

Sustainability Framework



Te whakakaha i te manaakitanga o te tangata, o te hapori, o te motu whānui me te ao hoki
 Empowering care of our people, communities, country and planet


Our priorities



Caring for New Zealanders
 Te manaaki i ngā tāngata o Aotearoa



Genuine climate action
 He mahinga taiao tūturu



Driving towards a circular economy
 Te whai i te ōhanga whai hua



Sustainable tourism
 He Tāpoi Mau Roa

Our focus areas

- Care for Air New Zealanders and nurture a diverse, equitable and inclusive workplace
- Care for our customers and communities
- Support New Zealand's social and economic revival




- Decarbonisation target and roadmap
- Customer education and engagement on climate action
- Strong governance and climate-related disclosures
- Support biodiversity and native forestry offsetting



- Design and procure with a circular mindset
- Reduce single-use plastics
- Support new infrastructure and innovation
- Drive waste minimisation culture and awareness
- Diversion from landfill

- Sustainable tourism thought leadership for New Zealand
- Endorse Qualmark
- Embrace Tiaki Promise and conservation in regions
- Support regional and Māori tourism

Our targets

-  Air New Zealand's employee engagement score being in Glint's Global Top 20% Engagement Index¹.
-  Grow access to and use of employee assistance support tools (including Employee Assistance Programme, Peer Support Network and Bullying and Harassment Contacts).
-  Establish a baseline of Air New Zealand spend with Māori and Pasifika-owned businesses and social enterprises by 2022.
-  Better connecting New Zealand exporters to the world by increasing cargo load factors on our widebody international network to 85%² by 2025 (from 67% in 2019).

-  Set a science-based carbon reduction target.
-  Net zero emissions by 2050.
-  10% of Air New Zealand's total fuel uplift is SAF by 2030.

-  Removal of 50% of forecasted single-use plastic items on our international flights by 2023 from a 2021 baseline³. This amounts to the removal of over 28 million forecasted single-use plastic items.
-  65% of total solid waste diverted from landfill by 2023⁴.

-  Increase annual growth in bookings for Qualmark-awarded operators on Air New Zealand's website by 100% by 2023 from a 2021 baseline.
-  60% of New Zealanders aware of Tiaki Promise by calendar year 2023⁵.

¹ Glint's Global Top 20% Engagement Index is based on employee survey results across more than 750 companies surveyed around the globe and 175 million data points.
² Based on the volumetric utilisation of available belly capacity (including passenger bags) unless a 100% gross weight load factor is achieved sooner.

³ The 2021 baseline value was adjusted to reflect the updated forecasts for passenger volumes as of May 2020.
⁴ This target covers Air New Zealand's domestic ground sites and airports serviced by our main waste provider.

⁵ As measured by Air New Zealand's Insights Tracker that surveys 400-500 New Zealand travellers each month.

United Nations Sustainable Development Goals

