



TOITŪ  
E N V I R O C A R E

# Impact report 2021/22

Manaaki whenua, manaaki tangata, haere whakamua.  
Care for the land, care for the people, go forward.

December 2022



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“If we work together with urgency, it is entirely possible to meet the climate challenge head on and build a better tomorrow for ourselves and our tamariki.”

- Product Manager, Ōtepoti/Dunedin



# About us

Toitū te whenua

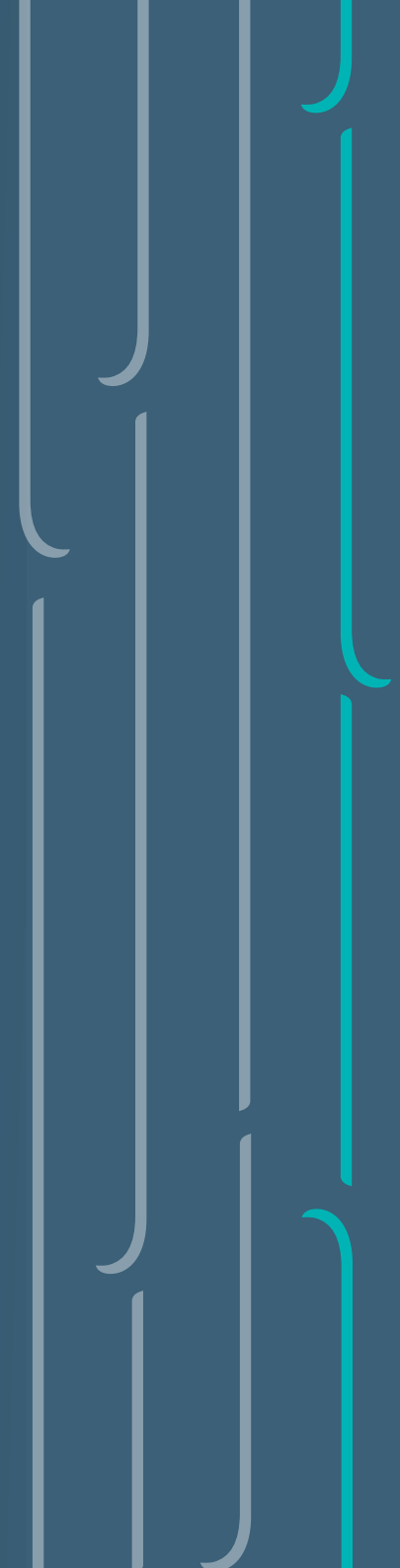
Toitū te mana

Toitū te mauri ora

Hold fast to the land

Hold fast to our pride

Hold fast to all living things





## Our mission

At Toitū, our mission is simple. We help businesses create a brighter and more prosperous future. Our collective action seeks to protect the ecological and economic future of Aotearoa New Zealand by helping organisations reduce their environmental footprint.

Using a combined team of scientists and business experts, we exist to lead and guide positive change with a system of environmental programmes, based on science and backed by evidence. We help businesses realise efficiencies, reduce their carbon footprint, and be more sustainable.

So that together, we can sustain the life of this place, our people and our future.

Together, we are Toitū Envirocare.

“We make it easy for our clients to understand what good looks like. Between our experts and our products we can support organisations to take informed action always aimed at maximising impact.”

- Product Manager, Ōtepoti/Dunedin

# Our purpose: to catalyse action for a zero carbon future

## WHY

### Purpose and Vision

To catalyse action for a zero carbon future

## HOW

### Our Values

Active sustainability  
Kia toitū te noho a te tangata ki te ao tūroa\*

Expertise  
ngaiotanga

People-focused, customer-led  
manaaki tangata

## WHAT

### Our Strategic Priorities

Expand our reach  
Create the ecosystem  
Educate and advocate  
Make action easy

## IMPACT

### The Change in the World

Enable Aotearoa New Zealand to  
achieve net zero by 2050

\* so that people live sustainably with the natural world

## Our purpose

As a nation we have long prided, and marketed, ourselves on our clean and green credentials. The benefits of this branding are realised through our export economy with our food, beverage and tourism sectors all relying on our environmental reputation. But the economic incentives are only one part of the story. Our greater imperative is to protect our planet so our children enjoy the same privileges we have had, in a way which ensures social and economic inclusion.

To achieve this, we must seek solutions to decarbonise our economy and restore our whenua. Since the landmark Climate Change Response (Zero Carbon) Amendment Act was passed in 2019, the Climate Change Commission has developed its Emissions Reduction Plan, which has presented us with a roadmap to tackle climate change. Rising to meet the challenge amid the Covid-19 recovery and global uncertainty will require determination and resilience.

As a company, we know we can play a major role in the transition to a low carbon economy.

Over the past 20 years we have built up a wealth of expertise and assisted some of Aotearoa New Zealand's largest companies to set emissions reduction targets.

Those companies are embedded in the New Zealand economy through their connections to suppliers and consumers, presenting an opportunity to multiply their reduction impact.

We are experts in carbon reduction tools and techniques, and the science that supports them. While offsetting forms part of our toolbox, the core focus of our environmental programmes is emissions reduction. Meeting our Paris Agreement commitments is only possible if we slash our carbon footprint. While we have made a start, now is the time for us to scale up our efforts.



# Our history

2001

Programmes launched



run by Manaaki Whenua  
Landcare Research

2006

First carbon neutral certified  
winery



Carbon Zero 2006

2009

ISO 14065 accredited

2010 carboNZero Holdings  
Limited incorporated



2012 Carbon Reduce - our  
first international partner

2013

Revenue passes \$2M

Rebranded as Enviro-Mark  
Solutions



Carbon Zero 2014

2018

Revenue passes \$3M



Carbon Zero 2018



Carbon Zero 2019

2019

Revenue passes \$4M

Rebranded as Toitū Envirocare



Carbon Zero 2019



Carbon Zero 2020

2021

Revenue passes \$8M



Introduced 2021



Carbon Reduce 2021

2022

Revenue passes \$11M



Carbon Reduce across  
20 farms

## Message from the Chair

At Toitū Envirocare we use the power of business to help build a more inclusive and sustainable economy. We are a for-profit enterprise, with the dedicated purpose of using our skills and services to empower other organisations to improve their environmental performance.

New Zealanders care deeply about the environment. Not just for themselves, but for their children and wider community. And climate change is increasingly front of mind for all of us, regardless of our age, ethnicity or gender, or whether we are urban or rural dwellers. We all have skin in this game, and we know it.

It's also expected. The Colmar Brunton Better Futures research provides some insight into consumer attitudes to sustainability and highlighted that 66% of people across 30 global markets believe it is important for brands to be "committed to making our society better".

Here in Aotearoa New Zealand, 50% of the population want to see the government lead on climate issues and 22% want businesses to lead. There is a call for leadership, and we want to be one of the businesses that answers it.

Within our own business we have taken specific steps to ensure we are improving our performance across our environmental impacts, caring for our people, working with our members, and giving back to our community. But where we can have the greatest impact is in helping others, as detailed in this Impact Report.

Impact reporting is a tool that organisations are increasingly using to measure their impact on society. For Toitū, this is not just the decisions we control in our own house, but the services we create and deliver for our clients, and how they implement them. Through this report we have gained an

opportunity to properly understand how we are delivering on our mission and where we can improve.

As you will read, we are proud of the impact we have had to date and we look forward to growing our impact, through more organisations, every year. Our future impact will be even greater now that we have secured investment funding to transform the business and make it easier to work with us.

I would also like to thank Becky Lloyd for her leadership of Toitū over the last three years, and acknowledge the major contribution she has made to positioning the organisation well for the future.



Dr Paul Reynolds

Chair, Toitū Envirocare

# Report from the Chief Executive

In the last two years, despite the initial shocks of the pandemic, we have seen groups across society calling for greater urgency for climate action. This has translated into an eagerness to incorporate climate and wellbeing concerns into Covid-19 recovery efforts. Demand for everyone to play their part in making meaningful change is increasing, and we are prepared to meet it.

In the year to 30 June 2022, we supported 443 organisations to measure 47.5 million tonnes of carbon emissions, saw our clients reduce their emissions on average by 17%, and facilitated 466,000 tonnes in carbon offsets.

Over three-quarters of those organisations are based in Aotearoa New Zealand, but we increasingly support climate-conscious international businesses either directly or via our licence partner.

Increasing numbers of organisations are asking how they can go further, faster, and

how they can take collaborative action. Both globally and in Aotearoa, demand for net carbonzero products is growing and exporters are responding. The New Zealand government is providing leadership, both with climate policy and the reduction of emissions within the public sector. We launched a new product – Toitū climate positive – and boosted our expertise and delivery of services built on science-based targets.

We are proud to work with our clients on this opportunity to build a better future. In the year ahead, the team will begin a major transformation. We have secured \$18.5M in funding over three years to simplify and automate our services. The transformation will take a digital-first approach and extend our reach through partnerships, improve the customer experience, and drastically scale up our collective impact.

Even as we think big, we are careful to monitor our own footprint. As you might expect, Covid-19 has aided our progress toward our validated science-based reduction targets, at least temporarily, so

our focus for the coming year is on how to lock those gains in and make them our new normal.

We will also be looking at our climate risks, assessing our service footprint, and validating our long-term targets. We will also continue to support our employees, and our Rautaki Māori Hou programme will build our bicultural capability.

I leave the organisation this month after three years in the role. I am proud of everything we have achieved in those three years and am excited to see what's next for Toitū under new leadership.



Becky Lloyd  
CEO, Toitū Envirocare

## What we do

We are a team of scientists and business experts who have come together to protect the ecological and economic future of this place.

We lead positive change through a system of robust environmental programmes that are internationally recognised. We help businesses become more sustainable by giving them the science-based tools, actions and evidence they need to make real progress. We are sharing passion backed by proof. We build and share momentum through collective action.

We work with organisations across all sectors in New Zealand, as well as overseas clients.

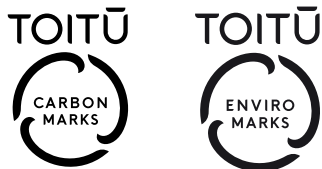
We draw on best practice and research around climate and environmental reporting to inform our standards and guidance, including the British Standards Institute, the Carbon Disclosure Project, the Environmental Defense Fund, the Gold Standard, the Greenhouse Gas Protocol, the International Standards Organization, the International Carbon Reduction and Offset Alliance, the Science Based Targets initiative, the UN Intergovernmental Panel on Climate Change, UN Sustainable Development Goals,

University of Oxford, the Voluntary Carbon Markets Integrity Initiative, World Wildlife Fund, our parent company Manaaki Whenua – Landcare Research, and relationships with other carbon and energy professionals in New Zealand and overseas.

We do market research, as well as monitoring science and driving leading practice to help inform how we develop our strategy and reporting.

### Certification programmes

Based on science and backed by evidence, we operate carbon and environmental programmes



### Environmental tools and services

Support to achieve your impact goals

- Trainings and workshops
- Emissions measurement and planning
- Target setting: Science Based Targets, Race to Zero
- Global reporting requirements (CDP, exports)
- Audit services, including ISO 14064-1

### B Corp certified since 2019

We support other B Corps to take meaningful, science-based climate action.



# Our impact

Caring for the life of this place, our people and our future means we believe in reducing the environmental footprint of our work – and having maximum impact on emissions reductions through our certification services.



## Our impact framework

### Sustain the life of this place

We want to catalyse action for a zero-carbon future through:

- Our carbon footprint, reductions, and compensation
- Our collective carbon footprint, reductions and compensation
- Our environmental management system (EMS)
- Our collective EMS impacts

We measure impact and success by:

- Our SBTs and net zero commitments
- Our EMS and carbon certifications and plans
- Setting goals for the impacts we want to achieve through our clients

### Sustain the life of our people

We are people-focused and customer-led

- Our workforce
- Our communities
- Our value chain

We measure impact and success by:

- Using the B Corp Impact Assessment tools and goals
- Volunteering our time and brainpower
- The sustainability goals we affect through our value chain

### Sustain our future

We want to lead positive change for environmental regeneration and economic sustainability

- Our strategy
- Work in partnerships and collectively
- Grow capability/education
- Our roadmap of solutions

We measure impact and success by:

- The amount of impact for each client
- The training we provide staff, client project champions, and the wider public

## How we bring about change

We exist to help organisations reduce their environmental impact, and support system change by encouraging organisations to look for future improvements. We apply these principles to our own operations. We're taking steps to further reduce emissions and waste in our operations.

We are committed to limiting warming to 1.5°C, and are developing long term net zero targets in line with the SBTi net zero standard.

This year we launched the Climate Positive product, which requires full value chain assessment, science-aligned reductions, and contributing to projects supporting a just transition, adaptation, or ongoing reductions across wider society. We also updated our carbon programmes to improve how clients capture more supply chain impacts and to maintain our ISO accreditation.

### Our key Sustainable Development Goals



These goals were identified as being the most material for our work. Goal 13 is very closely tied to our strategy, and is our main focus - as our purpose is to enable NZ to achieve net zero by 2050.

“An organisation can't understand how far they've come without knowing where they are now and where they were to begin with. Providing verified assurance on measured emissions allows them to see this and contribute to their continued reductions.”

- Lead Auditor - Tāmaki Makaurau/Auckland

## Climate Positive



Ecoware is the first Toitū climate positive-certified organisation

“We have been working towards being a climate positive company since our inception 10 years ago. We’ve achieved this by looking at every element of the supply chain critically and striving to make business decisions which best align with this long-term goal – this includes being zero waste, not just carbonzero.”

- James Calver, co-founder of Ecoware.

 EMMA LEWISHAM

Emma Lewisham has the first Toitū climate positive-certified product

“As part of our commitment to creating a positive impact, we are Climate Positive certified at a product level. Meaning that after reducing our carbon emissions as much as possible, we then offset more than what remains in order to not just neutralise our impact – but create a positive one.”

- Emma Lewisham, founder.

Find out more about Climate Positive, our best-in-breed certification: [www.toitu.co.nz/what-we-offer/climate-positive-certification](http://www.toitu.co.nz/what-we-offer/climate-positive-certification)

## 2021/2022 highlights

### Reducing emissions

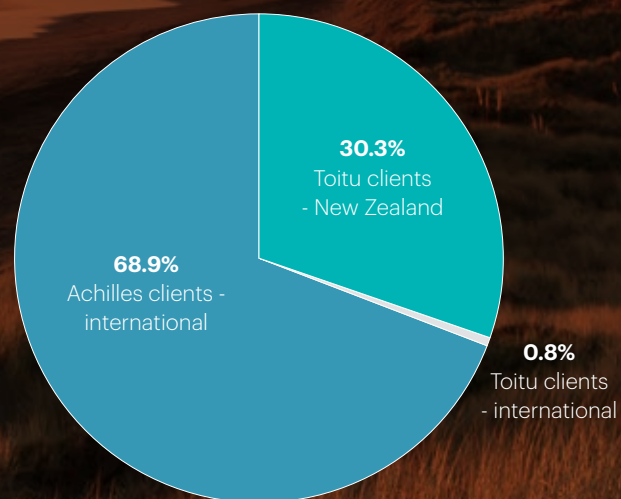
**17% average reduction** in client emissions  
**8.4 million tonnes** reduced by clients since 2001  
**38%** average reduction by clients who have been members for 5 years

### Offsetting emissions

**466,000 tonnes** of carbon credit offsets facilitated (92% sourced internationally, 8% from New Zealand)  
**1.5 million tonnes** since 2001

### Measuring emissions

**47.5 million tonnes** of CO<sub>2</sub> emissions verified (97% in New Zealand)  
**261.5 million tonnes** measured since 2001



Working with our partner Achilles to measure emissions for international clients has tripled our impact.

# 47.5 million tonnes

of carbon dioxide emissions were verified by Toitu in 2021/22.

This is the equivalent of the emissions generated by electricity use for 34 million homes over a year.

## Who we work with

443 organisations in our carbon programmes (78% New Zealand, 1% direct international, 21% international via our licence partner)

103 organisations in our enviromark programme

91 UK companies supported by our license partner

446 organisations supported with other services

Bespoke projects delivered included audit/verification services, helping companies develop and optionally validate Science Based Targets, scoping or conducting a gap analysis of work, facilitating workshops/training, providing carbon credits.

The winners of our 8 award categories were announced on 16 November 2022.

TOITŪ  
BRIGHTER FUTURE AWARDS  
2022

Climate Action (biggest reduction)  
Small Organisation



Climate Action (biggest reduction)  
Medium Organisation



Climate Action (biggest reduction)  
Large Organisation



Climate Action (biggest reduction)  
Over 50,000 tonnes tCO2e Organisation



Climate Action (biggest reduction)  
Product



Climate Action  
Top Reducer by volume



Climate Action  
Top Reducer closest to zero



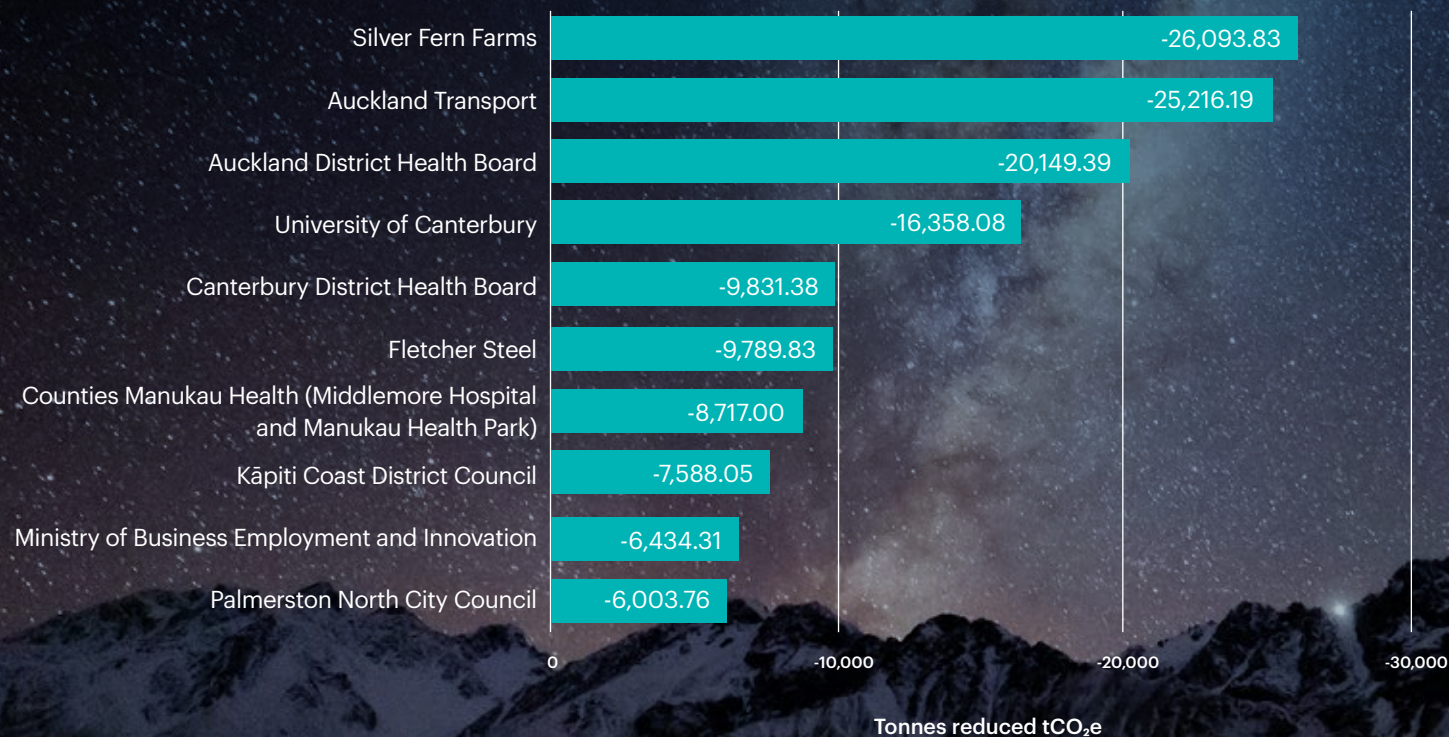
Exceptional achievement in  
Environmental Management



Read more about our award winners: [www.toitu.co.nz/our-members/brighter-future-awards](http://www.toitu.co.nz/our-members/brighter-future-awards)

# Brighter Future Awards 2022

## TOP 10 REDUCERS BY VOLUME



## CASE STUDY



### Net Carbon Zero by Nature

Established in 1948, Silver Fern Farms is New Zealand's leading processor, marketer and exporter of premium grass-fed lamb, beef and venison. Reflecting growing customer demands for sustainably-produced red meat, Silver Fern Farms has adopted an ambitious sustainability agenda aimed at reducing emissions across the business.

It has committed to a 1.5°C science-aligned reduction target to reduce its combined Scope 1 and 2 emissions 42% by 2030 (from a 2020 base year), with a carbon reduction roadmap, and capital commitment to a range of emissions reduction projects. In 2023 Silver Fern Farms will be setting a full Scope 3 emissions target which includes livestock emissions.

In 2019 Silver Fern Farms undertook a supplier carbon pilot to understand how low carbon or zero carbon supply could be integrated into its product range. In 2022, it launched its world leading Net Carbon Zero product range, which takes a verifiable and authentic insetting approach to market and connects hard working New Zealand farmers to consumers who are ready and willing to reward climate innovation.

"We want to be the world's most trusted nature positive food brand, one that incentivises low emissions, biodiverse, and regenerative practice across our entire value chain."

Simon Limmer, Chief Executive

### Achievements

**2019:** Silver Fern Farms is Toitū carbon reduce certified.

**2020:** Reduced processing emissions by 20% since 2018.

**2021:** Achieved Toitū Enviromark diamond certification for its Environmental Management Scheme, the highest New Zealand-based environmental certification, and recertified again in 2022.

**2021:** Won two awards in the 11 categories of Toitū's Brighter Future Awards.

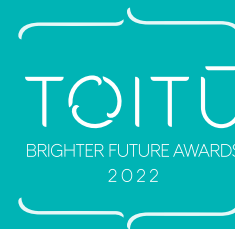
- Climate Action (+50k organisation)

- Climate Action (Top Reducer: volume)

**2022:** Launched Net Carbon Zero beef range in the US.

Key member of a consortium of NZ agribusiness alongside Government on a GHG Reduction Centre of Excellence joint-venture to fast-track R&D to reduce biogenic methane emissions.

Winner of Climate Action  
(Top Reducer by volume) Brighter Future Award



## Sustain the life of this place

How we measure and reduce our environmental impact

Science-based target  
- our 2030 targets have been validated by the Science Based Targets initiative (SBTi)  
- see page 19

Independently verified against the requirements of the net carbonzero framework

Net zero pledge to reduce emissions 95% by 2050, holding temperature rise below 1.5°C

Reduce and offset our emissions beyond neutrality to compensate for impacts

B Corp certified

Support the United Nations Race to Zero campaign

Members of SBTi's Business Ambition for 1.5°C campaign

“Working for Toitū allows me to carry on doing a job that I love and use my auditing skills to make an environmental difference. Although it does not directly result in a tangible decrease in emissions, it is important work performed as part of the reductions journey.”

- Lead audit manager, Te Whanganui a Tara/Wellington

# Our footprint

## Our 2030 targets

- from a 2017 base year

**74%** reduction in absolute Scope 1 and 2 GHG emissions

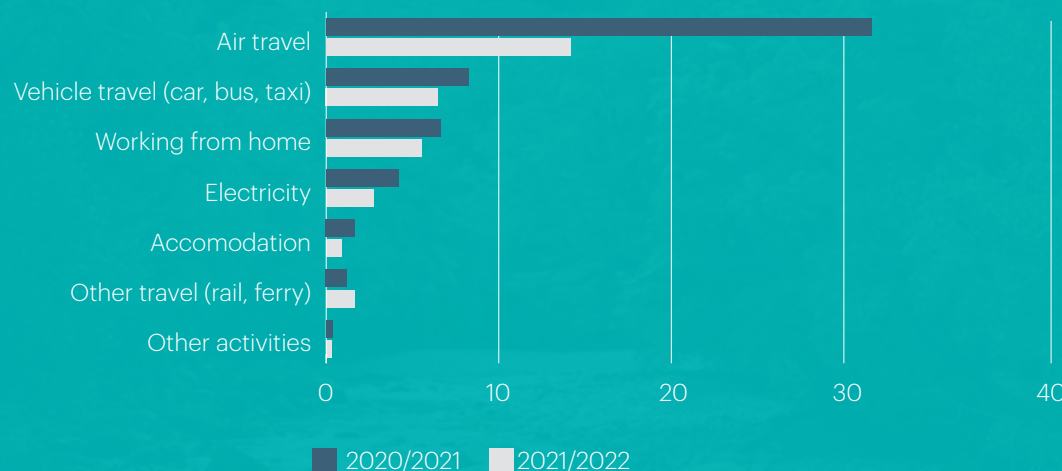
**57%** reduction in absolute Scope 3 emissions from business travel

**57%** reduction in absolute Scope 3 emissions from employee commuting

## Emissions in tonnes of carbon dioxide equivalents

Our emissions for this year were 32.06 tCO<sub>2</sub>e, down 62% from the previous year. We are on track to achieve our 2030 targets. Our future plans are focused on ensuring that the reductions continue while the business grows.

	2021/22	Change from baseline year
<b>Scope 1</b>	<b>0.06</b>	<b>-96%</b>
<b>Scope 2</b>	<b>2.85</b>	<b>+5%</b>
<b>Scope 3</b>	<b>29.15</b>	<b>-65%</b>
<b>Total</b>	<b>32.06</b>	<b>-63%</b>



## Our scope and boundary

Scope: defines the operational boundaries in relation to direct or indirect greenhouse gas (GHG) emissions.

### Scope 1 emissions:

Emissions from operations that are owned or controlled by the reporting company.

Our direct Scope 1 emissions have reduced as we no longer have a fleet vehicle, and we lease shared office spaces.

### Scope 2 emissions:

Emissions from the generation of purchased or acquired electricity, steam, heating or cooling consumed by the reporting company.

Scope 2 covers the electricity purchased from the grid for our offices.

### Scope 3 emissions:

All indirect emissions (not included in scope 2) that occur in the value chain of the reporting company, including both upstream and downstream emissions.

Our currently included Scope 3 emissions are from business travel (including air, rail, vehicles and accommodation), working from home, and waste sent to landfill (less than 1%).

“Alongside scalability of impact, we work to ensure that our major source of ongoing emissions (electricity consumption of servers) is as sustainable as possible.”

- Senior Software Developer, Ōtautahi/Christchurch

Read our full greenhouse gas report: [www.toitu.co.nz/about-us/our-sustainability](http://www.toitu.co.nz/about-us/our-sustainability)

# Commentary

We have reduced our overall emissions by 63% in the last 12 months, which can mainly be attributed to reduced travel in general due to Covid-related restrictions.

We are currently well on track to achieve our 2030 targets, with a 28% reduction in scope 1 and 2 emissions for this period compared to the 2017 base year, and a 65% reduction for business travel compared to 2017. We anticipate that travel emissions will fluctuate in the next few periods as Covid-related travel restrictions lift and the business grows, so our primary focus will be locking in the reduction as our new normal to ensure we can meet or exceed our 2030 target.

Our scope 2 emissions have grown in absolute terms since 2016/17 with an

increase in staff numbers, but at a lower rate. We anticipate that our scope 2 emissions will reduce as we realise the energy savings from shifting to shared offices.

The specific projects we have identified to decrease our carbon footprint are:

- Minimise operational air travel
- Reduce staff commuting footprint
- Reduce waste sent to landfill
- Improve value chain engagement
- Improve overall climate performance and reporting

We are part of our parent Manaaki Whenua – Landcare Research’s environmental management system, including our own key projects to look after our aspects and impacts.

How we report: We use the same requirements as our net carbonzero programme. We are audited annually by an external independent auditor against ISO 14064-1, but do not claim to be certified. We purchase and cancel offsets using the same types of credits we provide for clients, always offsetting over 100% of the total. For this period, we offset 125%, funding credits from Hinewai in New Zealand as well as a mixture of international initiatives.

As New Zealand credits are in limited supply, we source many of our credits from a number of countries including Chile, China, Ghana, India, Thailand and Turkey to help fund the global transition.

Read more about carbon credits: [www.toitu.co.nz/what-we-offer/carbon-management/mitigate](http://www.toitu.co.nz/what-we-offer/carbon-management/mitigate)

## CASE STUDY

# Fletcher Steel™

## BUILDING ON TRUST

Fletcher Steel is New Zealand's leading importer, distributor and processor of steel, and with over 700 employees it supplies the construction industry nationwide.

Fletcher Steel accepts that as a leader in the New Zealand steel industry, it has both an opportunity and the ability to lead and influence emissions reductions across the country. Additionally, as a division of Fletcher Building, New Zealand's largest construction and building materials manufacturer, it commits to Fletcher Building's published science-based target of a 30% reduction in emissions by 2030.

Fletcher Steel, supported by the Government's GIDI fund, is excited that they will, in the first half of 2023, electrify its current natural gas-fired process heat plant. This will reduce fossil fuel use by 90% and Scope 1 and 2 carbon emissions by a further 68%.

“Toitu carbonreduce was critical in quantifying the key sources of emissions and therefore strongly influenced our actions to address them.”

Scott Morrison, Head of Innovation & Sustainability, Fletcher Steel

### Achievements

**2018:** Certified Toitū carbonreduce certified organisation

**2021:** Reduction in emissions intensity of 11.59 tCO<sub>2</sub>e/\$M based upon a 3-year rolling average, adjusted for inflation.

An absolute reduction in Scope 1 and 2 emissions of 797.96 tCO<sub>2</sub>e against base year.

Brighter Future Award Finalist for Climate Action (large organisation) and Climate Action (Top Reducer by volume)

**2022:** Brighter Future Award Finalist for Climate Action (Top Reducer by volume).



# Sustain the life of our people

Our focus this year has been on wellbeing, pay equity and education.



3 offices: Auckland, Wellington, Christchurch | 66 employees

Our team includes members working in several other regions, mostly from home and occasionally using Manaaki Whenua – Landcare Research offices.

All staff are paid a living wage or higher. Our lowest wage is 20% over the living wage.

### Achievements

- 87% employee satisfaction (annual employee experience survey)
- We provide access to a wellbeing programme through Manaaki Whenua – Landcare Research
- We provided staff with recurring professional development on climate performance topics, as well as access to workshops through Manaaki Whenua’s Diversity and Inclusion Group
- Staff receive one paid day of leave a year to volunteer out in the community. This year, 8 people used 48.5 hours (6 full days and 2 partial days).

## Volunteer Day – Walking the lines



In April, Ben Nistor, Senior Technical Account Manager, spent his volunteer day at home in Nelson with his father, and the Abel Tasman Birdsong Trust. Taking the boat from Kaiteriteri, they landed at Torrent Bay to carry out a monthly check of the trap lines, to record the number of times each trap had been set off, make sure everything was working and reset the counter.

“Having visited Abel Tasman National Park many times growing up, it’s incredible to see the way this initiative has transformed and brought back the birdlife in the National Park in tandem with other conservation projects. I can’t wait to get back!”

## Pay equity

To demonstrate our commitment to diversity, equity, and inclusion, we are conducting a pay equity analysis to identify any pay gaps and ways to close them.

## Current findings

- We have no horizontal gender pay gap (workers in the same band are paid equitably).
- We do have a vertical gender pay gap, as we have a higher proportion of males in some senior roles. We have made steady progress on closing this gap over the last several years, but we still have more to do here. To help close this gap for good, we're targeting how we can recruit and develop more females in certain roles and senior positions, as well as ensure we have more males in junior positions.
- We have some work to do recruiting Māori/Pacific peoples.

"We assure GHG emissions as part of a client's inventory, ensuring accuracy and completeness of the numbers disclosed. Decision makers are comfortable that the GHG inventory is correct and that reduction plans and actual reductions numbers can be used for decision-making and identifying risks."

- Lead audit manager, Te Whanganui a Tara/Wellington

## Volunteer Day – Feeding the hungry



In May, Sanket Doshi, Auditor, volunteered at a temple close to his family home in India. His family had made a donation to the temple in memory of his grandmother, supporting employment for local chefs and the guardians of the temple. The chefs prepared a full course traditional Indian meal for around 150 people, including the homeless and day workers. Sanket helped serve the meal.

“It was a wholesome and a spiritual experience seeing everyone filling their starving stomach to satisfaction while chanting their lord’s name ‘Jai Ambe’. This experience has made me pause and reflect on the things that I have for once instead of looking at things I don’t.”



## Promoting sustainability internally

Our staff participated in a number of sustainability challenges this year.

- **July:** Plastic Free July
- **September:** Aotearoa RefillNZ Biz Challenge
- **February:** Aotearoa Bike Challenge Month
- **March:** Pride, Six Items Challenge (wear only 6 items of clothing for the full month to highlight the issues with fast fashion)
- **April:** Earth Day 'Tidy Up' challenge, to spend 1 hour or more picking up rubbish
- **May:** New Zealand Sign Language Week
- **June:** Sweat with Pride, NZ Garden Bird Survey, Recreator workshops to upcycle worn out t-shirts and make homemade household products

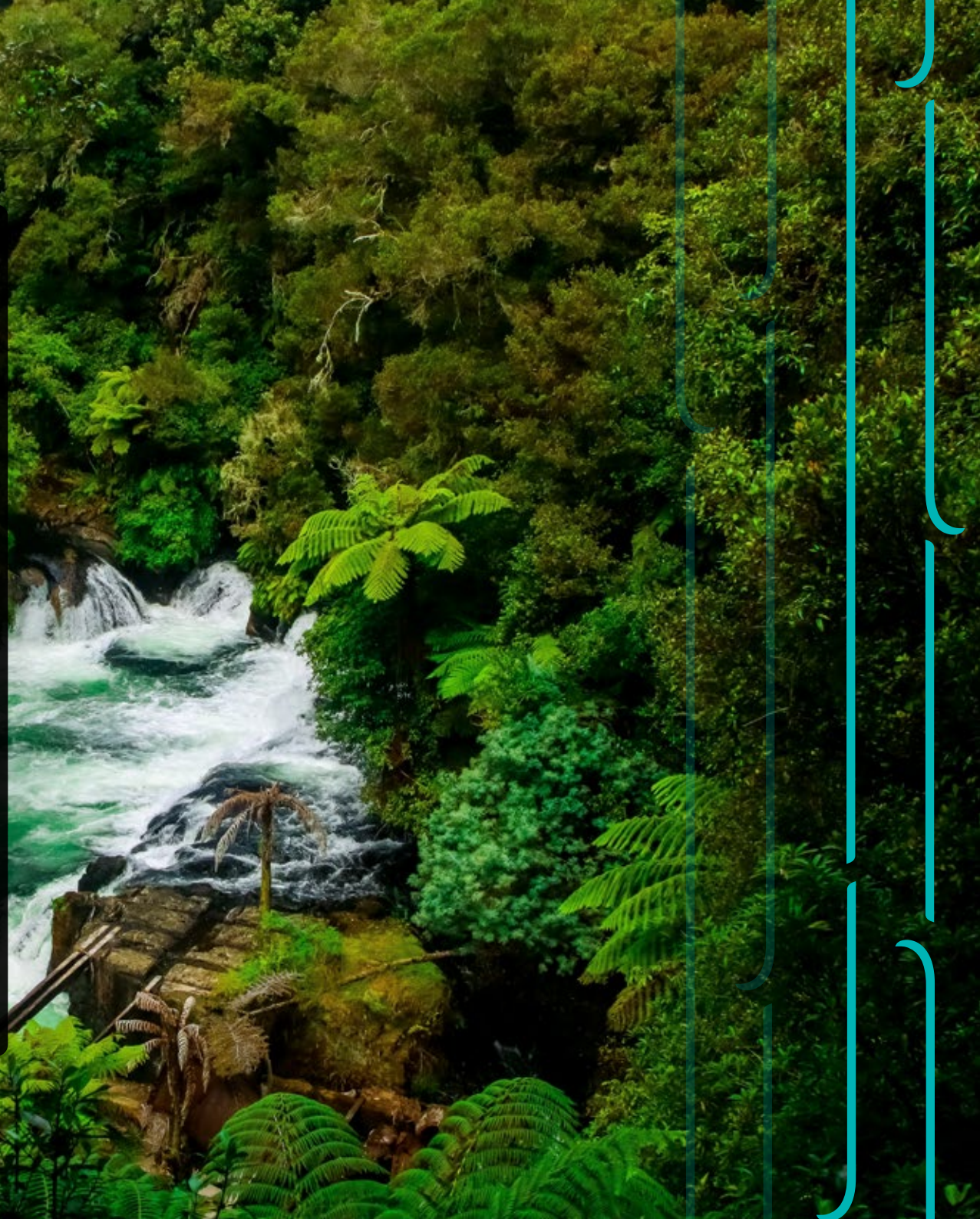


## Volunteer Day - The great frog hunt



In May, Steve Schoultz, Key Account Manager, took part in the Hochstetter's frog survey on Sanctuary Mountain, Maungatautari. The frogs are only found in mature forest, typically at higher altitudes. The EcoQuest Education Foundation discovered the presence of Hochstetter's on the mountain in 2004, and have regularly monitored the impact of predators on the small population. Since Covid-19 reduced the number of international students, the study has relied on EcoQuest staff & volunteers.

"My day involved a 6km hike up the mountain, several hours clambering around in streams and then a return hike down the mountain. Working in teams of two, six of us were unable to locate any frogs, although a good number were found in the following days. However, the weather was good and it was great being in the lush forest."



## Sustain our future

### Achievements

We have secured \$18.5M in funding for a three-year digital business transformation programme, to make it easier for our members to work with us.

We have made our Toitū carbon assess platform free for small businesses to help that sector take action.

We have developed the Rautaki Māori Hou programme to incorporate te ao Māori perspectives into our organisational culture and practices.

“We develop and improve our products and services continually to bridge the gap between what the science tells us and what is practical and necessary for organisations.”

- Product Manager, Ōtepoti/Dunedin

# Rautaki Māori Hou – Our New Māori Strategy

The Rautaki Māori Hou programme helps us incorporate te ao Māori perspectives into our organisational culture and practices.

While we have made some progress, there is still a lot to improve on. This year, we have introduced a bicultural element to our standard induction, so that all new employees begin their tenure with an introduction to the principles and perspectives of te ao Māori.

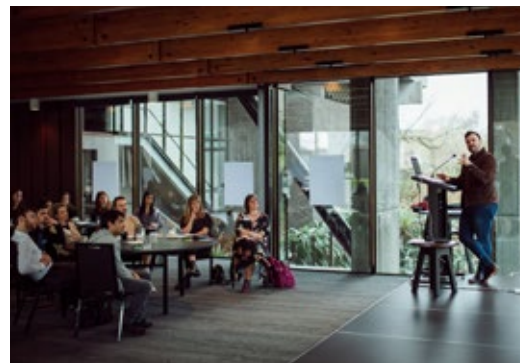
We have been using Education Perfect to help staff expand their te reo understanding and usage while also achieving a micro-credential. We have encouraged the use of te reo in emails, meetings, and general conversation by providing resources (posters and documents) with common and useful phrases. Staff have embraced this enthusiastically, but incorporating this consistently into the daily work schedule is still an obstacle for some. We need to overcome this barrier to make more progress.

We have also introduced the Whakatauki o te marama, where staff take turns presenting a traditional saying at the monthly CEO updates and explain the meaning behind it.

### Other highlights

- \* A virtual session with Te Rau and Te Awe from Education Perfect to celebrate the first Matariki holiday.
- \* The majority of our staff attended the Māori in a Dynamic World webinar put on by our parent company.
- \* Our People Conference in August included a te reo session with an expert speaker that was incredibly engaging and inspiring.

Beyond this activity, we intend to engage with some of our Māori-led clients to better understand their perspectives. This will be an important focus in 2023 and beyond.



# What's next?

We'll be looking at how we can broaden our impact via our clients and partners and scaling our business - not for profit, but for impact.



## Projects underway

Ongoing work to improve our annual footprint, and Environmental Management System results

Achieving B Corp recertification and improving our scores across all pillars

Increasing staff engagement through an improved volunteering programme, and boosting engagement with impact challenges and initiatives

Conducting a pay equity analysis

Offering all staff a te reo Māori course through Education Perfect for self-directed learning, plus various extra workshops and challenges throughout the year

“Our clients are internal, but the work we do here enables Toitū to scale beyond working out emissions with template spreadsheets. We enable a larger impact than would be possible without bespoke software.”

- Senior Software Developer, Ōtautahi/Christchurch

## Future plans and priorities



### Sustain the life of this place

We want to catalyse action for a zero-carbon future

- Applying a Life Cycle Assessment perspective to measure the footprint of our services
- Lifting our emissions reductions efforts to align our achievements with climate positive equivalent requirements and the Climate Leaders Coalition 2022 pledge
- Seeking validation of our long-term net zero Science Based Target by the Science Based Target initiative
- Reviewing and revamping our SBT pathway and plans to decarbonise our business
- Improving our impact strategy and roadmap, including targets and metrics

### Climate Leaders Coalition

The Climate Leaders Coalition is a CEO-led community of close to 100 organisations leading the response to climate change through collective, transparent and meaningful action on mitigation and adaptation. Toitū has been a member of the coalition since it began in 2018, and we are committed to the 2022 Statement of Ambition which will accelerate our transition towards a zero-carbon and climate resilient future where Aotearoa, and all New Zealanders, can thrive.





## Sustain the life of our people

We are people-focused and customer-led

- Seeking Living Wage Employer accreditation
- Signing up for the MindtheGapNZ registry
- Conducting another pay equity analysis for both gender and ethnicity
- Finding more options for employees to leverage their paid volunteering day each year
- Continuing our work on diversity, equity and inclusion and participating in the Manaaki Whenua Diversity & Inclusion Committee
- Advancing our internal sustainability thinking



## Sustain our future

We want to lead positive change for environmental regeneration and economic sustainability

To meet the increased demand for our services, and to make a strong contribution to New Zealand's transition to a net zero carbon society, we have secured \$18.5M in funding for a three-year programme to transform our business. This work will simplify and automate our systems and core functions; license partners to deliver Toitū products; and create a digital platform that can be accessed by partners.

Other future projects include

- Better understanding our supply chain impacts and where to engage for change first, and how our procurement policies need to evolve
- Investigating how we can achieve greater impact by working more with our clients and partners
- Continuing our Rautaki Māori Hou programme work to improve our bicultural capability

# Our connections

To catalyse action for a zero-carbon future, we need to build partnerships in many areas, as we evolve to support customer needs.



## Our members

We work with over 800 organisations across all sectors in Aotearoa New Zealand as well as overseas.

Our members include:



See our full list of members: [www.toitu.co.nz/our-members/members](http://www.toitu.co.nz/our-members/members)

## Our partnerships

Working collaboratively has always been important to us. Building partnerships to help us scale and accelerate our impact will strengthen the climate action ecosystem, and is a key plank of our new business model under the transformation programme.

### Accreditations

Carbon certification programmes and auditing



Verification and certification services and reporting and science-based target setting service



Offsetting best practice and service



### Memberships

Working in the ecosystem to further climate action



### Partners

To license our carbon programmes in the United Kingdom



Energy management, decarbonisation, and process optimisation partners



Jointly developed the carbonzero buildings certification programme for New Zealand



# TOITŪ

E N V I R O C A R E

Toitū te marae a Tane Mahuta

Toitū te marae a Tangaroa

Toitū te tangata

If the land is well and the sea is well, the people will thrive.

[www.toitu.co.nz](http://www.toitu.co.nz)