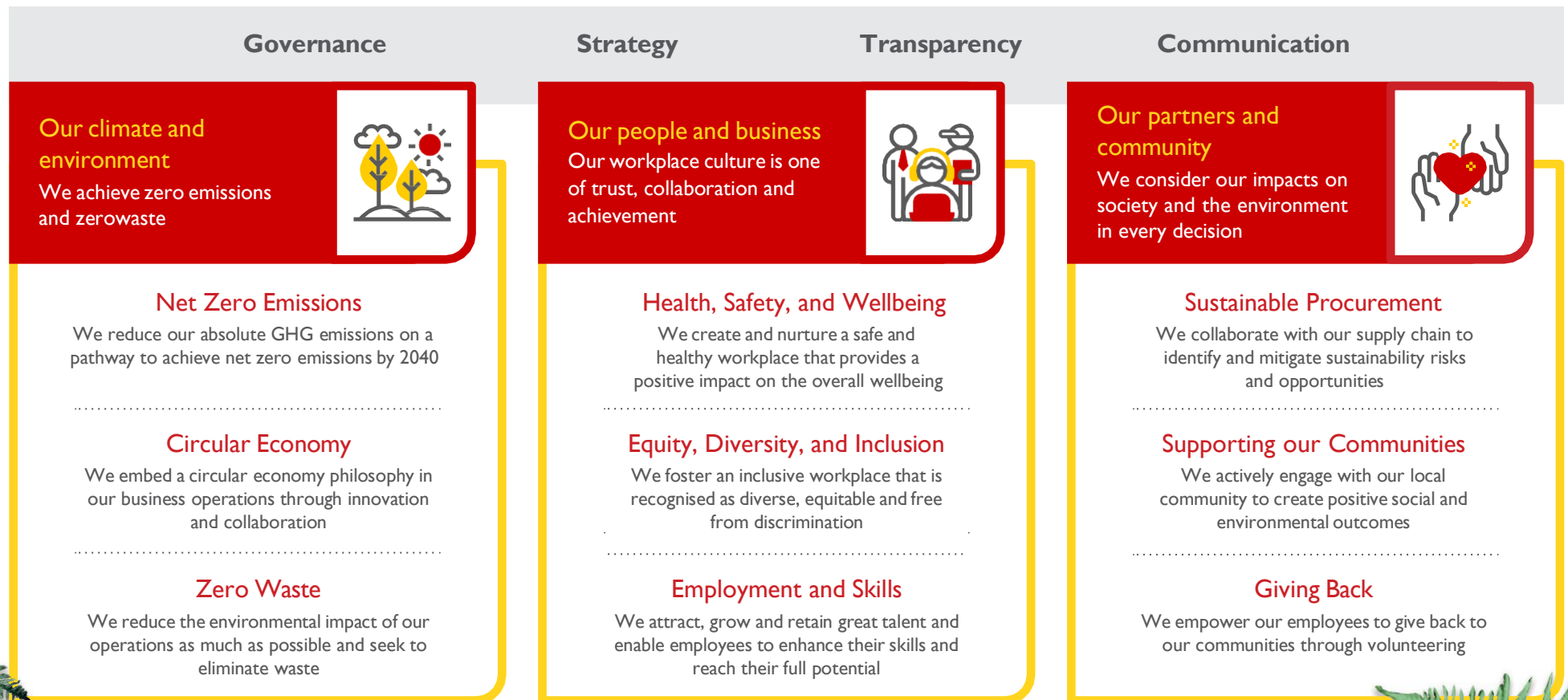


Our Sustainability Framework

Crown NZ has established sustainability priorities centered around three core pillars, shaping our business practices, and guiding the evolution and implementation of our services.

We are working to embed these pillars into the heart of our decision making, ensuring that sustainability becomes an integral part of our core operations.







Climate and Environment



| | Net Zero Emissions | Circular Economy | Zero Waste |
|------------------------|--|---|---|
| Goal/Metric | Net zero by 2040 | All our materials and products are reused, recycled, or sustainably sourced | Zero waste to landfill created from our services |
| Target | <ul style="list-style-type: none"> Set science-based emissions reduction targets by the end of 2024 Identify and document Scope 3 emissions by end of 2024 and set reduction targets for 2025 | Find solutions to existing high-impact packaging like Prowrap, shrink wrap, and polystyrene corners by the end of 2025 | <ul style="list-style-type: none"> Implement new waste streams and waste reduction strategies at each branch by the end of 2024 30% reduction in waste to landfill by 2027 |
| Actions | <ul style="list-style-type: none"> Define specific reduction targets and set incremental milestones for tracking progress. Develop and implement initiatives to reduce emissions, including: Reviewing vehicle replacement policies and transitioning to electric or more fuel-efficient vehicles and maintaining current vehicles to ensure fuel efficiency through regular maintenance. Engage suppliers in emissions reduction initiatives, with regular updates on Scope 3 emissions strategies. Quarterly reviews of emissions data to maintain clear overview of progress and challenges in real time. Ensure transparent reporting on progress and challenges. | <ul style="list-style-type: none"> Conduct regular audits of materials and packaging across business units to identify high-impact products. Collaborate with suppliers to develop circular options and closed-loop solutions, emphasising partnerships with those committed to sustainability. Engage with local suppliers and circular economy networks and provide regular updates on initiatives. Increase engagement and understanding of existing circular services through internal campaigns. | <ul style="list-style-type: none"> Award RFP to new waste providers. Select providers with a strong sustainability focus. Select waste providers with a strong sustainability focus through an RFP process. Conduct waste audits at each branch and analyse data to set specific, measurable reduction targets. Engage and train staff on best practices, offering incentives and recognition for branches that excel. Keep up to date with local waste management regulations and opportunities, with annual reviews of waste data and strategies. Half yearly reviews of waste data |



People and Business

| | Health, Safety, and Wellbeing | Equity, Diversity, and Inclusion | Employment and Skills |
|---|---|--|--|
| Goal/ Metric  | Zero harm in the workplace | We foster an inclusive workplace that is recognised as diverse, equitable and free from discrimination. 100% of our staff believe they can be themselves at work. | Increase training to an average of 30 hours across all permanent full-time employees by 2040 |
| Target  | <ul style="list-style-type: none"> • 5% reduction in lost time injuries by the end of 2025 • All recordable injuries to be reported to HR Health and Safety within 24 hours of occurrence by the end of 2026 • Conduct 6-monthly emergency response drills year on year • 100% of new employees to complete HS&W induction | <ul style="list-style-type: none"> • 100% of managers are trained on unconscious bias and the benefits of diversity in the workplace by the end of 2025 • Reporting gender diversity in each BU by the end of 2025 | Achieve an average of 10 voluntary training hours across all employees in 2024 |
| Actions  | <ul style="list-style-type: none"> • Attach KPIs to managerial goals to ensure accountability for safety performance. • Promote safe practices and policy requirements through monthly messaging across diverse communication channels. • Ongoing worker training as required, ensuring training registers are up to date. • Provide emergency warden, physical injury, and mental health first aid training, with routine refreshers. • Promote employee assistance programs (EAP) and health support channels. • Conduct regular branch and field observation checks by senior managers. • Ensure contractors complete HS&W Pre-Qualification assessments and inductions. • Conduct thorough investigations of all reported incidents, followed by corrective actions. • Monitor incident trends and apply targeted risk prevention initiatives. • Stay updated on government pandemic and endemic requirements, adapting company procedures accordingly. • Quarterly safety reviews and updates | <ul style="list-style-type: none"> • Regularly review and update job descriptions to reflect inclusivity and use gender-neutral language. • Expand recruitment channels to reach diverse talent pools. • Provide equality diversity and inclusion (ED&I) training for managers and new hires. • Offer mentorship programs, pairing mentors and mentees based on diverse criteria. • Implement HR systems to track diversity metrics and align hiring practices with New Zealand's diverse population. | <ul style="list-style-type: none"> • Enhance training capture across business units using digital tools. • Promote training opportunities through multiple channels, sharing success stories. • Conduct quarterly reviews of training data and involve employees in identifying training needs. • Align training programs with local industry demands. |



Partners and Community



| | Sustainable Procurement | Supporting Communities | Giving Back |
|------------------------|---|---|---|
| Goal/Metric | 100% of our suppliers and service partners align with our sustainability goals | To maintain partnerships with charities that align with our core goals and our employees are passionate about | Half of our permanent staff participate in volunteering opportunities |
| Target | <ul style="list-style-type: none"> • Top 10% of suppliers by spend to be assessed by the end of 2024 • All suppliers with over 100 employees and a spend of over \$100,000 to have or be working towards sustainability goals by the end of 2025 • 100% of staff involved with purchasing products and/or services receive training on sustainable procurement | <ul style="list-style-type: none"> • Establish partnerships with 3 charities by 2024 • Increase donation of unwanted household goods, furniture and IT to local charities | 90 staff members to claim volunteer leave in 2024 (double that of 2023) |
| Actions | <ul style="list-style-type: none"> • Engage suppliers in sustainability discussions and provide clear guidelines and expectations. • Regularly review suppliers for certifications, environmental policies, and human rights standards - identify supplier impacts and measures to mitigate these. • Prioritise local suppliers with strong sustainability practices and conduct annual supplier assessments. • Develop comprehensive training programs for procurement staff, making them accessible and aligned with local sustainability standards. • Incorporate procurement training and knowledge as part of onboarding for new employees in relevant job roles. | <ul style="list-style-type: none"> • Continue to support charities that align with our core values. Ensure ongoing engagement and support from within the organisation and within Crown • Promote partnerships through internal and external channels. Highlight partnership benefits and successes, providing regular updates on activities • Encourage staff to volunteer within selected charities and identify opportunities to do this. Provide time and resources for volunteering. • Engage staff in charity selection and support, conduct surveys or working groups to promote input and identify causes that employees are passionate about | <ul style="list-style-type: none"> • Educate staff on volunteer leave. Use regular communication channels to remind staff about volunteer leave opportunities. • Identify volunteer opportunities for different regions. Partner with local organisations to create a diverse range of volunteering options. • Ensure managers actively promote staff to take volunteer leave. Include volunteer leave promotion in managerial KPIs. • Yearly reviews of volunteer participation and hours. • Collaborate with local organisations to provide volunteer opportunities. |