building the capability needed to manage waste differently over time. These are long-term investments, but they are critical to reducing environmental impact and supporting more resilient communities.

None of this happens without our people. Their experience, judgement, and commitment are what turns strategy into action.

This report is a reflection of that work. It shows where we are making progress, where we need to keep improving, and the role we will continue to play in building a more sustainable future for New Zealand.

Ngā mihi nui,

Evan Maehl
Managing Director
WM New Zealand



A message from our Board Chair

This year has reinforced the importance of resilient, well-managed infrastructure.

Demand for waste and recycling services continues to grow, alongside increasing expectations around environmental performance, cost, and long-term planning. These pressures are not unique to our sector, but they are particularly visible in it.

From a Board perspective, our focus is on ensuring WM New Zealand (WM) is positioned to respond in a disciplined and sustainable way. That means maintaining strong oversight of risk, supporting investment in critical infrastructure, and ensuring the business is operating with clarity and accountability.

A key priority has been enabling long-term solutions. Infrastructure takes time to plan, consent and deliver, and

decisions made today will shape outcomes for decades. The Board remains focused on ensuring those decisions are grounded in sound analysis and aligned with the needs of the communities we serve.

This report reflects a business that is managing current demands while continuing to invest for the future. It shows steady progress, greater transparency in reporting, and a clear understanding of the role WM plays in New Zealand's essential services.

Ngā mihi nui,

Murdo Beattie

Board Chair
WM New Zealand





Our Governance

Board — Executive Leadership — Sustainability Team — Sustainability Champions



Murdo Beattie (Chair)



Fraser Whineray



Evan Maehl
Managing Director



William Ding
Chief Financial Officer



Sarah Hendry
South Island
Sustainability Partner



Rhiannon Wakely
North Island
Sustainability Partner



Muriel Van Meel
Upper North Island
Champion



Tim Dryburgh
Lower North Island
Champion



Gavin Kerr



Evan Maehl



Ingrid Cronin-Knight
Chief Growth and
Sustainability Officer



Lena Jenkins
Chief Digital Officer



Tyron Hartle
Lead Sustainability
Partner



Andrea Svendsen
Sustainability and
Communications Manager



James McNeil
South Island Champion



Luani Bernadi
Technical Services
Champion



Vanessa Stoddart



Tania Simpson



Mike McSavaney
EGM - Upper
North Island



David Howie
EGM - Lower North
Island and Circular Services



Jannine Getalado
Sustainability Advisor



Michaela Zaugg
Sustainability Coordinator



Hannah McNabb
Circular Services
Champion



Laurie Kozlovic



Mark Benscher



Daniel Coleman
EGM - Technical Services

**As at September 2025*

Our Board & Executive Leadership Team

Our Board provides governance oversight of WM New Zealand's management and operations. The full Board met seven times in 2025 and is responsible for governance, policy, risk and assurance, and for major economic, environmental and social decisions affecting the company.

The Board has two sub-committees, the Audit and Risk Committee and the People and Culture Committee. The Audit and Risk Committee supports the Board in overseeing risk management, including climate-related risks and opportunities. The People and Culture Committee supports the Board in shaping a workplace where our people can thrive. It oversees remuneration, policy, culture, wellbeing, talent and succession planning, alongside our commitment to diversity, equity and inclusion.

Authority for strategy development, operational delivery and the implementation of sustainability initiatives is delegated to the Managing Director and executive team, in line with our purpose and values.

Our Executive Leadership Team meets regularly throughout the year to drive delivery of our WM Porohita strategy, monitor performance and guide operational priorities. The Executive General Managers also participate in the Carbon Reduction Committee, which meets quarterly under the Managing Director's sponsorship.

The Sustainability Manager and team work with our

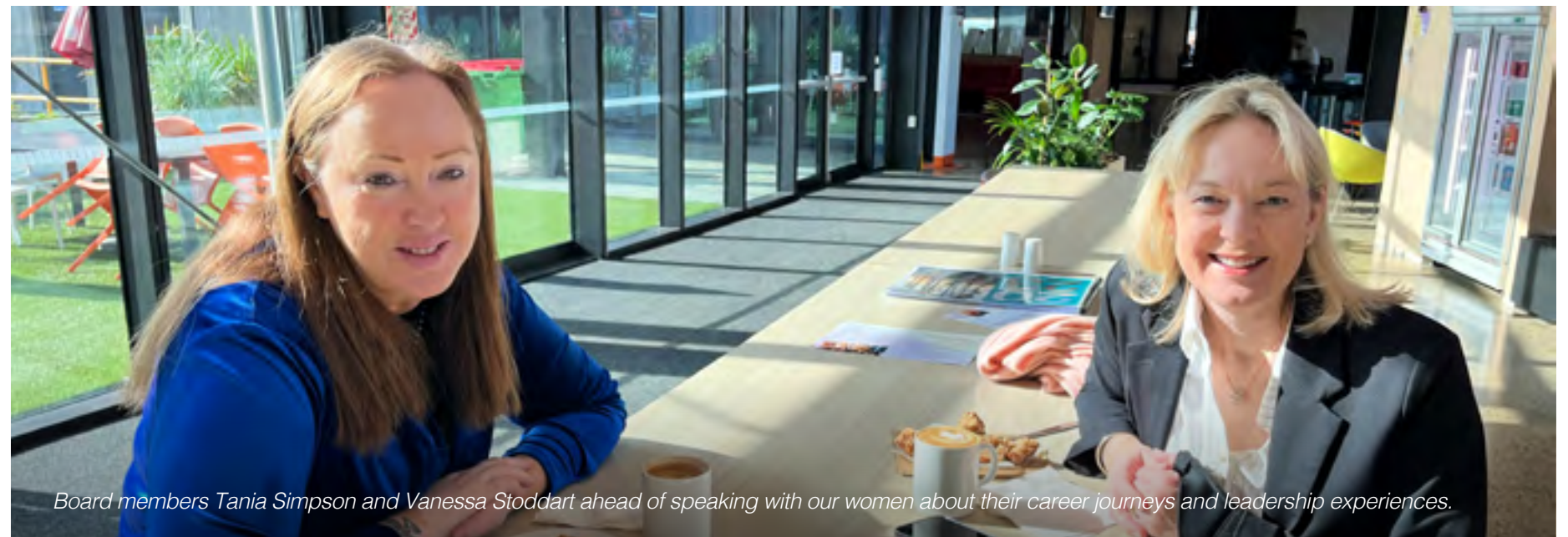
Sustainability Advisory Panel to review and shape WM New Zealand's sustainability programme and the content of this Sustainability Report. This collaboration helps ensure the programme reflects our strategic priorities, operational realities and stakeholder expectations.

The Executive Leadership Team approves the Sustainability Report before it is provided to the Board of Directors for oversight as part of the company's broader governance, risk and compliance framework.

This governance structure helps ensure our Porohita

strategy is embedded in decision making across the business, with clear accountability for environmental, social and operational performance.

[Learn more](#) about our Board and Executive Leadership Team.



Board members Tania Simpson and Vanessa Stoddart ahead of speaking with our women about their career journeys and leadership experiences.

Senior Leadership Team

Our Senior Leadership Team meets quarterly and includes more than 60 operational leaders from across the business. The group plays a key role in translating strategy into action, addressing operational priorities and supporting long-term initiatives across the organisation. These sessions help connect strategic direction with frontline delivery and ensure consistent implementation across WM New Zealand.

Ownership

Waste Management NZ Limited is a New Zealand company with its head office located on East Tāmaki Road in Auckland.

The company is owned by Igneo Infrastructure Partners, an investment team within First Sentier Investors that focuses on established infrastructure businesses. Igneo invests in sectors such as renewable energy, digital infrastructure, waste

management, water utilities and transport across the United Kingdom, Europe, North America, Australia and New Zealand.

As an Igneo portfolio company, WM New Zealand aligns with Igneo's Responsible Investment approach, including the Five Minimum Standards covering climate change, governance, diversity, employee engagement, and health and safety.

These standards help guide how sustainability risks and opportunities are considered across the business.

Through its active ownership approach, Igneo works alongside portfolio companies to support long-term performance, with a focus on operational improvement, innovation and responsible investment practices.

Igneo Portfolio Standards



Health and safety:

Zero-accident target with standardised reporting.



Diversity:

Clear diversity priorities with representation reporting.



Climate change:

Emissions targets and reporting.



Governance:

Independent board representation, risk management, standards/certifications, customer satisfaction surveys, cyber security, and modern slavery risk assessment.



Employee engagement:

Regular surveys and professional development opportunities.

Sustainability Advisory Panel

Our Sustainability Advisory Panel meets quarterly and provides independent advice on the direction and performance of our sustainability programme. The panel brings an external perspective to our work, constructively challenging our team and providing practical guidance as we implement our Porohita strategy.

Their input helps us test our thinking, stay connected to emerging sustainability issues, and ensure our approach remains relevant to our stakeholders and the communities we serve.

Read their bios [here](#).

A Message from our Panel

For WM in 2025, sustainability means strengthening essential services, accelerating decarbonisation and building a more resilient Aotearoa — all while meeting the demands of today.

The external Sustainability Advisory Panel has welcomed the opportunity to guide, inform and critique the Porohita programme throughout the year. In December, we farewelled Tom Nickels, recognising his significant contribution since the Panel's inception with the gifting of a pounamu.

As a Panel, we continue to provide broad, diverse and unfiltered insight, with senior-level engagement across WM essential to unlocking full value. Looking to 2026, we anticipate WM navigating

increasingly complex risks and opportunities, with resilience, climate risk and decarbonisation central to the organisation's forward agenda.

This report reflects a business meeting today's demands while investing with intent for tomorrow. It highlights continued progress, increasing transparency, and a growing recognition of WM's role in shaping a more resilient and sustainable future for Aotearoa New Zealand.

We look forward to advising, supporting and challenging WM to ensure measurable and impactful progress in 2026 and beyond.



Lisa Martin
(Chair)



Peter Algie



Tom Nickels



Becky Lloyd

Our Report

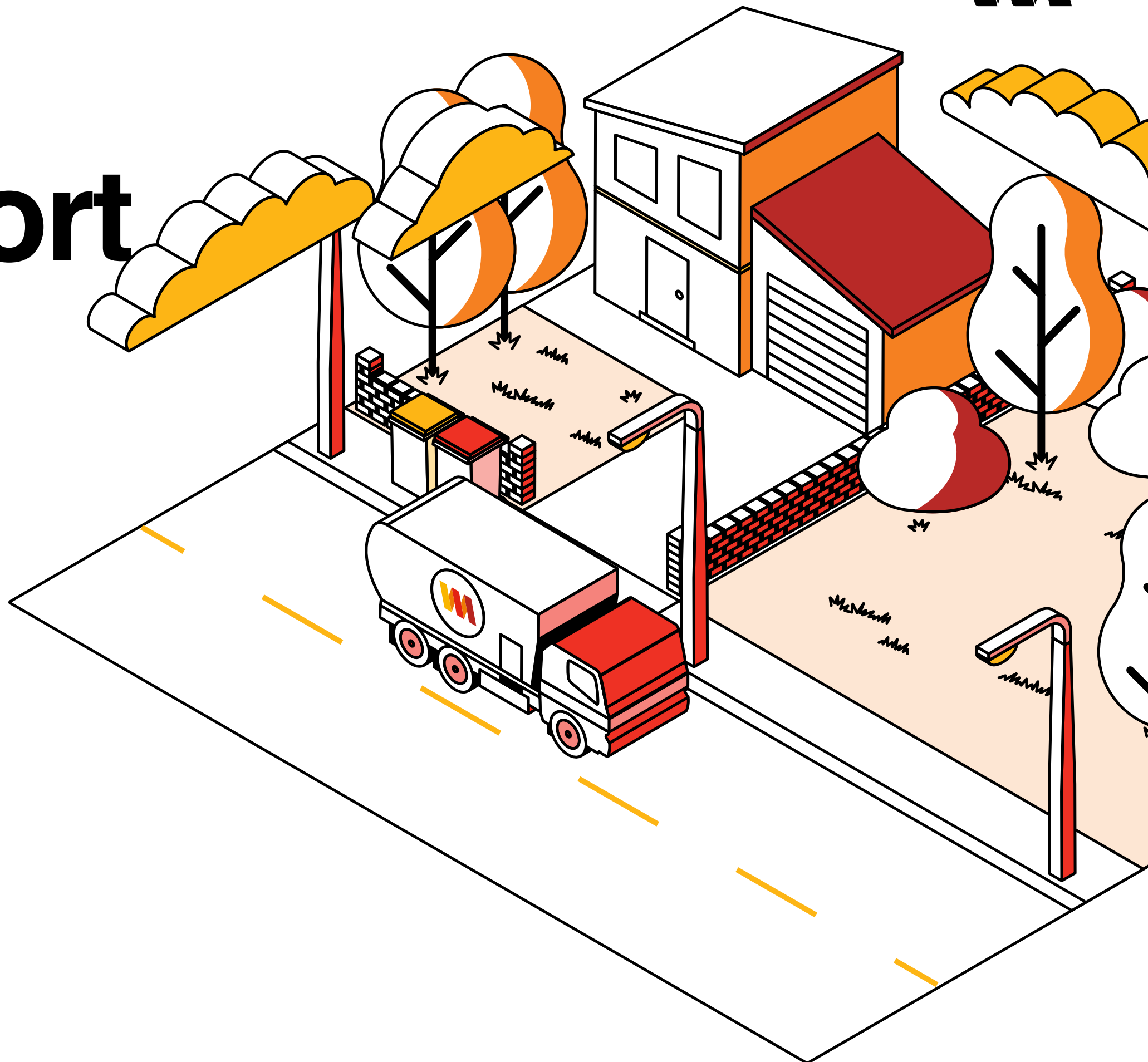
This is WM New Zealand's seventh annual Sustainability Report. It has been prepared with reference to the Global Reporting Initiative (GRI) Sustainability Reporting Standards and covers the 2025 calendar year. The report was published in July 2026.

The report includes all WM New Zealand operations and joint ventures, reported on an equity share basis. Non-trading entities are excluded and our materiality threshold remains at 10%. No information in this report has been restated.

WM Porohita, meaning "to be circular", continues to guide our company strategy and sustainability programme, focused on [five strategic pillars](#).

This report has been reviewed by the Executive Leadership Team, our Board and our external Sustainability Advisory Panel. Our carbon footprint is independently audited each year by Toitū Envirocare. As a member of the Sustainable Business Council, our sustainability reporting is reviewed every two years under the World Business Council for Sustainable Development International Reporting Matters Framework.

We welcome feedback at sustainability@wm.nz



Materiality Matrix

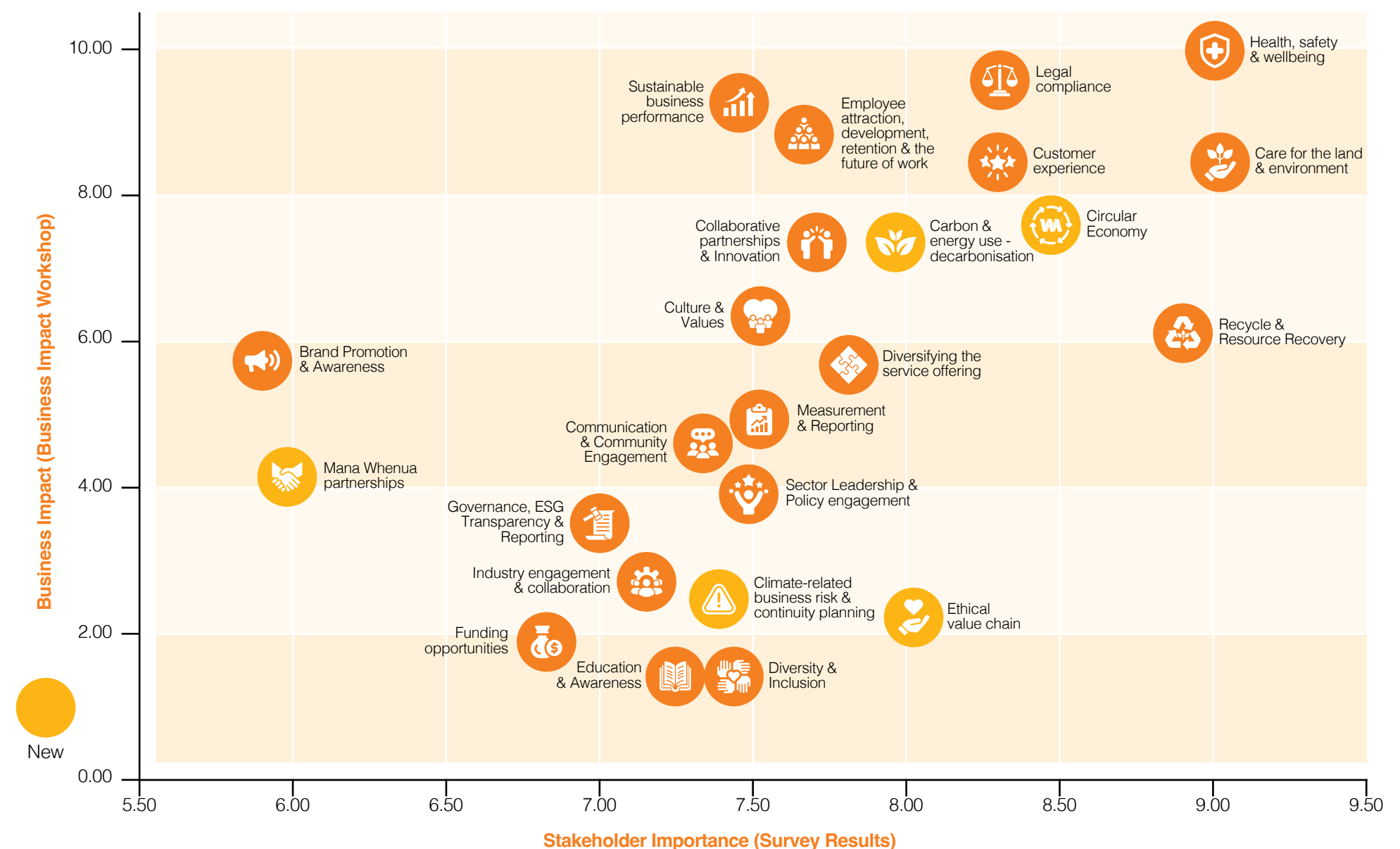
Our most recent comprehensive materiality assessment was completed in 2022 and published in our 2023 sustainability report. Independent consultants conducted interviews with a range of stakeholders including Members of Parliament, iwi representatives, community organisations, local councils, customers and government agencies.

This process identified 24 material issues relevant to a sustainable waste and resource recovery company. These were prioritised through a ranking survey that received 438 responses from stakeholders. Our Executive Leadership Team and Sustainability Advisory Panel also participated.

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

Our next comprehensive materiality assessment is planned for 2027.

2023 Materiality Matrix



Our Business



Year in Review

Achievements and Learnings

High:

Independent air, water and ground testing around Redvale Landfill and Energy Park, undertaken following a community request, confirmed results well below regulatory thresholds.

Following the sale of Oji Fullcircle to Northland Waste, WM expanded its role in recycling services, supporting cardboard and paper collections in the South Island and Taranaki and forming a joint venture to operate the Wellington Materials Recovery Facility.

Measured employee commuting emissions for the first time and added 10 electric trucks to our fleet, bringing the total to 60.

Strong employee engagement, with 87% of our people completing the annual survey, well above the private sector benchmark of 67.5%. Our engagement score rose to 73%, continuing a steady three-year improvement.

WM New Zealand won two categories at the ContactCentreWorld Global Top Ranking Awards in Greece: Best Contact Centre (Small) and Best Green Contact Centre (Small), recognising strong customer performance and the sustainability credentials of our team.

Value creation outcomes

Care for our Environment & Community

Expand Circular Services

Carbon Neutral

A Great Place to Work

A Trusted Kiwi Business

Low:

Progress on Auckland Regional Landfill, the planned replacement for Redvale, continued to be delayed through the appeals process.

Sustainability Services, including waste audits, designed to improve recovery, felt the impact of economic conditions as many organisations reduced sustainability spending.

Reported landfill emissions increased by 45% following a regulatory change to how organic waste in landfills is estimated.

Lithium-ion battery fires remain a risk at our sites and on our trucks due to incorrect disposal in general waste and recycling.

Odour complaints remain a concern for neighbours around Redvale Landfill & Energy Park. A new automated system now ensures every complaint is logged, triaged and actioned within minutes.

Our Facilities and Services

WM New Zealand is the country's largest provider of waste and resource recovery services, operating across the full waste management value chain. Our services span both collection and post-collection activities, providing essential infrastructure that supports communities, businesses and industry across Aotearoa.

Our collections operations serve around 78,000 commercial and private customers and support 39 municipal collection contracts across 20 councils, delivered by a national fleet of more than 1,000 collection vehicles.

Behind these services sits a nationwide network of branches, transfer stations, recycling and composting facilities, landfills and specialist treatment plants. These sites require significant investment, technical expertise and regulatory approvals to build and operate, with many running under long-term operating agreements.

WM's operations are organised into WM North and WM South, supported by specialised Technical Services and Circular Services divisions. Our Circular Services facilities recover materials such as cardboard, plastics, metals, tyres and organic waste, helping return valuable resources to productive use. Our landfills and energy parks safely manage residual waste while capturing landfill gas to generate renewable electricity.

Our Technical Services facilities provide specialist treatment for hazardous, liquid and medical waste streams. Alongside our infrastructure, services such as FlexiBin provide our customers with flexible collection options, and our Sustainability Services team, which help customers better manage their waste through advisory services such as waste audits and education programmes.

Across this network, WM owns, jointly owns or operates seven of New Zealand's 12 largest landfills, along with 37 refuse transfer stations, 18 recycling facilities, three Living Earth composting facilities, and five technical waste treatment plants, one of which includes oil recovery capabilities and one a separate oil recovery site.

Together, this national footprint enables WM to support communities across Aotearoa while continuing to expand resource recovery and circular solutions.

- Branches
- Transfer Stations
- Refuse & Recycling Transfer Stations
- Material Recovery Facilities
- Composting Facilities
- Landfills
- Technical Service Facilities

North

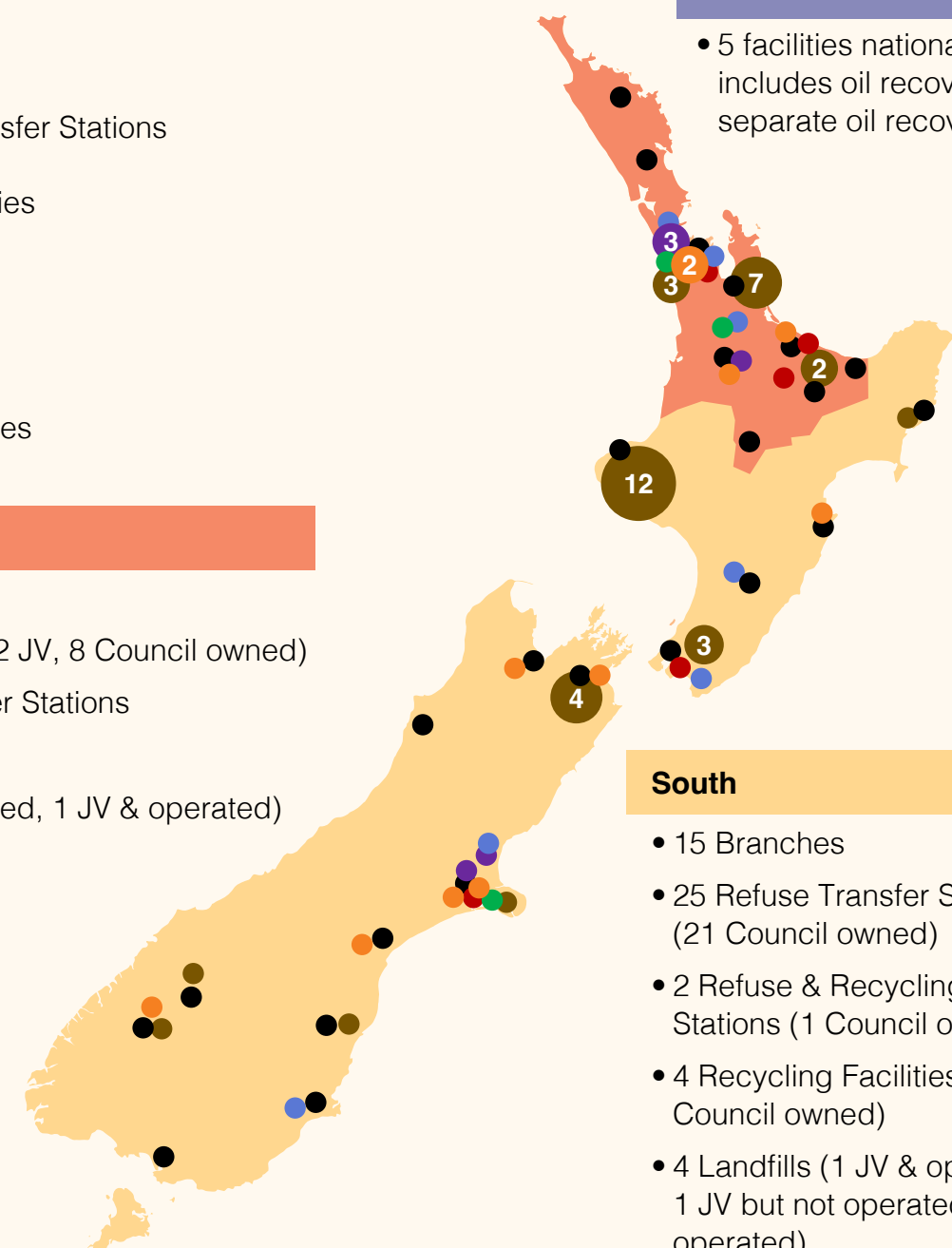
- 9 Branches
- 12 Refuse Transfer Stations (2 JV, 8 Council owned)
- 4 Refuse & Recycling Transfer Stations
- 1 Recycling Facility
- 3 Landfills (2 owned & operated, 1 JV & operated)

Circular Services

- 7 Recycling (2 JV) & 3 Composting Facilities.

Technical Services

- 5 facilities nationally (1 includes oil recovery and 1 separate oil recovery site)



South

- 15 Branches
- 25 Refuse Transfer Stations (21 Council owned)
- 2 Refuse & Recycling Transfer Stations (1 Council owned)
- 4 Recycling Facilities (1 Council owned)
- 4 Landfills (1 JV & operated, 1 JV but not operated, 2 operated)

**This is based on our organisational structure implemented in September 2025 and does not include the expansion of recycling sites following the sale of Oji Full Circle in December 2025. See page 30 for more information.*

New Business Structure

Strengthening our leadership structure

In September 2025 we introduced a new leadership structure designed to provide clearer operational accountability and support the long term growth of our services.

WM is now organised into four core divisions, each led by an Executive General Manager: WM North, WM South, Technical Services, and Circular Services.

Our operational teams are structured into WM North and WM South, with the boundary set just below Taupō.

New General Manager roles oversee clusters of regions, strengthening operational leadership and creating clearer career pathways within the business. Recent appointments include Aleksander Ravnkar, Vini Alves, Sarah Whiteman, Colin Berkett, and Richie Brits, each leading regional operations across the country.

The Circular Services division, led by Executive General Manager Ingrid Cronin-Knight, is focused on expanding WM's circular economy and resource recovery services.

Alongside these changes, we are establishing a new

Executive General Manager Infrastructure Development role to oversee major infrastructure projects such as the Auckland Regional Landfill and its transition, supported by programme managers and iwi commercial engagement.

A new Corporate Services team, led by a Chief Corporate Services Officer, brings together legal, people and culture, marketing, sustainability and communications, helping strengthen governance, reporting and long-term planning across the business.

Lena Jenkins' role has evolved to Chief Digital and Customer Success Officer, bringing together our digital and customer success teams to accelerate digital transformation and improve the customer experience, including through the use of AI.

Sustainability embedded across the business

WM's new structure strengthens how sustainability is managed and delivered across the business.

Our Sustainability team continues to lead company-wide strategy, climate action planning, emissions reporting and long-term sustainability goals. At the same time, accountability for delivery increasingly sits within operations.

The introduction of regional leadership across WM North and WM South strengthens ownership of sustainability outcomes closer to where services are delivered, including environmental performance, resource recovery, emissions reduction and community relationships.

Our Circular Services division continues to play a key role in expanding circular economy solutions and resource recovery infrastructure, helping divert more material from landfill.

This structure helps ensure sustainability is embedded in operational decision-making and owned across the business.



Our Strategy



Porohita and the UN Sustainable Development Goals

This report marks our second update against WM Porohita, our integrated company strategy and sustainability programme.

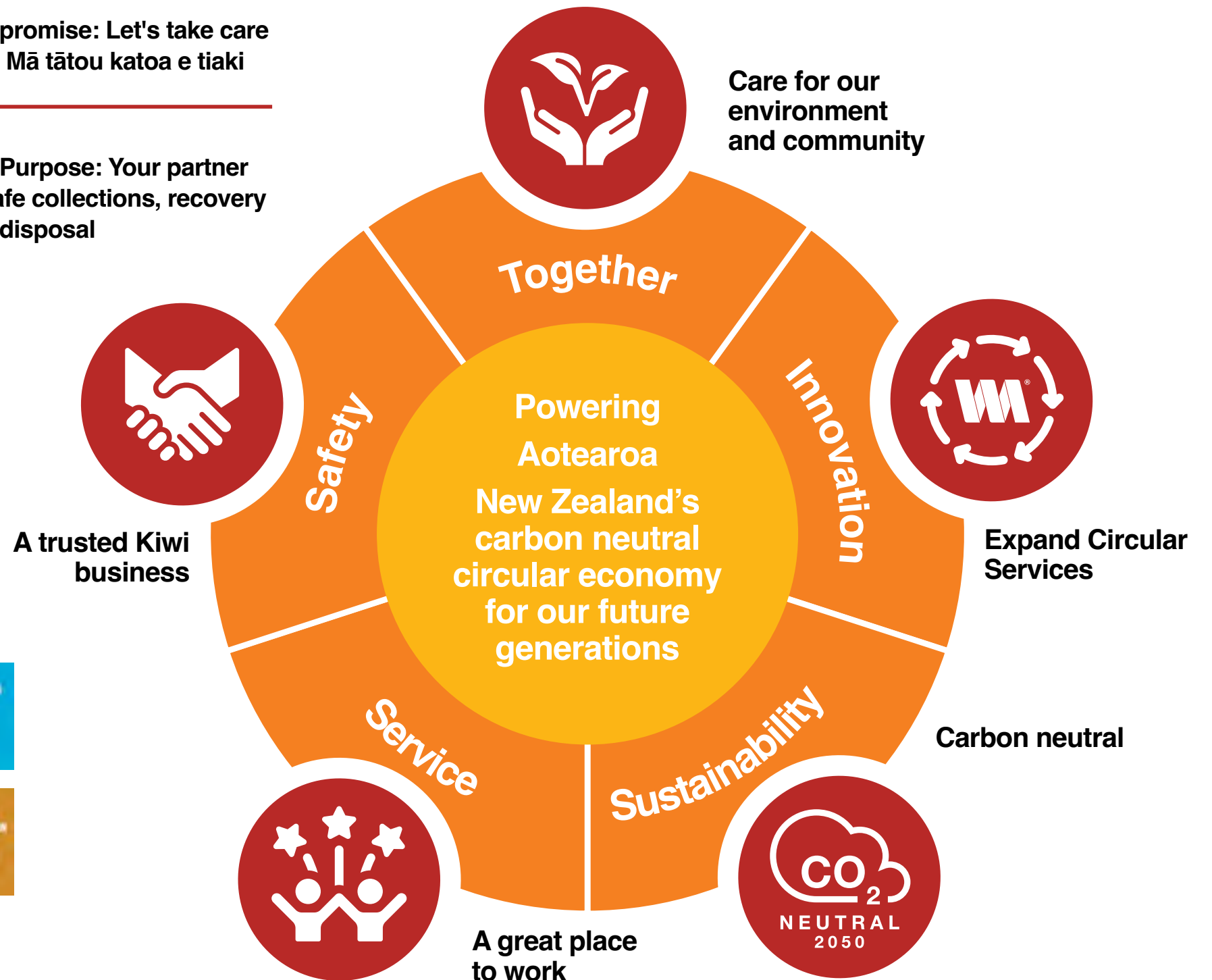
Porohita brings together our sustainability work across five areas: Care for our environment and community, Expand circular services, Carbon neutral, A great place to work, and A trusted Kiwi business.

To help guide this work, we align our initiatives with the United Nations Sustainable Development Goals (SDGs). The SDGs provide a globally recognised framework for addressing environmental, social and economic challenges, and help ensure our actions contribute to outcomes that matter beyond our own operations.

For WM, the most relevant goals relate to responsible consumption and production, climate action, sustainable cities, and decent work. Aligning with the SDGs helps us focus our efforts, work alongside like-minded partners, and measure our progress in a way that is consistent with international best practice.

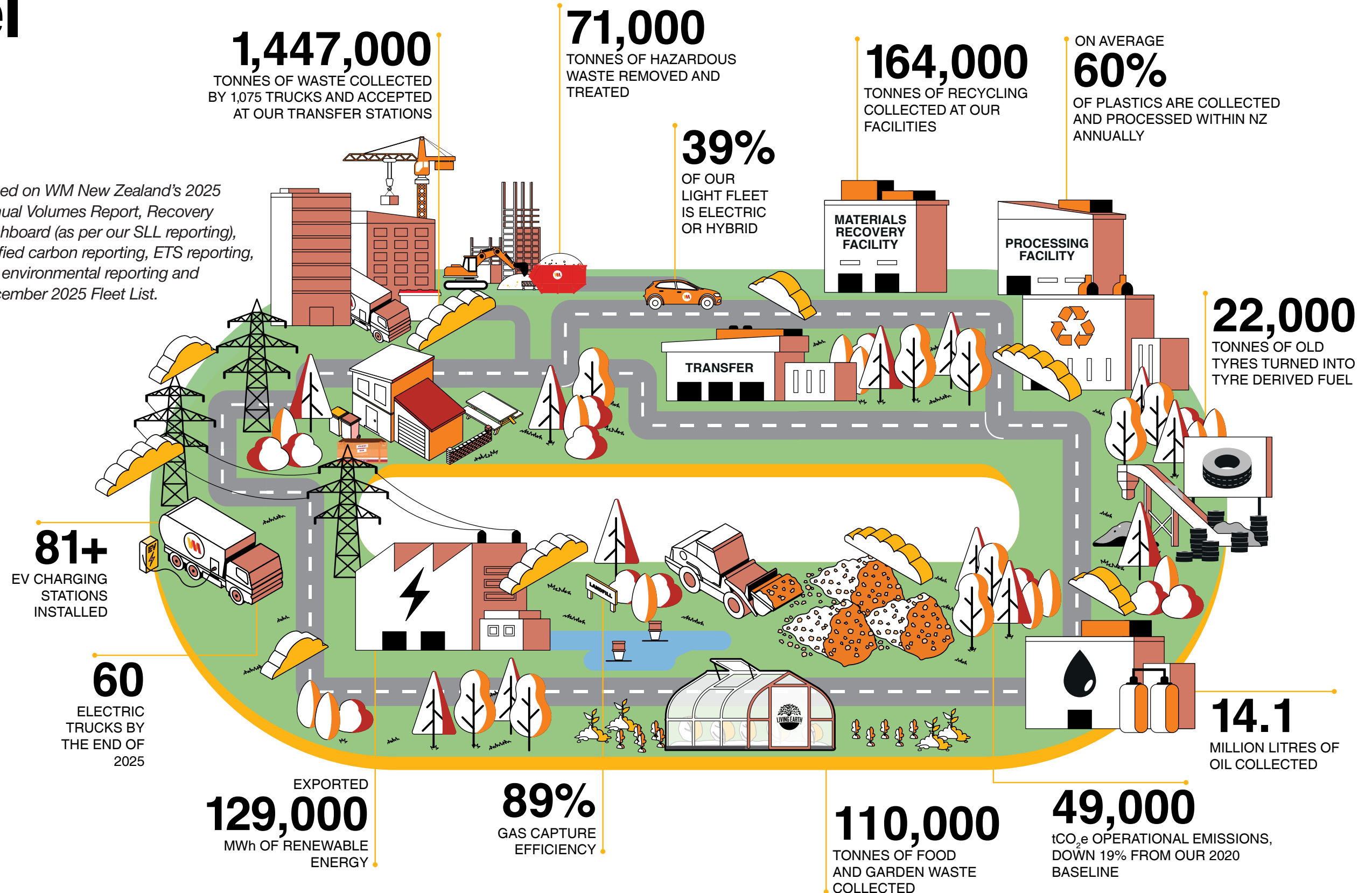
Our promise: Let's take care of it, Mā tātou katoa e tiaki

Our Purpose: Your partner in safe collections, recovery and disposal



Value Creation Model

Based on WM New Zealand's 2025 Annual Volumes Report, Recovery Dashboard (as per our SLL reporting), verified carbon reporting, ETS reporting, site environmental reporting and December 2025 Fleet List.



Care for our Environment and Community

Ka manāki tatou i to tatou Taiao me te hāpori



We care for our Environment and Community

Porohita Progress

Compost windrows at Tirohia Landfill & Energy Park

- Achieved
- Work needed
- Not achieved

Key Objectives

1.1 We care for and regenerate te taiao, the environment

Produced 78,469 tonnes of compost and donated 1,200 tonnes.

1.2 We provide solutions for safe disposal to land

Fast track application lodged to extend Redvale Landfill's resource consent.
Waiting on court decision for Auckland Regional Landfill.

1.3 Advocate for, engage with and educate our community

Entered formal partnership agreement with Ngāti Manuhiri, Ngāti Rango, Ngā Maunga Whakahii o Kaipara, Te Uri o Hau, and Te Rūnanga o Ngāti Whātua, establishing a long-term framework for collaboration across the full life of ARL.



Kees de Groot is part of the team that investigates any feedback from Redvale neighbours.

Strengthening relationship with Waikato. Working towards relationship agreements with Ngāti Hako, Ngāi Tai ki Tāmaki, Ngā Pōtiki and Ngāi Tūāhuriri. Relationship agreement signed with Ngāti Kuku

Strengthened relationships with global investors and Māori business leaders at the the Ōhanga ki te Ao Indigenous Investment Summit.

Material issues: • Care for the land and environment • Communication & community engagement • Education & awareness • Mana Whenua partnerships



Environmental Stewardship

(Our interactions with Te Taiao)

Protecting air, water and land is fundamental to how WM operates. Our facilities sit within communities and natural environments across Aotearoa, so managing environmental effects responsibly is central to maintaining trust and protecting Te Taiao, the natural world.

Every day our teams handle materials and processes that have the potential to affect the environment. From waste collection and transfer stations to resource recovery facilities, landfills and specialist treatment plants, careful environmental management is essential to ensure these services operate safely and sustainably.

Our operations are often highly visible, particularly where large infrastructure such as landfills and transfer stations are involved. This can bring scrutiny from communities and the media. While our facilities operate under strict environmental consents, maintaining our social licence to operate requires more than compliance. It means continually improving how we manage environmental effects, responding to community concerns and demonstrating best practice across our operations.

Environmental management at WM extends across the entire business. While landfill operations are often the focus of public discussion, environmental effects can arise from many activities including waste transport, transfer stations, industrial processes and specialist treatment facilities. Consistent leadership across the company helps ensure environmental risks are identified early and managed effectively.

Air

Air quality is one of the most visible environmental effects associated with waste operations. Waste can generate odour as it breaks down, and industrial processes and vehicle operations can also contribute to air emissions.

Managing odour is an important part of operating waste infrastructure. Our sites use a combination of engineered

controls, operational practices and monitoring to minimise impacts on surrounding communities. This includes landfill gas capture systems, operational controls to reduce exposed waste, and ongoing monitoring to understand how emissions behave in different weather conditions. Waste facilities can also experience occasional incidents, such as fires caused by incorrectly disposed materials. When this occurs our focus is on responding quickly, investigating the cause and strengthening controls to prevent recurrence.

Water

Waste materials can contain contaminants that may mobilise in water if not carefully managed. Protecting water quality is therefore a critical component of how WM designs and operates its facilities.

Landfills and treatment facilities are engineered with liners, leachate collection systems and storage infrastructure to capture and manage contaminated water generated during operations. This leachate is then treated or removed for safe disposal.

Groundwater and surface water around our facilities are monitored regularly to ensure environmental protections remain effective and to detect any changes early.

Land

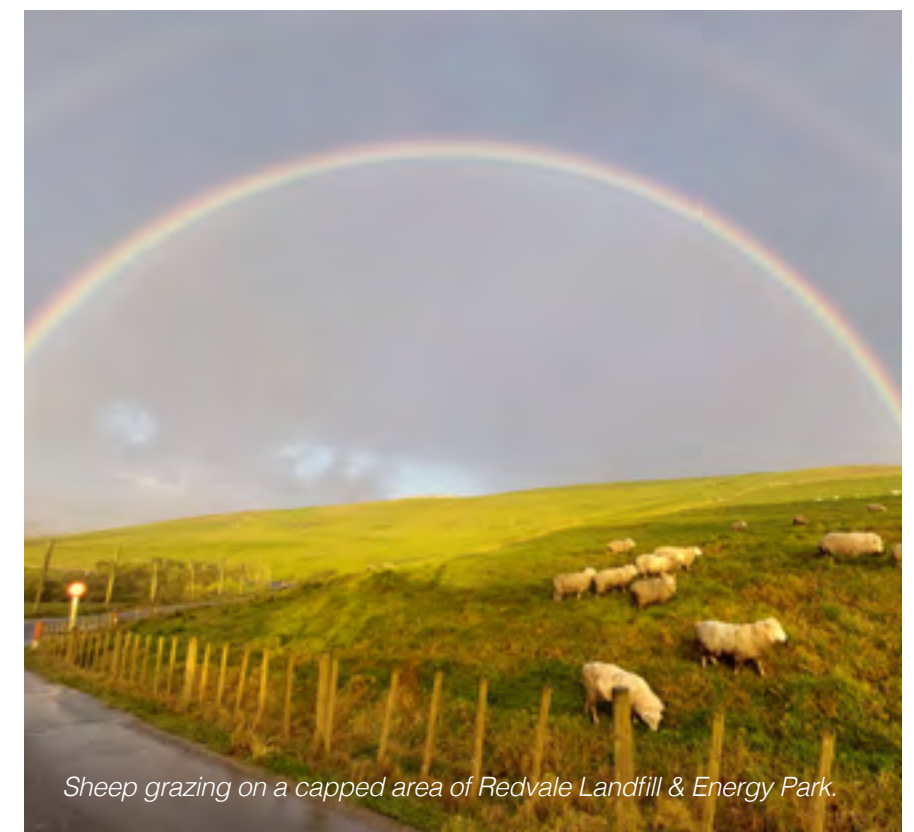
Protecting land and soils is another important aspect of environmental management. The location and design of waste disposal facilities requires careful planning to ensure sites are suitable and can be safely operated over the long term.

Operational risks such as spills or poor handling of materials are managed through procedures, training and incident response processes. In some cases treated water can be reused through controlled irrigation systems that support soil health while ensuring environmental safeguards are maintained.

Continuous improvement

Environmental protection is not a static task. As infrastructure grows, technology evolves, and expectations from communities and regulators increase, we continue to strengthen our environmental monitoring, operational controls and transparency. We continually assess new technologies, data and operational approaches to improve how we identify, manage and reduce environmental effects across our operations.

Our goal is to ensure WM's operations not only meet regulatory requirements but demonstrate responsible stewardship of the land, air and water that surround our facilities, supporting communities across Aotearoa now and into the future.



Sheep grazing on a capped area of Redvale Landfill & Energy Park.

Care for our Environment and Community

Our People: Tui Tane-Mowat

Tui Tane-Mowat, WM's Ecologist and winner of the 2025 WM Sustainability Award, plays a key role in protecting and enhancing the natural environment across our projects.

Can you describe your role as WM's ecologist?

My role is to help WM operate in a way that protects and enhances the natural environment. I work alongside project teams to provide ecological advice and make sure environmental thinking is built into planning, construction and day-to-day operations. A big part of the job is helping translate ecological requirements into practical actions that work on the ground.

What do you enjoy most about your work here?

The variety. Every site is different and every project brings its own ecological challenges. I might be looking at pest management one week, biodiversity monitoring the next, or reviewing planting and habitat restoration plans. I also enjoy

getting out on site and seeing how things are working in practice. It is rewarding to know our work can make a real difference to the environment.

What's been one of the most interesting projects you've worked on?

Setting up the baseline biodiversity monitoring at the Auckland Regional Landfill site has been particularly interesting. We have been surveying bats, birds, lizards, frogs, vegetation and pest species to understand what is already present. That baseline gives us a clear starting point and allows us to track changes over time as the project progresses.

What might surprise people about your role?

People often think the job is mostly fieldwork, but a lot of it is actually about communication. I spend a lot of time working with engineers, project managers and site teams to explain

what ecological requirements mean in practice and why they matter. When people understand the reason behind environmental controls, it leads to better outcomes.

What impact would you like to make at WM?

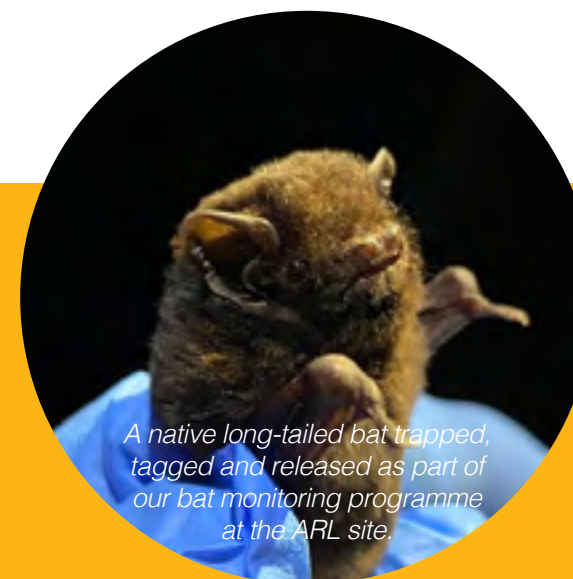
I would like to see ecology become something that is naturally built into how projects are designed and delivered across the business. The earlier environmental thinking is included, the better the outcomes tend to be. In the long term, I hope projects like the Auckland Regional Landfill can demonstrate how large infrastructure can be developed while still protecting and improving biodiversity.



Tui monitoring biodiversity.



Sunrise photo taken by Tui at Redvale Landfill & Energy Park.



A native long-tailed bat trapped, tagged and released as part of our bat monitoring programme at the ARL site.



The Weiweia (dabchick) that have been nesting and breeding in and around Redvale stormwater ponds since 2019.

Care for our Environment and Community

Case study: Māori Scholarships

Supporting Future Māori Leaders

In March 2025 we launched the Whatumoana Paki Scholarship in partnership with the University of Auckland, supporting Māori students pursuing degrees in Engineering and Digital Technology.

The programme provides \$40,000 in scholarships to five students, paid over three to four years depending on their course of study.

The scholarship honours the late Whatumoana Paki QSO, a respected Māori leader, and was established with the blessing of the Kīngitanga. Prince Whatumoana Paki Jr presented the scholarships and reflected on his grandfather's legacy.

"As a family, we remember Whatumoana, known to us as Pop, as a man of many talents. He was skilled in carpentry, plumbing and electrical work and lived by the principles of reduce, reuse and recycle long before they became fashionable."

One of the recipients, Ngahu Potaka (Ngāti Whakaue, Tūhoe),

is studying a Bachelor of Advanced Science (Honours).

"I'm incredibly proud of who I am and where I come from, and I want to give back to my whānau, hapū and iwi. There aren't many Māori in this field, so I hope to be a role model and show others that it's possible to follow your aspirations."



Care for our Environment and Community

Case study: Ancient kauri finds new home at Whitford



Zaelene Maxwell-Butler, from Ngāi Tai ki Tāmaki, and Whitford Landfill Regional Manager Mike Winterbottom.

An ancient kauri, believed to have been flattened by the Taupō eruption nearly 1,800 years ago, has found a new home at Whitford Landfill through a partnership between WM New Zealand, Waste Disposal Services, and Ngāi Tai ki Tāmaki.

Unearthed during motorway works near Papakura, the 15 metre, 21 tonne tree is a significant cultural taonga. For Ngāi

Tai ki Tāmaki, kauri are deeply connected to their history and identity, once used to build waka and support daily life.

After several years in temporary storage, WM worked alongside iwi to provide a safe long-term home within its cultural landscape. The kauri will be carefully dried and may one day be carved into a waka or pou.

This partnership reflects our commitment to working alongside iwi to protect and preserve Aotearoa's natural and cultural heritage for future generations.

Expand Circular Services

Whakanuia nga ratonga porohita



Expand Circular Services

Porohita Progress

We have expanded our materials recovery capability with the Oji Full Circle acquisition.

- Achieved
- Work needed
- Not achieved

Key Objectives

2.1 Partner and innovate to create circular solutions at scale

Acquired five baling plants and the Capital Recycling joint venture.



2.2 Support our customers and suppliers to embrace circular solutions

Successfully awarded nationwide contract for tyre collections.

Continuing to look for opportunities for treated timber solutions.

New product launched taking customer supplied cardboard and film bales for recycling.

Northland/ Oji waste acquisition, have full nationwide coverage.

2.3 Our own operations become more circular

Planning for East Tāmaki Transfer Station and Southdown Lane Transfer Station upgrades.

Planning for Tirohia composting upgrades.

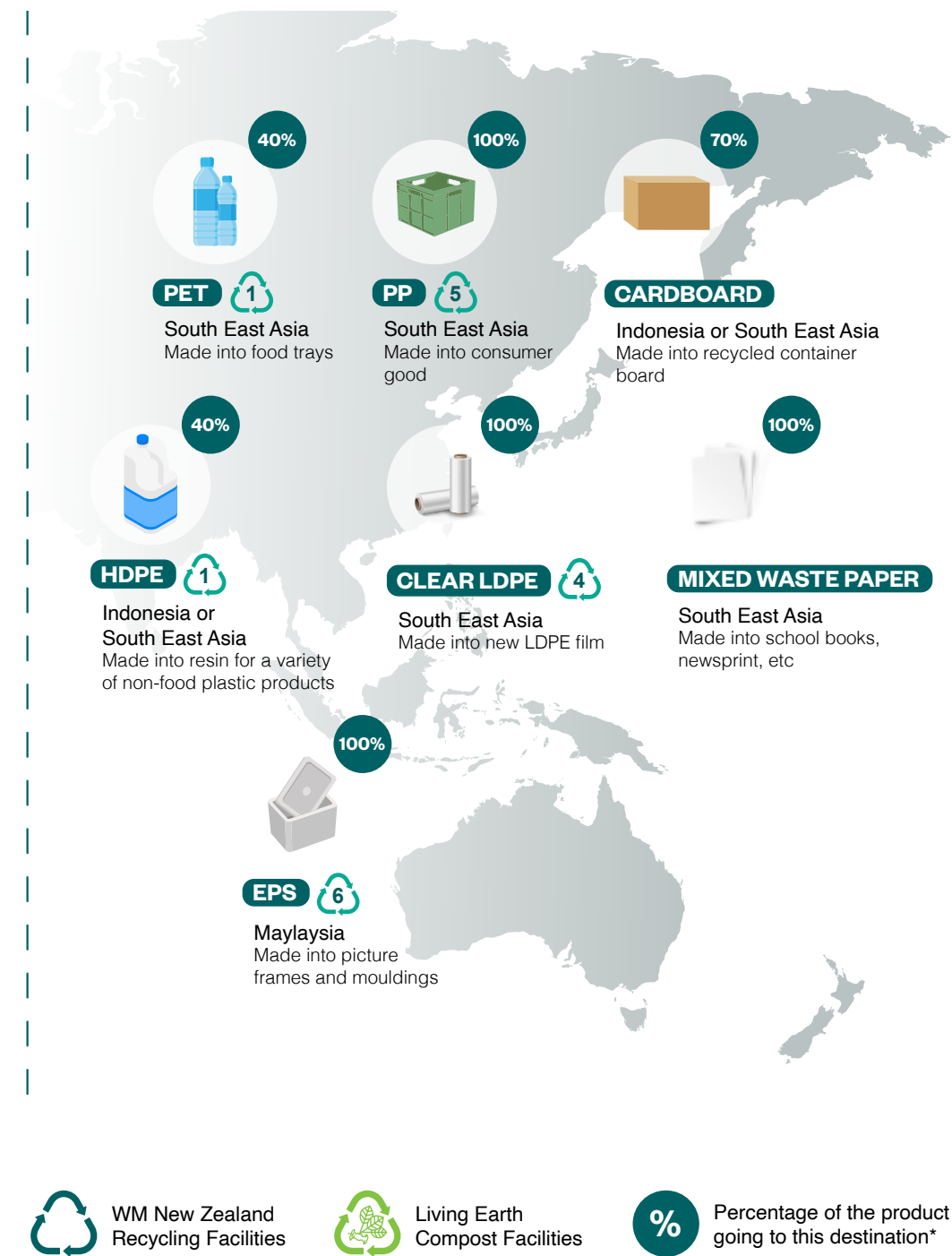
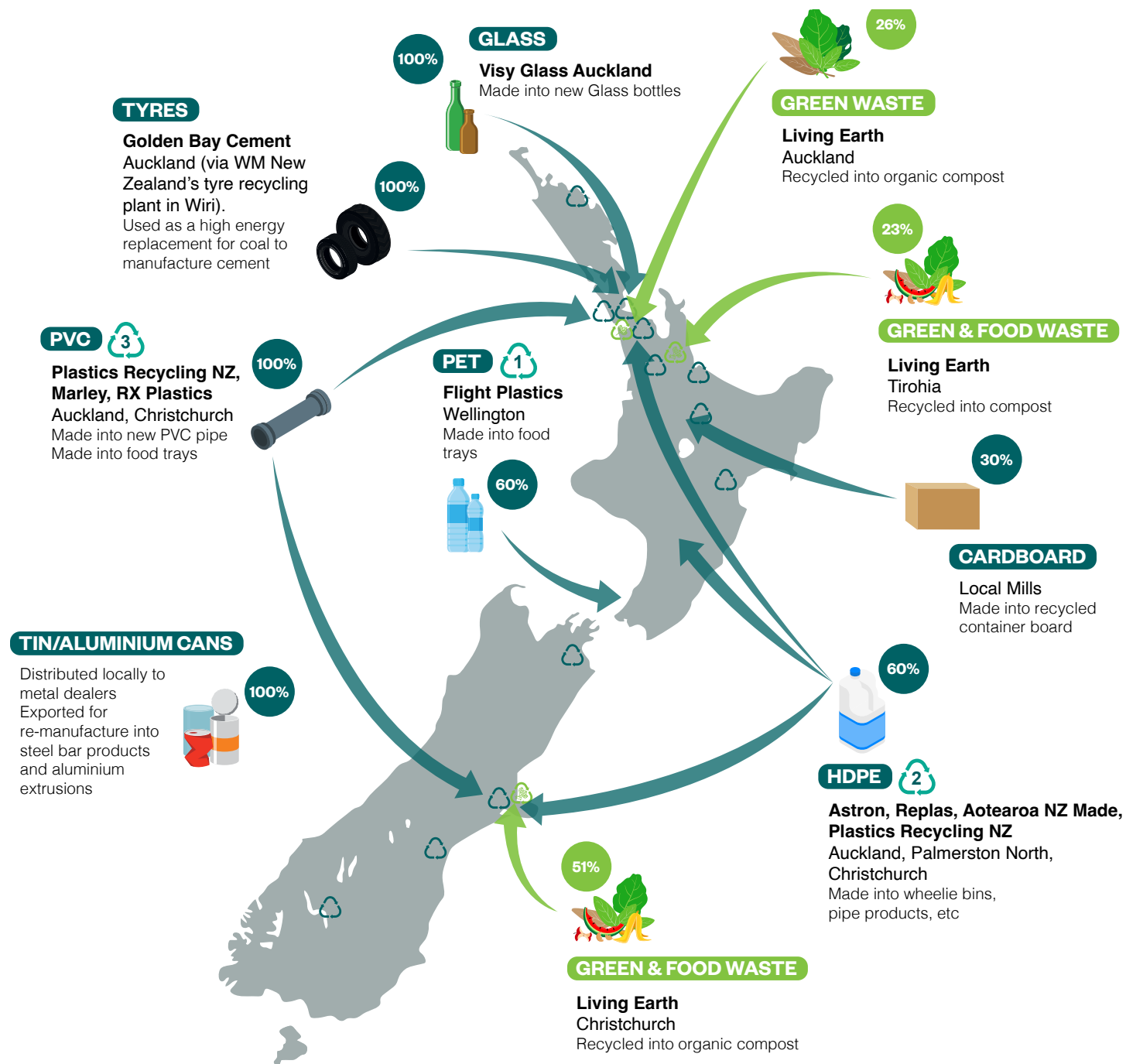
Planning for Te Karearea Resource Recovery Park in Wellington.

Material issues: • Circular economy • Collaborative partnerships & innovation • Diversifying the service offerings • Ethical value chain, Funding opportunities • Measurement & reporting, Recycling & resource recovery



Expand Circular Services

Recycling and Organics Pathways



*Figures accurate as at publication date of February 2024. Figures may fluctuate.

When there isn't an option to recover materials in New Zealand, we send to reputable, offshore companies that we have long-standing relationships with.

Expand Circular Services

Our People: Charlotte Cotter and Victoria Henry



Charlotte Cotter



Victoria Henry

Charlotte Cotter and Victoria Henry, Living Earth's Organic Product Specialists, work closely with growers, landscapers and businesses to turn organic waste into valuable products that support soil health and sustainable land use. They shared a little about their work and what they are seeing across the sector.

Can you tell us what your roles as product specialists involves?

We help clients find better ways to manage organic waste by identifying how materials can be recovered and reused. We work with councils, food processors, commercial customers and landfill operators to develop more sustainable processing pathways, and support growers and landscapers with the appropriate use of compost.

What led you to this role?

Charlotte: I've always been interested in sustainability and horticulture. After studying microbiology and working in horticultural research, the link between microbes, organic material breakdown and compost use in soils felt like a

natural fit. The role allows me to apply science in a practical circular economy setting.

Victoria: I spent several years travelling and working overseas in events management, before returning to New Zealand to study science. I then worked in ecology and conservation projects across different parts of New Zealand, which led me to join Living Earth about seven years ago. This role brings together my interests in science, soil health and the circular economy, while also allowing me to work directly with customers and industry partners to develop practical solutions for organic material recovery.

What challenges are growers facing, and how does compost help?

Many growers are dealing with declining organic matter in their soils due to long term fertiliser use and monoculture systems. Compost helps rebuild organic matter, support soil biology and improve soil structure, creating more resilient growing systems over time.

What trends are you seeing in the organics sector?

Growers are increasingly recognising the value of compost in sustainable land management. At the same time, more organisations are looking for alternatives to landfill and clearer pathways for managing organic waste. As food and green waste collections expand, managing contamination and improving source separation are becoming increasingly important.

What's been a memorable interaction with a grower?

A visit to Sanger Smart Growers just before harvest was a highlight. Seeing their award winning kiwifruit orchard and the way soil health and compost use are built into their growing system showed how strong soil practices can support both productivity and crop quality.

Expand Circular Services

Case Study: Helping customers reduce waste and emissions

Waste audits help customers better understand their waste streams and recover more recyclable and reusable materials.

WM's Sustainability Services team works with customers to reduce waste, recover more materials and better understand the carbon impact of their waste streams. By combining technical expertise with practical advice, the team helps businesses across Aotearoa move toward more circular and lower carbon operations.

Over the past four years, the team has supported organisations from Whangārei to Invercargill through waste audits, waste management plans, building design advice and staff training.

Waste audits are a key part of this work. Materials are physically

sorted and analysed to understand exactly what is being thrown away and where improvements can be made.

To date, the team has hand sorted more than 55,000 kg of waste. The audits show that 80% of waste falls into three main streams: organics (43%), plastics (27%) and fibre such as paper and cardboard (10%).

More than 40% of materials in general waste could be recovered instead of sent to landfill.

Following an audit, customers receive practical recommendations and support to improve recovery.

This may include staff education, improved bin systems or changes to collection services.

The team also supports customers through waste plans for new developments, education and training programmes, verified carbon reporting for landfill disposal, and partnerships such as All Heart NZ, which helps rehome surplus goods and support communities.

Together, these services help organisations reduce waste, lower emissions and keep more materials in productive use.

Expand Circular Services

Case Study: Helping customers reduce waste and emissions

Each year around 5.5 million tyres reach the end of their life in Aotearoa. In the past, many were dumped, stockpiled or sent to landfill. The Tyrewise product stewardship scheme is changing that.

WM New Zealand is a key partner in the programme, which creates a nationwide system for collecting and processing end of life tyres. Since the scheme launched on 1 September 2024, WM has collected more than 18,617 tonnes of tyres across the North Island through a dedicated team of nine tyre collection drivers.

The tyres are transported to WM's Wiri Tyre Recycling facility, where they are processed into tyre derived fuel (TDF). This material is then supplied to Golden Bay Cement, where it replaces coal in cement manufacturing.

WM North General Manager Aleksander Ravnikar says the scheme is already helping reduce illegal dumping.

The programme is funded through a stewardship fee applied to new tyres entering the New Zealand market, ensuring tyres can be responsibly collected and processed when they reach the end of their life.

Tyrewise was created to prevent millions of tyres ending up landfill, being illegally stockpiled or dumped. WM works with Tyrewise to support the successful rollout and ongoing development of the scheme.

Tyrewise is Aotearoa's first regulated product stewardship scheme, which tracks tyres via a network of registered participants, throughout their life cycle, to ensure tyres are recycled and repurposed into other useful products. This scheme allows us to protect the health of both the environment, and our communities.



How Tyrewise works



Expand Circular Services

Case Study: Full Circle



Major changes in New Zealand's paper industry reshaped the recycling sector in 2025. Following the closure of Oji's Penrose Mill in December 2024 and the cessation of paper production at Kinleith Mill in June 2025, fibre recycling was no longer a long term fit within Oji Fibre Solutions' business model. As a result, Oji Fullcircle announced the sale of its recycling business to Northland Waste, with customer contracts transferring on 1 December 2025.

The transition has strengthened WM New Zealand's role in the national recycling system.

Northland Waste asked WM to take on service

delivery across the South Island and Taranaki, ensuring recycling collections continued smoothly for customers during the change. In Wellington, WM and Northland Waste also formed Capital Recycling, a joint venture operating the Wellington Materials Recovery Facility.

These developments significantly expand WM's recycling capability. With operations across the country and New Zealand's largest and most experienced baling workforce, WM is now better positioned to support national customers and recover fibre at scale, helping keep valuable materials like cardboard and paper in circulation.

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Carbon Neutral

He tūpapa warohea

OUR IMPACT JOURNEY



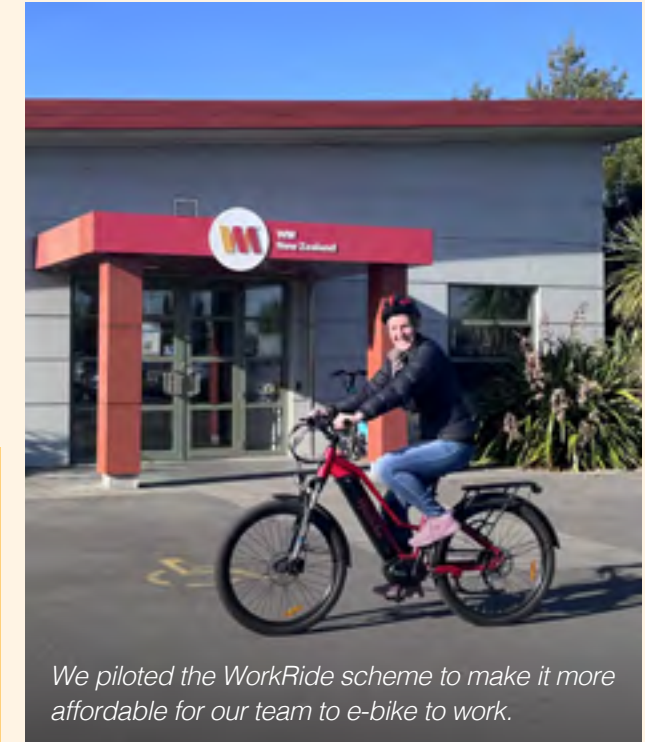
Carbon Neutral Porohita Progress

The expansion of our electric fleet is contributing to our emissions reduction.

- Achieved
- Work needed
- Not achieved

Key Objectives

3.1 Our operations are carbon neutral by 2050	41% operational intensity emissions reduction against 2020 baseline	135,399 MWh of renewable energy produced and 128,621 MWh exported
3.2 Climate risks are identified, published and managed	First iteration of Climate Action Plan drafted.	
3.3 Work with our team to reduce their own carbon footprint	WorkRide Scheme pilot introduced to Wellington and Christchurch	Estimated commuting and working from home emissions for 20% of our employees equal to 260 tCO ₂ e for 2025.



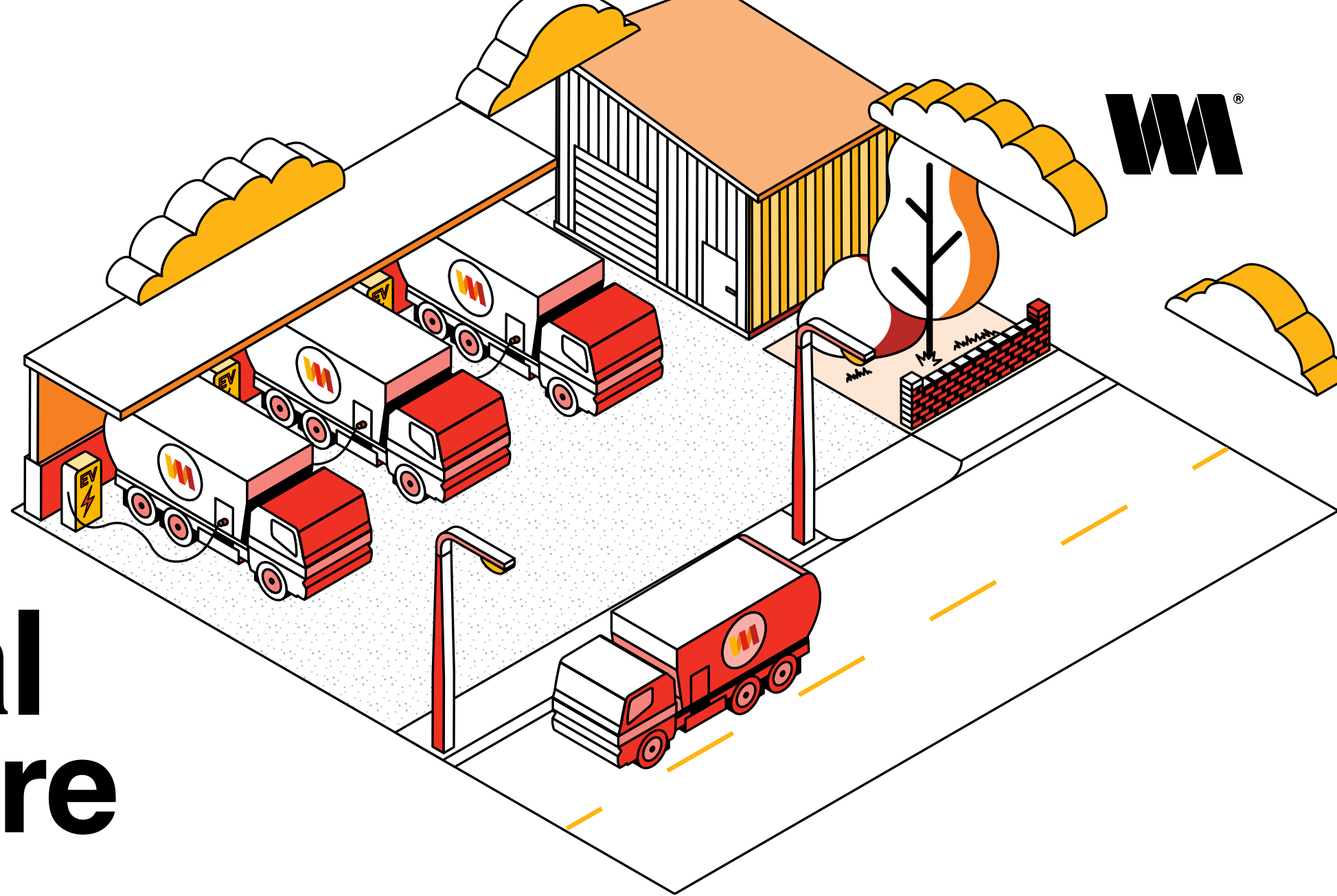
We piloted the WorkRide scheme to make it more affordable for our team to e-bike to work.

Material issues: • Carbon & energy use – decarbonisation • Climate-related business risk & continuity planning



Carbon Neutral

Climate leadership in essential infrastructure



Waste and resource recovery services are essential to the health, safety and resilience of communities across Aotearoa. Every day WM New Zealand operates infrastructure that protects public health, manages environmental risk and supports economic activity.

As New Zealand transitions to a lower carbon economy, these essential services must also evolve.

WM's Climate Action Plan sets out how we will reduce emissions across our nationwide operations while continuing to deliver the reliable services communities depend on. Our goal is to achieve carbon neutral operations by 2050, supported by sustained investment in fleet, infrastructure and circular solutions.

Decarbonising a national environmental services business is complex. Our operations include large vehicle fleets, heavy equipment, landfill infrastructure and processing facilities that operate around the clock. These systems are essential to

maintaining safe and resilient communities, but they also carry a carbon footprint that must be carefully managed.

Our Climate Action Plan focuses on practical action. It combines emissions reduction targets, operational improvements and long term infrastructure investment to steadily reduce emissions while maintaining reliable services for customers and communities.

At the same time, WM plays an important role in enabling emissions reductions beyond our own operations. Through recycling, organics recovery, landfill gas capture and energy generation, our infrastructure helps reduce the environmental impact of waste across New Zealand.

Climate action for WM is therefore about two things. Reducing our own emissions while strengthening the circular systems that help the country reduce emissions overall.

Our Climate Commitment

WM New Zealand is committed to operating a carbon neutral business by 2050.

To support this goal we have adopted emissions reduction targets verified through the Toitū Carbon Reduce programme, requiring absolute emissions reductions of 4.2% per year from baseline through to 2027.

These targets guide operational planning, capital investment and decision making across the business.

A 2027 recalibration milestone will refine our pathway beyond this date, ensuring our long term targets align with fleet replacement cycles, emerging vehicle technologies and infrastructure investment opportunities.

Through our Climate Action Plan, WM is working to ensure that the essential services we provide today remain resilient, responsible and sustainable for future generations.

Climate leadership in essential infrastructure

WM's Climate Action Pathway

Today

2027

2050

Managing emissions across essential infrastructure

WM operates a nationwide network of collection fleets, landfills, transfer stations and resource recovery facilities. Our Climate Action Plan focuses on reducing emissions across these operations while continuing to deliver safe and reliable services.

Key focus areas today include:

- improving fleet efficiency and route optimisation
- expanding landfill gas capture and renewable energy generation
- investing in recycling and organics recovery infrastructure
- improving energy efficiency across operational sites.

Target milestone and pathway recalibration

WM's current targets require absolute emissions reductions of 4.2% per year through to 2027, verified through the Toitū Carbon Reduce programme.

In 2027 we will reassess our emissions pathway and set updated targets aligned with:

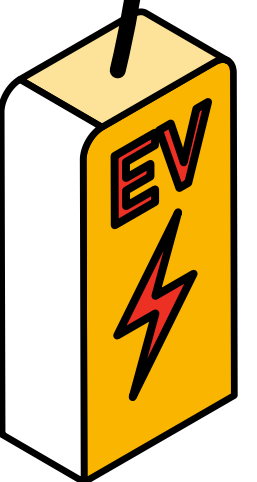
- fleet replacement cycles
- emerging heavy electric vehicle technologies
- charging infrastructure availability
- new circular infrastructure investments.

Carbon neutral operations

Our long term goal is to operate a carbon neutral business by 2050.

Achieving this will require a combination of:

- large scale fleet and yellow gear electrification and alternative fuels
- expanded circular infrastructure that reduces landfill volumes
- continued improvements in landfill gas capture and energy recovery
- operational efficiency across our nationwide network.



Carbon Performance



Carbon footprint

Understanding our emissions

Every day, our work supports public health and keeps communities moving. It also creates emissions, mainly from the fuel that powers our fleet, the electricity we use, and how waste behaves after disposal, whether in landfill or through processes like composting.

In 2025, we continued to improve how we measure and manage that footprint. This includes expanding our data, refining our methodology, and being transparent about what is driving change.

How we measure emissions

We measure our emissions in line with recognised standards, including:

- The **GHG Protocol Corporate Standard**
- **ISO 14064-1:2018**

We use an equity share approach, reporting emissions in line with our ownership stake. For joint ventures, this is typically 50%. Where we have full operational control, such as at council-owned sites, we report 100% of emissions from our operations.

Our data is supported by:

- New Zealand government emission factors
- Operational data from our sites and fleet
- Improved systems, including our carbon management platform

In 2025, we also started analysing our Scope 3 reporting using a finance-based assessment, giving a more complete picture of our value chain emissions. We will refine this process for our 2026 inventory.

How we report our emissions

Operational emissions

What it includes: Scope 1, Scope 2 and selected Scope 3 emissions, such as transport and business travel.

Why we track it: Used for our emissions reduction targets and carbon neutral ambition.

Emissions intensity

What it includes: Operational emissions* per \$1m revenue.

Why we track it: Shows how efficiently we manage emissions as the business grows.

Gross carbon footprint

What it includes: Operational emissions plus landfill and composting emissions.

Why we track it: Helps us understand and manage our total impact.

Important: Unless otherwise stated, emissions reduction targets in this section refer to operational emissions only.

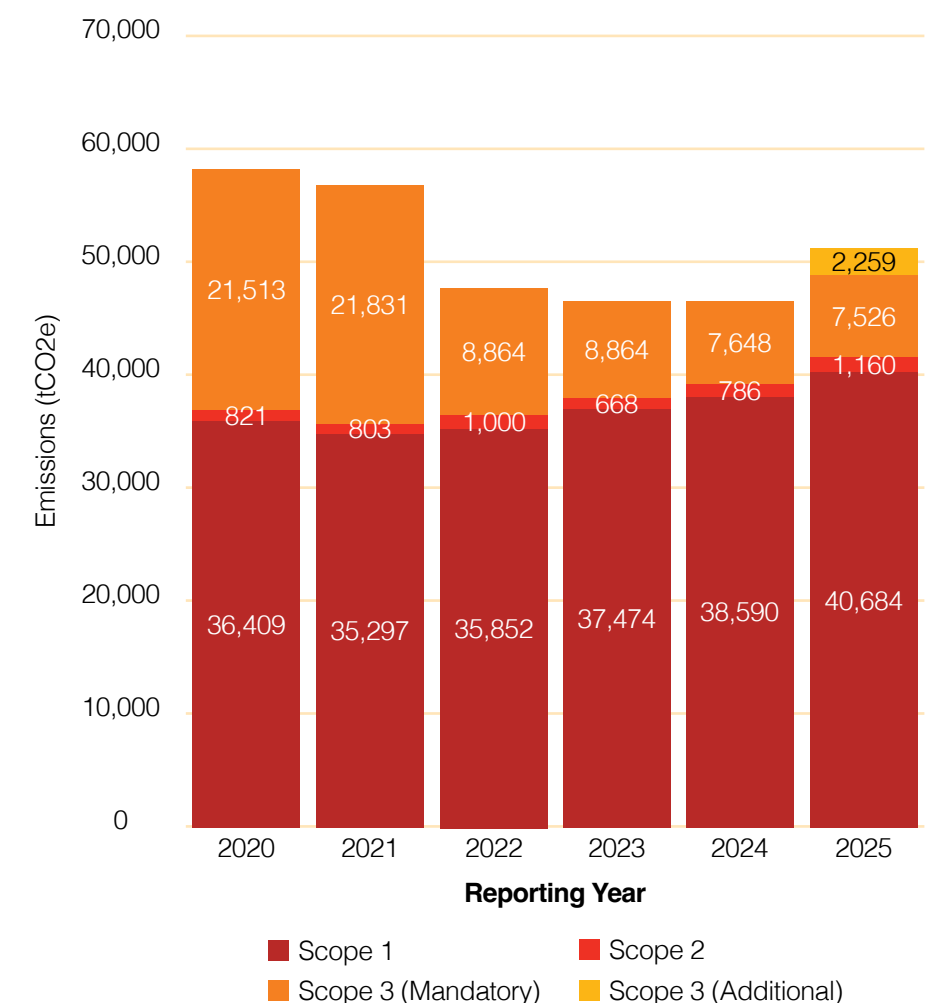
* This excludes employee commute and working from home emissions. Without baseline data, these emissions have not included in our emissions reduction targets.

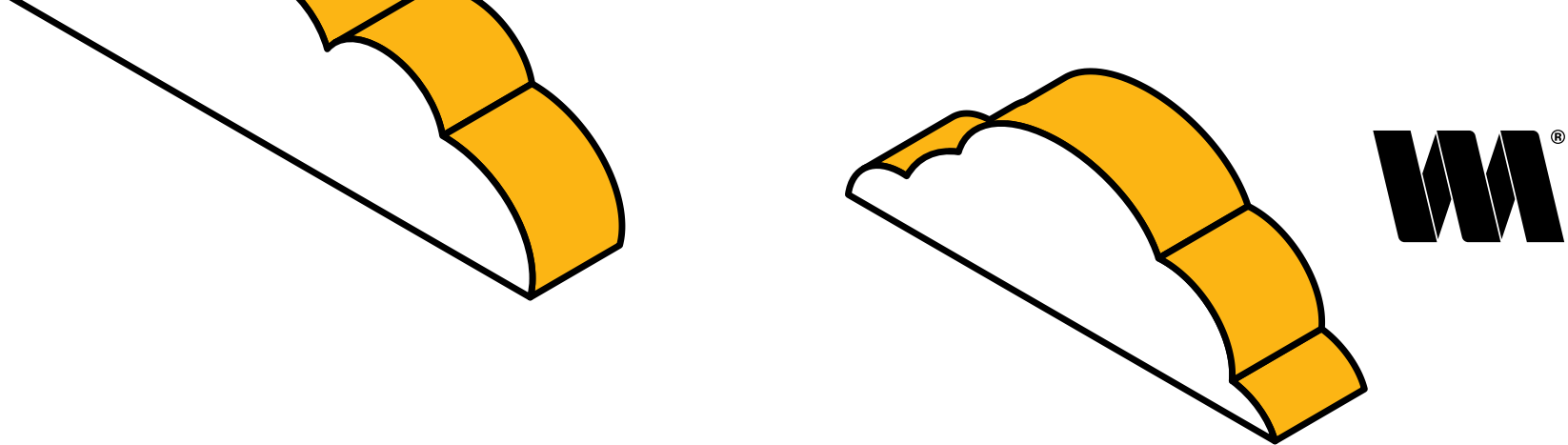
Independent assurance

Our emissions inventory is independently verified through the **Toitū Carbon Reduce programme**, providing assurance that our data and processes meet recognised standards.

We are committed to transparent reporting, including acknowledging changes in methodology, improvements in data, and areas where uncertainty remains.

Breakdown of our total emissions since baseline





Carbon Neutral Carbon Performance

Total gross carbon footprint emissions (Scope 1, 2 and 3):

198,665 tCO₂e
This includes operational emissions, landfill methane and composting emissions.

Breakdown by scope

- Scope 1: 187,719 tCO₂e (94%)
- Scope 2: 1,160 tCO₂e (1%)
- Scope 3: 9,786 tCO₂e (5%)

Main contributors to operational emissions

Scope 1 diesel: 39,846 tCO₂e
Owner driver diesel: 5,992 tCO₂e
Electricity: 1,160 tCO₂e
Road freight: 1,140 tCO₂e

Our operational emissions profile continues to be dominated by diesel, which makes up around 93% of our operational emissions, with most of this sitting in Scope 1.

Note: In 2022, we improved third-party haulage data by moving from estimated fuel use to actual kilometres travelled, reducing reported Scope 3 emissions. Overseas shipping emissions have decreased by 6,398 tCO₂e from our 2020 baseline due to a change in accounting, with only shipping directly paid for by WM (CiF terms) now included. These costs were negligible in 2024.

Progress against our targets

We track our progress against our carbon reduction targets, including our Toitū Carbon Reduce commitments.
Our 2025 intensity result of **68.2 tCO₂e per \$M revenue** places us ahead of our current target trajectory at 41% reduction from baseline.

We are continuing to develop our long-term transition plan, including:

- Near-term targets to 2032
- Long-term targets to 2050

Reducing our emissions

We are focused on practical actions that reduce emissions across our operations.

Key initiatives include:

- Expanding our electric fleet across the network. We've grown from 16 electric trucks in 2020 to 60 by the end of 2025.
- Exploring lower-emissions alternatives for our site equipment, including electric options and more efficient diesel technologies.
- Converting methane into renewable energy through our Energy Parks.
- Route optimisation, reduced machine hours, and driver efficiency programmes.
- Diverting waste from landfill to reduce long-term emissions.

Looking ahead

Reducing emissions in a business like ours, where diesel and landfill methane are significant, will take time, investment and new technology.

Our focus is on:

- Accelerating fleet decarbonisation
- Expanding energy generation from landfill gas
- Improving data across Scope 3 emissions
- Continuing to refine our methodology as guidance evolves

We are also strengthening governance, with regular oversight from our Carbon Reduction Committee and Board.

Breakdown of our emissions intensity since baseline

	2020	2021	2022	2023	2024	2025
Operational emissions (tCO ₂ e)*	58,744	57,931	48,208	47,006	47,025	49,371
Revenue (\$M)	506.7	539.5	581.8	643.8	706.8	724.0
Emissions intensity (tCO ₂ e/\$M)	115.9	107.4	82.9	72.9	66.5	68.2

*This excludes additional Scope 3 emissions from staff commute and working from home

Carbon Performance



Landfill emissions and methodology

Landfill methane is one of the most significant and complex parts of our carbon footprint.

How landfill emissions are calculated

Landfill emissions are estimated using First Order Decay (FOD) models aligned with New Zealand regulations and Intergovernmental Panel on Climate Change (IPCC) guidance. These models estimate methane generation as waste breaks down over time.

At WM, we use these models as a starting point, but go further by incorporating site-specific data to improve accuracy, including:

- Measured landfill gas capture volumes
- Gas collection system performance
- Site-specific waste composition data based on Solid Waste Analysis Protocol (SWAP) surveys

This provides a more accurate reflection of emissions and the performance of our landfill gas systems.

Why this approach matters

Landfill performance varies significantly from site to site. Using real operational data helps us better reflect:

- The effectiveness of gas capture systems
- The impact of infrastructure investment
- Actual operating conditions

Why some landfill emissions are reported as zero

Our methodology compares modelled methane generation with actual gas capture.

In some cases, gas capture exceeds what the model predicts. When this occurs, we take a conservative approach:

- We do not report negative emissions
- We do not overstate performance
- We report zero emissions for that portion instead

This approach was independently reviewed in 2025 and confirmed as appropriate and conservative

Changes in New Zealand regulations

New Zealand's emissions regulations and waste composition assumptions continue to evolve.

In 2022, the Climate Change (Unique Emissions Factors) Regulations introduced revised waste composition and methane generation assumptions. These changes affected how landfill methane is modelled.

In 2025, national waste composition data was updated again, introducing time-based variations in waste composition. This has increased modelled methane generation compared with previous years.

Our fugitive landfill and composting emissions since baseline

	2020	2021	2022	2023	2024	2025
Landfill emissions	137,349	143,565	95,422	45,177	86,000	124,826
Composting emissions	21,314	18,583	15,008	15,384	16,185	22,209



Toitū's Carbon Reduce certification does not extend to technical endorsement of our landfill methodology. While WM's methodologies align with current regulatory and industry practice, they rely on assumptions and site-specific inputs that introduce variability into the results. This reflects the inherent uncertainty associated with estimating fugitive landfill gas emissions, an industry-wide challenge where emissions are calculated using established modelling methodologies rather than direct measurement.

Carbon Neutral

Our People: Tino Lilomaiaava

Tino Lilomaiaava inspects the gas wells, with Whitford Landfill & Energy Park's beautiful view in the background.

Malentino Lilomaiaava, known to his colleagues as Tino, has worked at WM for more than 30 years and is based at the Whitford Landfill and Energy Park. As a Gas Technician, he plays an important role in managing the systems that safely capture landfill gas, protecting both people and the environment while ensuring the extraction process works as effectively as possible.

We spoke with Tino about the practical work involved in landfill gas management and the care that goes into getting the details right every day.

How do you start your day?

I am from Samoa where there are many beautiful beaches. At the top of the landfill there is a great lookout spot where you can see everything – Auckland City, the beautiful sea, and islands like Rangitoto. I start every morning up there with some food and look at the view – it reminds me of home.

How did you find your way to WM?

I started as a banker, then a travel agent. When I felt like a change I popped into Manukau City Council, was recommended to work at the landfill and have been here ever since, for 30 years! I started at the landfill as a spotter and

then moved to generation when it was being set up here at Whitford. I still learn new things all the time. I will never leave until I am 65.

How does the landfill gas system work?

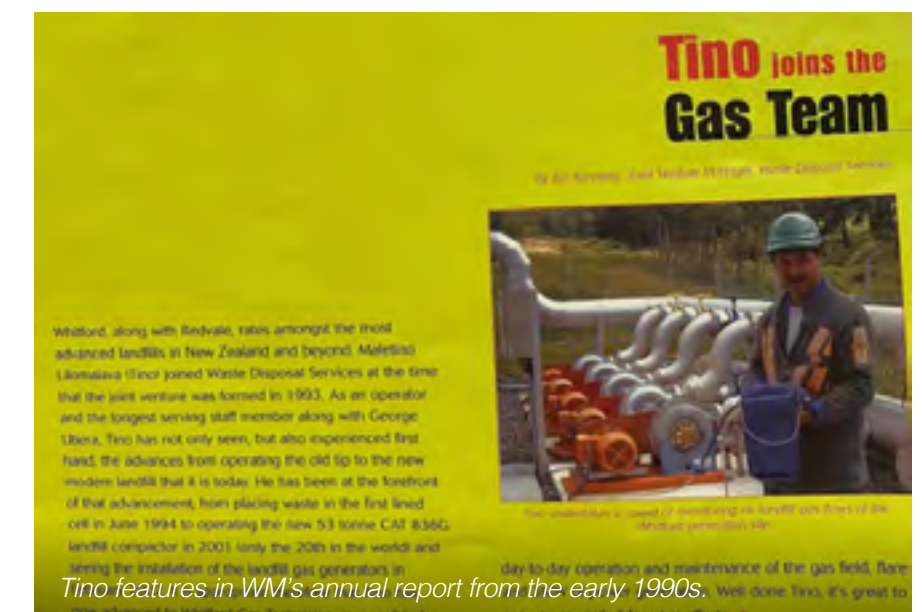
When the landfill is marked out, big sleeve pipes are placed vertically at the bottom, then waste starts going in which compacts and pushes the air out. As the landfill fills, perforated pipes are placed laterally and the air is vacuumed out. A good landfill cover is key, otherwise the gas escapes. The electricity from these generators goes to Vector's main grid and powers homes in Beachlands, Whitford and Maraetai.

How do you know the gas system is working properly?

If a pipe comes out of a well, the generator shuts off as it can sense oxygen is being sucked in instead of methane. This is a good safety mechanism and alerts us that a pipe above ground has broken. Additionally, a methane detecting drone sweeps the landfill once a month and quickly detects tiny amounts of methane that have escaped so they can be managed promptly.

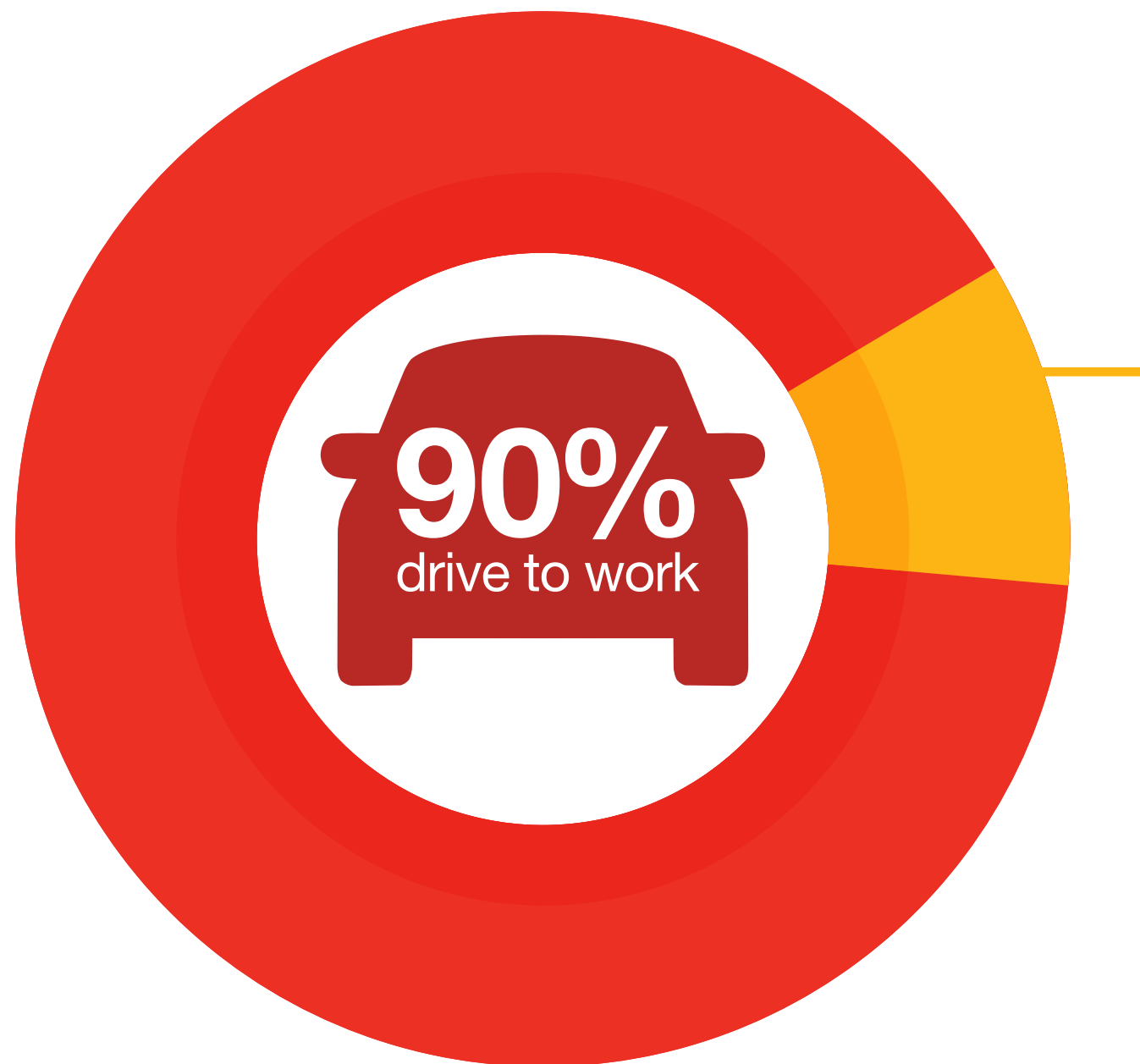
Best WM memories?

The best part of the job is the generator work. To see Whitford Landfill go from no generators to an epic power station has been incredible. Before I worked here I didn't know it was possible to generate electricity from methane – when I retire this is something I will never forget. The process is very circular. I am so proud of this landfill.



Carbon Neutral

Case Study: Measuring our commuting emissions



Our team's commuting forms part of WM New Zealand's Scope 3 emissions, so understanding how our people travel to work is an important step in building a more complete picture of our carbon footprint.

We ran a short internal survey to better understand commuting patterns across the business. 405 employees (around 25%) responded, providing useful insights into how our workforce travels and the distances involved.

10% carpooling, cycling, using public transport or other options.



And a small number of employees work from home full time.

More than 50 respondents travelling

over

200km  **each week.**

Team members were also asked what changes might help reduce their commuting footprint. The most common responses were more remote working options, flexible hours to avoid peak traffic, and access to discounted e-bikes. Some respondents also expressed interest in carpool matching and subsidised public transport.

The next step is to use this data to estimate WM's commuting emissions and identify where practical reductions may be possible. This will help inform opportunities for WM to support team members to reduce commuting emissions, such as encouraging carpooling, greater use of public transport, flexible working arrangements where appropriate, and supporting the transition to lower emissions vehicles. The survey will be repeated in future years to track changes in commuting patterns and measure progress over time.

Carbon Neutral

Case Study: Carbon Reduction Highlights from Our Champions

Across New Zealand, five Sustainability Champions represent each of our divisions, playing a hands-on role in bringing WM's Porohita strategy to life. They support and promote

sustainability initiatives on the ground, contribute to Carbon Reduction Committee discussions, and stay closely connected through regular engagement with our Sustainability Team.



Muriel Van Meel – Upper North Island

Optimised Auckland municipal collection routes, consolidating operations at Southdown Lane and cutting around 180,000 km of travel and 328 tCO₂e each year.



James McNeil – South Island

Led route optimisation and operational analysis across the South Island, trialling EV and B-train haulage solutions and identifying ways to reduce unnecessary diesel travel.



Tim Dryburgh – Lower North Island

Progressed fleet electrification initiatives including EV truck deployment with Hutt City Council and trials of electric yellow gear at Silverstream Landfill.



Luani Bernardi – Technical Services

Improved operational efficiency and emissions performance across Technical Services sites through fuel reduction initiatives, recycling improvements and better waste segregation.



Hannah McNabb – Circular Services

Supported improvements across WM's recycling network, including MRF upgrades, new recycling streams such as cardboard cores, and planning for electric equipment.

Carbon Neutral

Case Study: Turning landfill gas into clean power at Kate Valley

The team at Kate Valley Landfill and Gareth James Energy Park has taken another step toward WM New Zealand's carbon neutrality goal with the installation of our first 300 kW DC fast charger powered entirely by electricity generated from landfill gas.

The charger uses renewable electricity produced on site from captured landfill gas, creating a circular energy loop where waste generates the power that can charge electric trucks, loaders and other equipment used in our operations. Delivering up to 300 kW of charging capacity, and designed to scale to 600 kW, the system is built to support the growth of our electric fleet.

The site is already supporting electrified operations. The team runs nine plug-in hybrid Shark utes, with on site charging infrastructure that will expand as the fleet grows.

Kate Valley captures landfill gas from 69 gas wells, with a methane detecting drone surveying the site at least quarterly. The energy park can produce enough renewable electricity to power the equivalent of around 2,000 homes each year, similar to the population of nearby Amberley. Around half of the gas is currently flared due to line constraints, with upgrades planned for 2027–2028.

The project was delivered through close collaboration across WM teams. The Kate Valley Gas Generation Team ensured seamless integration with the landfill gas generators, while the WM South Engineering Team led the design, installation and commissioning of the fast charging system under strict electrical safety controls.

It is a practical example of circular energy in action:



Project Engineer Wenjun Wu next to the new fast chargers at the Gareth James Energy Park. These are powered by the energy produced from landfill gas through the generators in the background.

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A Great Place to Work

He wāhi tino pai ki te mahi

OUR IMPACT JOURNEY



Porohita Progress

Team engagement lifted to 73%.



- Achieved
- Work needed
- Not achieved

Key Objectives

4.1 We keep our team safe and well

TRIFR 2.4,
SIFFR 0.

4.2 Our employees are proud to work for WM New Zealand

87% of our people completed the Have Your Say survey and our overall engagement lifted from 71% in 2024 to 73%.

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

2025 Graduate Programme successful with 2026 graduates due to start in February 2026.



Each month we hold sustainability training for our team members.

Five Māori scholarships awarded for STEM students at the University of Auckland. Māori cadet programme in development, launching in FY26.

Sixteen staff completed the Management Activation Programme. Leadership Pathways Level 3 and Elevate programmes underway.

16 team members took part in the Digital Jumpstart programme, building digital confidence and capability across the workforce.

WM Kickstarter Scholarship launched to support the children of our people into tertiary education.

Material issues: • Culture & values • Diversity & inclusion • Employee attraction, development, retention & the future of work • Health, safety & wellbeing.



A Great Place to Work

Our Values in Action

At our annual awards, we recognise outstanding contributions from people who demonstrate our values in action. Pictured are our 2025 winners.



James Blair and Ross McIlwee, Values Award winners (accepted on behalf by Johan Bezuidenhout), with Chief Corporate Services Officer Richard Griffiths



Kees De Groot, Ben Lowther and Tara Wiggill (right), Together Award winners, with Executive General Manager of Strategy & Circular Services Ingrid Cronin-Knight



Juni Aludos, Safety Award winner (middle), with Chief Health, Safety & Risk Officer Guy Smith (left) and Regional Manager Daryl Tahitahi



Ellen Liew Wyme, Innovation Award Highly Commended, with Chief Financial Officer Willian Ding and Executive General Manager WM North Mike McSaveney accepting the trophy on behalf of winner Cawood McCall



Jim Jefferies (right), Service Award winner, with Chief Digital and Customer Success Officer Lena Jenkins



Tui Tane-Mowat (right), Sustainability Award Winner, with Sustainability and Communications Manager Andrea Svendsen

A Great Place to Work Health & Safety

Safety is how we look after our people

Safety sits at the centre of how WM New Zealand operates. Our work takes place in busy environments, on the road, at transfer stations, material recovery facilities and landfills. Managing those risks well is essential. Every decision we make aims to ensure our people, our contractors and the public go home safe at the end of the day.

Our health, safety, environment and quality systems are integrated across the business. This framework supports consistent risk management, strong operational discipline and continuous improvement across all our activities. Our management systems remain aligned with international standards including ISO 9001, ISO 14001 and ISO 45001, and we maintain tertiary accreditation under ACC's Partnership Programme.

Together these systems guide how we manage risk, investigate incidents, learn from experience and strengthen our safety performance over time.

Building capability through training

Training plays an important role in keeping people safe. All employees complete core safety training including company and site inductions, risk management awareness and injury management.

Additional training is provided based on the tasks people perform and the hazards they face in their roles. This includes areas such as vehicle operation, plant and equipment management, and safety and environmental practices.

Training requirements are reviewed regularly to ensure people have the right capability for the work they are doing.

Keeping safety visible every day

Safety is part of everyday conversations across WM. Teams regularly discuss risks, lessons learned and practical improvements through Toolbox Talks and team meetings. These discussions give people the chance to share experience from the frontline and reinforce safe ways of working.

Many of our larger sites have health and safety committees that review performance and support improvements. At smaller locations, safety discussions are integrated into regular team meetings to ensure workers remain involved in identifying risks and solutions.

Across the business our people also carry out workplace inspections, safety interactions and reviews of critical risk events. These activities help keep risks visible and reinforce the shared responsibility we all have for looking after each other.

SLAM: stopping to think before every task

Our teams follow a simple safety mindset known as SLAM: Stop, Look, Assess, Manage.

It encourages people to pause before starting a task, think through the risks and take the right steps to manage them. This approach supports practical, real-time decision making in the field and empowers employees to take responsibility for

their own safety and the safety of others.

Supporting health and wellbeing

Looking after our people also means supporting their wider wellbeing. During 2025, wellbeing initiatives included activities throughout the workday, alongside awareness campaigns for prostate cancer, breast cancer and mental health. Teams across the business also participated in Pink Shirt Day, helping foster a positive workplace culture and reinforce our commitment to a respectful, inclusive workplace.

Alongside these initiatives, employees continue to have access to wellbeing resources, health checks and confidential counselling support through our employee assistance programme.

Managing our critical risks

We have identified 13 critical risks across our operations. These represent the hazards with the greatest potential to cause serious injury or harm.

They include risks such as vehicle collisions, loss of control of plant or equipment, exposure to hazardous substances, uncontrolled energy, falls from height, fire and explosion, and threatening behaviour.

By focusing on these risks through training, controls and ongoing monitoring, we work to prevent serious harm and strengthen our safety culture across the organisation.



A Great Place to Work

Health & Safety

2025 Performance

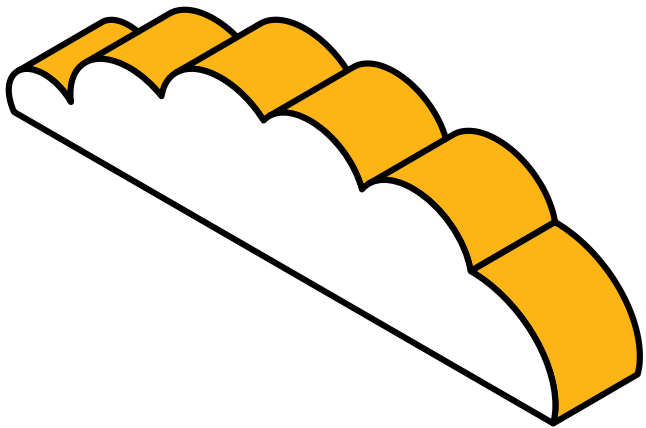
Health and safety results

Our safety performance continued to improve during the year.

For the 2025 reporting period:

- Total Recordable Injury Frequency Rate (TRIFR): 2.4
- Serious Injury and Fatality Frequency Rate (SIFFR): 0
- Zero fatalities or life changing injuries
- Most common injuries remained sprains, strains and minor cuts

These results reflect the continued focus our teams place on managing risks and supporting safe ways of working across all parts of the business.



2025 Employee Health and Safety Results:

Type	Count	Rate
Life changing events or fatalities as a result of work-related injury or ill health	0	0
High-consequence work-related injuries or ill health (excluding fatalities)	3 (Lost Time Injuries - LTI) - 2 were minor and 1 was of moderate severity	LTIFR = 0.7
Recordable work-related injuries or ill health	7 (Medical treatment Injuries – MTI) all were of minor severity	MTIFR = 1.7
Most common type of work-related injury or ill health	Sprains and strains, minor cuts and grazes	TRIFR = 2.4
Total 12 month rolling employee hours	4,162,951	-

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
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

2025 Owner Drivers and Contractors Health and Safety Results:

Type	Count
Fatalities or life changing events as a result of work-related injury or ill health	0
High-consequence work-related injuries or ill health (excluding fatalities)	2 (Lost Time Injuries = LTI) 2 (Medical treatment Injuries =MTI)
Recordable work-related injuries or ill health	14 (First aid treatment)
Most common type of work-related injury or ill health	Sprains and strains, cuts
Total number of employee hours	N/A – we do not record contractor hours

Rates have been calculated per 1,000,000 hours worked.

A Great Place to Work

Case studies: St John wellness workshop and 15-minute challenge

St John wellness workshop

A group of team members gathered at 318 East Tāmaki Road for a workshop led by Hato Hone St John focusing on mental health awareness. Walking into the seminar, none of the team were too sure what to expect. But by the end of the day, it was clear that each person – through their experiences, reflections and honesty – had a story that could help others feel seen, supported, and less alone. The workshop aimed to encourage open, stigma-free sharing and building connections; simply listening to people is vital, and can help save lives.

The half-day workshop, facilitated by St John's Mental Health and Wellbeing team, was also filmed to capture the voices of our team sharing why mental wellbeing matters. For many, the workshop wasn't just about what they could bring back to WM – it was also about being better prepared to support friends, whānau, and their wider communities.

[Watch video](#)



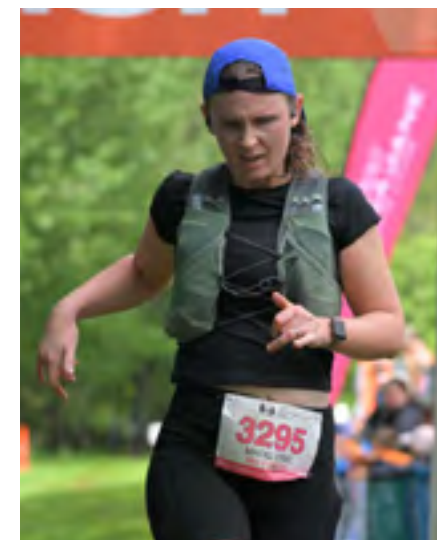
15 Minute Challenge

Over October and November, our WM New Zealand team really embraced the 15 Minute Exercise Challenge – a six-week competition designed to get us all moving, tracking our progress and finding time for at least 15 minutes of exercise each day.

From pavement pounding and hiking, to home workouts and cycling adventures, the energy and enthusiasm were inspiring.

- 201 active participants across 43 teams
- 6,963 exercise days logged
- A total of 454,989 minutes of activity
- 38 hours of exercise per person, on average

On average, our teams managed to be active 35 out of the 42 days of the challenge.





A Great Place to Work

Workforce Demographics

Team numbers by division including owner drivers* by head count:

Tenure Type	Corporate	WM - North	WM - South	Technical Services	Circular Services (includes Comspec)	Joint Ventures	Grand Total
Full Time	200	581	724	128	126	25	1,784
Part Time	6	38	42	1	1	4	92
Temporary	2	6	9	2			19
Casual	2	4	10		1		17
Owner Drivers		74	53				127
Grand Total	210	703	838	131	128	29	2,039

Employee numbers by gender by head count:

Tenure Type	Female	Male	Grand Total
Full Time	441	1,343	1,784
Part Time	39	53	92
Temporary	6	13	19
Casual	4	13	17
Total	490	1,422	1,912

Approximately 2% of WM New Zealand’s total employees are covered by collective bargaining agreements.

*Owner drivers are contractors. Our Payroll system have adjusted to the new organisational structure hence our workforce demographics are displayed as such.

WM ethnicity stats



A Great Place to Work

Employee Voice

Shane Holmes, driver with our Wellington team.

The 2025 engagement survey results show more people than ever are getting involved, feeling engaged, and helping shape what comes next.

This year 87% of our team completed the survey. That is 1,656 of 1,906 employees, up six percentage points on last year and well above the private sector benchmark of 67.5%.

Our overall engagement score increased to 73%, up from 71% last year, and continuing a steady three-year improvement. The score reflects how connected and committed our people feel to WM and the work they do.

What the data tells us

Younger and mid-career employees (18–25 and 36–45) reported the highest engagement, both at 74%. New starters are also highly engaged, with employees in their first year scoring 78%, while long-tenured employees (10+ years) recorded 71%.

Male employees reported 75% engagement, compared with 71% for female employees. Understanding what sits behind these differences will help guide our next steps as we continue to strengthen an inclusive workplace.

What's working well

Responses highlight several strengths across WM:

- **Pride in our purpose**
82% agree they are proud to work for an organisation that cares for the environment.
- **Clarity of expectations**
82% understand what is expected of them in their role.
- **Inclusive culture**
80% feel comfortable being themselves at work, and 79% say WM is a diverse and inclusive workplace.
- **Health, safety and wellbeing**
80% agree these come first in everything we do.

A Great Place to Work Women in Leadership

Leadership at WM is often best measured by the strength of the team around it. Sarah Whiteman's leadership is a good example of that.

Sarah began her career with WM in sales, building a practical understanding of the business and our customers from the ground up. Over time she has taken on broader leadership roles, earning a reputation for strong commercial judgement, clear thinking and a steady approach to leading teams.

Colleagues consistently describe Sarah as a leader who is clear about expectations and supportive in how she helps people meet them. She creates an environment where people feel trusted to do their jobs well, while still holding a strong focus on performance and accountability. The engagement and loyalty within her team reflect that approach.

Sarah has also played an important role in supporting other women across the business. Through Mana Wāhine

(WM's network supporting connection, development and opportunities for women across the business) and informal mentoring, she has helped build confidence and capability in emerging leaders, encouraging more women to step forward into leadership roles.

In 2025, Sarah was appointed General Manager for the lower North Island, recognising the impact she has had across the business and the strength of the teams she leads.

A Great Place to Work

Case Study: Māori Language Week

Reef Mahuika (left) and Harry Cooper.

Māori Language Week

Te Wiki o Te Reo Māori – Māori Language Week, gives us a chance to celebrate the essence of Māori identity, tikanga (customs) and mātauranga (knowledge). During this week, we celebrate, learn and keep alive te reo Māori, one of Aotearoa New Zealand's national languages and the first language of this land.

This year we hosted free online and in-person sessions to boost Te Reo skills and featured stories each day on team members with Māori identities.

Meet Harry and Reef:

Reef's whakapapa is Ngāti Porou on his dad's side (East Cape and Gisborne) and Ngāpuhi on his mum's side (Northland). He grew up in Gisborne and studied economics before joining WM.

Harry's whakapapa is Ngāpuhi through his mum, with what he jokingly calls "Ngāti Pākehā" roots on his dad's side. Originally from Whangārei, Harry studied finance and business analytics at Otago before stepping into the WM graduate programme.

Both joined us in 2025 as part of WM's graduate programme. As Harry puts it, "I knew of WM, but not much about the waste and recovery industry." Reef adds, "I thought it was just bins and trucks, but once I read the Sustainability Report, I realised there's so much more, and that's why I applied."

Harry and Reef also value the guidance of Te Tuanui Paki (Iwi Commercial Manager) and Te Teira Rawiri (Cultural Advisor), who have mentored them and included them in WM's Māori scholarships announcement and a Māori and Pasifika networking event in Hamilton.

A Great Place to Work

Case Study: Driver Operator Appreciation Week

In July, teams across Aotearoa celebrated Driver Operator Appreciation Week, recognising the people on the frontline who keep our business moving every day. Their hard mahi makes a real difference to our customers and communities, and we simply could not do what we do without them.

From breakfasts and coffee vouchers to BBQs, food trucks and goodie bags, branches found their own ways to celebrate and say thank you.

Take a look at some of the highlights from celebrations across Aotearoa. Whether it was breakfasts, coffee vouchers, BBQs, food trucks or goodie bags, every branch found its own way to celebrate.



A Great Place to Work

Case Study: New grads

Each year, our graduate intake brings fresh energy into WM and their arrival is always one of the most positive moments on our calendar.

Before stepping into their roles, our graduates took part in an induction week designed to provide a good understanding of how WM operates, and how their work connects to the wider business.

Their induction included site visits across Auckland, including to Selwood and East Tamaki Road transfer stations, Redvale Landfill & Energy Park, Wiri Tyre Recycling, our EV workshop, Living Earth at Puketutu Island, Maurice Road Materials Recovery Facility and Technical Services.

To our new graduates, welcome to WM! We are thrilled to have you in the waka.

A Great Place to Work

Case Study: Mana Wāhine

WM's Mana Wāhine network supports women across the business to build confidence, connections and leadership capability. In a workforce where women are still in the minority, the network creates space for peer support and practical learning.

In 2025, several initiatives helped strengthen that support. Mana Wāhine Live sessions brought operational leaders such as Sarah Whiteman and Zoie Bryce into open conversations about career development and the challenges of leadership. Hearing experienced leaders speak honestly about their journeys resonated strongly with participants.

Workshops also focused on building practical capability. A financial confidence session helped demystify budgets and profit and loss statements, giving participants greater confidence engaging with the financial side of the business.

Connection Groups continued to grow, helping wāhine across WM find peers who understand their work and experiences. Alongside this, the Auckland Swap Shop saw around 200 clothing items exchanged or donated to Dress for Success.

A highlight of the year was seeing 2024 graduates Michaela Zaugg and Muriel Van Meel present to more than 100 peers in the construction industry about the work of Mana Wāhine.

Feedback from the 2025 survey confirmed how important supportive leaders, peer networks and visible development opportunities are. In response, a dedicated Mana Wāhine page was launched on the WM intranet, making it easier for women across the business to connect and take part.



Some of our wāhine on International Women's Day

A Trusted Kiwi Business

He Kiwi whai-paingā he u manga pumau

Porohita Progress

97.4% of our services are delivered in full and on time.



- Achieved
- Work needed
- Not achieved

Key Objectives

5.1 Be a preferred customer of financial institutions

We have met the 3 KPIs of our Sustainability Linked Loan. KPI 1: 41% operational emissions intensity reduction against 2020 baseline, against a 21% reduction target.

KPI 2: Recovered of 157,479 tonnes of materials (excluding Living Earth).

KPI 3: 487 team members trained in sustainability, climate change and the circular economy against a target of 446.

5.2 Improve our customer experience

DIFOT*: 97.4%
NPS**: 54

5.3 Our value chains are effective, efficient and ethical

Ethical supply code of conduct rolled out to 50% of supplier spend. We have received responses from 18 of our 44 priority suppliers, with several requesting short extensions. We remain on track to complete all assessments by February 2026.



Our sales team help keep our NPS score high.

Material issues: • Culture & values • Diversity & inclusion • Employee attraction, development, retention & the future of work • Health, safety & wellbeing.



*DIFOT (Delivery in Full, On Time): A measure of how reliably we deliver services as promised, tracking whether jobs are completed in full and on time.

**NPS (Net Promoter Score): A measure of customer loyalty and satisfaction, based on how likely customers are to recommend our services to others.

A Trusted Kiwi Business

Strategic Partnerships

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
- A 50% ownership stake in Transwaste Canterbury Limited, with the remaining 50% jointly owned by Christchurch City Council and the Hurunui, Waimakariri, Selwyn and Ashburton district councils.
- 50% ownership of Midwest Disposals Limited with Enviro NZ Services Limited.
- 50% ownership of Pikes Point Transfer Station with Enviro NZ Services Limited.
- 50% ownership of Daniels Sharpsmart Limited with Cleanaway Daniels Pty Limited.
- A 50% ownership stake in Plastics Recycling NZ, a partnership with Aliaxis NZ, owners of the Marley brand, to develop plastic recycling solutions and a nationwide collection network for building and construction plastic waste.

A Trusted Kiwi Business

Case Study: Redvale's Community Support

Redvale Landfill & Energy Park operates within a rural community, and we recognise the importance of contributing in practical ways where we can. In 2025, Redvale provided \$107,999 in funding to support education, community organisations and local initiatives. While this has been a challenging year for some residents, we remain committed to listening and engaging constructively with our neighbours.

Supporting education and community organisations

Part of this funding helped 10 local students with their tertiary education costs. Education creates opportunities for young people and their families, and we are pleased to support local students as they take the next step in their studies.

Funding also supported organisations delivering important services across the community, including:

- Dairy Flat School
- Matea Trust
- Harbour Hospice
- Pest Free Dairy Flat along with several others working across the region.

Supporting life-saving equipment

Redvale also contributed funding towards a new defibrillator for Dairy Flat School. The equipment was requested to support a young student with a heart condition. Having a defibrillator available on site provides reassurance for the student's family and the wider school community.

Supporting local farmers

During this year, a nearby sheep farmer approached the Redvale team seeking temporary grazing land. Where suitable land was available, we were able to provide space for grazing, allowing the land to be used productively while supporting a neighbouring farm.

Keeping the community informed

Redvale also produces a quarterly newsletter for local residents. The newsletter provides updates on activities at the site, information on how residents can raise concerns such as odour or noise, and details about community events.

Local businesses are invited to advertise free of charge, and the newsletter includes a community business directory to help residents find local services.



A Trusted Kiwi Business

Stakeholder relationships

Whitford Landfill & Energy Park weighbridge attendant Brenda Shaw.

Better decisions come from listening to the people our work affects.

Our approach to stakeholder engagement is grounded in long-term relationships and reflects our Porohita strategy, creating positive outcomes for our environment, communities, customers, and our people.

We engage regularly with mana whenua, communities, customers, government, and our own team to understand expectations, test ideas, and respond early.

Partnership with mana whenua is central to how we operate. We work alongside iwi on planning, environmental management, and cultural outcomes, supported by growing internal capability and guidance from our Tumu Tikanga. This ensures tikanga Māori and Te Tiriti considerations are reflected in how we make decisions across the business.

In 2025, we reached an agreement with Ngāti Manuhiri, Ngā Maunga Whakahii o Kaipara, Te Uri o Hau and Te Rūnanga o Ngāti Whātua for the Auckland Regional Landfill. The agreement establishes a long-term partnership, with mana whenua directly involved in environmental monitoring, cultural assessment and the review of key management plans through a Tangata Whenua Executive Committee. It includes transparent data sharing, protections for Te Awa o Hōteu and the wider Kaipara Moana, and supports employment, restoration, and education and research opportunities.

This commitment to partnership extends beyond individual projects. At the Ōhanga ki te Ao Indigenous Investment Summit, we shared our approach with global investors and business leaders, highlighting the role of partnerships, tikanga, and long-term thinking in building resilient, high-performing businesses and supporting Māori economic development.

We maintain open, consistent engagement with communities around our sites, including through Community Liaison Groups, and work closely with customers to design services that support their environmental goals. Our Sustainability Advisory Panel provides independent challenge and insight, while our engagement with government helps shape practical, workable policy. Our people also contribute through paid volunteer leave, supporting local initiatives and strengthening our connection to the communities we serve.

What we hear directly informs how we operate, from infrastructure planning and environmental management to service design and investment decisions. It also helps us identify issues early and respond in a way that builds trust over time.

A Trusted Kiwi Business

Our People: Celebrating our drivers

Behind the wheel, leading the way

Every day, our drivers are out on the road keeping communities running, often before most people have started their day. Their work is physical, skilled, and demanding. It's also one of the most visible ways people experience WM.

Our 2025 Driver of the Year winners represent what great looks like across the country.

In the Eastern Bay of Plenty, Brian Clay has built a reputation for consistency and care. Over more than four years, he has maintained a five-star Eroad performance while travelling long distances and managing complex routes. With no at-fault incidents in the past three years, safety is clearly more than a requirement, it's how he works every day. Brian also works

closely with customers and dispatch to fine tune routes and improve service, contributing to strong DIFOT (delivered in full on time) performance in Whakatāne. He takes real pride in his truck too, consistently maintaining one of the cleanest in the fleet.

In the South Island, Clarke Wilkes is known as the person you call when you need the job done. Qualified across every truck type, he brings flexibility and reliability to the operation, often stepping in at short notice to keep services running. He has supported major events, large-scale operational work, and key transitions like the expansion of WM's fibre collection services. Calm under pressure and always willing to help, Clarke has earned the trust of both colleagues and customers.

For Technical Services, George Lopez sets the standard for professionalism in more specialised, high-risk work. As a liquid and hazardous driver in Auckland, he brings strong judgement, clear communication, and a practical approach to every job. Over the past year, he played an important role in two critical fruit fly response operations, working in fast-moving conditions where reliability and composure matter. Customers value his approach, and his team knows they can depend on him to do the job properly.

Together, these drivers show what it means to take pride in the work, look after each other, and deliver for our customers. They are a reminder that safety, service, and trust are built on the actions of our people, every day.



WM North GM Mike McSaveney with our 2025 Drivers of the Year Clarke Wilkes, Brian Clay and George Lopez.

A Trusted Kiwi Business

Case Study: Partnering for a more circular campus

Our sustainability star Ashley King (Waste Minimisation Coordinator) worked her magic in 2025 to help Dunedin university students minimise waste.

The great Otago clear out

Ashley ran the biggest coordinated clear-out University of Otago has ever seen, with this year's programme reaching more than 1,000 students. She helped colleges promote the programme, run collections, and track what went to charity, reuse, or recycling.

Many students have just 24 hours to pack and leave after their final exam, on some days, between 30% and 50% of an entire college moved out at once.

Over four weeks, 2.04 tonnes of material were recovered, with recovery rates lifted by up to 17%. That sets a new high for college clear-outs! Local charities noticed the difference too and feedback was overwhelmingly positive about the quality, quantity and organisation of items.

'Talking bins' around the University

Ashley focuses much of her efforts on educating university students about waste. At the Faculty of Dentistry, she noticed recycling contamination at non-clinical areas was increasing. Understanding that something more interactive and personal would speak to the Gen Z crowd best, she created some sassy 'Messages from your friendly bin lady' speech bubbles, to be stuck on bins around the campus.

These stickers aren't just stuck on bins, but anywhere contamination could be introduced – water coolers (with the non-recyclable disposable cups nearby), the lift (to remind people as they're going between floors), and even the kitchen microwave, to catch the attention of those ready to throw their takeaway container out.

Feedback from the building's cleaning crew suggests there's been an improvement in recycling quality, so Ashley is working to create a suite of 'speech bubbles' anyone within WM can use – a phrase or saying for every spot and occasion!



A Trusted Kiwi Business

Case Study: Recognised globally for customer experience

Delivering for customers, recognised on the world stage

When customers get in touch, it's often because something matters, a missed service, a question, or a problem that needs sorting. Our contact centre team handles those moments every day, and how they respond shapes the trust people place in WM.

In 2025, that work was recognised globally.

WM New Zealand's contact centre won two Gold awards at the ContactCenterWorld Global Top Ranking Awards, taking out Best Contact Centre (Small) and Best Green Contact Centre (Small).

These awards recognise more than strong metrics. They reflect a team that consistently delivers for customers while supporting each other to do their best work. High DIFOT performance, fast response times, and clear, practical communication all play a part in making sure issues are resolved quickly and customers feel heard.

Sustainability is also part of how the team operates day to day. From reducing waste and energy use to working from a 5 Star Green Star rated facility at East Tāmaki, the contact centre shows how environmental responsibility can be built into everyday operations.

Competing against organisations from more than 80 countries, including large banking, government, and technology contact centres, the team stood out for both performance and approach. National Customer Success Manager Megan Ferguson represented WM at the global finals, where she also contributed as a judge alongside international peers.

For the team, the recognition matters, but it's what sits behind it that counts. Consistency, care, and a focus on doing the job properly for every customer, every time.



A Trusted Kiwi Business

Case Study: Silver Ferns netball series

WM New Zealand is now the Naming Rights Partner of the International Netball Series.

You may have seen our logo and name across your TV screens as we backed our Silver Ferns in netball's most intense rivalries – the Taini Jamison Trophy battle against South Africa and the Constellation Cup showdown with Australia. The series officially became the WM New Zealand Netball Series – and we couldn't be prouder.

It's a two-year partnership that aligns WM with New Zealand Netball and the Silver Ferns - and we think it's a perfect fit. We both champion excellence, community and kaitiakitanga, making this a partnership built on shared values.

It's been inspiring to see our own people step up as volunteers to help create an unforgettable experience for fans. There's a genuine pride in being part of world-class sport and supporting the communities we care about.



Appendices



Appendix I: Material Issues

Issues	WM Porohita Initiative	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 • 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 • 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.	GRI 201: Economic Performance 2016 • Disclosure 201-2 Financial implications and other risks and opportunities due to climate change
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 • 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 • 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
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 • 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	Expand Circular Services	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 • Disclosure 308-1 New 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.	GRI 201: Economic Performance 2016 • Disclosure 201-4 Financial assistance received from government
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



Appendix I: Material Issues

Issues	WM Porohita Initiative	Description	GRI Standards and Disclosure
Health, safety and wellbeing	A great place to work	Health, safety, and wellbeing of our people.	GRI 403: Occupational Health and Safety 2018 • 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 • 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 NZ Ltd has reported in reference to the GRI Standards for the period January 2025 to December 2025.	
GRI 1 used	GRI 1 Foundation 2021	
Disclosure	Name	Description and/or page number
General Disclosures		
2-1	Organizational details	Our Leadership & People – Ownership Pg. 8
2-2	Entities included in the organization’s sustainability reporting	Our Business – Our Facilities and Services Pg. 14 Expand Circular Service – Case Study: Full Circle Pg. 30 A Trusted Kiwi Business – Joint Ventures Pg. 57
2-3	Reporting period, frequency and contact point	Our Leadership & People – Our Report Pg. 10 Back Cover WM New Zealand does not produce or release annual financial reports publicly.
2-4	Restatements of information	There are no restatements of information claimed in this report.
2-5	External Assurance	Our Leadership & People – Our Report Pg. 10
2-6	Activities, value chain and other business relationships	Our Business – Our Facilities and Services Pg. 14 Our Business – Value Creation Model Pg. 17 Expand Circular Services – Recycling and Organics Pathways Pg. 26 A Trusted Kiwi Business – Joint Ventures Pg. 57 Expand Circular Service – Case Study: Full Circle Pg. 30
2-7	Employees	A Great Place to Work – Workforce Demographics Pg. 48
2-8	Workers who are not employees	A Great Place to Work – Workforce Demographics Pg. 48
2-9	Governance structure and composition	Our Leadership & People Pg. 5-9
2-10	Nomination and selection of the highest governance body	Our Leadership & People – Our Board & Executive Leadership Team Pg. 6
2-11	Chair of the highest governance body	Our Leadership & People – A Word from our Board Chair Pg. 4
2-12	Role of the highest governance body in overseeing the management of impacts	Our Leadership & People – A message from our Board Chair Pg. 4 Our Leadership & People – Our Board & Executive Leadership Team Pg. 6
2-13	Delegation of responsibility for managing impacts	Our Leadership & People Pg. 5-9
2-14	Role of the highest governance body in sustainability reporting	Our Leadership & People – Our Report Pg. 10 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.
2-15	Conflicts of interest	WM New Zealand’s Board is based in New Zealand and adheres to WM’s Conflict of Interest policy.
2-16	Communication of critical concerns	Board members 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 Leadership & People Pg. 5-9 WM New Zealand’s Board is based in New Zealand 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 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	Our Leadership & People – A message from our Managing Director Pg. 3
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.
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 – Environmental Stewardship (Our interactions with Te Taiao) Pg. 20
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	There were no significant instances of non-compliance with laws and regulations during this reporting period.
2-28	Membership associations	A Trusted Kiwi Business – Strategic Partnerships Pg. 57
2-29	Approach to stakeholder engagement	A Trusted Kiwi Business – Stakeholder Relationships Pg. 59 For more information, refer to our 2024 Sustainability Report : A Trusted Kiwi Business – Stakeholder Relationships Pg. 59.
2-30	Collective bargaining agreements	A Great Place to Work – Workforce Demographics Pg. 48



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 NZ Ltd has reported in reference to the GRI Standards for the period January 2025 to December 2025.	
GRI 1 used	GRI 1 Foundation 2021	
Disclosure	Name	Description and/or page number
Material Topics		
3-1	Process to determine material topic	Our Leadership & People - Materiality Matrix Pg. 13 More information can be found here .
3-2	List of material topics	Our Leadership & People - Materiality Matrix Pg. 13 Appendix I: Material Issues Pg.68 More information can be found here .
3-3	Management of material topics	The impacts of material topics are managed through WM Porohita sustainability strategy
Economic Topic Disclosures		
201-1	Direct economic value generated and distributed	Due to confidentiality, we do not disclose this information. WM New Zealand does not produce or release annual financial reports publicly.
201-2	Financial implications and other risks and opportunities due to climate change	Carbon Neutral – Climate leadership in essential infrastructure Pg. 33-34
201-3	Defined benefit plan obligations and other retirement plans	Due to confidentiality, we do not disclose this information.
201-4	Financial assistance received from government	Due to confidentiality, we do not disclose this information.
203-1	Infrastructure investments and services supported	Expand Circular Services – Case Study: Full Circle Pg. 30
203-2	Significant indirect economic impacts	A trusted Kiwi Business – Case Study: Silver Ferns netball series Pg. 63
Environmental Topic Disclosures		
Water and Effluents		
303-1	Interactions with water as a shared resource	Care for our Environment and Community – Environmental Stewardship (Our interactions with Te Taiao) Pg. 20
303-2	Management of water discharge-related impacts	Care for our Environment and Community – Environmental Stewardship (Our interactions with Te Taiao) Pg. 20
303-3	Water withdrawal	Information unavailable/incomplete – WM New Zealand does not capture water use information in detail across our sites.
303-4	Water discharge	Information unavailable/incomplete – WM New Zealand does not capture water use information in detail across our sites.
303-5	Water consumption	Information unavailable/incomplete – WM New Zealand does not capture water use information in detail across our sites.
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 – Environmental Stewardship (Our interactions with Te Taiao) Pg. 20 Care for our Environment and Community – Our People: Tui Tane-Mowat Pg. 21
304-2	Significant impacts of activities, products and services on biodiversity	Not applicable – No significant direct or indirect impacts on biodiversity during 2025
304-3	Habitats protected or restored	Care for our Environment and Community – Environmental Stewardship (Our interactions with Te Taiao) Pg. 20 Care for our Environment and Community – Our People: Tui Tane-Mowat Pg. 21
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	Not applicable – WM New Zealand has no impact on IUCN red list species.
Emissions		
305-1	Direct (Scope 1) GHG emissions	Carbon Neutral – Carbon Performance Pg. 35-37
305-2	Energy indirect (Scope 2) GHG emissions	Carbon Neutral – Carbon Performance Pg. 35-37
305-3	Other indirect (Scope 3) GHG emissions	Carbon Neutral – Carbon Performance Pg. 35-37
305-4	GHG emissions intensity	Carbon Neutral – Carbon Performance Pg. 36
305-5	Reduction of GHG emissions	Carbon Neutral – Carbon Performance Pg. 35-36
305-6	Emissions of ozone-depleting substances (ODS)	Not applicable – WM New Zealand does not capture ozone depleting substances data
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Carbon Neutral – Carbon performance Pg. 37 Nitrous oxides are released during the composting of organic waste materials we process. The emissions impact of our composting operations is calculated using the Ministry for the Environment's annual composting emissions factor.
Waste		
306-1	Waste generation and significant waste-related impacts	Our Business – Value Creation Model Pg. 17 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 Business – Value Creation Model Pg. 17 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	Our Business – Value Creation Model Pg. 17
306-4	Waste diverted from disposal	Our Business – Value Creation Model Pg. 17
306-5	Waste directed to disposal	Our Business – Value Creation Model Pg. 17 This is based a high-level figures of waste materials that WM New Zealand collects its customers and everyday site and office operations.
Supplier Environmental Assessment		
308-1	New suppliers that were screened using environmental criteria	Refer to our 2024 Sustainability Report : A Trusted Kiwi Business – Responsible Procurement Pg. 58 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.



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GRI 1 used	GRI 1 Foundation 2021	
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 & Safety Pg. 45
403-2	Hazard identification, risk assessment, and incident investigation	A Great Place to Work – Health & Safety Pg. 45
403-3	Occupational health services	A Great Place to Work – Health & Safety Pg. 45
403-4	Worker participation, consultation, and communication on occupational health and safety	A Great Place to Work – Health & Safety Pg. 45
403-5	Worker training on occupational health and safety	A Great Place to Work – Health & Safety Pg. 45
403-6	Promotion of worker health	A Great Place to Work – Health & Safety Pg. 45
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 & Safety Pg. 45-46
403-9	Work-related injuries	A Great Place to Work – Health & Safety Pg. 46
403-10	Work-related ill health	A Great Place to Work – Health & Safety Pg. 46
Training and Education		
404-1	Average hours of training per year per employee	Due to confidentiality, we do not disclose this information.
404-2	Programs for upgrading employee skills and transition assistance programs	Due to confidentiality, we do not disclose this information.
404-3	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 – Workforce Demographics Pg. 48 25% of our board are women 25% of our Executive Leadership team are women
405-2	Ratio of basic salary and remuneration of women to men	Refer to our 2024 Sustainability Report : A Great Place to Work – Workplace Equity Progress Pg. 53
Local Communities		
413-1	Operations with local community engagement, impact assessments, and development programs	A Great Place to Work – Case Study: Community Support, Redvale Pg. 58 A Great Place to Work – Stakeholder relationships Pg. 59 Refer to our 2024 Sustainability Report : A Trusted Kiwi Business – Stakeholder relationships Pg. 59
413-2	Operations with significant actual and potential negative impacts on local communities	Due to confidentiality, we do not disclose this information.

Mā tātou katoa e tiaaki

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

2025 SUSTAINABILITY REPORT



WM Aotearoa