



Metrics Table

2024



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Metric	Financial Year 2022	Financial Year 2023	Financial Year 2024
Flights operated	123,614	169,251	172,638
People Safety Risk Control Effectiveness (RCE) rating of substantially or fully effective ¹	84.0% ²	82.0% ³	84.0% ⁴
Percentage of active workforce covered under collective bargaining agreements ⁵	74.0%	77.0%	77.3%
Number of work stoppages	0	0	0
Total days idle	0	0	0
Description of implementation and outcomes of a Safety Management System (SMS)	SMS is fully implemented and accepted by the Civil Aviation Authority New Zealand (CAANZ). There are continuous SMS improvement activities, including SMS annual review and associated actions, designed to progress all SMS elements from operating to fully effective/best practice. Regular Management Review meetings and Board Safety meetings to provide assurance of SMS/safety capability and performance. Several CAANZ audits of SMS conducted during the year, all with positive results.	SMS is fully implemented and accepted by the CAANZ. There are continuous SMS improvement activities, including SMS annual review and associated actions, designed to progress all SMS elements from operating to fully effective/best practice. Regular Management Review meetings and Board Health, Safety & Security Committee (BHSSC) meetings to provide assurance of SMS/safety capability and performance. Several CAANZ audits of SMS conducted during the year, all with positive results. IATA Operational Safety Audit (IOSA) identified some minor changes required for SMS to fully meet IOSA Standards. These findings were addressed and IOSA accreditation was renewed in early calendar year 2023 ahead of certificate expiry. Enhancements made to Integrated Safety Management System manual to incorporate best practice and align processes across organisation.	SMS is fully implemented and accepted by the CAANZ. Regular Management Review meetings and BHSSC meetings provide assurance of SMS/safety capability and performance. Several CAANZ audits were conducted during the year which examined SMS elements, all with positive results. There are continuous SMS improvement activities, including incorporating SMS processes for aircraft maintenance into a single airline SMS manual to promote consistency. New EASA SMS requirements and the latest IOSA Standards pertaining to SMS are also being incorporated. The Risk Based IOSA audit in September to October 2024 will include a safety maturity assessment which will provide both enhanced assurance and an opportunity to benchmark against industry best practice.
Number of aviation accidents ⁶	0	0	0
Number of governmental enforcement actions of aviation safety regulations ⁷	0	0	0
Total recordable rate of injuries ⁸	3.6	3.8	5.2
Lost Work Case Frequency Rate ⁹	3.6	4.1	5.2
Fatalities	0	0	0

1. RCE review and verification is part of the company risk management process and is a framework implemented to give depth to the risk declarations. The RCE scale ratings are totally ineffective, largely ineffective, partially effective, substantially effective, and fully effective. 2. The remaining 16.0% of People Safety Risks are rated partially effective (the minimum for compliance). 3. The remaining 18.0% of People Safety Risks are rated partially effective (the minimum for compliance). It is expected that RCE at the risk level will continue to fluctuate as ongoing risk reviews continue to improve underlying understanding and assurance of risk controls in terms of hierarchy, impact on likelihood and/or consequences, and individual and collective effectiveness. 4. The RCE improved to 84.0% and the Risk Review status continued to improve to achieve the 2024 financial year target of 100%, providing confidence that risks are understood by risk owners and ongoing control improvement focus is maintained. 5. There are employees who are not a member of a union but their work is covered by a collective bargaining agreement. These employees are employed on individual employment agreements that are based on the terms and conditions of a collective bargaining agreement that covers their work. There are also employees whose work is not covered by a collective bargaining agreement. These employees are employed on individual employment agreements that are not influenced or determined by collective bargaining agreements. 6. Defined according to the International Civil Aviation Organization (Annex 13). 7. Defined as the number of enforcement actions from the Civil Aviation Authority New Zealand (CAANZ), the U.S. Federal Aviation Administration (FAA), or the equivalent national authorities that are related to aviation safety regulations. 8. Total recordable rate of injuries is the total sum of lost time injury and medical treatment injury with the rate calculated as the average over the past 12 months. This calculation is based on the formula: (Sum of total recordable rate of injury reportable event for the past 12 months) x 1,000,000 / (Sum of Total Work Hours for the past 12 months). 9. This calculation is based on the formula: (Sum of lost time injury reportable events for the past 12 months) x 1,000,000 / (Sum of Total Work Hours for the past 12 months).



Metrics Table (continued)

Metric	Financial Year 2022	Financial Year 2023	Financial Year 2024
Environmental non-compliances	Zero environmental non-compliances as at end of financial year 2022 ¹⁰	One ¹¹ environmental non-compliance as at end of financial year 2023 ¹²	One new ¹³ and one continuing ¹⁴ environmental non-compliance as at end of financial year 2024 ¹⁵
IEnvA stage 2 certification via IATA	IEnvA stage 2 certification achieved	IEnvA stage 2 certification achieved	IEnvA stage 2 certification achieved.
Suppliers providing positive assurance of our Supplier Code of Conduct	Suppliers representing 92.4% of our contestable spend provided positive assurance (a minor decrease from 2021, mainly due to Covid-19's continuing impact on Air New Zealand's spend profile with its strategic suppliers)	Suppliers representing 74.3% of our contestable spend provided positive assurance (in 2023, Air New Zealand increased Supplier Code of Conduct coverage across a broader percentage of its supplier base including the into-wing logistics service provided by fuel companies. Total contestable spend has increased from \$0.6b in financial year 2022 to \$2.47b in financial year 2023. Whilst coverage on a percentage basis has declined, spend coverage has markedly increased)	Suppliers representing 81.0% of our contestable spend ¹⁶ in financial year 2024 have provided positive assurance. The increase versus prior year is predominately due to (1) increased spend per annum with key suppliers (total contestable spend has increased 24% year-on-year), and (2) improvements in system data capture. Suppliers representing 42.0% of our supplier base ¹⁷ in financial year 2024 have provided positive assurance. This is the first time Air New Zealand has reported positive assurance by supplier volume.
Proportion of spend with local businesses ¹⁸	N/A	\$3.1b (53.8% of total third-party spend) was spent with local businesses	\$3.1b (47.7% of total third-party spend) was spent with local businesses
Annual volume of Aotearoa New Zealand exports on Air New Zealand	43,720 tonnes	36,910 tonnes	33,908 tonnes
Full compliance with ICAO noise standards for aircraft fleet	No notified noise breaches in financial year 2022 Achieved full compliance with ICAO noise standards	No notified noise breaches in financial year 2023 Achieved full compliance with ICAO noise standards	No notified noise breaches in financial year 2024 Achieved full compliance with ICAO noise standards
Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behaviour regulations	0	0	0
Electricity use ¹⁹	0.5% increase compared to financial year 2021 (due to an easing of Covid-19 restrictions)	3.6% increase compared to financial year 2022 (due to there being no substantial Covid-19 restrictions in financial year 2023)	0.6% increase compared to financial year 2023
Enabling regional connectivity through flight departures that connect Auckland/Wellington/Christchurch to regional centres	91,417 (flight departures impacted in financial year 2022 due to lockdowns and border restrictions)	114,776	114,886

10. The Environmental Protection Authority requested information from Air New Zealand and their subsidiary companies to assess compliance with the Ozone Layer Protection Act. 11. An inadvertent environmental breach occurred in connection to soil disposal. Soil containing low levels of contaminants above background levels, but below the industry recognised health and environmental guidelines has been disposed of offsite from the Air New Zealand Auckland Airport site without the correct Council consent. Air New Zealand is working with relevant Councils on this. 12. The Environmental Protection Authority requested further information from Air New Zealand and their subsidiary companies to assess compliance with the Ozone Layer Protection Act. 13. Air New Zealand became aware of an inadvertent environmental breach relating to offsite discharge of low level contaminated stormwater. Air New Zealand is working with the relevant Council on this. 14. Air New Zealand is continuing to work with relevant Councils in relation to the inadvertent disposal of low level contaminated soil in financial year 2023. 15. The Environmental Protection Authority concluded its investigation into Air New Zealand's compliance with the Ozone Layer Protection Act 1996 and decided to issue a warning relating to the importation and exportation of goods and controlled substances. 16. Based on percentage of contestable spend. Contestable spend excludes the hedged portion of fuel, airport fees, aircraft, taxes, e-store, Tandem, labour and the spend by any supplier with an annual amount below \$150,000. 17. Based on percentage of suppliers with contestable spend. Contestable spend excludes the hedged portion of fuel, airport fees, aircraft, taxes, e-store, Tandem and labour. 18. Local businesses are defined as those who have a registered New Zealand Head Office address. 19. Much of New Zealand's electricity is generated from renewable energy sources (80-85%) (Te Tari Tiaki Pūngao Energy Efficiency & Conservation Authority, 2023).

