

# A better connected, more SUSTAINABLE Aotearoa New Zealand

## SUSTAINABILITY REPORT FY26

1 APRIL 2025 – 31 MARCH 2026

one.nz
LET'S GET CONNECTED

Our guiding whakataukī (proverb), whatungarongaro te tangata, toitū te whenua, reminds us that the choices we make today will shape the future we leave behind.

This report outlines how One New Zealand Group Limited (One NZ) is delivering on its environmental, social and governance (ESG) commitments and goals.

It covers our 2026 financial year (FY26), from 1 April 2025 to 31 March 2026, and includes activities across fully owned or controlled entities within the One NZ group, including EonFibre, Farmside, and our charity, Te Rourou, One Aotearoa Foundation.

We operate in the telecommunications sector, providing mobile, broadband, and ICT services across Aotearoa New Zealand. One NZ serves approximately 2 million mobile and 400,000 broadband connections across Aotearoa New Zealand, supported by 58 retail stores and support offices in Auckland, Wellington and Christchurch. In addition to consumer services, we provide mobile, fixed-line and ICT services to more than 110,000 corporate, government, and small-to-medium business customers. We employ approximately 2,350 people.

One NZ is 99.8% owned by NZX-listed Infratil.

This report has been prepared with reference to the Global Reporting Initiative (GRI) Standards.

This report was originally published on 1 July, 2026. A revised version was published later that month to correct a small number of minor editorial errors. These changes do not alter the report's data, conclusions or reported performance.

# Contents:


| | | |
|---|---|---|
| 01. Introduction | Welcome | 04 |
| | Our strategy: Sustainability Kaupapa | 05 |
| | Our key FY26 achievements | 06 |
| | Materiality assessment | 07 |
| 02. Environment | Our emissions reporting approach | 09 |
| | Our carbon footprint | 11 |
| | Measuring and reducing our emissions | 13 |
| | Reducing our e-waste | 16 |
| | Supporting nature and biodiversity through connectivity | 18 |
| | Other ways we're reducing our environmental impact | 21 |
| | Navigating the climate transition | 23 |
| 03. Social | Te Rourou, One Aotearoa Foundation | 25 |
| | Giving back to our communities | 29 |
| | Māori strategy – Whārikihia | 30 |
| 04. Governance | Safe and secure networks | 34 |
| | Building a better workplace | 36 |
| | Health, safety and wellbeing | 39 |
| | Responsible use of AI | 40 |
| | Good governance | 41 |
| 05. About | Evolving our sustainability kaupapa (strategy) for FY27 | 43 |
| | About this report | 44 |
| | GRI content index | 45 |

# Introduction

01



# Welcome

## A note from Juliet Jones, Chief Corporate Officer

We are pleased to share our Sustainability Report for the year ending 31 March 2026.

As New Zealand's telco, One NZ is here to create a better-connected Aotearoa. This means shaping a digital future for Aotearoa that is more productive. I'm proud of the progress we've made this year to turn that ambition into real outcomes for our customers and communities.

We are operating at a time when Aotearoa New Zealand is experiencing increasingly frequent and disruptive weather events, with real impacts on communities, businesses, and critical infrastructure. This highlights the importance of reliable connectivity, particularly during times of disruption, and the role we play in supporting response and recovery.

Demand for connectivity continues to grow, alongside rising costs and increasing pressure on networks to perform well. This reinforces the important role our industry plays as critical national infrastructure. To keep pace we need the right settings to support ongoing investment and competition, because a well-connected Aotearoa underpins economic resilience and opportunity.

Against this backdrop, we are focused on doing our part by using technology to deliver better outcomes, while reducing negative impacts. This includes improving the efficiency of our networks, making more use of renewable electricity and applying new technologies, including artificial intelligence (AI), to better manage energy use. I'm particularly proud that our emissions reduction targets are now validated by the Science Based Targets initiative (SBTi), providing a clearer pathway aligned with global climate goals.

We also recognise that connectivity plays a role beyond infrastructure, helping people and communities to thrive. Digital inclusion is not just about access to devices or networks, but about the opportunities that access can create. Through our charitable foundation, Te Rourou, we are supporting rangatahi (young people) and helping build the next generation of leaders.

More broadly, our technology and services shape how we participate on the global stage. We were honoured to win two international awards at the 2025 Global Sustainability Awards, including Medium Company of the Year and Highly Commended for Strategy. We were also awarded the Sustainability Champion title at The Fast Mode Awards 2025, recognised in the Innovation category.

These accolades underscore our commitment to being part of the solution by supporting ideas and innovations that will deliver long-term value for Aotearoa. Sustainability is not a fixed endpoint. It requires ongoing focus, honest reflection, and a willingness to adapt as challenges evolve.



# Our strategy: Sustainability Kaupapa

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

Our sustainability kaupapa reflects how we think about our role in Aotearoa New Zealand – not just as a connectivity provider, but as part of the infrastructure that enables people, communities, and businesses to thrive.

The decisions we make today, including how we build and run our networks, use technology, and serve our customers, will shape the kind of future we help create. That responsibility underpins our focus on long-term outcomes.

We use the UN Sustainable Development Goals (SDGs) as a guide, helping us align our efforts with global priorities while focusing on where we can have the greatest impact locally.

Through our technology and partnerships, we aim to strengthen communities, expand opportunity, particularly for rangatahi (young people), and reduce our environmental footprint – while continuing to build a more resilient and inclusive digital future for Aotearoa New Zealand.

### The six SDGs that align most closely with our approach are:

**SDG 5 – Gender Equality:** Striving for greater equity and inclusion across our workforce and the communities we serve.

**SDG 8 – Decent Work and Economic Growth:** Enabling economic participation as a major employer and provider of critical digital infrastructure.

**SDG 9 – Industry, Innovation and Infrastructure:** Investing in resilient, high-performing networks that underpin Aotearoa New Zealand's digital future.

**SDG 12 – Responsible Consumption and Production:** Reducing our environmental footprint and minimising e-waste across our operations and products.

**SDG 13 – Climate Action:** Measuring and reducing our emissions in line with science-based targets.

**SDG 17 – Partnerships for the Goals:** Working with industry, iwi (tribes), communities, and government to deliver shared outcomes.

## A better-connected Aotearoa New Zealand




| | Support New Zealand's transition to a low carbon future | Enhance connection to unlock an awesome Aotearoa | Be New Zealand's most secure and resilient business |
|---|---|---|---|
| ASPIRATION | | | |
| FOCUS AREAS | • Measure, report and reduce emissions<br>• Enable decarbonisation via technology<br>• Limit e-waste | • Te Rourou, One Aotearoa Foundation<br>• Whārikihia – our Māori strategy<br>• Digital inclusion and solutions that drive better outcomes for Aotearoa | • Prioritise physical & digital resilience<br>• Inclusive workplace focusing on wellbeing, health & safety<br>• Ethical policies, customer and supplier relationships |
| OUR GOALS | • Reduce Scopes 1 & 2, and Scope 3 emissions by 42% by FY30, in line with our Science Based Targets initiative (SBTi) verified targets<br>• Procure 100% renewable energy by FY30, as part of our SBTi commitment<br>• Recycle 95% of our operational e-waste<br>• Increase devices to our Trade In programme by 5% annually | • Reduce the number of youth experiencing exclusion and disadvantage<br>• Build strong, trust-based partnerships with Māori communities, iwi, and One NZ employees | • Resilient mobile coverage over Aotearoa<br>• 0 cybersecurity or material data privacy breaches<br>• Achieve 40:40:20 principle for gender diversity<br>• Maintain GRESB score of 90+ |

# Our key FY26 achievements

## ENVIRONMENT: Greener Aotearoa

### SBTi validation

Emissions reduction targets externally validated, aligned to a 1.5°C pathway

### SOLAR PILOT

First rooftop solar system on a Christchurch data centre, expanding onsite renewable generation

### +50% circularity

Increase in our device trade-in programme

### REFURBISHED PHONES

A first for a NZ telco, saving approx. 34kg $CO_2e$ per phone

## SOCIAL: Thriving Communities

### $2m CONTRIBUTED

Te Rourou One Aotearoa Foundation | one.nz

To our charity Te Rourou, supporting 55 organisations and 33 individuals working with rangatahi

### 4 YEAR COMMITMENT

To digital equity programme, Toitū te toki, in Invercargill

### Thriving Communities AOTEAROA

Implemented more ways to support customers facing hardship

### 17 MĀORI LEADERS

WHĀRIKI

Supported through our Kāwai programme as part of Whārikihia

## GOVERNANCE: Trusted Partner

### RESPONSIBLE AI

Framework implemented, including policy, risk assessment and mandatory training

### $100m+ INVESTED

In our mobile network, including ~250 site upgrades and new builds

### 15m+ messages

Sent via satellite-to-mobile, expanding resilient connectivity

### 21m+ CYBER THREATS BLOCKED

Including:
14m malicious website attempts,
5.2m suspected scam calls,
2.6m harmful content attempts

### GRESB BENCHMARKING

Scored 93/100

# Materiality assessment

Our role goes beyond delivering connectivity networks. We are part of Aotearoa New Zealand's critical infrastructure, with a responsibility to support resilience, enable opportunity, and build trust in how technology is used. This shapes how we approach materiality.

We identify our material topics based on our most significant actual and potential impacts on the economy, environment and people, including impacts on human rights. Material topics reflect these impacts, whether positive or negative, across our operations and wider activities.

## Our materiality assessment process

Our most recent materiality assessment was undertaken in FY23 to identify and prioritise the sustainability topics most relevant to our business and stakeholders. This assessment considered impacts across our operations and value chain and reflects a double materiality approach.

Our materiality process includes:

**Identifying impacts:** Identifying actual and potential impacts across our operations and value chain, informed by desktop research across relevant sustainability frameworks and industry risks, and regulatory expectations.

**Assessing significance:** Engaging with a range of stakeholders, including employees, customers, suppliers, government, and community representatives. This included interviews and a survey completed by 473 internal and external stakeholders.

**Prioritising impacts:** Analysing and scoring results to prioritise impacts based on their significance, considering factors such as scale, scope and stakeholder concern.

## Ongoing management and review

These priorities anchor our sustainability kaupapa and guide how we focus our effort and investment, ensuring we concentrate on where it matters most for our customers, communities, and the country. We intend to refresh our materiality assessment on a three-year cycle, with the next review planned for FY27. In the meantime, we continue to actively manage all 15 priority topics through our operations and ongoing reporting.

Note: Our material topics are grouped under environment, social, and governance (ESG) categories based on how we currently define ESG at One NZ. This categorisation differs from how topics were originally grouped when the materiality assessment was undertaken in FY23.

### Our material topics

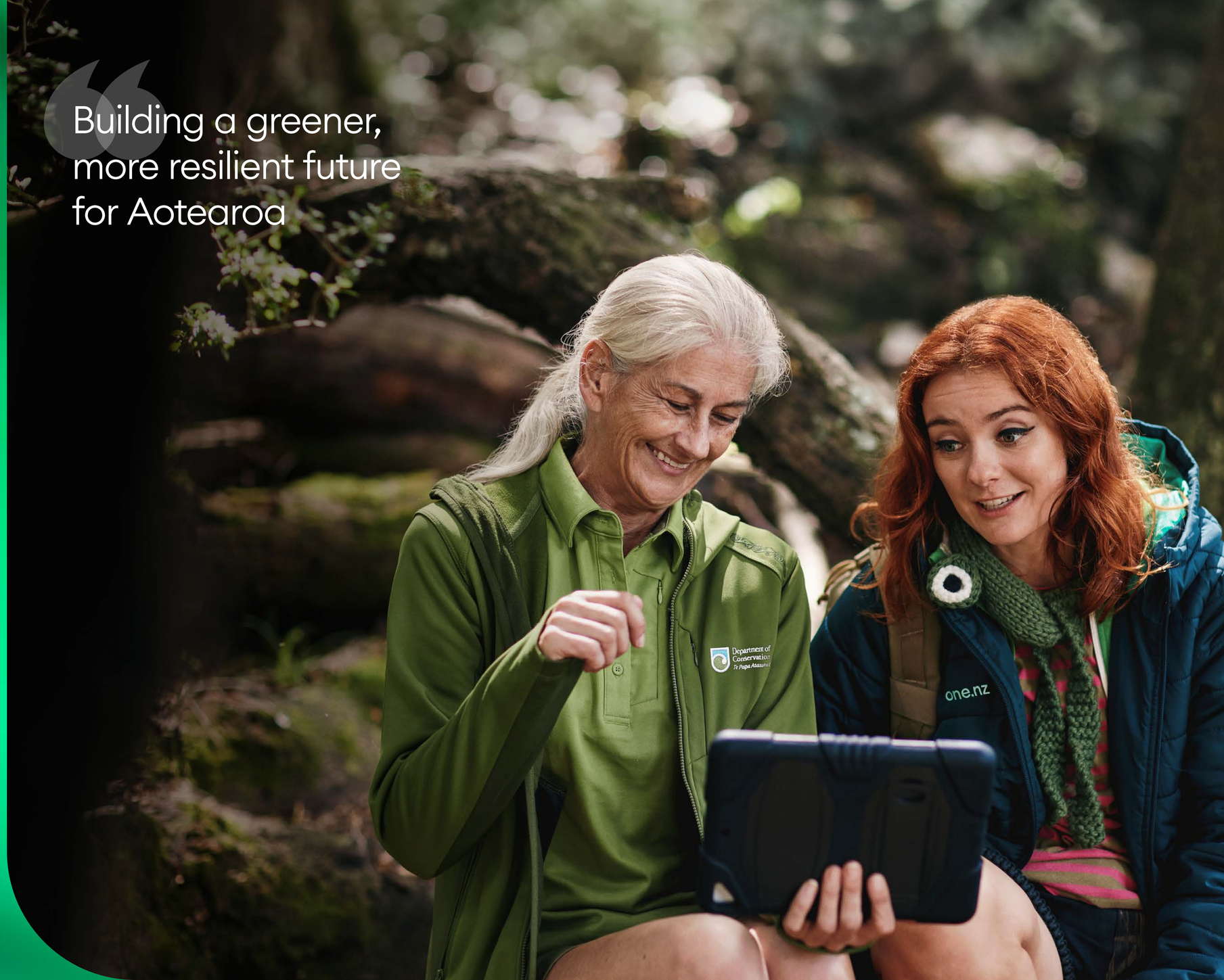
The assessment identified 15 material topics, reflecting the most significant impacts associated with our activities and relationships:

| | |
|---|---|
| **Environment** | Emissions reduction and energy use |
| | Limiting e-waste |
| | Minimising environmental footprint |
| | Natural disasters and emergency response |
| | Physical adaptation to climate crisis |
| **Social** | Community relations |
| | Digital equity in Aotearoa |
| | Working with Māori |
| **Governance** | Diversity, equity and inclusion at One NZ |
| | Health, safety and wellbeing |
| | Cybersecurity |
| | Data protection and privacy |
| | Ethical business conduct |
| | Ethical customer relationships |
| | Reducing digital harm |

# Environment

02

Building a greener, more resilient future for Aotearoa



# Our emissions reporting approach

One NZ is committed to reducing its carbon footprint and supporting New Zealanders to decarbonise by leveraging technology. As an organisation, we have been measuring our greenhouse gas (GHG) emissions since 2007 and continue to develop and refine our reporting with specialist support from The Lever Room.

We report our emissions in accordance with the Greenhouse Gas Protocol, reporting across Scopes 1, 2 and 3. Our consolidation approach is Operational Control, which covers all fully owned or controlled entities within the One NZ Group, including EonFibre, Farmside, and our charity, Te Rourou, One Aotearoa Foundation.

Our reporting boundary is aligned with the SBTi minimum boundary to allow us to report consistently against our SBTi-validated targets. To fulfil these commitments, our Scope 3 reporting includes emissions from activities across our value chain. This includes certain investments that sit outside our direct operational boundary, such as cybersecurity specialist DEFEND, which is included under Scope 3 Category 15: Investments.

Our emissions have been calculated using the Ministry for the Environment's Measuring Emissions Guide GHG emission factors, thinkstep-anz's emission factors for New Zealand spend-based commodity factors version 3.0, and product-specific life cycle assessments for devices (where available).

For reference, the emissions figures in this report may differ from those reported by our owner, Infratil, due to differences in reporting boundaries. Infratil uses a narrower boundary for its portfolio companies, while this report includes a broader Scope 3 inventory aligned with the SBTi minimum boundary.

### Expanding our GHG inventory

As our approach to measuring emissions has matured, we have expanded our reporting to provide a more comprehensive view of our GHG footprint across all material categories for the first time in FY26. Our earlier FY24 and FY25 Sustainability Reports included Scope 1 and 2 emissions and a more limited set of Scope 3 categories. During FY25, we worked with carbon measurement specialists The Lever Room to develop a broader GHG inventory for our FY24 financial year, covering Scopes 1, 2, and an expanded Scope 3 inventory aligned with the SBTi minimum boundary. This work established the baseline for our SBTi-validated emissions reduction targets and supports more consistent reporting going forward.

Further information on the FY24 and FY25 emissions restatements, including updates to reporting boundaries and methodologies, is provided on the following page. We have also published updated FY24 and FY25 emissions summaries on page 12 using the expanded reporting approach.

# Our emissions reporting approach

## Changes to our GHG reporting and restatements

In FY26, we expanded our GHG inventory to include all material Scope 3 categories within the SBTi minimum boundary and updated our methodology and reporting boundary to align with our SBTi-validated targets. This gives a more complete view of emissions across our value chain, but also means some previously reported figures have been restated. A summary of these restatements and the reasons for them is provided on this page.

## Alignment with SBTi Minimum Boundary

As part of developing and validating our emissions reduction targets with the SBTi in FY26, we aligned our GHG inventory with the SBTi minimum boundary. This is the first year we are publicly reporting against this updated boundary. As a result, accommodation and working from home emissions are excluded from the SBTi-aligned emissions totals presented here, as they sit outside the SBTi minimum boundary used for target-setting and reporting. FY24 and FY25 emissions have been restated to reflect this approach.

## Scope 1 and 2 method updates

Scope 1 emissions for FY24 and FY25 have been restated following minor corrections to stationary fuel and natural gas data. These changes are not material to the reported Scope 1 total and do not change the overall Scope 1 emissions trend.

Scope 2 emissions for FY24 and FY25 have been restated to reflect two updates. First, residual electricity emission factors used in market-based reporting were revised to better align the production year with One NZ's reporting period. Second, electricity use associated with Fortysouth has been disaggregated following its demerger from One NZ.

## Impact of restatements

The table below shows the impact of these changes on our FY24 and FY25 emissions. The restated figures are consistent with the emissions inventory submitted for our SBTi target validation. FY24 is the baseline year for our SBTi-validated emissions reduction targets. Restating FY24 means our disclosed baseline and future performance are reported on the same basis as those targets.

The increase in reported Scope 3 emissions reflects the broader reporting boundary and does not represent a like-for-like increase in emissions.

| Emissions category | Description of change | FY24 previously reported | FY24 restated (our baseline year) | FY25 previously reported | FY25 restated | FY26 |
|---|---|---|---|---|---|---|
| Scope 1 | Updated calculations for stationary fuel and natural gas | 913 | 962 | 641 | 643 | 648 |
| Scope 2 (market based) | Updated emission factors for indirectly purchased electricity | 7,553[1] | 7,766[2] | 485[3] | 706[4] | 888[5] |
| Scope 3 | Expanded Scope 3 reporting to include all material categories within the SBTi minimum boundary | 2,270[6] | 136,524[7] | 2,759[6] | 118,830[7] | 118,916[7] |
| Total emissions | Restated Scope 1, 2 and 3 total emissions | 10,736[6] | 145,252[7] | 3,885[6] | 120,178[7] | 120,453[7] |

Note: All measurements above are expressed in tonnes of carbon dioxide equivalent ($tCO_2$-e). Totals may not sum exactly due to rounding.

1. Location based reporting only. Ministry for the Environment 2023 National Grid Emission Factor applied: 0.074 kgCO2e.
2. Restated to align method with market-based reporting. Brave Trace production year 2024 Residual Supply factor applied: 0.07795 kgCO2e.
3. Brave Trace production year 2024 residual supply factor applied: 0.07795 kgCO2e.
4. Brave Trace production year 2025 residual supply factor applied: 0.11347 kgCO2e.
5. Brave Trace production year 2025 residual supply factor applied: 0.11347 kgCO2e. This was the best available factor at the time of publishing. One NZ intends to restate this figure using the production year 2026 emissions factor once it has been confirmed and published by Brave Trace.
6. Figure includes a limited set of Scope 3 categories: category 3 (fuel- and energy-related activities); category 4 (upstream transportation and distribution); category 5 (waste generated in operations); category 6 (business travel); and category 9 (downstream transportation and distribution).
7. Figure includes Scope 3 categories within the SBTi minimum boundary: category 1 (purchased goods and services); category 2 (capital goods); category 3 (fuel- and energy-related activities); category 4 (upstream transportation and distribution); category 5 (waste generated in operations); category 6 (business travel); category 7 (employee commuting); category 9 (downstream transportation and distribution); category 11 (use of sold products); category 12 (end-of-life treatment of sold products); category 13 (downstream leased assets); and category 15 (investments).

# Our carbon footprint

In FY26, our activities resulted in a total of 120,453 tonnes of carbon dioxide equivalent ($tCO_2$-e) within our current reporting boundary. This is a 0.2% increase compared to 120,178 $tCO_2$-e in FY25. During the same period, One NZ continued to grow its business, including revenue growth, while maintaining a broadly stable emissions profile.

## SCOPE 1

**Direct emissions** in the business' operational control, including emissions from business-owned vehicles, diesel generators and air conditioning

**Increased by 2%**
**648 tCO2-e FY26 vs**
**643 tCO2-e FY25**

Our minor increase in Scope 1 emissions during FY26 was primarily driven by higher diesel use in generators and vehicles. During the year, several severe weather events affected different parts of Aotearoa New Zealand, disrupting power supply to some of our sites. In these situations, we relied more heavily on diesel generators to maintain network services, sometimes for extended periods while damaged infrastructure was repaired or replaced. This also meant more travel by field teams to monitor sites and refuel generators. We are continuing to explore additional battery solutions to further reduce our reliance on back-up generators, building on the network modernisation programme underway during recent years.

These increases were partly offset by reductions in fugitive emissions and natural gas use. Fugitive emissions decreased as we improved how we manage our air conditioning systems and moved to lower-emissions refrigerants. Natural gas use also declined during the year, mostly due to the move of our Auckland support office from Smales Farm to our new Daldy Street site, a more modern building with more efficient renewable energy systems.

Overall, Scope 1 emissions remain below FY24 levels.

## SCOPE 2

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

**Increased by 26%**
**888 tCO2-e FY26 vs**
**706 tCO2-e FY25**

Since FY25, we have sourced 100% certified renewable electricity for all directly purchased power. As a result, market-based emissions from this portion of our electricity use continue to be reported as zero.

However, a smaller proportion of remaining Scope 2 emissions (around 10%) related to electricity that is indirectly purchased through landlords or other arrangements, where we do not yet have direct control over energy sourcing. In FY26, we saw an increase in these emissions that was driven by higher electricity consumption and a higher emissions factor associated with residual electricity.

Despite the increase in FY26, overall Scope 2 emissions remain significantly lower than FY24 levels due to the ongoing impact of our renewable electricity procurement.

Alongside buying renewable electricity, we are also looking at ways to produce some of our own energy and use it more efficiently across our sites. In early 2026, we installed solar panels at our Christchurch data centre as a pilot. These panels can supply some of the site's electricity and help us learn what works in practice. It's still early days, but this is a first step in understanding how we might use more onsite renewable energy across our network over time.

## SCOPE 3

**Indirect emissions** occurring in the business' supply chain, including purchased goods and services and employee commuting.

**Increased by 0.1%**
**118,916 tCO2-e FY26 vs**
**118,830 tCO2-e FY25**

Scope 3 emissions represented more than 90% of our total emissions footprint in FY26 and remained broadly consistent with FY25, increasing by 0.1%.

Purchased goods and services remained our largest source of Scope 3 emissions, accounting for around 77% of total Scope 3 emissions. In FY26, emissions in this category increased, mainly reflecting higher emissions intensity across the broader technology supply chain. This was partly offset by a 26% reduction in emissions from capital goods compared with FY25, reflecting lower emissions associated with physical infrastructure and capital products during the reporting period.

We also saw a significant increase in emissions from waste generated in our operations (category 5), driven by the continued removal of legacy technology, including 3G infrastructure, and the processing of redundant equipment through our e-waste partners. We expect this elevated level of legacy technology removal to continue in the near term as we continue modernising our network infrastructure.

By comparison, emissions from business travel decreased significantly in FY26 following lower levels of international travel during the year. However, we expect business travel emissions to return closer to FY25 levels in FY27 as activity normalises.

# Our carbon footprint

## FY24–FY26 greenhouse gas emissions by scope and category

The table to the right outlines our FY24 to FY26 GHG emissions across Scope 1, 2 and 3 categories, providing a more detailed view of the emissions associated with our operations and wider value chain.

As our reporting approach has matured, we have expanded our Scope 3 inventory to better reflect the broader impacts linked to our business activities. This includes emissions associated with purchased goods and services, capital infrastructure, employee commuting, freight, and the use of sold products. As a result, Scope 3 emissions now make up the majority of our reported footprint.

We recognise that emissions reduction and reporting maturity are ongoing areas of focus, and we will continue to improve the quality, consistency and completeness of our data over time.

| Greenhouse Gas Protocol | Category | FY24 (base year) | FY25 | FY26 |
|---|---|---|---|---|
| Scope 1 | Stationary combustion | 357 | 165 | 173 |
| | Mobile combustion | 393 | 346 | 414 |
| | Fugitive emissions | 212 | 132 | 62 |
| Scope 2 | Electricity consumption (location-based) | 7,382 | 9,860 | 10,274 |
| | Electricity consumption (market-based) | 7,766 | 706 | 888 |
| **Scope 1 + 2 Total (market-based)** | | 8,728 | 1,349 | 1,537 |
| Scope 3 | Purchased goods and services (Category 1) | 97,332 | 82,333 | 92,029 |
| | Capital goods (Category 2) | 23,436 | 23,226 | 14,789 |
| | Fuel and energy (Category 3) | 1,407 | 878 | 923 |
| | Upstream transportation and distribution (Category 4) | 155 | 157 | 184 |
| | Waste disposal (Category 5) | 226 | 112 | 456 |
| | Business travel (Category 6) | 1,327 | 1,875 | 953 |
| | Employee commuting (Category 7) | 2,667 | 2,619 | 1,921 |
| | Downstream transportation and distribution (Category 9) | 203 | 140 | 150 |
| | Use of sold products (Category 11) | 9,284 | 6,852 | 6,869 |
| | End-of-life treatment of sold products (Category 12) | 153 | 140 | 151 |
| | Downstream leased assets (Category 13) | 171 | 248 | 238 |
| | Investments (Category 15) | 162 | 252 | 254 |
| **Scope 3 total** | | 136,523 | 118,830 | 118,916 |
| **Total Emissions** | | 145,252 | 120,178 | 120,453 |

Note: All measurements above are expressed in tonnes of carbon dioxide equivalent ($tCO_2$-e). Totals may not sum exactly due to rounding.

# Our carbon footprint

## Science-based targets

In FY26, our emissions reduction targets were validated by the SBTi, a global body that assesses corporate climate targets against current climate science. This provides independent confirmation that our targets are aligned with a 1.5°C pathway and current climate science, strengthening the credibility of our approach.

We have committed to the following near-term targets, using FY24 as the baseline year:

- Reduce absolute Scope 1 and 2 GHG emissions by 42% by FY30;
- Reduce absolute Scope 3 GHG emissions by 42% by FY30; and
- Increase active annual sourcing of renewable electricity to 100% by FY30.

These targets include Scope 3 emissions, which represent a significant proportion of our overall footprint and are more complex to measure and influence. By publicly disclosing these targets, we are setting a clear direction for emissions reductions across both our operations and value chain.

Progress against these targets will depend on a range of factors, including operational changes, supplier engagement, and broader market conditions. As our data and understanding continue to improve, our approach to delivering against these targets is likely to evolve.

## Progress against our Scope 1 and 2 target

In FY26, our combined Scope 1 and 2 market-based emissions were 1,537 $tCO_2$-e, representing an 82% reduction compared with our FY24 baseline year of 8,728 $tCO_2$-e. This reflects significant progress towards our science-based target to reduce absolute Scope 1 and 2 emissions by 42% by FY30.

The significant reduction in Scope 1 and 2 emissions since our FY24 baseline year was primarily driven by our transition to certified renewable electricity for all directly purchased electricity from 1 April 2024. In line with the GHG Protocol's Scope 2 Guidance, this transition substantially reduced our market-based Scope 2 emissions. Compared with FY25, Scope 1 and 2 emissions increased by 14%. This was primarily driven by higher electricity-related emissions and a modest increase in fuel use associated with fleet vehicles and diesel generators supporting network operations.

## Progress against our Scope 3 target

In FY26, Scope 3 emissions were 118,916 $tCO_2$-e, representing a 13% reduction compared with our FY24 baseline year of 136,524 $tCO_2$-e. Compared with FY25, Scope 3 emissions remained broadly stable, increasing by 0.1%.

Purchased goods and services continued to represent the largest proportion of our Scope 3 footprint, accounting for around 77% of total Scope 3 emissions. This category includes emissions associated with the products and services we purchase to operate our business, including network infrastructure, technology-related services, and customer devices such as handsets and modems.

While emissions associated with purchased goods and services increased compared with FY25, emissions from capital goods and the use of sold products decreased compared with the FY24 baseline year. These results reflect both improvements in supplier and product emissions intensity, and the ongoing challenge of balancing emissions reductions against increasing demand for technology products, infrastructure, and digital connectivity.

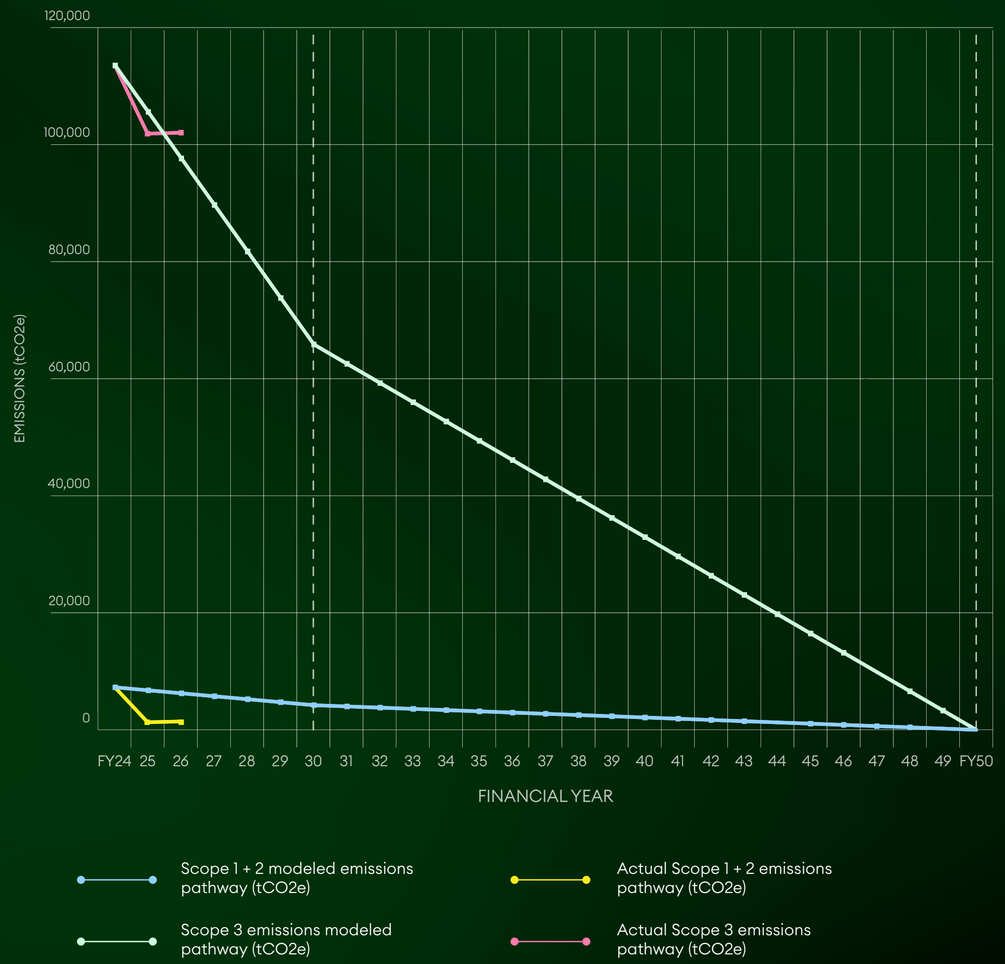
## Progress against our renewable electricity target

In FY26, we continued to source certified renewable electricity for our directly purchased electricity, supporting progress towards our target to achieve 100% renewable electricity sourcing by FY30.

As noted earlier, this transition has significantly reduced our market-based Scope 2 emissions compared with the FY24 baseline year. However, some electricity consumption across our operations, such as electricity supplied through landlords at certain leased sites and retail stores, is not yet covered under our renewable electricity arrangements.

Our focus remains on strengthening our renewable electricity approach over time, while continuing to improve energy efficiency across our network and operations as demand for mobile data and digital services continues to grow.

## Modelled and actual emissions reduction pathways against our SBTi targets



# Measuring and reducing our emissions

Measuring and reducing our GHG emissions is a key part of how we manage our environmental impact and contribute to a low-carbon future. Our approach focuses on improving the quality and coverage of our emissions data, setting clear targets, and taking practical steps to help reduce emissions across our operations and suppliers.

## Strengthening our emissions data and targets

In FY25, we worked with The Lever Room, to develop a comprehensive GHG inventory for our FY24 financial year, covering Scopes 1, 2, and a broader set of Scope 3 emissions. This established our baseline for setting science-based targets.

In FY26, we built on this work, moving to quarterly emissions reporting across our full inventory. This has improved how quickly we can track trends, identify changes, and respond, rather than relying on retrospective analysis.

These changes reflect a shift from establishing our emissions baseline to embedding more regular and decision-useful data into how we manage our environmental impact.

## Continuously improving the energy efficiency of our network

We're focused on making sure our networks use energy as efficiently as possible as demand for mobile data continues to grow. Between 2025 and 2026, data traffic grew by more than 28%, while the number of sites with 4G and 5G coverage across the country increased by 48% and 60%, respectively. Despite this growth, our energy consumption increased at a slower rate, rising by 26% year on year. This was due to further efforts to improve how we manage energy use and upgrading to more efficient technology.

We continued to expand the use of 'deep sleep' modes across our 4G and 5G sites. These features allow equipment to use less energy during quieter periods, and more of our hardware can now support them through ongoing software upgrades. In FY26, we also began rolling out 'extreme deep sleep' on newer 5G equipment, which reduces energy use even further when traffic is low, for example overnight. Alongside this, we've increased our use of newer, more efficient radios and continued to phase out older technologies like 2G and 3G, with both fully retired in March 2026.

We've also improved how the network operates day to day, including using data, software, and machine learning-enabled tools to better manage how devices connect and how traffic flows. These tools help identify patterns in network demand, allowing us to optimise performance and reduce energy use, particularly during peak periods and in busy environments like large events.

These efforts are helping us better manage the relationship between growth and energy use.

## Managing emissions across our value chain

More than 90% of our total emissions sit within our value chain (Scope 3), making it the largest part of our footprint and one of the most complex areas to influence. Compared with our FY24 base year, Scope 3 emissions have decreased by 13%, keeping us on track towards our science-based target to reduce emissions by 42% by 2030.

As our Scope 3 measurement has expanded and matured, it has provided a clearer picture of where emissions are concentrated and where there may be opportunities to reduce them. In FY26, total emissions across key Scope 3 categories remained broadly consistent with FY25, increasing by 0.1%. Performance varied across categories, however, reflecting the different drivers affecting each area.

Purchased goods and services remained our largest source of Scope 3 emissions, accounting for around 77% of total Scope 3 emissions. This category includes emissions associated with the products and services we purchase to operate our business, including services such as construction, which supports the ongoing performance and resilience of our network. It also includes embodied emissions – the emissions associated with producing the products we sell –such as handsets, headphones, modems, and gaming equipment. Emissions in this category increased by 12% in FY26 compared with FY25, mainly due to higher emissions associated with the broader IT and technology sector. However, compared with our FY24 base year, emissions in this category have decreased by 5%.

By comparison, emissions from capital goods decreased by 26% compared with FY25 and by 37% compared with the FY24 base year, reflecting lower emissions associated with capital products and physical infrastructure.

Emissions in both purchased goods and services and capital goods remain concentrated among a relatively small number of suppliers, with a consistent group accounting for a significant share of spend-related emissions. This highlights an important opportunity: targeted engagement with key suppliers has the potential to support meaningful emissions reductions across our value chain.

For the products we sell, we use life cycle assessments where available to more accurately account for embodied emissions. These assessments cover emissions from raw material extraction, manufacturing, and the point at which a finished product is dispatched. In FY26, we saw a decrease in embodied emissions associated with mobile phones, indicating progress in reducing emissions across the product life cycle. However, this reduction was offset by higher handset volumes and changes in product mix, which increased overall emissions.

At the same time, other customer hardware categories, particularly modems and gaming products, remain relatively emissions-intensive. This reflects the embedded emissions associated with producing these products and highlights the importance of ongoing supplier engagement and product-level improvements over time.

Use of sold products, which refers to the emissions associated with the use phase of products we sell, decreased by 26% compared with the FY24 base year and remained consistent with FY25. This suggests suppliers are continuing to improve the energy efficiency of devices over their lifetime, helping reduce the electricity required to use those products.

This highlights a central challenge in managing Scope 3 emissions: while efficiency improvements are important, they can be outweighed by growth in demand. Addressing this challenge will require a combination of supplier engagement, product design improvements, and a continued focus on supporting more sustainable choices across our value chain.

# Measuring and reducing our emissions

## Working with our suppliers

Given the significance of Scope 3 emissions, we are working with suppliers to better understand and reduce emissions across our value chain.

During FY26, we worked with two of our key technology partners, AWS and Salesforce, to explore ways to reduce emissions associated with cloud services and digital infrastructure. This included identifying opportunities to improve how data is stored and processed, optimise system usage, and better understand the emissions associated with different infrastructure choices.

This work is still evolving but is helping to build a clearer picture of emissions within our digital value chain and where reductions may be practically possible. It has also highlighted trade-offs. For example, decisions that reduce carbon emissions in one area may increase other impacts, such as water use, depending on infrastructure and location choices.

In parallel, we have initiated an internal project to improve how we track inventory and manage supply chains across the business. This work is ongoing and is not expected to be completed until FY27 or beyond. It is intended to support more efficient movement of goods between suppliers, warehouses, and retail locations – and support our Scope 3 emissions reduction target. Over time, this may reduce unnecessary transportation and associated emissions, although impacts are not yet quantified.

## Expanding our approach to renewable energy

In FY25, we moved to 100% renewable electricity for the power we buy directly, through our purchase of certified renewable electricity from Meridian Energy. In FY26, we began building on this by introducing onsite renewable energy generation.

In March 2026, we completed our first major onsite solar installation at our Christchurch data centre. The system includes 142 rooftop solar panels and a 110kW inverter, with a peak output of around 90kW. On a clear day, it can generate a significant portion of the electricity needed to run the data-centre and a nearby mobile site that provides coverage to One NZ Stadium. While output varies due to certain weather conditions and time of day, onsite generation reduces how much electricity we draw from the grid and gives us better visibility of how energy is used.

We also installed solar panels at two of our four resilient retail sites during FY26 (Gisborne and Pukekohe). At these sites, solar energy is primarily used to charge batteries during the day, supporting operational continuity and reducing reliance on grid electricity.

Onsite generation is currently limited to a small number of locations and depends on factors such as building suitability and lease arrangements. It represents a practical next step beyond purchasing renewable electricity, and an opportunity to learn what works before scaling further.

However renewable electricity does not yet cover all our energy use. Around 10% of our total electricity consumption is not directly purchased by us, for example where electricity is provided through landlords or other arrangements. Closing this gap remains a focus.

## Employee commuting emissions

Employee commuting emissions, measured under Scope 3: Category 7, reduced by 27% from 2,619 $tCO_2$-e in FY25 to 1,921 $tCO_2$-e in FY26. This reduction was primarily driven by the relocation of our Auckland support office from Smales Farm to 30 Daldy Street in Wynyard Quarter.

During FY26, we carried out an employee travel survey to better understand how our people travel to and from work. The survey indicated that the office move reduced commuting distances for some employees and made public transport and active commuting more practical for others, particularly those travelling along key bus, train and ferry routes.

Located in central Auckland and close to major public transport connections, the new office includes facilities designed to support lower-emissions commuting choices, including EV charging stations, 197 bike parks, and end-of-trip amenities for cyclists and walkers. These factors contributed to a shift in how some employees travel to and from work.



# Reducing our e-waste

Limiting e-waste is one of our most important environmental issues. As a digital telecommunications company, we provide devices that people use every day. We recognise we have a responsibility to improve end-of-life outcomes for the devices we sell and the waste that is generated.

During FY26, we continued to focus on three things:

- Helping devices stay in use for longer and gain value via trade-in programme, which enables customers to return eligible devices when upgrading, with the value applied towards a new interest-free phone
- Making it easy for customers to recycle end-of-life devices
- Improving how we manage waste from our own operations

We've also started to take a step back and look at the bigger picture to improve product circularity – how all of these pieces fit together, and where we can do better.



## Managing our operational e-waste

Operational e-waste comes from running and maintaining our network and technology, for example, when we replace equipment, decommission legacy technology, or upgrade sites.

We continued to work with Echo to manage this waste. Equipment is checked to see if it can be reused, and what can't be reused is broken down and recycled where possible. Materials like metals are recovered, then sold for reuse. Rebates are reinvested to support future sustainability work.

In FY26, we processed 90,691 kilograms of e-waste from our network infrastructure, with 99% diverted from landfill, surpassing both our FY25 performance (97.5% diverted) and our goal to recycle 95%. As we have matured our processes and expanded legacy technology decommissions, we are processing more equipment than in previous years (up 38%, compared with FY25). This reflects a broader challenge: total waste can increase even when recycling rates improve, and transparent reporting of this trend is important.




## Helping customers keep their devices for longer

One of the best ways to reduce e-waste is to keep devices in use for longer. In FY26, we launched our new device repair portal with FoneFix, making the repair process simpler and easier for customers to follow. During the year, we completed around 250 to 300 repairs each month, totalling more than 3,400 repairs across the year.

Repair volumes declined later in the year following the end of PhoneInsure, a device insurance product that had provided customers with cover for loss, theft, or accidental damage. The product was discontinued following changes in legislation, which meant we could no longer offer insurance products as we are not a registered financial institution.

PhoneInsure supported higher levels of repair and replacement activity while it was in place. Since its conclusion, some customers have chosen alternative options, such as adding devices to home contents insurance or using services like One Upgrade, which allows customers to upgrade their device during their contract period, including in some cases when the device is damaged.



## Giving devices a second life

Our trade-In programme enables customers to return eligible devices when upgrading, with the value applied towards a new interest-free phone. Returned devices are assessed and, where possible, refurbished and resold through our partner helping extend their useful life.

In FY26, customers traded in 26,000 devices, representing a 50% increase compared to FY25.

Trade-in is also becoming a more common part of how customers upgrade their devices. Around 20% of interest-free purchases (IFP) of our mobile phones now include a trade-in.

One Wallet, our digital wallet that allows customers to build and use a balance of Phone Dollars, continues to support the programme by making trade-in more visible and easier to access. As part of onboarding, customers are prompted to assess their current phone and are shown its estimated value, helping more customers understand and use the trade-In programme.



## Refurbished devices

During FY26, we prepared for a pilot programme offering refurbished mobile phones to customers, launching in early FY27. We are the first of Aotearoa New Zealand's mobile operators to introduce this type of offering. This gives customers another option when choosing a device, while helping extend the life of existing phones – which is both a commercial and sustainability opportunity.

Refurbished phones can also provide a lower-cost option for customers at a time when many households continue to face cost of living pressures.

The pilot uses refurbished devices sourced through our existing device service partners and is being run over an initial period of around three months to understand customer demand and how the process works in practice.

This reflects a wider shift internationally across the mobile industry. Devices are more durable, meaning customers are holding onto their devices for longer, while demand for refurbished phones continues to grow. At the same time, sales of new devices have slowed in many markets, with refurbished devices becoming an increasingly important part of the overall market.



Extending the life of a phone can significantly reduce its environmental impact, as most of its carbon footprint comes from manufacturing. Based on modelling developed together with The Lever Room, the refurbished devices included in the pilot programme cut GHG emissions by 43-49% depending on device model, compared to buying the equivalent new device, primarily due to avoiding the need for new manufacturing.

Over time, we aim to explore how this programme could connect with our trade-In pathway, enabling more devices returned by customers to be refurbished and offered for sale again.

## RE:MOBILE

For devices that can't be reused, we support recycling through the industry RE:MOBILE scheme. This is a nationwide programme run by the Telecommunications Forum, which allows people to return old phones and accessories. Phones that are still in working condition are refurbished and used again. Devices that can't be reused are broken down so materials such as gold, copper, and plastics can be recovered and used again.

In FY25, a total of 71,627 phones were collected through the RE:MOBILE scheme, including both devices returned directly by customers and those collected through provider channels.




This diverted around 4,448 kilograms of e-waste from landfill and represents an increase from FY24, when 62,890 phones were collected.

## Making it easier to recycle

We also hosted another e-waste drop-off day during FY26, in partnership with Echo, giving Aucklanders a simple way to dispose of unwanted electronics. The event collected around 14,612 kilograms of e-waste, an increase from 12,778 kilograms collected at the FY25 drop-off day. All collected materials were recycled, including items such as phones, laptops, and accessories that might otherwise have been stored at home or sent to landfill.

# Supporting nature and biodiversity through connectivity

As part of our sustainability kaupapa (strategy), we aim to support better environmental outcomes through the technology we provide. This includes enabling customers and partners to monitor environments, use resources more efficiently, and make more informed decisions.

In FY26, we became a National Conservation Partner with the Department of Conservation (DOC), supporting their work to protect Aotearoa New Zealand's natural environment. This partnership reflects a shared focus on kaitiakitanga (guardianship) and recognises the role connectivity can play in conservation, particularly in remote and hard-to-reach places.

Aotearoa New Zealand's natural environment is central to both our national identity and our economy, supporting tourism, agriculture, recreation and community wellbeing. Protecting biodiversity and improving access to environmental information helps support the long-term resilience of these ecosystems and the communities connected to them.

DOC manages around a third of Aotearoa New Zealand's land area, along with marine reserves. Much of this work takes place in remote and often challenging locations where traditional mobile coverage is limited, affecting how safely and efficiently work can be carried out. The introduction of satellite-to-mobile connectivity creates new opportunities to improve communication, data access, and visibility in these environments.

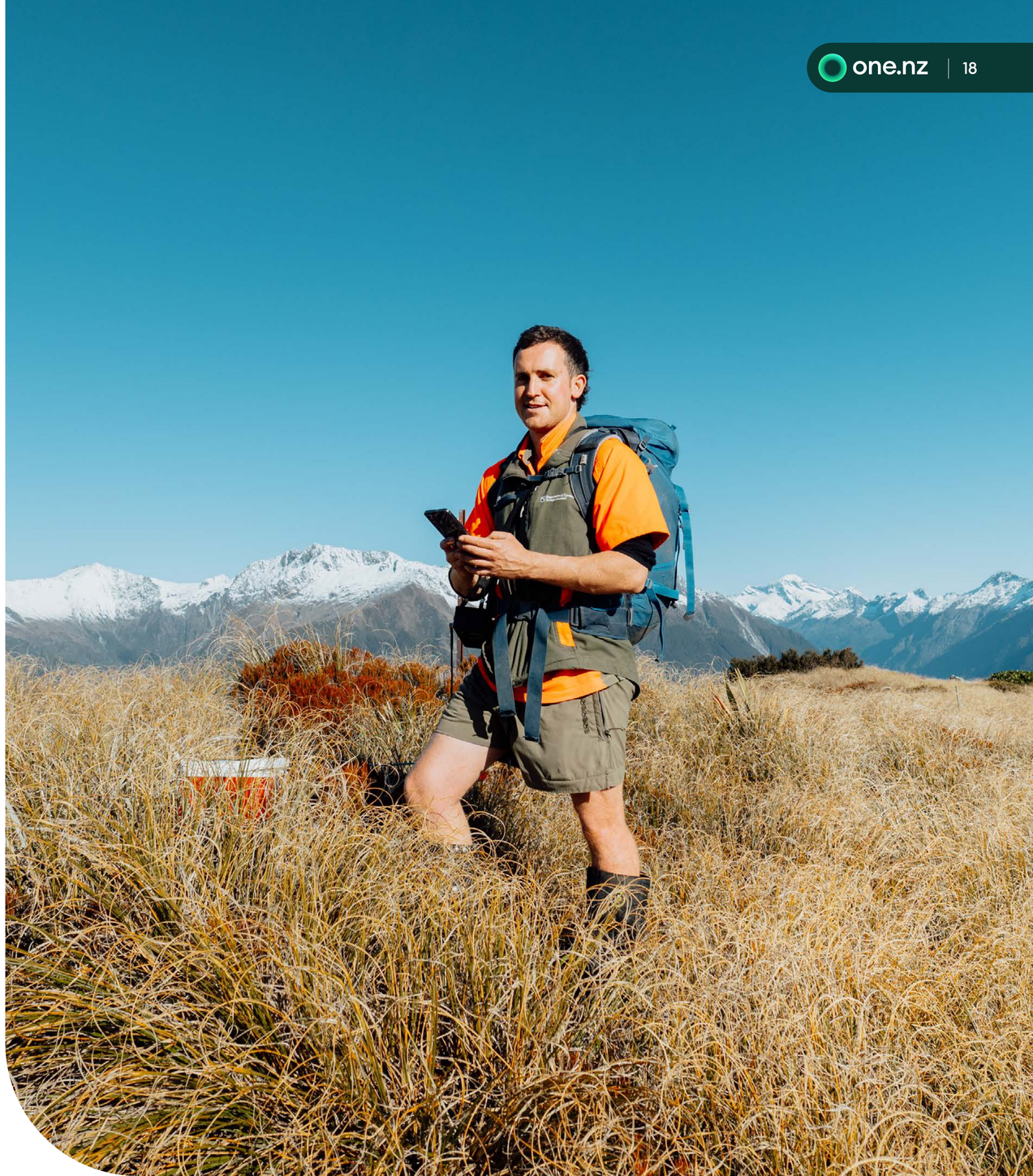
Through this partnership, we are supporting DOC to trial and apply a range of technologies, including satellite-enabled mobile services, connected field tools, and sensor-based systems. These tools are intended to help staff stay connected, access and share information more easily, and respond to changing conditions in a timelier way.

For example, in Haast, DOC rangers working in isolated terrain are using satellite-enabled messaging to stay in touch with their teams, receive updates, and request support when needed. This provides an additional layer of safety and connection in areas where coverage has traditionally been limited.

Alongside improving safety and communication, some of these technologies may also reduce the need for certain site visits by enabling more remote monitoring and better planning of field work. However, this work is still at an early stage, and the environmental impacts – including any potential emissions reductions – have not yet been measured.

The following examples illustrate how we are applying these approaches in practice, both within our DOC partnership and with other customers.

Department of Conservation
*Te Papa Atawhai*



# Case study:

## Supporting smarter conservation with DOC

Looking after remote toilets and huts isn't always straightforward. Many of DOC's sites are in hard-to-reach places and checking them can mean long trips – sometimes just to confirm everything is working as expected.

During FY26, we worked with DOC to get a new pilot ready that uses smart sensors and satellite connectivity to provide real-time information about wastewater levels and facility use. The pilot launched in early FY27.

Instead of relying on fixed schedules or manual checks, the idea is to give rangers a clearer picture of what's happening at each site, so they can plan maintenance when it's actually needed.

The pilot is expected to involve more than 100 sensors across around 20 toilets, huts, and wastewater systems in remote locations. Over time, this could help reduce unnecessary trips by foot, vehicle, or helicopter, allow rangers to spend more time on conservation work, and support biodiversity monitoring, including helping track species and environmental conditions in remote areas.

At scale, DOC estimates that this approach could decrease emissions, mainly by reducing travel, and save up to $180,000 per year. However, as the pilot had not launched by the end of FY26, these impacts have not yet been realised or measured through our reporting.

For us, this is a practical example of how connectivity can support conservation work in some of Aotearoa New Zealand's most remote places. It is still early days, and we will continue to learn alongside DOC as the pilot progresses.



# Case study:

## Reducing travel through remote sensors at Panekiri Station








At Panekiri Station in Hawke's Bay, getting around the farm takes time and effort. The station covers 9,000 hectares, and checking 22 water tanks can mean long drives across the property, often just to confirm everything's fine.

We're working with Panekiri Station owners, Pāmu (Landcorp), to trial a simpler way. Small devices on tanks connect via our satellite network and send live updates on water levels. If something drops too low, the farm team gets an alert straight away. So instead of driving out to check each tank, they can see what's happening from wherever they are – and only head out when they actually need to.

While the trial is still underway, this kind of setup can save time, money and make day-to-day work a bit easier.

# Other ways we're reducing our environmental impact

Reducing our environmental footprint remains a key focus as a material topic for our business, across our operations, facilities, and value chain. The initiatives outlined below represent other ways we embrace environmental sustainability.

## Digitising retail contracts

Last year, we completed the rollout of digital interest-free payment contracts across our One NZ retail stores, reducing the need for paper-based agreements. Based on estimates from our digital signing partner Docusign, this change helped avoid around 288,000 sheets of paper during FY26. This is equivalent to estimated savings of about 115,000 litres of water, 765 kilograms of waste, and 11,000 kilograms of carbon dioxide equivalent.

These figures are estimates and are intended to give an indication of the potential environmental benefits of reducing paper-based processes. They don't include emissions from Docusign's own operations, and actual impacts may vary. We also recognise that digital services have their own environmental footprint. As we continue to digitise our operations, we're working to better understand and manage these impacts alongside the benefits.

## Adopting sustainable choices for retail fitouts

In FY26, we continued to incorporate environmental considerations into our retail fitouts, completing five store refurbishments and opening two new stores in Glenfield and Manawa Bay. These fitouts build on the approach introduced in FY25, with a focus on using recycled and lower-impact materials where feasible. This includes fixtures made from recycled plastics and fishing nets, as well as locally sourced recycled timber veneer. LED lighting continues to be used across refurbished and new stores to support energy efficiency, with renewable generation included where feasible.

These initiatives are currently applied as part of new builds and refurbishments, and we have not yet quantified their overall impact across our full retail footprint.

## Supporting community decarbonisation through renewable electricity

In FY26, we continued to purchase Meridian's certified renewable electricity (CRE) for our directly purchased energy, marking our second year of participation. Through this arrangement with Meridian Energy, net proceeds from the CRE product contribute to the Meridian Community Decarbonisation Fund. The fund supports community-led projects that reduce emissions across Aotearoa New Zealand.

Projects supported by the fund include the Kaipātiki Project, which focuses on restoring native biodiversity through large-scale community conservation, and the Paetūmōkai community initiative, which is using electric vehicles to support local food distribution and reduce transport emissions. While these projects are delivered independently of One NZ, our participation in the CRE scheme contributes funding to these community decarbonisation efforts.





# Other ways we're reducing our environmental impact

## Considering environmental impacts in our marketing activities

In FY26, we joined Ad Net Zero Aotearoa, an industry initiative focused on reducing the carbon impact of advertising and marketing activities. As part of this work, we began to better understand the environmental impact of our marketing activities, including emissions associated with production, how content is distributed, and supplier choices. Advertising can be a significant source of Scope 3 emissions, particularly through travel, energy use, and materials.

We applied guidance from the Ad Net Zero "Advertiser's Guide to Carbon Efficiency" and began measuring emissions for selected campaigns using the AdGreen carbon calculator. We have now measured two large productions – the first and second instalments of our Finding Jade brand campaign. These shoots produce a large share of the video, television, and other brand content used in our campaigns. For one campaign, total production emissions were estimated at approximately 53 $tCO_2$-e across pre-production, filming, and post-production stages.

These productions are delivered over a concentrated two-week period, with content then used across campaigns for approximately one year. This approach is intended to improve how efficiently content is used and reduce the need for additional production, which may help to lower emissions over time.

This process highlighted key sources of impact, with more than half of the emissions linked to transporting people, particularly air travel. In response, we used shared and lower-emissions travel options where possible, reduced vehicle movements during filming, reused materials and props, and approximately 90% of production waste was diverted from landfill.

Learnings from the first production were applied to the second, contributing to an estimated reduction of approximately 14 $tCO_2$-e between the two productions.

This work is at an early stage and currently limited to selected campaigns. We have not yet established a consistent approach to measuring emissions across all marketing activities. However, it represents an initial step towards better understanding and managing environmental impacts within our marketing value chain, including working more closely with suppliers and partners to identify reduction opportunities over time.

## Reducing our environmental footprint through our facilities

In November 2025, we relocated our Auckland support office from Smales Farm to a new site at 30 Daldy Street in Auckland.

The building has a 6-star Green Star Design rating, reflecting a high standard of sustainability in its design and construction. Features of the building include solar panels, rainwater harvesting, electric vehicle charging, and facilities that support lower-emissions transport options such as cycling. The developer has committed to offsetting construction impacts and planting one native tree for every square metre of office space created.

The building has also received WELL Pre-Certification, which considers occupant health and wellbeing. Energy performance will be monitored during our tenancy using the NABERSNZ rating system.

As part of the move, One NZ also joined the Wynyard Quarter Transport Management Association (WQTMA), which works with businesses in the Wynyard Quarter precinct to support more sustainable and efficient transport options for people travelling to and from the area.

As this is a new site and we have only recently moved in, it is still early days. We do not yet have sufficient operational data to assess the building's environmental performance and will look to report on this in future years as data becomes available.






# Navigating the climate transition

Climate change affects more than the environment. It also affects how we keep our networks running and support our customers and communities. As part of Aotearoa New Zealand's critical infrastructure, we have a role in supporting resilience, enabling opportunity, and building trust in how technology is used. We build resilience into our operations, infrastructure, and supply chains by regularly assessing climate-related risks and opportunities and acting on what we learn.

## Risk and opportunity analysis

In partnership with Infratil, we undertake an annual climate change assessment to support strategic planning, risk management and infrastructure resilience decisions. This assessment analyses the potential impacts of three climate scenarios – net zero, delayed transition, and climate catastrophe – against a baseline developed by Oxford Economics.

In March 2026, we brought together subject matter experts from across the business to review emerging climate-related risks, opportunities and assumptions, and consider their potential implications for our operations, infrastructure and customers. While our core assumptions largely remained unchanged, this process helps us continuously assess emerging risks and identify opportunities to strengthen the resilience of our networks and operations.

Climate-related risks, including physical and transition risks, are integrated into our enterprise risk management processes and business risk register. Oversight of these risks sits with the One NZ Board and executive management teams, with regular review as part of ongoing risk and resilience planning.

Alongside risk, climate change also presents opportunities as Aotearoa New Zealand transitions to a lower-emissions, more climate-resilient future. We continue to collaborate with the telecommunications industry and government agencies to support resilient connectivity, future-proof infrastructure investment, and help maintain continuity of connectivity services during severe weather events and other disruptions.

We also see opportunities for connectivity and digital technologies to support lower-emissions ways of working and more efficient operations, including remote collaboration, monitoring and data-enabled services. While the impacts of these technologies continue to evolve, we believe they can play an important role in supporting resilience and enabling better outcomes for customers and communities across Aotearoa New Zealand.

## Physical risk analysis

To better understand physical climate risks, we work with Infratil to assess how exposed our most critical assets are, such as network data centres.

This is done using a tool developed by Jupiter Intelligence to assess each site against eight climate hazards: extreme cold, wildfire, flooding, hail, extreme heat, heavy rainfall, water stress, and wind. We assess these risks under different scenarios, including long-term high warming scenarios extending beyond current operational planning horizons.

We identify current and potential ways to reduce these risks and assess whether other assets could be affected. This work helps us understand where we are most exposed and guides how we prioritise resilience initiatives across our infrastructure.



# Social

Connecting Aotearoa
to unlock better outcomes
for New Zealanders




03

# Te Rourou, One Aotearoa Foundation

Since 2002, Te Rourou, the charitable arm of One NZ, has invested around $55 million in initiatives supporting rangatahi (young people) across Aotearoa New Zealand. During FY26, One NZ again contributed $2 million to the Foundation to support grant-making and community initiatives. This funding enabled Te Rourou to support 55 organisations and 33 individuals working to improve opportunities, connection, and wellbeing for young people.

The Foundation's work focuses on reducing barriers faced by rangatahi and enabling pathways to education, employment, leadership, and community participation. This aligns with our sustainability strategy and our focus on contributing to thriving communities, supporting digital inclusion and reducing the number of young people experiencing disadvantage.

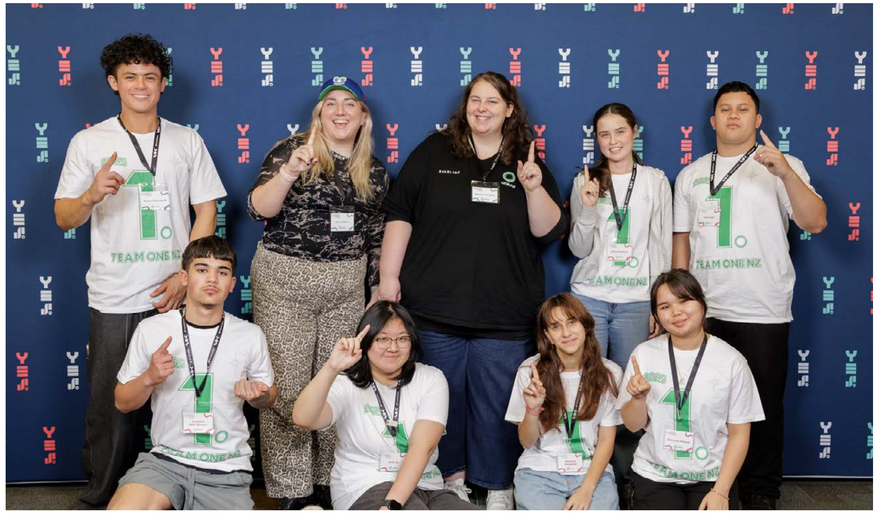
### Te Rourou's approach is guided by three core pou (pillars):

- Place-based initiative: Investing in communities experiencing disadvantage to support locally led solutions, specifically a five-year initiative in Invercargill.
- Rangatahi experiences and education: Expanding access to opportunities, skills, and experiences that support future pathways for young people.
- Systems change: Supporting organisations and initiatives that seek to influence policy, structures, and long-term outcomes.

Pages 26 to 28 provide a snapshot of the mahi (work) aimed at creating a more equitable future for rangatahi during FY26.

### Evolving the Foundation's strategy

In FY27, Te Rourou plans to begin a transition from its current place-based focus toward a more national approach centred on developing Aotearoa's young leaders. This direction reflects the continued belief in the potential for rangatahi to change Aotearoa and the world for the better. The approach is intended to remain aligned with One NZ's purpose of creating a better-connected Aotearoa, supporting the broader aspects of digital inclusion, while Te Rourou continues to refine how it measures and delivers impact over time.






Te Rourou
One Aotearoa Foundation

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## The Invercargill Initiative

A key focus of the Foundation's work is the Invercargill Initiative, a five-year place-based approach that invests in community-led solutions in Murihiku (Southland). Te Rourou works alongside organisations, rangatahi, and community leaders to strengthen opportunities for young people.

During FY26, Te Rourou provided $690,000 in funding and charitable grants to support young people and youth-focused organisations. This included funding, sector support, and shared learning to strengthen local capability and support more coordinated responses to challenges faced by rangatahi. The Invercargill Initiative is wrapping up in FY27, with a full evaluation underway. Some highlights from FY26 are shared on this page.



## Breaking Barriers Transport Initiative

As part of the Invercargill Initiative, Te Rourou supported the Breaking Barriers transport project, which focused on improving access to education, employment, and services.

Transport was consistently identified by Southland rangatahi and the wider community as a key barrier to participation. This work focused on developing a deeper understanding of how transport could be improved to better enable physical access to opportunities.

The project brought together rangatahi, community organisations, local government, and transport providers to co-design solutions. Through workshops and engagement, rangatahi shared lived experiences of transport limitations and their impact on daily life.

Early outcomes have included the introduction of Uber in Invercargill and a review of local bus stops by Invercargill City Council. Work is ongoing, with a continued focus on improving mobility and access to opportunities for young people.



## Te Ōhaka Tīwhera Fund

Te Ōhaka Tīwhera, the Invercargill Initiative's rangatahi-led fund, concluded its final year during FY26. Delivered in partnership with Invercargill Licensing Trust Foundation and Community Trust South, the fund focused on supporting the aspirations of rangatahi Māori and strengthening their connection to culture.

During its final funding round, the rōpū (group) made up of nine young people supported seven organisations with grants totalling $110,000. Each rangatahi panel member also received a $5,000 scholarship recognising their leadership and supporting their future pathways.

One initiative supported through the final funding round was Rangatahi Tumeke Charitable Trust's 2025 Tuakana Wānanga series, which received $15,000 in funding. Activities included camping and traditional food gathering in the Catlins, sailing and navigation learning aboard Hine Moana in Whakaraupō (Lyttelton Harbour), and a nohoanga (cultural camp/stay) at Lake Hāwea focused on wairuatanga (spiritual wellbeing), rangatiratanga (leadership and self-determination), and connection to place.

The programme concluded with a community event recognising the contribution of rangatahi-led decision-making and the impact of initiatives supported over the life of the fund.



## Grace Street Project

The Grace Street Project, a community hub in South Invercargill, began Phase One of its build in FY26, marking a significant step forward in creating a shared space for the community. The project aligns with the Invercargill Initiative, which focuses on reducing youth disadvantage and exclusion by strengthening access to opportunities, connection and support.

Te Rourou has been involved since the early stages of the project, including supporting feasibility work in 2021, and has continued to work alongside partners as the vision has progressed. The inclusion of a youth-focused Technology Hub has been a core part of this vision, with an agreement reached in FY26 for naming rights within the space.

Te Rourou has committed $110,000 in FY27 for naming rights of the Technology Hub, reflecting a continued focus on digital inclusion and the importance of creating safe, connected environments for rangatahi to thrive.

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## Rangatahi experiences and education

As its second pou our charitable foundation Te Rourou supports initiatives that expand access to opportunities for rangatahi, particularly where barriers limit exposure to education, technology, and career pathways. During FY26, this included partnerships with the Warriors Community Foundation, Young Enterprise Scheme, and One NZ, enabling rangatahi to participate in experiences connecting them with sport, technology, and innovation.

Alongside these experiences, Te Rourou continued to support initiatives aimed at improving digital access and encouraging participation in areas such as science, technology, engineering, and mathematics (STEM).



## Southland Youth Focus Network

Te Rourou supported the Southland Youth Focus Network, which brings together organisations working with rangatahi across Murihiku to strengthen collaboration and share knowledge.

During FY26, a steering group was established to guide the network's future development, with the aim of creating an independent organisation to continue this work beyond the Invercargill Initiative.



## Antony Welton Fellowship

The Antony Welton Fellowship provides a $10,000 grant each year to support a rangatahi pursuing education or training aligned with leadership and community impact. During FY26, the fellowship was awarded to Harmony-Leigh Ward-Maniapoto of Waihōpai Invercargill. She plans to study Health and Wellbeing (Social and Community Services) while continuing her te reo Māori (Māori language) journey, with the aim of supporting rangatahi facing challenges in her community.




## Digital equity

Te Rourou continued supporting digital equity initiatives through Toitū te Toki, a New Zealand-wide initiative that helps rangatahi get access to the digital tools needed for learning, connection, and opportunity. During FY26, this support expanded beyond schools to include organisations working with rangatahi in alternative education and training pathways. Funding enabled groups such as The Y Southland, Frontline Training, Comcol Youth Service Southern, and Alternative Education providers to equip students with essential digital resources.

This approach reflects a growing focus on reaching young people who may be outside mainstream education, where access to devices and connectivity can be a barrier to participation in learning and employment pathways.

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## Systems change partnerships

Te Rourou supports organisations working to address structural barriers affecting children and young people across Aotearoa. This includes partnerships focused on research, advocacy, and youth leadership.

During FY26, this work continued through partnerships with organisations including VOYCE – Whakarongo Mai, Child Poverty Action Group, and Tuia Charitable Trust. These organisations work across areas such as care experience, child poverty, and youth leadership, contributing to policy development, system-level change, and greater inclusion of youth voice in decision-making.

### VOYCE

VOYCE Whakarongo Mai amplifies the voices of tamariki (children) and rangatahi with care experience, ensuring they can influence policies and practices within the care system. Through advocacy initiatives, Tūhono (connections) events, and Regional Youth Councils, VOYCE helps dismantle systemic barriers and supports young people with lived experience of being in care to be heard and empowered.

### Child Poverty Action Group

Child Poverty Action Group is an independent charity advocating for evidence-based policies to eliminate child poverty. Through research and advocacy, CPAG highlights systemic issues and their impacts, such as colonisation, racism, and economic inequality, driving change at a policy level to create a fairer future for all.

### The Tuia Programme

Linked with the Mayors Taskforce for Jobs (MTFJ), the programme fosters leadership among rangatahi Māori by connecting them with their local Mayor in a mentoring relationship.

# Giving back to our communities

### Supporting communities in times of need

In addition to its core focus on rangatahi, Te Rourou provided targeted support to communities affected by severe weather events during FY26. This included $30,000 in emergency relief funding distributed across three community-led recovery initiatives supporting regions impacted by flooding and extreme weather in the North Island. Funding contributed to immediate recovery needs, such as household essentials, debris removal, and support for whānau (family) and small businesses.

### Double Your Dollar

Through the Double Your Dollar programme, One NZ employees support community charity organisations by fundraising for causes important to them, with Te Rourou matching contributions to increase impact. During FY26, 30 employees received matched funding, with more than $57,000 distributed to community organisations across Aotearoa.

### Supporting access to essential products

One NZ partners with Dignity NZ, an organisation working to address period poverty in Aotearoa New Zealand, which aims to reduce barriers to participation in work, education, and everyday activities. Through their “buy one, give one” model, period products are made available in our workplaces for our people, helping to reduce the stress of not having access to these essentials at work. At the same time, Dignity donates an equivalent number of products to people experiencing hardship or barriers to access. During FY26, this partnership enabled the donation of more than 1,300 boxes of period products nationwide.

### Supporting digital confidence in our communities

One NZ supports SeniorNet, a nationwide network of community organisations that provide digital learning opportunities for older New Zealanders.

Our support includes an annual financial contribution, as well as employee-led participation in around half a dozen community events each year. At these sessions, our people share practical guidance on topics such as mobile technology, connectivity, and online safety.

This support helps older people build confidence in using digital tools and services, which is increasingly important for accessing essential services and staying connected.

### Working across sectors to reduce barriers to support

Thriving Communities Aotearoa is a cross-sector initiative that brings together providers of essential services to improve outcomes for people experiencing vulnerability and financial hardship. Building on our work with them in FY25, during FY26 One NZ contributed to the development of an interim approach to verify the identity of financial mentors.

Previously, limitations in how privacy waivers were validated meant that financial mentors were not always able to act on behalf of customers. This could result in delays and require customers to repeat their situation multiple times, particularly at times of financial stress.

Working alongside industry and community partners, we helped develop a more consistent, verified consent process designed to balance accessibility with privacy requirements. This approach provides a clearer pathway for financial mentors to engage with us and is intended to reduce friction and support more timely assistance for customers experiencing financial hardship.






# Māori strategy – Whārikihia

Whārikihia is our Māori strategy, grounded in the principles of Te Tiriti o Waitangi and informed by our sustainability kaupapa (strategy). It was first introduced in 2020 and reflects our commitment to building meaningful, trust-based relationships with Māori, while strengthening cultural capability across our organisation. This aligns with our material topic of working with Māori and our broader aim of contributing to a better-connected Aotearoa New Zealand.

During FY26, we progressed Whārikihia through initiatives across its four pou: Pou Taiao, Pou Tupu, Pou Pākihi and Pou Tikanga. These pou guide how we build relationships, develop our people, and integrate te ao Māori (Māori worldview) into our business.



## Maintaining sustainable practices through a kaupapa Māori lens (Pou Taiao)

In February, as part of our ongoing partnership with DOC, kaimahi (employees) from our Auckland, Wellington and Christchurch offices participated in a Beach Cleanup Day. This involved collecting rubbish on and around local beaches, including Pt Chevalier and Milford in Auckland, Petone Beach in Wellington, and New Brighton Beach in Christchurch, supporting environmental care while connecting with our communities.

Participation in this initiative reflects strong engagement from our people with kaupapa that reflect kaitiakitanga (guardianship). We plan to continue these activities and will monitor their environmental and community outcomes over time.



## Building cultural capability and connection (Pou Tikanga)

A key focus during the year was strengthening cultural capability within One NZ, supporting our people to build confidence in engaging with te ao Māori.

During Matariki, we launched our Whakawhanaungatanga initiative, which pairs kaimahi from across the business to build connections and share experiences. This initiative engaged more than 100 participants across the organisation.

To support everyday learning, we continued initiatives such as Kai & Kōrero (food and conversation) and marked Te Wiki o te Reo Māori (Māori Language Week) through activities including “Kupu o te rā” (word of the day), helping to normalise the use of te reo Māori in our workplace. During FY26, Kai & Kōrero sessions provided a regular, informal space for our people to build confidence in using te reo Māori and engaging with te ao Māori.

Our move to a new support office in Wynyard Quarter also provided an opportunity to embed te ao Māori into our physical environment. In collaboration with Ngāti Whātua Ōrākei, as mana whenua (local customary authority) of the area, we sought to reflect the identity and history of place within our workplace, including incorporating local tikanga (customs) into the opening ceremony.




## Supporting Māori with pathways and networks (Pou Tupu)

We continued our partnership with TupuToa, supporting Māori and Pacific students into professional careers through internship opportunities. In FY26, we hosted six interns across the business, with one transitioning into a permanent role. These internships contribute to building capability while also bringing new perspectives into our teams.

We continued to invest in leadership development for Māori and Pasifika employees through our Kāwai programme, delivered in partnership with Indigenous Growth Limited. During FY26, a cohort of 17 participants completed the programme, focused on strengthening leadership capability and supporting career progression.

# Māori strategy – Whārikihia






## Strengthening partnerships and community connections (Pou Pakihi)

Building and maintaining trusted relationships with iwi (tribes) and Māori organisations remains a core part of Whārikihia.

During FY26, our strategic partnership with Te Rūnanga o Ngāi Tahu was renewed for a further five years. This partnership provides a foundation for ongoing collaboration, with a focus on identifying opportunities that deliver mutual value for both organisations and the communities we serve.

During the year, we progressed engagement with a further 11 iwi and hapū (sub-tribes), supporting relationship development and ongoing whakawhanaungatanga.

We also continued to engage with local iwi in the context of our retail footprint. As new and refurbished stores opened across Aotearoa, we worked with local iwi to shape aspects of these openings, including tikanga for ceremonies and events. These engagements are intended to strengthen local relationships and support our presence to reflect local identity and values.

The following retail store openings and iwi partnerships occurred during FY26:

- Ki Ōtepoti (Dunedin) – ka mihi atu ki Ōtākou Rūnanga
- Ki Tūranganui-a-Kiwa (Gisborne) – ka mihi atu ki Te Rūnanga o Tūranganui-a-Kiwa and Ngāti Porou
- Ki Pukekohe – ka mihi atu ki Ngāti Tamaoho
- Ki Manukau – ka mihi atu ki Ngāti Tamaoho
- Ki Takānini – ka mihi atu ki Ngāti Tamaoho
- Ki Glenfield – ka mihi atu ki Ngāi Tai ki Tāmaki

Across these initiatives, our approach reflects an ongoing commitment to kotahitanga (unity) and manaakitanga (respect and care). We recognise that building meaningful relationships takes time and requires continued engagement.

We continue to build our understanding of what meaningful partnership looks like in practice, including where we can have the greatest impact for Māori communities and our people.

# Case study:
## 30 Daldy Street, Wynyard Quarter

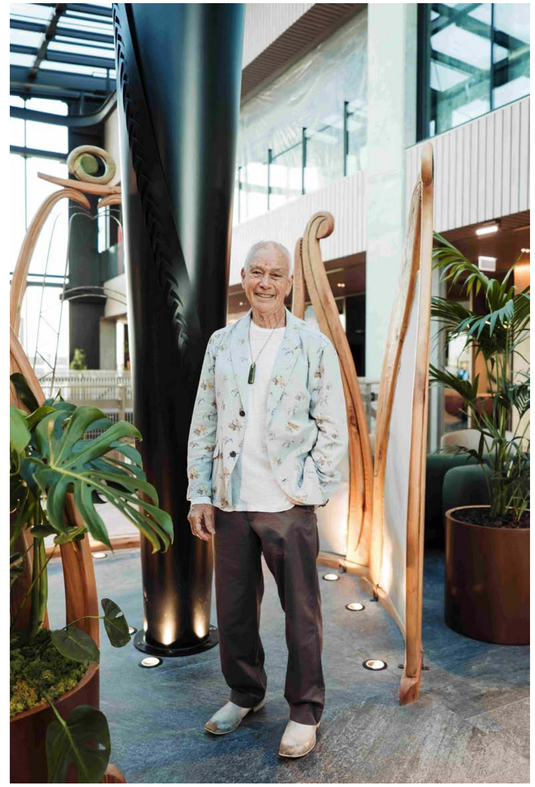
As part of the design and establishment of our new support office at 30 Daldy Street, we worked with Ngāti Whātua Ōrākei, as mana whenua, to strengthen our understanding of place and identity. Their guidance informed how the building acknowledges the whenua (land) it stands on and the historical waterways of the area.

Through this relationship, Ngāti Whātua Ōrākei gifted names for several internal spaces, connecting the workplace to the surrounding landscape and cultural context. These included Ngā Wai (The Waters), a seminar space representing the flow of ideas; Hora Nui (The Great Abundance), a café and gathering place; Ngā Mātārae (The Headlands), a meeting suite symbolising perspective and foresight; and Te Rourou (your basket and mine), a learning space acknowledging shared knowledge and generosity.

Ngāti Whātua Ōrākei were also involved in the opening ceremony, helping to ensure it reflected local tikanga. Together, these elements are intended to create a workplace that acknowledges its location and supports a stronger sense of connection for our people and visitors.

We also mihi (acknowledge) Carin Wilson (Ngāti Awa, Tūhourangi) for his mahi toi (artwork). The physical interpretation of Whārikihia in our building atrium is intended to connect staff and visitors to the space and its meaning.





# Governance

04

A leader in secure and resilient connectivity for Aotearoa



# Safe and secure networks

As part of our purpose to create a better-connected Aotearoa New Zealand, we continue to invest in the resilience, reliability, and security of our networks. Connectivity is now an essential service, particularly during emergencies and periods of disruption. This places a responsibility on One NZ, in our ambition to be New Zealand's telco, to maintain services that are both robust and secure, while continuing to adapt to evolving risks.

Supporting safe and secure connectivity remains one of our most material topics, reflecting its importance to customers, communities, and wider stakeholders.

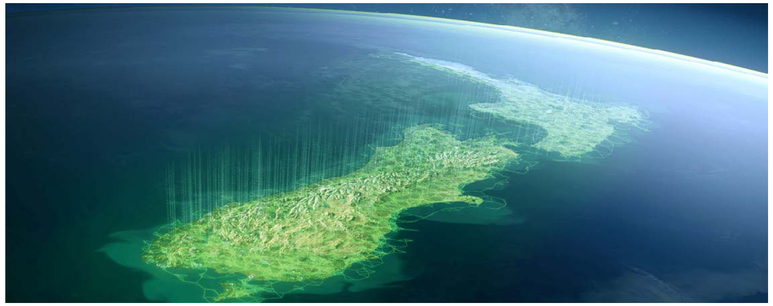


## Strengthening network resilience and performance

During FY26, we continued to invest in our mobile network to improve connectivity, capacity, and reliability. This included ongoing upgrades to existing sites, new builds across urban, regional, and rural areas, and the expansion of 4G and 5G technologies. Across the year, we invested more than $100 million in our mobile network and completed around 250 site upgrades and new builds, alongside targeted improvements in areas identified through customer feedback.

We also completed the shutdown of our legacy 2G and 3G networks. This enables us to reallocate spectrum to 4G and 5G services, supporting increased capacity and improved performance as data demand continues to grow.

This transition required some customers using older devices to upgrade those devices. To support this, we undertook a multi-year programme that included targeted customer communications, outreach to customers with non-compatible devices, and the publication of educational resources on our website. We also worked with the Telecommunications Forum on an industry-aligned approach to help raise awareness and support customers across Aotearoa New Zealand. Despite these efforts, a small number of customers may have experienced disruption, including loss of access to services if they had not transitioned in time.



Independent benchmarking by umlaut, a global mobile networking testing specialist, continued to assess network performance across Aotearoa New Zealand, including in urban, regional, and rural areas. In FY26, One NZ was again recognised as Aotearoa New Zealand's "Best in Test" mobile network for the fourth year in a row, based on measures of voice quality, data performance, and overall reliability. These results reflect ongoing investment and optimisation of the network, while also providing an independent point of comparison across the sector.

## Extending connectivity through satellite technology

During FY26, we continued to expand our satellite-to-mobile service, which provides an additional layer of connectivity in areas without traditional mobile coverage. This includes approximately 40% of Aotearoa New Zealand's landmass, as well as some offshore areas.

Over the year, customer use of satellite connectivity increased significantly, with more than 15 million messages sent via the service. We also expanded capability from text messaging to include multimedia messaging, selected data services, and early-stage Internet of Things (IoT) applications. Data access is currently available for a limited set of apps, including WhatsApp (including calling), Google Maps, AllTrails, Plan My Walk, AccuWeather, and X.

Satellite connectivity is designed to complement, rather than replace, our terrestrial network, providing connectivity in remote areas or during outages.

# Safe and secure networks

## Responding to natural disasters and emergencies

Supporting Aotearoa New Zealand during natural disasters and emergencies is one of our most significant areas of impact. During FY26, several severe weather events affected different regions, including Cyclone Tam in April (impacting Northland and Auckland), flooding in the Nelson–Tasman region in July, and multiple storm events across the lower North Island and South Island in October and over the summer holiday period during December and January.

In some cases, more than 100 cell sites were impacted due to loss of power, with sites either offline or operating on battery backup at reduced capacity. While backup systems such as batteries and generators can help maintain service temporarily, they are not designed to operate indefinitely during extended outages.

Where needed, we activated disaster response protocols in partnership with Starlink. These protocols enable temporary expansion of satellite messaging services, allowing a wider group of One NZ customers – regardless of whether they have a satellite-enabled plan – to send and receive text messages when traditional mobile coverage is unavailable. This can support One NZ customers to contact others for assistance during emergencies.

Customers on eligible plans have ongoing access to additional satellite services, including voice (via applications such as WhatsApp calling), data, and text, subject to device compatibility and service availability.

We also deployed field teams and generators to affected areas to restore services as quickly as possible. In some cases, satellite usage increased significantly during these events, reflecting its role as a temporary communications back-up.

While these measures can help maintain a minimum level of connectivity, they do not eliminate the impacts of major disruptions. Network performance may be reduced, and access to services depends on factors such as device compatibility, battery life, and environmental conditions.

## Supporting emergency services and national resilience

We continue to work with industry partners and government agencies to support emergency services and strengthen national resilience. During FY26, we worked with other telecommunications providers and the Next Generation Critical Communications (NGCC) programme to improve how emergency services use mobile networks.

This included introducing a tool that gives emergency services near real-time visibility of mobile network availability, as well as advance notice of planned outages. This helps them understand where connectivity may be affected and plan how they respond.

We also support features such as network roaming and priority access for emergency services. These allow first responders to connect across different networks and receive priority access during busy periods or emergencies, helping them stay connected when it matters most. While these measures improve reliability, they cannot guarantee uninterrupted service in all situations.

## Cybersecurity and protecting customers

Cybersecurity remains a key material topic for One NZ, reflecting the importance of protecting customers, businesses, and the wider digital ecosystem from evolving threats.

During FY26, we continued to operate protections within our networks to help reduce exposure to harmful content and online scams. Over the past 12 months, these controls helped block more than 2.6 million attempts to access known child sexual abuse material, over 14 million attempts to access scam or malicious websites, and approximately 5.2 million suspected fraud calls before they reached customers. Many of these checks happen automatically in the background, helping to stop harmful activity before customers see it. While these measures help reduce risk, they do not prevent all threats, and new forms of malicious activity continue to emerge.

We are also developing new ways to help businesses confirm a customer's identity using information from the mobile network. This work is part of a global industry initiative, known as GSMA Open Gateway, which allows mobile networks to provide secure identity checks to other organisations. For customers, this can mean fewer passwords or one-time passcodes, and a lower risk of phishing or account takeover scams when accessing online services.

Alongside this, we are working with other telecommunications providers in Aotearoa New Zealand to develop shared tools to detect suspicious activity, such as when a phone number has incorrectly been transferred to a new SIM card. These tools follow common industry standards (including CAMARA) so they can work consistently across different networks. They are intended to help banks and other service providers identify potentially fraudulent transactions and take action before harm occurs. We are also working with banks, government, and the wider telecommunications sector through the Anti-Scam Alliance, a cross-sector initiative focused on improving how scam-related intelligence is shared and acted on, and strengthening collective prevention and response efforts. These initiatives are still being developed and will require adoption across industries to realise their full impact





# Building a better workplace

Diversity, equity and inclusion (DEI), alongside wellbeing, are among our most material governance topics. These areas matter to our people and stakeholders and influence how we attract, retain and support our workforce over time.

During FY26, our focus continued to evolve. Alongside ongoing work to support inclusion and representation, we placed greater emphasis on preparing our workforce for change. This included building capability in areas such as artificial intelligence (AI), strengthening internal career pathways, and supporting organisational health and employee voice. Our FY26 Organisational Health Index (OHI) results, conducted independently by McKinsey, showed that across One NZ 93% of respondents agree that people of all backgrounds, genders and ethnicity are welcomed in our organisation.

We continue to build our understanding of our workforce through voluntary diversity data. This helps inform where we focus our efforts, including improving visibility of representation and identifying areas where further progress is needed.

While progress has been made, we recognise that outcomes in areas such as representation, inclusion, and equitable access to opportunities take time and require sustained focus. Our approach remains centred on continuous improvement, informed by employee feedback, data insights, and ongoing engagement across the business. The table to the right provides a snapshot of our diversity profile across workforce levels, offering further detail on representation across the organisation.

## Our diversity profile across workforce levels

| | | FY26 | | | | FY25 | | | | FY24 | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | Board of Directors | Executive team | Senior leaders | Total employees | Board of Directors | Executive team | Senior leaders | Total employees | Board of Directors | Executive team | Senior leaders | Total employees |
| Gender composition | Female | 40% | 29% | 45% | 38% | 40% | 30% | 50% | 37% | 40% | 33% | 49% | 38% |
| | Male | 60% | 71% | 55% | 61% | 60% | 70% | 50% | 62% | 60% | 67% | 51% | 61% |
| | Gender diverse | - | - | - | <1% | - | - | - | <1% | - | - | - | <1% |
| | Not stated | - | - | - | <1% | - | - | - | <1% | - | - | - | <1% |
| Age distribution | 15-24 years | - | - | - | 5% | | | | | | | | |
| | 25-39 years | - | - | 11% | 43% | | | | | | | | |
| | 40-64 years | - | 100% | 89% | 49% | | | | | | | | |
| | 65 years or older | - | - | - | 1% | | | | | | | | |
| | Not stated | 100% | - | - | 2% | | | | | | | | |
| Ethnicity split | European | - | - | 11% | 4% | | | | | | | | |
| | Māori | - | 13% | 2% | 3% | | | | | | | | |
| | Pacific Peoples | - | - | - | 2% | | | | | | | | |
| | Asian | - | - | 9% | 14% | | | | | | | | |
| | Middle Eastern/ Latin American/ African | - | - | 2% | 2% | | | | | | | | |
| | Other | - | 63% | 50% | 22% | | | | | | | | |
| | Not stated | 100% | 25% | 30% | 53% | | | | | | | | |

Note: Percentages are based on permanent and fixed-term employees at One NZ as at 31 March 2026. Totals may not sum due to rounding. We did not report age distribution or ethnicity breakdowns in our FY25 or FY24 Sustainability Report. One NZ collects information on both primary and additional ethnicities where individuals identify with more than one ethnicity. Consistent with the Champions for Change methodology, individuals who report multiple ethnicities are represented proportionally (for example, two ethnicities are counted as 0.5 each).

# Building a better workplace

## Gender diversity

We remain committed to improving gender representation and supporting pathways for women into leadership roles. Our approach is guided by Global Women's 40:40:20 principle, which aims for a gender balance of 40% men, 40% women, and 20% people of any gender. While we continue to work towards this, we recognise that achieving and sustaining balanced representation requires ongoing effort.

In FY26, gender representation at Board level remained stable at 40% female and 60% male, consistent with FY25 and FY24. At the Executive level, female representation decreased slightly to 29% (from 30% in FY25 and 33% in FY24), with male representation increasing to 71%. This change reflects movements within a small cohort, where the departure of two Executive team members during the year had a noticeable impact on overall composition, including one female Executive whose role remained unfilled at year end. At the senior leadership level, female representation decreased to 45% (from 50% in FY25 and 49% in FY24). Across the total workforce, gender composition remained broadly stable year-on-year, with women representing 38% of employees in FY26 (37% in FY25 and 38% in FY24).

We've been a member of Global Women since 2022, and in FY26 we renewed our partnership for a further three years. This partnership supports the development of female leadership through programmes such as Breakthrough Leaders and Activate Leaders, and forms part of our broader DEI and talent strategy.

We are also part of Global Women's Champions for Change network, working alongside other organisations to progress gender equity across Aotearoa New Zealand. During the year, we participated in an industry-wide International Women's Day event hosted by Chorus, bringing together wāhine and allies from across the telecommunications sector.

We continue to focus on building leadership pathways and supporting development opportunities for women across the organisation. Our Mana Wāhine employee network hosts regular events to support females at One NZ, with more details on the next page.

## Supporting Māori and Pacific representation

We continue to prioritise attracting, retaining, and developing Māori and Pacific talent, recognising the importance of representation across all levels of our organisation. As noted in the social sustainability section, we continue our Kāwai programme and partnership with TupuToa.

We have an active Māori and Pasifika employee networks, who support both internal activities as well as external relationships. This is covered in more detail on the next page.

## Skills, AI and the future of work

As the nature of work continues to evolve, we are supporting our people to build the skills and confidence needed to work with AI in a practical and responsible way. During FY26, we continued to embed AI capability across the organisation, focusing on helping our people understand how AI can be applied in their day-to-day roles while maintaining appropriate oversight.

A key part of this was Elevate 2.0, our second organisation-wide AI learning initiative. It brought employees together across Christchurch, Auckland and Wellington for a combination of leadership kōrero (discussion) and hands-on learning sessions. These sessions focused on building confidence and capability, giving people the opportunity to explore how AI could support their work, experiment with tools, and ask questions in a practical setting.  Elevate 2.0 was designed to support the shift from awareness to a more consistent, applied use of AI across the organisation.

Alongside this, we launched AI School, a structured learning pathway designed to support ongoing capability development, from foundational understanding through to a more advanced application.

A key milestone during the year was the rollout of our Ka Tika module, Using AI Responsibly, a mandatory training module completed by our people across the organisation. Ka Tika modules are part of how we support our people to understand what it means to "do the right thing" at One NZ, including when using AI.  Delivered through our Pā Tangata learning platform, the module provides guidance on how to use AI safely, fairly, and responsibly, including managing risks such as bias, misinformation, and over-reliance.

We also continued to support capability building through initiatives like Skills Edge and emerging roles such as AI Enablement Champions, which support teams to test ideas, share learning, and embed AI into everyday work.

## Learning, development and internal mobility

We continued to shift towards a more skills-based approach to development, supporting our people to grow and move within the organisation.

Skills Edge, our internal development platform, was further embedded during FY26. The platform supports self-directed learning, personalised development pathways, and improved visibility of skills across the organisation. During the year, additional functionality was introduced to better connect skills with internal opportunities, supporting career pathways and internal mobility.

Our Summer Intern Programme also provided early career pathways into One NZ. In FY26, 15 interns joined the business across a range of functions. From the outset, interns were embedded in teams, contributing to meaningful work and building connections across the organisation. A highlight of the programme was an AI challenge, where interns worked on real business problems and explored how AI could support solutions. Their work demonstrated strong collaboration, thoughtful problem-solving, and consideration of how AI can be applied responsibly in practice. Throughout the programme, interns gained hands-on experience, developed new skills, and built confidence in a supportive environment. Six interns were offered permanent roles at the end of the programme. We continue to see early career programmes as an important way to build future capability and create pathways into the organisation.

## Measuring organisational health and employee voice

Understanding how our people experience work at One NZ is an important part of building a sustainable and high-performing organisation.

We conducted a new OHI survey in January 2026. Our overall score was 78, an increase from 74 in FY24, with a participation rate of 75%. This places us in the top quartile of organisations in terms of organisational health. These results reflect broad engagement across the organisation and provide insight into how work gets done at One NZ.

The results highlighted strengths in areas such as leadership clarity, connection to customers, and a supportive work environment. They also identified opportunities to improve processes and operational effectiveness. These insights are being used to inform ongoing improvements, including how we apply AI to simplify processes, support decision-making, and improve ways of working.

# Building a better workplace

## Employee-led networks

Our employee-led networks, or Ngātahi Networks, continue to play an important role in supporting connection, inclusion, and belonging across One NZ. Led by our people, these networks create spaces where employees can share experiences, celebrate identity, and contribute to a more inclusive workplace.

### Case study: **Mana Wāhine network**

For International Women's Day, our Mana Wāhine network hosted a multi-site "Give to Gain" event, bringing together employees across Auckland, Wellington, Christchurch and online. The day combined kōrero, practical workshops, and community action. A personal branding session provided practical tools to build confidence and visibility, while a clothing drive and koha (contribution) in partnership with Dress for Success supported women in the community. The event created space for reflection, connection, and shared learning, reinforcing the role of allyship and collective action in advancing gender equity.

### Case study: **Pasifika Collective**

Our Pasifika Collective continued to centre its mahi (work) on connection, cultural identity, and wellbeing. Regular Fakataha sessions created culturally grounded spaces where Pasifika employees could connect, reflect, and support one another. These sessions also enabled open discussion and feedback, strengthening employee voice across teams and regions.

Across the year, the Collective supported 12 Pasifika Language Weeks, helping to celebrate and normalise cultural expression in the workplace. This was brought to life through language week launches, the sharing of Pasifika language cards with our people, and encouraging everyday use of language in conversations with colleagues and customers. These celebrations extended into our customer experiences, with Pasifika languages integrated across our automated telephone system (IVR), digital chat channels, and key customer touchpoints. The Collective also amplified these moments externally across selected social media platforms, helping to raise visibility and pride in Pasifika language and culture within the wider community.

Members also engaged directly with tupulaga talavou (youth) at the High School Careers Expo in South Auckland and the North Shore, sharing their experiences and helping to build awareness of pathways into technology and corporate careers.

### Case study: **Rainbow Network**

During the year, the Rainbow Network focused on Rainbow Tick reaccreditation and building practical allyship across One NZ.

One NZ was reaccredited with the Rainbow Tick during the year. This reflects an external assessment of our policies, practices, and workplace environment, and signals ongoing progress in supporting Rainbow inclusion. While reaccreditation provides a useful benchmark, we recognise that creating an inclusive workplace requires continuous effort and engagement from our people.

Alongside this, the network supported an "Allyship in Action" series, including three virtual workshops facilitated in partnership with the Rainbow Tick team. More than 40 employees participated in these sessions, which focused on practical ways to support Rainbow colleagues, including everyday behaviours, language, and responding to real-world scenarios. These workshops aimed to move beyond awareness, supporting employees to build confidence in applying inclusive practices in their day-to-day work.

### Case study: **Salam Network**

Our Salam Network supported cultural and religious inclusion through moments of shared experience and awareness. An Eid celebration brought colleagues together to mark the end of Ramadan, while organisation-wide communications recognised the significance of the month. The introduction of a dedicated reflection and prayer space in our new office provided a practical way to support employees in observing their faith at work.

## Supporting an inclusive and supportive workplace

We continued to support our people through a range of wellbeing initiatives and services, recognising that wellbeing is broader than work-related health and safety and includes physical, mental, financial and social dimensions.

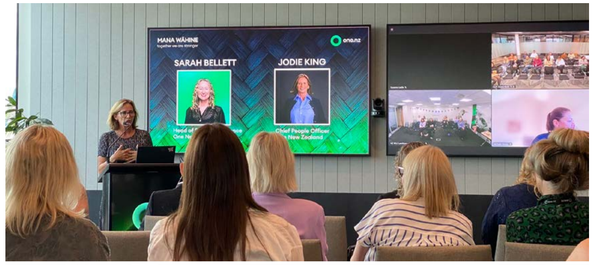
During FY26, this included:

- Access to employee assistance services and wellbeing support programmes
- A series of wellbeing webinars covering topics such as mental health, stress management, physical wellbeing, and menopause awareness
- Initiatives supporting financial wellbeing, including KiwiSaver education sessions
- Access to health services and preventative care options

These initiatives aim to provide practical support and increase awareness of wellbeing topics, while recognising that participation is voluntary and that outcomes may vary across individuals.

We also continued to support our people through key life transitions, including programmes for employees returning from parental leave, and provided tools and training to support frontline teams in managing challenging customer interactions.

Our approach reflects an ongoing focus on creating a workplace where people feel supported to do their best work, while recognising that needs and experiences differ across our workforce.










# Health, safety and wellbeing

Health and safety is a material topic for One NZ and forms part of our broader commitment to being a trusted and resilient business. Our approach focuses on identifying and managing risks, supporting our people, and maintaining clear governance and accountability across the organisation and the broader ecosystem.

We recognise that most of our workforce, including employees and contractors working at One NZ sites, operate in relatively low-risk environments. However, some contractors carry out higher-risk activities on our behalf, including the construction, maintenance and operation of network infrastructure in the field. We remain responsible for ensuring safe working conditions for our employees and for monitoring how health and safety risks are managed by contractors and partners undertaking these activities on our behalf.

## Our approach to health and safety

We maintain a formal health and safety management system, which sets out how we identify, assess and manage risks across our operations. This system has been developed in line with recognised risk management practices and is aligned with ISO 45001, an international standard for occupational health and safety management.

During FY26, we progressed preparations for ISO 45001 certification, with external audits scheduled as part of this process. While certification had not yet been completed at year end, this work reflects a continued focus on strengthening our systems and aligning with recognised good practice.

Our approach is supported by policies, processes and tools that enable our people to report hazards, incidents and near misses, and to take action where risks are identified.

## Governance and oversight

Health and safety at One NZ is supported by a structured governance framework with accountability at multiple levels of the organisation. This includes:

- Health and safety representative committees across different parts of the business
- A Health and Safety Steering Committee comprising senior leaders
- Oversight by the Board of Directors, with dedicated reporting on health and safety performance

These forums support the identification of risks, monitoring of performance, and ongoing improvement of our approach.

## Risk management and reporting

We have processes in place to identify and manage work-related hazards and risks. Employees can report incidents, hazards and near misses through internal systems, enabling timely response and investigation.

During FY26, we began work to transition to a new incident management system to improve functionality and reporting capability. In the interim, existing systems continued to support reporting and monitoring.

We also recognise that many operational risks sit within our supply chain. We work with contractors and partners to support appropriate safety practices, particularly where work involves higher-risk activities.

## Training and capability

We provide health and safety training to support our people to work safely and understand their responsibilities. This includes:

- Comprehensive health and safety induction for all new staff members
- Mandatory health and safety training as part of our annual compliance modules
- Role-specific training for designated responsibilities such as first aiders and fire wardens
- Training for health and safety representatives

Training is reviewed and updated over time to reflect changes in our operations and risk profile.

## Performance and continuous improvement

We monitor health and safety performance through a range of internal measures and reporting processes.

During FY26, we recorded no work-related fatalities and no high-consequence injuries among employees or contractors. We define a high-consequence injury as an incident that results in a fatality, life-changing injury, or major damage to assets, the environment, or organisational reputation.

We also monitor high-potential incidents, which are incidents that have the potential to cause a fatality, life-changing injury, or major damage to assets, the environment, or organisational reputation. During FY26, 17 high-potential incidents involving employees and contracts were reported. However, some of our contractor partners, including those undertaking higher-risk activities, operate under a Zero Harm reporting framework that does not classify or report high-potential incidents in the same way. As a result, contractor data is not directly comparable with employee reporting.

A small number of lower-level incidents were reported, which were investigated and managed through our standard processes. Overall risk exposure remains low, reflecting the nature of our operations.

We also continue to participate in the ACC Accredited Employers Programme, which supports rehabilitation, return to work, and ongoing improvement in workplace injury management.

We recognise that maintaining a safe workplace requires ongoing attention. Our focus remains on strengthening systems, improving reporting and visibility of risks, and supporting a culture where safety is part of everyday decision-making.

# Responsible use of AI

At One NZ, we have an aspiration to become the world's most AI-enabled telco. AI is increasingly being used across our operations, including to support network security and enhance customer experience. While these technologies can provide benefits, they also introduce risks and raise important questions about fairness, transparency, and trust.

Insights from our inaugural AI Trust Report produced in 2025 highlight this tension. While many New Zealanders are already using AI-powered services, trust in how organisations use AI remains mixed, and expectations are high. Our research shows that people want to understand when AI is being used, have confidence that their data is handled appropriately, and retain access to human support where it matters most. These expectations are not uniform across the country, with levels of trust, optimism, and concern varying by different groups of New Zealanders. This reinforces the need for a considered and transparent approach to AI.

## Our approach

Our approach to AI is reflected in our sustainability kaupapa (strategy), where being a trusted partner is a core pillar of how we operate. This guides how we use AI in ways that support trust with our customers, employees, and communities. We recognise that how we use AI can have both positive and negative impacts, and that these impacts may evolve over time.

During the year, we continued to develop our approach to responsible AI, building on existing data, privacy, and cybersecurity practices. This includes the introduction of a Responsible AI Policy, which sets out how AI should be used across our organisation. The policy applies to employees, contractors, and third parties, and covers the full lifecycle of AI systems – from design and development through to deployment, monitoring, and eventual retirement.

Our policy is informed by internationally recognised guidance, including the National Institute of Standards and Technology (NIST) AI Risk Management Framework. It outlines expectations for fairness, transparency, explainability, and respect for people, alongside clear roles and responsibilities for managing AI-related risks.

## Managing risks and impacts

We recognise that AI introduces a range of potential risks, including those related to data protection and privacy, bias and discrimination, over-reliance on automated outputs, and broader reputational and operational risks. These risks are considered alongside the potential benefits of AI, such as improved efficiency, enhanced security, and better customer outcomes.

At One NZ, AI solutions are assessed based on the level of risk involved. Before deployment, initiatives are assessed to understand their potential impact, and appropriate controls are put in place. AI solutions are only progressed where risks are considered manageable within our defined tolerance, and they are subject to ongoing monitoring once in use.

To support this, we have developed structured processes to assess and manage AI risk. This includes an AI risk assessment process that evaluates each use case across factors such as its purpose, the data involved, the technology used, and the potential impact on customers and employees. These assessments are reviewed and, where appropriate, validated by our Responsible AI team, with additional oversight applied to higher-risk use cases.

We also use TRUSTTRAIL, a governance framework that provides a record of decisions, controls, and validations across the AI lifecycle. This supports traceability and helps ensure that key considerations – such as fairness, privacy, and security – are documented and reviewed as AI solutions are developed and deployed.

While these processes provide structure and oversight, we recognise that they do not eliminate all risks. AI technologies and their impacts continue to evolve, and our approach will need to adapt over time.

## Building capability and awareness

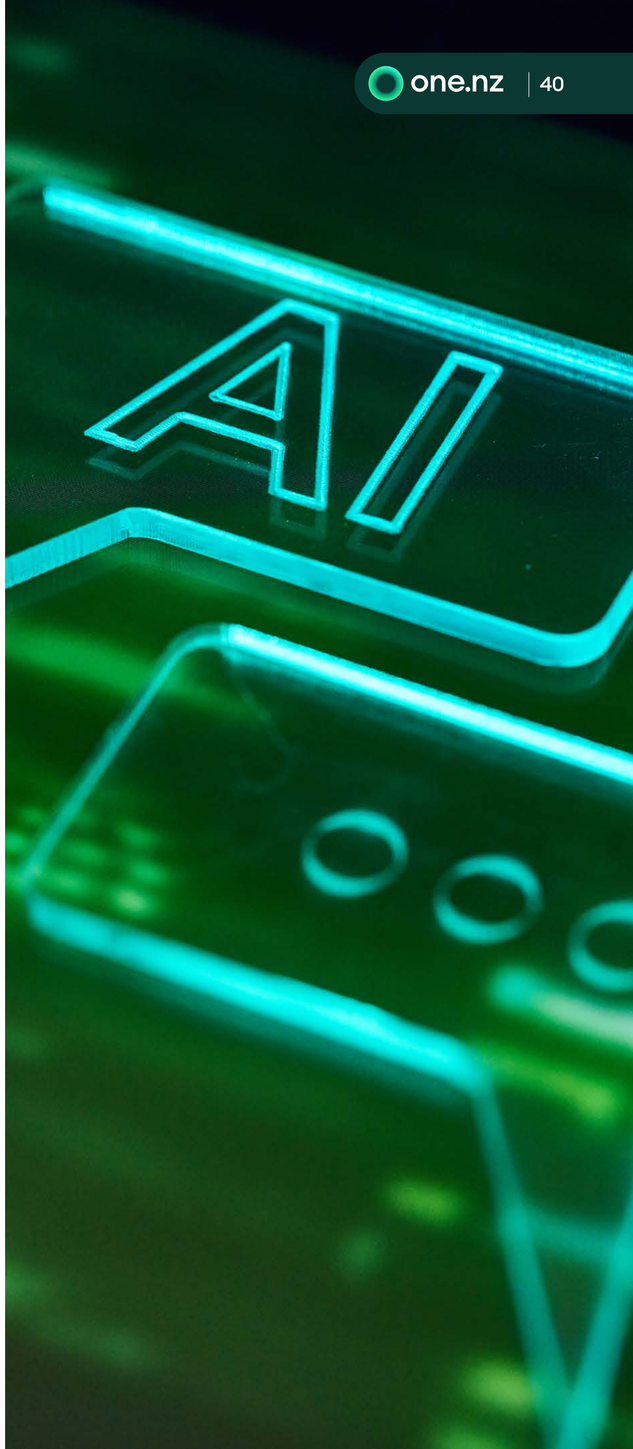
We recognise that responsible AI is not only a technical issue, but also a people capability. During the year, we introduced Ka Tika: Using AI Responsibly, a mandatory training module for all employees. Ka Tika modules are part of how we support our people to understand what it means to "do the right thing" at One NZ, including when using AI. This training is designed to build understanding of how AI is used at One NZ, the potential benefits and risks, and the principles employees are expected to follow when using AI in their work. The training covers topics such as fairness, privacy, transparency, and security, and includes practical scenarios to help employees identify and respond to risks such as bias, misinformation, and over-reliance on AI outputs.

## Applying our approach in practice

Our approach to responsible AI is applied across a range of use cases. For example, we use AI to help identify and block scam calls and malicious activity on our network, which may help improve security for customers, although risks remain. This year, approximately 5.2 million suspected fraud calls were blocked before they reached customers.

We also continue to explore the use of emerging technologies, such as facial recognition technology (FRT), in a cautious and considered way. In response to increasing incidents of customer aggression in retail environments, we are exploring whether FRT could support safer working conditions for our people.

We recognise that technologies such as FRT raise important concerns, including privacy, bias, and potential misuse. Any consideration of their use is therefore subject to careful assessment, including alignment with evolving regulatory guidance, testing for accuracy and bias, staff training, and ongoing review. This reflects the broader trade-offs we must navigate when using AI – balancing potential benefits with the need to protect the rights and expectations of customers and communities.



# Good governance

## Compliance with the 111 Contact Code

During FY26, the High Court ordered One NZ to pay a penalty of $1.1 million following admitted breaches of the 111 Contact Code. The breaches related to information disclosure, record keeping, and customer outreach requirements between 2021 and 2023.

The 111 Contact Code is designed to ensure that vulnerable customers can contact emergency services during a power outage. The breaches did not affect the availability of our network, and customers' ability to contact 111 emergency services was not impacted. No customer harm was identified as a result of these breaches.

Once the issues were identified, we worked with the Commerce Commission to address areas of non-compliance and cooperated with its investigation. We have since taken steps to strengthen our approach, including:

- Improving how vulnerable customers are identified and supported
- Enhancing processes for communication, record keeping, and reporting
- Increasing internal oversight and monitoring of compliance with the Code

We recognise the importance of the Code in supporting customer safety and maintaining trust. This experience has reinforced the need for clear processes, strong governance, and ongoing monitoring to ensure we meet our obligations under the Code and other regulatory regimes.

## Working with others to drive system-level change

In FY26, we joined the Sustainable Business Council (SBC), a network of organisations working together to accelerate progress towards a sustainable future for Aotearoa New Zealand.

Through this membership, we aim to engage more actively with cross-sector initiatives, share insights, and contribute to collective efforts on issues that extend beyond any single organisation. These include areas such as climate action, sustainable business practices, and broader system-level challenges.

During the year, we contributed to an SBC community of practice event focused on nature-positive outcomes, where we shared early insights from our partnership with the Department of Conservation (DOC). This included how connectivity and technology can support conservation efforts in remote environments. While this work is still developing, it reflects an area where digital infrastructure may help enable improved environmental monitoring and decision-making over time.

This reflects our sustainability kaupapa, particularly the role of kotahitanga (working together), and aligns with SDG 17 – Partnerships for the Goals. We recognise that many of the impacts we are seeking to address, including emissions across value chains and digital inclusion, require collaboration across industries, government, and communities.

As a new member, our involvement is at an early stage. We expect our participation to evolve over time as we identify where we can contribute most meaningfully and where collaboration can support better outcomes for Aotearoa New Zealand.

## GRESB: Independent ESG benchmarking

In FY26, we participated in the GRESB Infrastructure Assessment, an external benchmark of ESG performance across infrastructure assets.

We achieved a score of 93 out of 100, an increase from 79 in FY25, and were ranked second in Oceania and 25th globally within the data transmission sector. This result is above our original target of achieving a score of 80 by FY26 and reflects continued progress in embedding our sustainability kaupapa across the business.

Our goal is now to maintain a GRESB score of 90 or above over time.

This recognition sits alongside other external acknowledgements during the year, including winning Medium Company of the Year and being highly commended for Sustainability Strategy at the 2025 Global Sustainability Awards, and being named a Sustainability Champion at The Fast Mode Awards.

During FY26, One NZ was a member of and participated in the following industry associations:

- Business NZ
- Digital Equity Coalition
- Global System for Mobile Communication Association (GSMA)
- Global Women (including Champions for Change)
- Information Systems Audit and Control Association
- Network Security Information Exchange
- New Zealand Internet Task Force
- Sustainable Business Council (SBC)
- Tech Users Association New Zealand (TUANZ)
- Telecommunications Forum (TCF)
- Trans Tasman Business Circle
- We Protect Global Alliance
- Wynyard Quarter Transport Management Association

# About this report

05



# Evolving our sustainability kaupapa (strategy) for FY27

We remain committed to continuous improvement. Each year, we review our sustainability kaupapa to reflect changes in the external environment and developments within One NZ and make updates where needed to ensure it remains relevant and effective.

Following this year's review, we have not made changes to our sustainability kaupapa. This reflects our intention to undertake a more comprehensive review in FY27, rather than making incremental updates ahead of that process.

During FY27, we plan to refresh our materiality assessment. This will help us reassess our most significant impacts and priorities and will inform any future updates to our sustainability kaupapa.

## A better-connected Aotearoa New Zealand




| ASPIRATION | Support New Zealand's transition to a low carbon future | Enhance connection to unlock an awesome Aotearoa | Be New Zealand's most secure and resilient business |
|---|---|---|---|
| FOCUS AREAS | • Measure, report and reduce emissions<br>• Enable decarbonisation via technology<br>• Limit e-waste | • Te Rourou, One Aotearoa Foundation<br>• Whārikihia – our Māori strategy<br>• Digital inclusion and solutions that drive better outcomes for Aotearoa | • Prioritise physical & digital resilience<br>• Inclusive workplace focusing on wellbeing, health & safety<br>• Ethical policies, customer and supplier relationships |
| OUR GOALS | • Reduce Scopes 1 & 2, and Scope 3 emissions by 42% by FY30, in line with our Science Based Targets initiative (SBTi) verified targets<br>• Procure 100% renewable energy by FY30, as part of our SBTi commitment<br>• Recycle 95% of our operational e-waste<br>• Increase devices to our Trade In programme by 5% annually | • Reduce the number of youth experiencing exclusion and disadvantage<br>• Build strong, trust-based partnerships with Māori communities, iwi, and One NZ employees | • Resilient mobile coverage over Aotearoa<br>• 0 cybersecurity or material data privacy breaches<br>• Achieve 40:40:20 principle for gender diversity<br>• Maintain GRESB score of 90+ |

# About this report

This report has been prepared with reference to the Global Reporting Initiative (GRI) Standards. GRI is an internationally recognised framework that helps organisations report on their ESG impacts in a consistent and transparent way. A GRI content index is provided on the following page.

All members of the Board of Directors of One NZ and One New Zealand Finance Limited have had the opportunity to review this report and provide feedback prior to publication.

## Use of AI

AI was used to support drafting, synthesis and editing, while all analysis, review and approval remained the responsibility of the One NZ team. The use of AI throughout the report development process was undertaken in line with One NZ's Responsible AI standards.

## Forward looking and 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.

For enquiries about this report or One NZ's sustainability kaupapa (strategy), please email OneNZSustainability@one.nz.

# GRI content index

**One NZ has reported the information in our FY26 Sustainability Report, covering the period 1 April 2025 to 31 March 2026, with reference to the GRI Standards. Our reporting uses GRI 1: Foundation 2021.**

| GRI Standard | Disclosure | Location | Notes |
|---|---|---|---|
| GRI 2: General Disclosures 2021 | 2-1 Organisational details | Page 2 | |
| | 2-2 Entities included in the organisation's sustainability reporting | Page 2 | |
| | 2-3 Reporting period, frequency and contact point | Pages 2, 44 | |
| | 2-4 Restatements of information | Page 10 | |
| | 2-5 External assurance | Page 44 | We do not currently seek external assurance for our Sustainability Report. |
| | 2-6 Activities, value chain and other business relationships | Page 2 | |
| | 2-22 Statement on sustainable development strategy | Page 4 | |
| | 2-27 Compliance with laws and regulations | Page 41 | |
| | 2-28 Membership associations | Page 41 | |
| | 2-30 Collective bargaining agreements | | Around 3% of employees are covered by collective bargaining agreements. |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Page 7 | |
| | 3-2 List of material topics | Page 7 | |
| | 3-3 Management of material topics | Pages 8-41 | Management approaches for material topics are integrated throughout the relevant sections of this report rather than disclosed in a standalone section. |
| GRI 305: Emissions 2016 | 305-1 Direct (Scope 1) GHG emissions | Pages 9–12 | |
| | 305-2 Energy indirect (Scope 2) GHG emissions | Pages 9–12 | |
| | 305-3 Other indirect (Scope 3) GHG emissions | Pages 9–12 | |
| GRI 306: Waste 2020 | 306-2 Management of significant waste-related impacts | Pages 16-17 | |
| GRI 403: Occupational Health and Safety 2018 | 403-1 Occupational health and safety management system | Page 39 | |
| | 403-2 Hazard identification, risk assessment, and incident investigation | Page 39 | |
| | 403-4 Worker participation, consultation, and communication on occupational health and safety | Page 39 | |
| | 403-5 Worker training on occupational health and safety | Page 39 | |
| | 403-6 Promotion of worker health | Page 38 | |
| | 403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships | Page 39 | |
| | 403-9 Work-related injuries | Page 39 | |
| GRI 404: Training and Education 2016 | 404-2 Programmes for upgrading employee skills and transition assistance programmes | Page 37 | |
| GRI 405: Diversity and Equal Opportunity 2016 | 405-1 Diversity of governance bodies and employees | Page 36 | |

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