# 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

# **Our focus** areas



#### **Caring for New Zealanders**

Te manaaki i ngā tāngata o Aotearoa

- 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



#### Genuine climate action

He mahinga taiao tūturu

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

# Our targets

Air New Zealand's employee engagement score being in Glint's Global Top 20% Engagement Index<sup>1</sup>.



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Grow access to and use of employee assistance support tools (including Employee Assistance Programme, Peer Support Network and Bullying and Harassment Contacts).

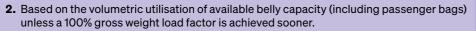


Establish a baseline of Air New Zealand spend with Māori and Pasifika-owned businesses and social enterprises by 2022.

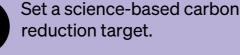


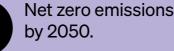
Better connecting New Zealand exporters to the world by increasing cargo load factors on our widebody international network to 85%<sup>2</sup> by 2025 (from 67% in 2019).

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.









10% of Air New Zealand's total fuel uplift is SAF by 2030.



**United Nations Sustainable Development Goals** 





#### **Driving towards** a circular economy

Te whai i te ōhanga whai hua

- 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



Removal of 50% of forecasted single-use plastic items on our international flights by 2023 from a 2021 baseline<sup>3</sup>. This amounts to the removal of over 28 million forecasted single-use plastic items.



65% of total solid waste diverted from landfill by 20234.



### **Sustainable** tourism

He Tāpoi Mau Roa

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

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 2023<sup>5</sup>.

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



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

