

# One New Zealand Sustainability Report FY24

1 APRIL 2023 – 31 MARCH 2024

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01



# Introduction

# Welcome

## A note from Juliet Jones, Chief Corporate Officer

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**At One New Zealand we're committed to thinking long-term and prioritising environmental, social and governance (ESG) activities, directly linked to our purpose of 'unlocking the magic of technology to create an awesome Aotearoa'.**

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Sustainability has been core to our business operations for many years. In August 2023, we refreshed our approach to ESG when we launched our new sustainability kaupapa, further defining our current strategy and goals, incorporating te ao Māori values and principles.

Some of the highlights I'm most proud of in this report are our efforts to increase our use of renewable energy and our extensive focus on social sustainability and corporate philanthropy through our registered charity, Te Rourou, One Aotearoa Foundation, and our digital giving app, One Good Kiwi. We are also proud to support our customers on their sustainability journeys and help enable decarbonisation within New Zealand via our technologies.

Thanks to all our people, partners and stakeholders who have supported our kaupapa or are on the journey with us. Your support is vital.

While we continue to push ahead, there is always more to be done. This is illustrated within this report, and our guiding whakataukī sums up our long-term approach: Whatungarongaro te tangata toitū te whenua. As people disappear from sight, the land remains.

**Juliet Jones,**  
One New Zealand Chief Corporate Officer  
and Chair of Te Rourou, One Aotearoa Foundation



# Report Snapshot

## Capturing our progress in FY24

This Sustainability Report shares how One New Zealand is delivering on its Environmental, Social and Governance (ESG) commitments and goals. Here's a snapshot of our key FY24 achievements across the ESG focus areas.

As part of our Sustainability Kaupapa (strategy) we embrace the New Zealand Māori concepts of kaitiakitanga (guardianship of the sky, the sea, and the land), manaakitanga, (hospitality and generosity), and kotahitanga (unity, togetherness, and solidarity).

One New Zealand has approximately 2 million mobile connections, 58 consumer retail stores, and provides mobile fixed and ICT services to more than 110,000 corporate, government and small to medium businesses. We have approximately 2,500 team members and we rebranded from Vodafone NZ to One NZ in April 2023, with Infratil now owning 99.90%.

This report covers our FY24 financial year, which spans 1 April 2023 to 31 March 2024.

## Key FY24 Focus Areas

### Environment – Greener Aotearoa New Zealand

- **Aspiration:** Supporting New Zealand's transition to a low carbon future.
- **Focus areas:** Energy efficiency initiatives, renewable electricity, and reducing e-waste. Enabling our customers to reduce their emissions through our technology and services.
- **How:** We display kaitiakitanga to protect NZ's environment.

### Social – Thriving Communities

- **Aspiration:** Enhancing connection to unlock an awesome Aotearoa for all.
- **Focus areas:** Safe and secure networks, building and enhancing safer and more resilient connectivity and communities. Supporting young people via One Good Kiwi and philanthropy via Te Rourou. Supporting New Zealand's digitisation via awesome technology solutions.
- **How:** We embrace manaakitanga to enable wellbeing and growth.

### Governance – Trusted partner

- **Aspiration:** Being Aotearoa NZ's secure and resilient business.
- **Focus areas:** Prioritise physical and digital resilience. Strong H&S and DEI practices to be a NZ employer of choice. Act ethically in all customer, supplier and business relationships. Partnering with Māori via our Whārikihia strategy & 'Honouring the principles of Te Tiriti o Waitangi' policy.
- **How:** We extend kotahitanga to show respect for and unity with employees, customers, partners and suppliers.

## Key FY24 Achievement

24% GHG emissions reduction for scope 1 and 2 (vs. FY23)

More than \$3.2m koha (donated) to reduce youth disadvantage via Te Rourou, One Aotearoa Foundation and One Good Kiwi

+12 increase in GRESB score vs FY22 (73 vs 61).

# Our Sustainability Kaupapa

Sharing our vision for Aotearoa's future

Unlocking the magic of technology to create an awesome Aotearoa



**Support New Zealand's transition to a low carbon future**

- Measure, report and reduce emissions
- Enable decarbonisation via technology
- Limit e-waste

- Reduce Scope 1 & 2 emissions by 10% annually, with a Science Based Target by FY26
- 100% renewable energy by 2024
- Recycle 95% of network waste
- Increase RE:MOBILE devices by 5% annually

**Enhance connection to unlock an awesome Aotearoa**

- Safe and secure networks
- Champion NZ's digitisation
- Te Rourou, One Aotearoa Foundation & One Good Kiwi
- Digital equity

- Resilient mobile coverage over Aotearoa by end-2024
- 0 cybersecurity or material data privacy breaches
- Reduce the number of youth experiencing disadvantage

**Be New Zealand's most secure and resilient business**

- Prioritise physical & digital resilience
- Inclusive workplace focusing on wellbeing, health & safety
- Ethical policies, customer and supplier relationships
- Whārikihia – our Māori strategy

- Achieve 40:40:20 principle for gender diversity by FY26
- Achieve GRESB score of 80 by FY26
- Grow iwi relationships, with 5 strategic partnerships by FY26

ASPIRATION

FOCUS AREAS

OUR GOALS



One New Zealand's Sustainability Kaupapa reflects our commitment to thinking and acting for the long-term benefit of New Zealand, and New Zealanders.

We understand that the decisions we make today will impact future generations, particularly in our role as a digital connectivity company.

As success is intertwined with building a better future for everyone, we embrace the UN Sustainable Development Goals (SDGs) as a roadmap for a thriving, equitable, and sustainable world.

We aim to leverage our technology to foster a collaborative workplace, encourage positive change within our cities and towns, address youth exclusion and disadvantage, and minimise our environmental impact.

### The six SDGs that align with our approach:

- #5. Striving for **gender equality**.
- #8. Enabling **decent work and economic growth** as a major employer in New Zealand and technology provider.
- #9. **Industry, Innovation and Infrastructure** is core to our business.
- #12. Encouraging **responsible consumption and production** by reducing our environmental footprint and e-waste.
- #13. Supporting **climate action** by measuring and reducing our emissions.
- #17. Engaging in **partnerships for the sustainability goals** with industry, community organisations, iwi, and Government.

# Materiality Assessment

## Engaging on our ESG priorities

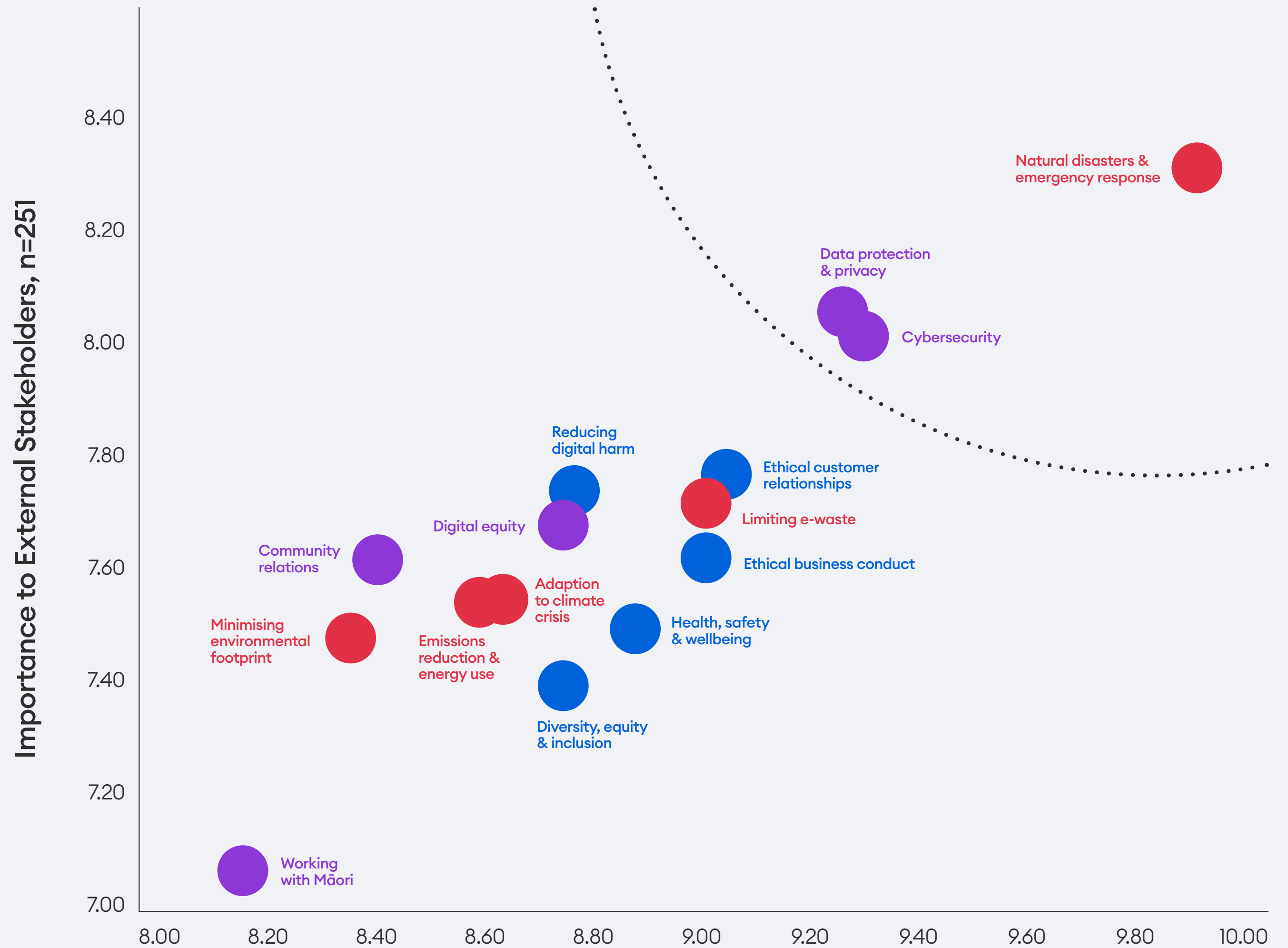
In early FY24, we undertook a comprehensive materiality assessment to ascertain which ESG topics are of the highest significance to One New Zealand and to set our strategy for the upcoming three years.

Stakeholder interviews were conducted to determine our 15 most material ESG topics. These were followed by a survey completed by 473 internal and external stakeholders to prioritise these topics, based on the importance to One New Zealand and impact we can have on each. Survey participants were asked to rank the 15 material ESG issues on a scale of 1-10 in terms of their importance to One NZ and impact on the business.

**The analysis identified the top five most critical concerns, which One New Zealand is dedicated to tackling:**

1. Supporting Aotearoa through natural disasters and emergencies
2. Data protection and privacy
3. Cybersecurity
4. Ethical customer relationships
5. Limiting e-waste

We will also strive to address all 15 of our most material and significant ESG topics through ongoing operations, including reducing our environmental footprint as New Zealand transitions to a low carbon, more climate-resilient future, and prioritising ethical business conduct.



Importance to One NZ Employees, n=222

● Environment    ● Social    ● Governance

02

# Environment

Creating a greener Aotearoa



# Measuring Our Emissions

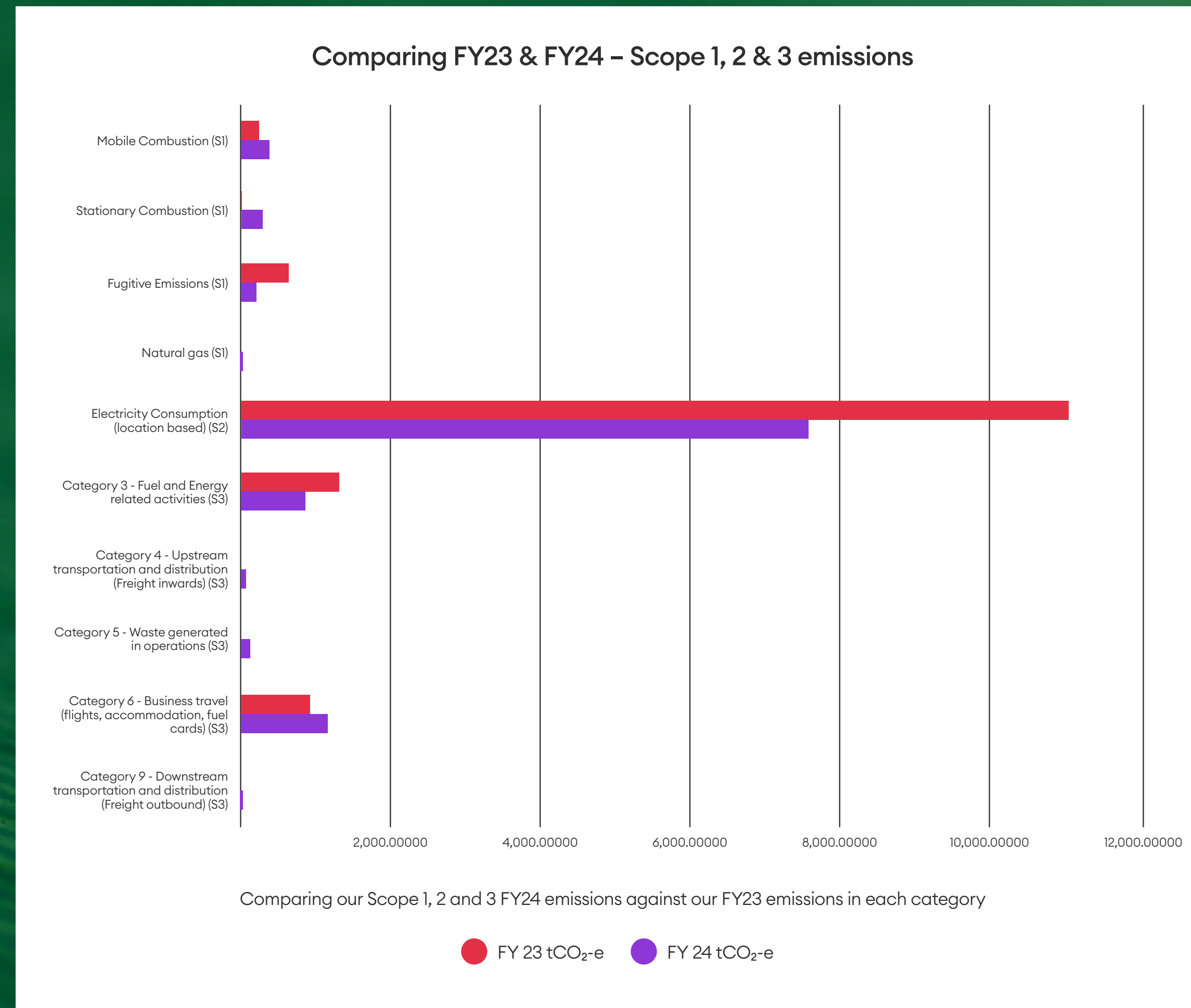
Keeping our footprint to a minimum

One New Zealand is committed to reducing our environmental footprint and supporting New Zealanders to decarbonise via technology. As an organisation, we've been measuring our emissions since 2007 and continue to mature our reporting. Purchased electricity accounts for approximately 70% of our current emissions footprint and is our current focus for reductions.

In FY24, our operational activities resulted in a total of 10,700 tonnes of carbon dioxide equivalent (tCO<sub>2</sub>-e) within our current reporting boundary.

This is a 24% reduction on the FY23 figure of 14,201 tCO<sub>2</sub>-e, but slightly higher than FY22 emissions (10,736 tCO<sub>2</sub>-e). The reasons for these movements are outlined on page 10.

We track our emissions according to the scope 1, 2 and 3 greenhouse gas (GHG) emission categories, as established by the 2001 [Greenhouse Gas Protocol](#) and enshrined in the [Aotearoa New Zealand Climate Standards](#).



## Enabling other businesses to reduce their emissions

We're proud that the telecommunications industry is an important enabler of GHG emission reductions. Our products and services enable New Zealanders and business customers to achieve significant reductions in their own carbon footprints.

Services such as video conferencing and remote monitoring via Internet of Things (IoT) devices significantly reduce energy usage and the need for transportation, which can enable carbon savings in the process.

We supply emissions calculations figures to businesses on request, to provide an estimate of the annual emissions per connection.



## Scope 1

**Direct emissions** within the business' operational control/ownership  
e.g. business-owned vehicle emissions and diesel generators

**Reduced by 3%**  
**(912 tCO<sub>2</sub>-e FY24 vs 936 tCO<sub>2</sub>-e FY23)**

While we aimed to drive a 10% annual reduction in scope 1 emissions, the extreme weather events in early 2023 made this challenging. Our use of mobile and stationary combustion sources – such as motor vehicle emissions and diesel generators respectively – increased, as we prioritised operational resilience.

After Cyclone Gabrielle and the Auckland floods, power cuts and unstable power connections to some mobile cell sites meant several were powered by diesel generators for up to six months impacting FY24 results. This significantly increased the amount of diesel used, and additional car trips by field service teams were required to visit the sites and refuel generators.

In another example, off-grid Great Barrier Island sites consumed more than 18,000 litres of diesel fuel between April-December 2023.

## Scope 2

**Indirect emissions** generated by purchased energy through a utility provider  
e.g. purchased electricity to power our networks

**Reduced by 31%**  
**(7,552 tCO<sub>2</sub>-e FY24 vs 11,013 tCO<sub>2</sub>-e FY23)**

We are strategically pursuing emissions reduction by focusing on where we can make the biggest impact. This means using energy more efficiently in our network and increasing our use of renewable electricity.

A good example is working towards shutting down the 3G network, which has several positive environmental benefits. This comes from switching off the energy-hungry, legacy technology infrastructure, which is more prone to breaking down, so this switch-off is likely to mean fewer transport emissions (scope 1 & 3) as technicians reduce travel to fix outages.

We are using dynamic data traffic management in our network to reduce power usage at off-peak times, for example powering down cell sites overnight. Newer 5G network technology is considerably more efficient in terms of electricity use. However, with data use increasing by approximately 30% every year, the network is using increased power, and we are working with our partners including FortySouth to add additional mobile sites (e.g. towers) to meet this demand.

## Scope 3

**Indirect emissions** occurring in the business' supply chain  
e.g. business travel and transmission of electricity

**We intend to expand Scope 3 reporting in FY25, as part of science-based target setting (under SBTi)**

We are also tackling scope 3 emissions and aiming to further expand scope 3 reporting in FY25. With thousands of suppliers, this isn't an easy task, so we are prioritising our most material sources of emissions.

We actively engage with partners, fostering sustainable practices and promoting responsible sourcing.

Both our Procurement Policy and Supplier Code of Conduct reference our expectations for suppliers to consider their environmental footprint, and reduce this wherever possible.

Business travel is a significant source of scope 3 emissions, so we are using video conferencing and technology solutions to reduce travel where possible.

## Minimising Greenhouse Gas Emissions

The main reason for the year-on-year reduction in emissions is due to a decrease in the emissions factor multiplier for purchased electricity (scope 2), as sourced from the Ministry for Environment (MfE) 2023 emission factors. This is despite the fact that underlying electricity usage rose (-12% YoY in FY24), due to an increase in retail and mobile site footprint, plus an increase in customer data use and consumption (-30% YoY trend for the past few years).

In August 2023, One New Zealand committed to setting near-term science-based targets within the next two years, under the Science Based Targets Initiative (SBTi). In the meantime, while we confirm our baseline and set verified reduction targets, we have set an interim goal, aiming to reduce scope 1 and 2 emissions by 10% annually each year.

## Transitioning to Renewable Electricity

Scope 2 (purchased electricity) is where One New Zealand can have the biggest impact. During 2023 we transitioned all our purchased energy contracts to Meridian Energy, a 100% renewable generator.

We set a goal on our Sustainability Kaupapa released in August 2023 to be "100% renewable by 2024". We have achieved this for purchased electricity as of 1 April 2024, when we began purchasing Certified Renewable Energy.

However, we also buy a small portion of electricity from landlords, for example at some mobile cell sites (e.g. on leased rooftops) plus some retail stores. This is estimated to be approximately 10% of all electricity used. In FY25 and beyond, we intend to devise a renewable strategy for this portion also.

# Reducing Our Environmental Footprint

Committing to sustainability with our ongoing initiatives

Our commitment to reducing our overall footprint takes on many shapes and forms. Big or small, by constantly searching for new ways to minimise our impact, we remain on the right track towards our sustainability goals.

## Introducing half-sized, recycled plastic SIM cards

As existing SIM card stock runs out for One New Zealand stores and retail partners, we are introducing HalfSIM by IDEMIA, a smaller SIM card format manufactured from recycled plastic. Compared to the standard credit-card size format, these recycled plastic HalfSIM cards reduce material usage by over 50%.

## Sustainability in focus in our facilities

We have 58 retail stores and 3 offices around Aotearoa (New Zealand), with sustainable design and practices incorporated into our operating processes.

Our newly designed stores across the country aren't just about a fresh look; they're a celebration of sustainable Kiwi design. From Hamilton's Chartwell Mall to Wellington's Queensgate Mall and further afield, these revamped spaces showcase locally crafted elements with an eco-conscious set-up.

The One New Zealand team, alongside Warren and Mahoney Architects, prioritised sustainability by incorporating recycled materials wherever possible. Tabletops and countertops are made from recycled plastic, while the stores' stools and chairs are created from recycled polyethylene and low-impact production processes. Even the carpet tiles and RE:MOBILE phone recycling bins are made from recyclable material.

In offices, we are partnering with All Heart NZ to reuse or recycle unneeded furniture and equipment, and 7,742 kgs was diverted from landfill in FY24, avoiding 5.3 tCO<sub>2</sub>-e. We replaced lightbulbs with energy-efficient LEDs, and all waste is separated into three categories to minimise waste to landfill.

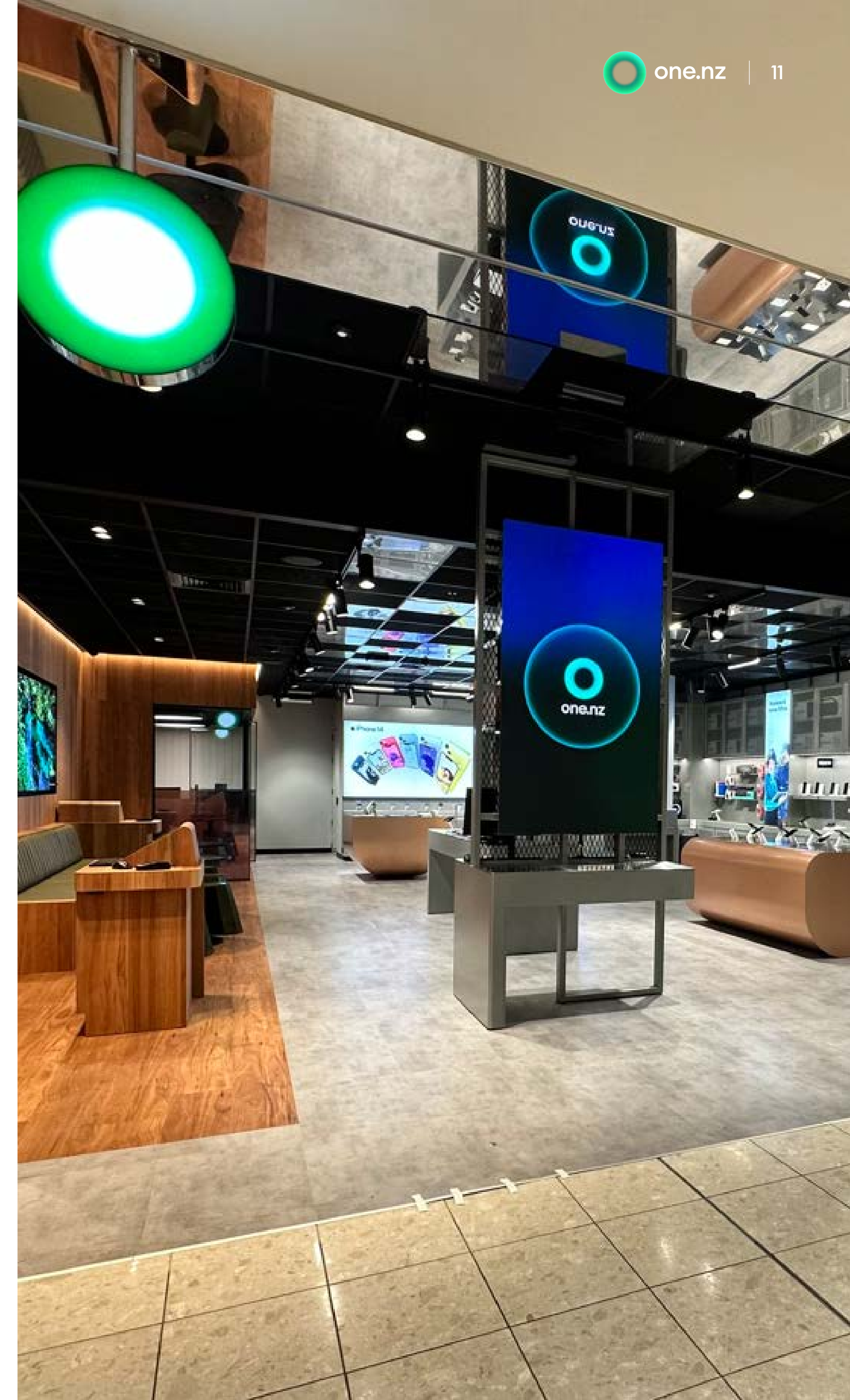
## Our commitment to sustainable advertising

We are a proud foundation member of Ad Net Zero which is a framework with the ambition to reduce the carbon impact of developing, producing, and running advertising to net zero. We plan to uphold Ad Net Zero's commitments and help decarbonise marketing and advertising activities with our industry partners. This is all part of our focus on being a low-emissions operator and unlocking the magic of technology to create an awesome Aotearoa. Visit our commitment to sustainable advertising and Ad Net Zero for more information.

## Toitū Envirocare carbonreduce certification

In July 2023, we achieved the Toitū Envirocare carbonreduce certification, having finished an audit aligned with international best practice in carbon emissions measurement and verification standards in accordance with [ISO 14064](#). Being certified by Toitū Envirocare showcases One NZ's adherence to rigorous methodologies, data accuracy, and robust reporting processes.

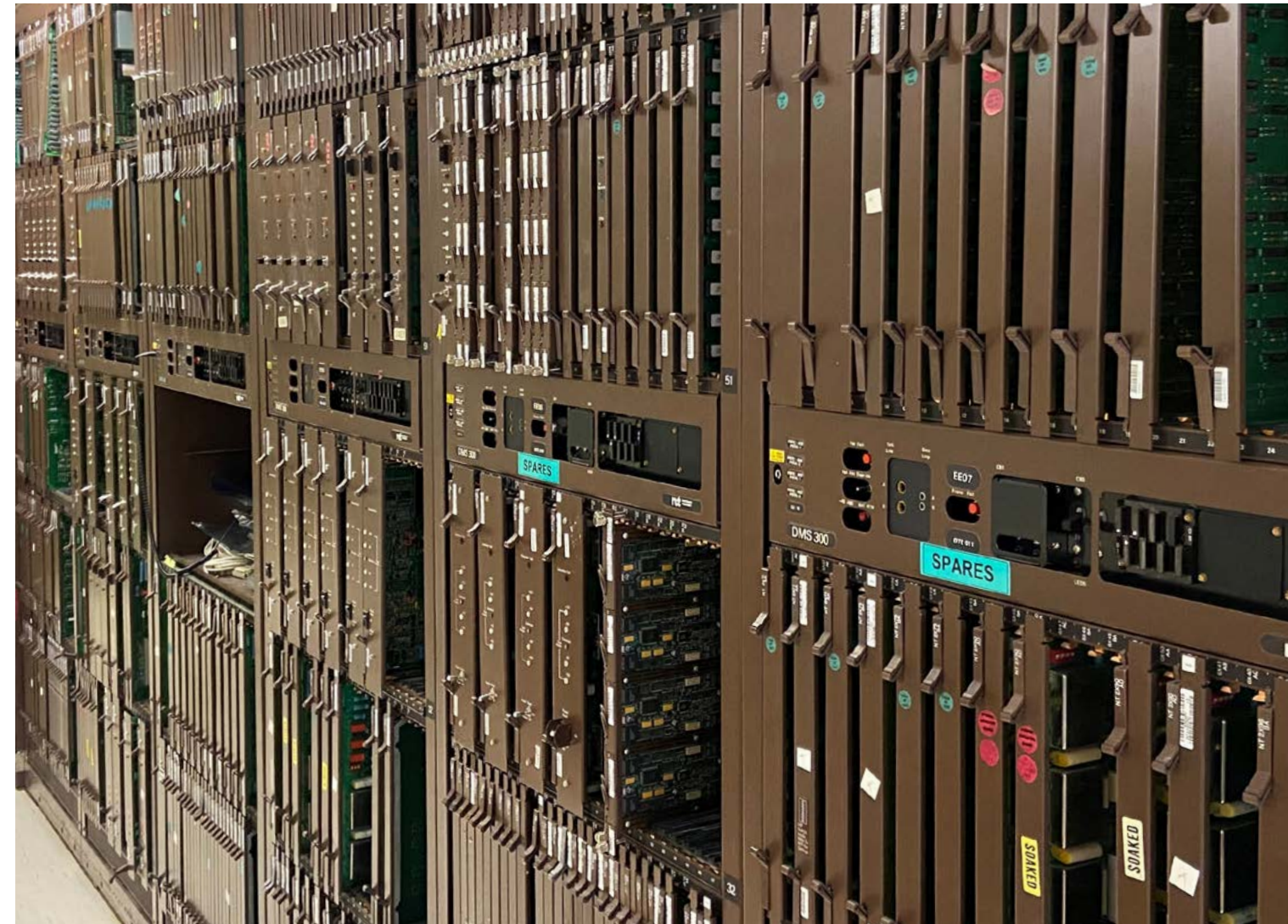
The Toitū Envirocare certification process was helpful to provide a benchmark, and we will be evolving our emissions reporting and auditing approach in FY25.



# Reducing Our E-Waste

## Driving towards a circular economy

To minimise e-waste and optimise resource use, we reuse or recycle as much of our technology and organisational e-waste as possible. We are also supporting New Zealand's drive towards a circular economy via our Trade-in programme and the industry mobile phone recycling scheme RE:MOBILE.



### Network electronic waste (e-waste)

Our sustainability kaupapa has a goal to recycle at least 95% of our network waste, which we exceeded in FY24. One NZ has a comprehensive programme for managing end-of-life network equipment and technology.

Working with third party specialist Remarkit, all redundant equipment was separated into different waste streams. This included old computer equipment, circuit boards, copper cables, lead batteries, and all types of metals, which are then processed for recycling, reselling, or reusing. Last year, we recovered a total of almost 10 tonnes of operational e-waste, and only 1% was sent to landfill.

We continue to improve our internal reuse and recycling process focusing on staff engagement within One NZ and supporting our larger enterprise and public sector customers to responsibly reuse or recycle their redundant technology and connectivity equipment.



### Reusing and recycling mobile phones

One NZ has been an active member of the Telecommunication Forum's (TCF) RE:MOBILE Product Stewardship Scheme since its inception in 2014. RE:MOBILE takes unused mobile phones, and either recycles their parts, or refurbishes and on-sells them in overseas markets, with net proceeds donated to the charity Sustainable Coastlines. In 2023, we installed new mobile phone recycling bins in many of our stores, working with a Tauranga-based design company to produce 3D printed bins made from recycled materials.

As mobile devices are becoming more advanced and robust, their lifecycles have extended. Launched in early 2023 as a way of driving more reuse of mobile phones, our Trade-in programme supports One NZ customers to upgrade to a new phone in a responsible way. Customers save money when trading in an old phone and use the value towards one of our new phone deals. All traded-in phones are given a new life – resold to people who need them, via our third-party supplier, Swapkit. In the 2023 calendar year, a total of 3.3 tonnes of mobile phones were traded in.

# Navigating the Climate Transition

## Analysing risk and growing resilience

We recognise that climate change is not just an environmental issue; it represents business risks and opportunities; we also view it as a business continuity and social responsibility issue. We are committed to building resilience into our operations, infrastructure, and supply chains through regularly analysing risks and opportunities and taking action according to the results. Ultimately, this will help build more climate-resilient infrastructure and connectivity for our customers.

### Risk and Opportunity Analysis

We are committed to delivering resilient connectivity and technology to New Zealanders. Together with Infratil we undertook a climate change assessment in July 2023, updated in March 2024. This looked at the impact of three climate scenarios against a baseline prepared by [Oxford Economics](#): Baseline / Status quo, Net Zero, Delayed Transition, and Climate Catastrophe.

Separately, “natural catastrophes” including climate change are included in One NZ’s business risk register which is regularly reviewed by the One NZ Board of Directors. With climate-related risks also come opportunities, and these include working with the telecommunications industry and Government agencies to plan infrastructure investment and the continuity of connectivity services to enable New Zealanders to live, work and play online.

### Physical Risk Analysis

To better understand the physical risks from climate change, we worked with our parent company Infratil and its management company Morrison to assess the exposure to climate change for our most critical physical assets (e.g. data centres).

Each key site was rated by risk of exposure over various timeframes to eight perils of extreme cold, wildfire, flood, hail, extreme heat, precipitation, water stress, and wind at the worst-case scenario (4.4 degrees Celsius warmer by 2100).

We have further reviewed the assets/sites identified as having a high/highest degree of exposure to understand their vulnerability, and any existing or potential mitigants within our ongoing operational control.

### Telco Sector Climate Scenarios

We participated in an industry-wide approach to build telecommunications sector scenarios to support strategy, planning and policy development.

In late 2023, the Telecommunications Forum (TCF) formed a Climate Change Working Group to better understand the impact climate change could have on the industry. A shortlist of 19 drivers were identified and mapped across each of the three scenarios during two in-person workshops.

One New Zealand actively supported this work, with operational staff attending workshops and contributing to the analysis. We are incorporating this analysis into our network resilience planning.



03

# Social

Contributing to thriving communities



# Safe and Secure Networks

## Connecting and protecting New Zealanders

Enhanced coverage and security go hand-in-hand as we continually improve our services for our customers. In FY24, we took several significant steps towards upgrading our customers' connectivity throughout the country and overseas while strengthening our cybersecurity protections.



### Safe and secure connectivity

On our first official day as One New Zealand, 3 April 2023, we announced a collaboration to offer coverage like never before, in conjunction with SpaceX's constellation of Starlink satellites in low Earth orbit. Coverage from SpaceX will complement One NZ's 4G and 5G mobile networks, which have been independently awarded New Zealand's 'Best in Test' mobile network by global leader in mobile testing organisation [umlaut](#) in 2022, 2023 and 2024.

We're also focused on improving our network resilience for natural disasters, particularly in the wake of Cyclone Gabrielle. One NZ mobile coverage currently covers 99% of where Kiwi live and work, however due to the length and geography of the country, around 40% of the landmass still has no coverage. When the service goes live, there should be coverage across the country. SpaceX's next generation satellites are expected to be in orbit from late 2024.

The technology will initially support text and MMS, with voice and data services to follow, and we are working towards all New Zealanders, no matter what telco they are with, being able to call 111 in an emergency when the full voice and data service is live.

### Cybersecurity in focus

Protecting customers online is an ongoing focus as one of our most material ESG issues, particularly as cyber criminals get increasingly sophisticated. We have a team of cybersecurity and data privacy experts, and a goal to have zero cybersecurity or material data privacy breaches, which we were pleased to achieve in FY24. We've worked hard to bring additional protections for One NZ customers, including:

#### Malware-free networks

Alongside our cybersecurity partner [DEFEND](#), in May 2023 we announced a strengthening of cyber defence capabilities by enabling threat protection for anyone using the One New Zealand network. This new capability, developed by DEFEND, utilises their Advanced Threat Management platform and Cyber Threat Intelligence provided by the GCSB's National Cyber Security Centre's Malware Free Networks service (MFN), to protect mobile and fixed broadband customers from threats at the network level. By the end of FY24, we blocked more than three million threat or scam attempts via this solution.

#### Taking a stand against online child sexual exploitation and abuse

In June 2023, One NZ became the first telecommunications provider in New Zealand to sign up to Te Tari Taiwhenua Department of Internal Affairs' 11 Voluntary principles to Counter Online Child Sexual Exploitation and Abuse. This blocks Child Sexual Exploitation and Abuse material (CSAM) at a network level to prevent active or inadvertent access to known CSAM on our platform, and works to actively combat dissemination of new content. We were encouraged that another telco followed suit in March 2024, and hope all industry providers support efforts to stamp out this illegal and abhorrent content.

# Supporting the Next Generation

## Increasing opportunities for rangatahi (youth)

We support reducing the number of youth experiencing disadvantage and exclusion through our two significant philanthropic programs: **Te Rourou, One Aotearoa Foundation, and One Good Kiwi.**

### Te Rourou, One New Zealand Foundation

Since 2002, the independently registered charity [One Aotearoa Foundation](#) (formerly Vodafone NZ Foundation) has contributed more than \$50 million to youth-focused initiatives. In FY24, this included a \$2 million koha from One NZ towards efforts to create a more equitable Aotearoa for rangatahi (youth).

Te Rourou is currently operating under a 10-year strategy (spanning 2017-2027). Current mahi (work) includes:

#### The Invercargill Initiative: participatory philanthropy

The place-based focus on Invercargill is due to its disproportionate rates of youth disadvantage, amongst other factors. Our funding goes to a range of youth-focused charities, and supports the development of the local youth sector. The initiative's uniqueness lies in participatory practices, which include Te Ōhaka Tiwhera, a fund led by rangatahi (young) Māori, for rangatahi Māori, and contestable funding, guided by local community members.

#### Toitū te Toki – recycling laptops via Te Rourou, One Aotearoa Foundation

Toitū te Toki asks One NZ customers to donate unneeded laptops to Te Rourou. These devices are loaned to schools for student use during the year, ensuring ongoing access to quality devices for education and reducing the burden on schools and whānau (family). In 2023, Toitū te Toki has supported almost 300 students across two schools in Invercargill.

#### Te Pae Hononga – iwi-led connection

A partnership between Te Kei o Te Waka Tainui, Te Rourou and One New Zealand, Te Pae Hononga provides Waikato-Tainui whānau meaningful connection through access to digital connectivity and learning. Whānau who participate are provided free access to a One NZ broadband plan, devices suited to whānau needs, digital skills and online safety training, and cultural learning opportunities. Grounded in tikanga and te ao Māori values, Te Pae Hononga offers the opportunity for generations to learn together, where rangatahi support kaumātua (elders) with digital learning while kaumātua share traditional knowledge and history in return.

#### Supporting employee fundraising

Double Your Dollar is an initiative run by Te Rourou, One Aotearoa Foundation, supporting One NZ employee fundraising. This can be done as an individual (up to \$3000 matched) or in teams of three or more Oneders (up to \$10,000 matched). Staff can fundraise via an event, or independently for a New Zealand registered charity. In FY24, a total of 90 employees raised over \$67,000 for charities.

### One Good Kiwi: creating impact with the flick of a token

One of the first initiatives we launched when becoming One NZ – having the ability to contribute more to Aotearoa NZ – was [One Good Kiwi](#). It has one goal in mind, to secure the futures of our rangatahi and give back to the communities in Aotearoa who need it most.

We believe it makes giving easy – each month we give New Zealanders \$100,000 to decide which charities they want to support. Since launching, Kiwi throughout New Zealand have helped us give \$2,000,000 across nearly 100 charities, with \$1.2 million donated in FY24.

One Good Kiwi isn't just about handing out money; it's about empowering, amplifying and celebrating the incredible work these charities do. We're building a community of support, a ripple effect of good that extends far beyond the initial donation.

### Examples of some One Good Kiwi partners

#### Spirit of Adventure

A not-for-profit organisation empowering young Kiwi to reach their full potential through the challenge of the sea. [The Spirit of Adventure](#) provides a unique environment for youth development, where the focus of learning is on team-work, developing skills of communication, self-leadership, self-reliance, self-discipline, self-esteem, resilience, confidence and leadership, while learning to sail a tall ship.

#### Sticks n Stones

an authentically youth-led bullying prevention organisation. [Sticks n Stones](#) empowers young people through ongoing training programmes and regular opportunities to collaborate, learn and lead.

#### InsideOUT Kōaro

a national charitable organisation working to make Aotearoa safer for all rainbow young people. [InsideOUT Kōaro](#) provides education, resources, consultation and support for anything concerning rainbow and takatāpui communities, offering guidance, professional development and workshops for schools, workplaces and community organisations.

# FY24 Highlights

## Giving back to our communities

Our commitment to thriving communities saw our teams get out and about to give their time, energy and manaakitanga (kindness, respect, and support) to local initiatives around the country in FY24. Here are just a few highlights.



### VisionWest volunteering – Christmas of the Heart

In the lead-up to Christmas VisionWest Community Trust runs Christmas From The Heart. Families are welcomed into a festive atmosphere where they can choose kai (food) and Christmas gifts for their children.

In December 2023, our third year supporting VisionWest, approximately 70 One NZ employees helped pack groceries and choose presents for whānau in West Auckland.



### P-Tech – Pathways in Technology Mentorship Programme

We are pleased to continue to participate in Pathways in Technology (P-Tech), a high school/early tertiary program, developing digital skills and job ready students.

P-Tech is a three-way partnership that brings together the best elements of high school, tertiary education, and the professional world. P-Tech provides mentorship and enables students to begin their tertiary and professional lives in the technology sector early and with more support than the typical school-to-work pathway.



### Supporting Mōtupohue Bluff’s Rangatahi Zone

The Rangatahi Zone is a youth holiday programme based in Bluff, which began in 2022 as a heartfelt response to a tragic car crash that deeply affected the local community.

Following the 2023 flooding, One NZ provided a \$25,000 grant to support the event, which has activities for kids of all ages, allowing rangatahi something uplifting and positive to participate in.



### Rangatahi in tech – Murihiku Southland

One NZ and Te Rourou spent a day in May 2023 supporting over 50 high school students in Invercargill to help enable opportunities for the young people to encounter ideas for their future working lives.

They spent the day sharing kai (food) with our teams, engaging in kōrero (conversations) about working in the tech industry, racing programmable robots, telling stories through stop motion animation and immersed themselves in virtual reality. Young people were able to explore different tech concepts in a unique and interactive way.



### Painting telco cabinets in Ōtautahi Christchurch

This year, we worked with primary schools in Christchurch to paint network cabinets, in association with Chorus, to support the Christchurch City Council with their vision of helping to make Christchurch beautiful.

04

# Governance

Being a trusted partner



# Building a Better Workplace

Creating a welcoming culture for all

Our people are at the heart of our organisation. We are actively building a diverse and welcoming work environment where each individual feels appreciated, respected and free to be themselves.



## Employee equity, diversity and inclusion

To build a workplace that fosters our company behaviours of heart, grit, and freedom, we prioritise employee wellbeing programmes, engagement, and diversity initiatives. We offer a flexible working environment to support our people to thrive, and support and attract remarkable people.

In 2022 we became a member of Global Women and adopted their 40:40:20 principle to help hold us to account. The 40:40:20 ratio aims for diversity of gender in the workplace and refers to 40% men, 40% women, 20% people of any gender. As of February 2024, women comprised 33% of our Executive team, 49% of our senior leadership group, and 38% of our workforce overall. By the end of FY24, we are pleased the Board of Directors which governs One NZ met this target with two female (40%) and three male (60%) non-executive directors.

We strive to promote all types of diversity, with a range of diversity, equity and inclusion (DEI) events and activities. We have employee-led DEI groups, or Ngātahi Networks, including Mana Wahine (empowering women), Nga Kakano (Māori), The Pasifika Collective, Rainbow Whānau (LGBTQ+), Salaam Network (Muslim), and the One NZ Chinese network. In FY24, a group of employees started a Neurodiversity Network to create a supportive space for neurodivergent thinkers to connect. We are also proud to maintain our Rainbow Tick accreditation, which we first received in 2018.



## Supporting working parents

In November 2022 we updated our already extensive Parental Leave policy to further underscore our employee promise of freedom.

We know that structural issues cause the gender pay gap to remain persistent, as many mothers take time out in their careers. One way we are looking to achieve greater female representation is to support women during this important time in their lives via our Parental Leave approach, and provide secondary carers with enhanced leave options. Primary carers get 22 weeks of salary top-ups plus 26 days of paid leave upon return, with secondary carers receiving a matching 26 days allowance.

In FY24, 45 of our people took advantage of our parental leave programme.

## Independent ESG benchmarking

One New Zealand has participated in the annual GRESB (Global Infrastructure Sustainability Benchmarking) Assessment since 2019.

GRESB is an independent organization providing validated ESG performance data and peer benchmarks for investors and managers to improve business intelligence, industry engagement and decision-making.

In 2023, we achieved a 12-point increase on the previous year's score, achieving 73/100 for the FY23 reporting period. We are aiming to achieve at least 80/100 in the 2024 survey (covering FY24).



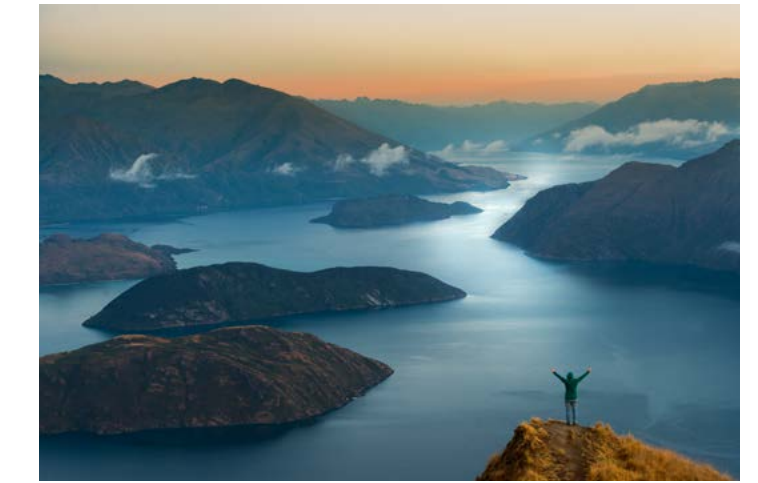
## Ethical policies and processes

At One NZ, we have approximately 40 policies covering all key governance areas including: Conflicts of Interest, Delegated Financial Authority, Fraud, Compensation, Anti-Bribery & Corruption, and a Whistleblower policy. We have robust policies that govern our approach to doing business with other organisations, which includes our Supplier Code of Conduct and Modern Slavery Policy.

Our "Ka tika" learning modules are designed to help build trust with our customers and stakeholders. These six modules include: Code of Conduct; Health, Safety & Wellbeing; Privacy; Preventing Bribery; Stay Cyber Safe; and Consumer Legislation. All employees are asked to complete the modules once a year around the anniversary of their start date.

In May 2023, we introduced our Gender Transitioning Guideline, ensuring people who are transgender, non-binary or currently transitioning feel fully supported in our workplace, and providing all employees with a resource to learn how to support their colleagues.

In FY24, we introduced a new Environmental Policy. We also formalised a cross-functional ESG committee for environmental sustainability, called The Green Team, including representatives from across the business who are committed to reducing emissions.



## Prioritising health, safety (H&S) and wellbeing

We are committed to fostering a strong culture of health, safety and wellbeing. Our approach is guided by this whakataukī (Māori proverb): Me mahi tahi tātou mō te oranga o te katoa (translation: we must work together for the wellbeing of all).

Our Absolute Rules are enforced to control critical hazards and risks. Staff are required to report all work-related near misses, incidents and injuries, which can be easily done via our One Hub employee app. We actively engage with our people, partners, contractors and suppliers to manage, monitor and support a safe workplace, including via regular audits.

One NZ is tertiary accredited via the New Zealand Government's Accident Compensation Corporation (ACC) Accredited Employers Programme, which demonstrates continuous improvement and a good practice framework.

# Māori Strategy – Whārikihia

## Partnering with tānaga whenua

Acknowledging the unique position of Māori as tangata whenua, we uphold our ‘Honouring the principles of the Treaty of Waitangi Policy’ and are committed to enhancing Māori contribution to, and participation in, One New Zealand.



### Whārikihia and engagement with Māori

Inspired by the traditional whāriki (woven mat), our Māori strategy Whārikihia was first introduced in 2020 and represents the collaborative effort of weaving various strands together – relationships, knowledge and resources – to build a solid foundation for shared success.

We are proud of our strategic partnership with Te Rūnanga o Ngāi Tahu, which began in 2020 and aims to improve outcomes for whānau across Te Waipounamu (South Island). Our Foundation’s mahi (work) in Invercargill is a key part of this relationship.

We also worked in partnership with Te Kei o Te Waka Tainui, Te Rourou One Aotearoa Foundation, and One New Zealand on the ‘Te Pae Hononga’ kaupapa, which provides Waikato-Tainui whānau with meaningful connection through access to digital connectivity and learning.



### Building cultural capability

We continued to invest in building our knowledge of te ao Māori through our cultural competency programmes, including growing future leaders through Kāwai (in partnership with Indigenous Growth Ltd.) with our sixth cohort of employees completing this program in FY24. We also have our Tuakana Teina mentoring programme, our Te Kaa programme for senior leaders (through Maurea Consulting), and are exploring more ways to integrate the philosophy and practices of te ao Māori into our workplace.

To support this, we have introduced a two-day leadership programme, Mana One. Mana One is built on te ao Māori concepts and frameworks, heavily utilising the Te Whare Tapa Whā wellbeing model. Te Whare Tapa Whā focuses on balancing the mental, whānau, physical and spiritual elements of one’s life to achieve wellbeing. This supports our One NZ belief that before you can lead others, you must first learn to lead yourself.

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Summary



# Next Steps

## Evolving our Sustainability goals for FY25

As noted within this report, we will be evolving our Sustainability Kaupapa and some of the strategic goals for the coming year. Sustainability inherently requires a long-term approach, as our guiding whakataukī notes.

While we have set goals and metrics to provide measurable actions, we also want to make improvements along the way, and adjust as needed. This includes making our goals clearer to understand for our customers and suppliers. Our financial year (FY) runs from 1 April to 31 March, and reporting follows this timeframe, so we've aligned all the goals accordingly.

### Updates include:

- Expand the goal of '100% renewable energy by 2024' to be 'Purchased electricity 100% renewable from FY25, with consumed electricity 100% renewable by FY30'.
- Replace the goal of 'Increase devices to RE:MOBILE by 5% annually' with 'Increase device numbers put through our Trade In programme by 5% annually', as measured in tonnes of trade-in mobile phones.
- Adjust the goal of 'Grow iwi relationships, with 5 strategic partnerships by FY26' to 'Uphold our Te Tiriti o Waitangi Policy' as measured by the impact from internal and external initiatives.

We will continue to review our Sustainability Kaupapa on an annual basis where needed, to maintain relevance and impact for our most material ESG topics.



# Thank you

For more information, please visit our website:

[One.nz website](#)

#### Forward looking & non-reliance statement

All statements other than statements of historical or current facts, including statements regarding our plans, initiatives, projections, goals, commitments, expectations, or prospects, are forward-looking. These forward-looking statements are inherently uncertain and difficult to predict. We use words such as aim, anticipate, believe, commit, drive, estimate, ensure, expect, goal, intend, may, mission, plan, project, seek, strategy, strive, target, and will or similar expressions to identify forward-looking statements. Forward-looking statements reflect management's current expectations and inherently involve risks and uncertainties. Actual results and outcomes could differ materially for a variety of reasons, including, among others, assumptions not being realised, scientific or technological developments, evolving sustainability strategies, evolving government regulations, our expansion into new products, services, and technologies, or other changes in circumstances. This report is provided for information only and except as otherwise expressly agreed by One New Zealand you may not rely on it.