



OUR 2024 SUSTAINABILITY COMMITMENTS



ECONOMY

2023

*Leveraging Renewable Energy
Certificates (RECs) for a Sustainable Future*



CASE STUDY: SUSTAINABILITY

Partnering for ecosecurity

Omexom New Zealand is aware of the impact of climate change, which is why we are committed to sustainability and taking climate action to reduce our direct and indirect emissions.

In today's rapidly changing landscape, sustainability and environmental responsibility are no longer optional considerations, but critical imperatives.

In 2023, Omexom made the easy choice to switch to a 100% renewable energy electricity, through Renewable Energy Certificates (RECs) provided by Meridian Energy. All the electricity generated at Meridian now comes from 100% renewable sources – wind, water and sun.

Omexom will reduce its reliance on fossil fuels and reduce greenhouse gas (GHG) emissions, while decreasing air pollution, thereby contributing to a cleaner planet.



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The 100% Certified Renewable Energy Certificates will enable Omexom to have net zero Scope 2 emissions (using the market-based reporting methodology, as per the GHG Protocol's Scope 2 Standards).

Omexom has chosen Certified by Meridian, as it is recognised globally by RE100 and locally by Toitū Envirocare, under their carbon reduction programme.

Through this endeavour, Omexom is expected to save over 155 tons of carbon emissions a year, linked to the electricity use in our buildings across New Zealand.

Incorporating RECs into Omexom's energy procurement strategy sends a powerful message about Omexom's commitment to sustainability. It aligns with New Zealand's vision to be net zero carbon by 2050 and will help achieve the energy transition.

2023

*Supplier sustainability
engagement programme*



CASE STUDY: TRANSPARENCY

Sustainable supply chains

Omexom New Zealand has embarked on an initiative to increase its commitment to sustainability through the pilot Supplier Sustainability Engagement Programme. This programme represents a strategic effort to collaboratively enhance the environmental, social, and economic impact of Omexom's supply chain.

Supply chain emissions are a sizeable portion of Omexom's emissions, i.e. approximately 92% of our carbon footprint, and needs the level of attention to match this.

Currently, Omexom is using a spend-based calculation to approximate our Scope 3 emissions. Our parent VINCI has set a science-based target to reduce its indirect (upstream and downstream Scope 3 emissions) by 20% by 2030 compared to 2019. Omexom will improve our Scope 3 reporting by gathering accurate reports from our supply chain.

To start Omexom on this journey, we worked directly with our highest emitter suppliers to quantify the emissions associated with the products and services they provide us. We sought to understand their current sustainability practices and reduction pathways.

We have started with the 15 most significant suppliers who represent an estimated 35% of our Scope 3 emissions. The aim of the programme is to foster a collaborative approach,



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Comply with ethical
principles

share best practices, introduce sustainability challenges formally into the procurement conversations, and jointly address sustainability within the value chain.

Omexom aims to set a benchmark for sustainability practices within the industry, while encouraging other organisations to follow suit.

The Omexom Supplier Sustainability Engagement Programme underscores the company's pro-active stance towards sustainability, recognising the interconnectedness of business success and responsible corporate practices.

By collaborating with suppliers and fostering a culture of sustainability, Omexom is poised to drive positive change, within its operations and throughout the broader industry, setting the stage for a more sustainable and resilient future.



2023

Proactively identifying and managing our legal risks



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Ensuring legislative compliance



CASE STUDY: RISK MANAGEMENT

Legal Obligations Survey

Omexom New Zealand conducts an annual internal self-assessment survey, as an assurance to how compliant we are on our key legal obligations that we must adhere to in our daily operations. The Legal Obligations Survey was conducted during a six-week period in 2023 (September to October).

We used an external software system provider to map our legal obligations to our specialist roles, and to run and monitor the survey and its progress. Within the system, we captured findings and managed actions, all with the goal of helping us better understand our level of compliance, and identify any potential risk that we may need to work on.

Key legislation included in Omexom's legal compliance profile related to, but is not limited to:

- Governance
- Managing Information
- Employment
- Health and Safety
- Environment
- Finance
- Commercial
- Tax
- Transport
- Buildings

Twenty-five subject matter specialists within the business participated in the Survey – perimeter directors, managers, human resources, health safety environment, and finance, with the number of obligations assigned to an individual varying depending on the complexity of the role.

These specialists were asked to use their experience and knowledge, to determine the most appropriate compliance status level of each of the 703 obligations assessed:

- Full compliance
- Partial compliance
- Zero compliance
- Obligation did not arise

Following the survey, any concerns raised were incorporated into the company Risk and Assurance Committee meetings, whereby risk owners determined actions required to ensure ongoing compliance.

This process provides our clients with a level of assurance that Omexom is proactively managing our legal obligations, reducing and eliminating liabilities.

2023

Enhance employee work environment



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CASE STUDY: IMPROVEMENT

Annual Employee Survey

In 2023, Omexom New Zealand held its Annual Employee Survey as part of our ongoing commitment to fostering a positive and engaging workplace.

The primary goal of the survey is to gather feedback on various aspects of our work environment, health, safety and environment, culture, and organisational practices.

The results help us identify areas of strength and for improvement, and opportunities to enhance the overall employee experience at Omexom.

For the first time, we introduced sustainability-related questions, as well as questions to determine the impact of employee commuting and working from home. Each of the 66 questions were rated across a scale, from 'Strongly agree' to 'Strongly disagree'.

The purpose is simple; to provide every person with the opportunity to tell us what it's really like to work at Omexom, in an anonymous and confidential manner.

Without our people's participation, it would be guesswork in understanding what we should plan, and what to change and implement.

63% of our employees contributed to the Survey, noting the following:

- Employee satisfaction score of 79%
- Overall, their team is effective in the work they do – 90% agreed
- Overall, they are satisfied with their job – 76% agreed
- Overall, the person they report to is an effective leader/manager/supervisor – 84% agreed
- Overall Perceptions - They would like to recommend Omexom as a great place to work, to friends, family and professional contacts
- Net Promoters Score (NPS) of 7

The Annual Omexom New Zealand Employee Survey serves as a catalyst for positive change within the organisation, highlighting the company's commitment to employee well-being and continuous improvement.

By actively addressing the survey findings, Omexom is dedicated to creating a workplace where employees feel valued, heard, and empowered, which in turn contributes to the company's success.

2023

*Develop enduring relationships
with customers*



CASE STUDY: CUSTOMER REVIEW

Improving customer insights

During 2023, Omexom New Zealand conducted its two-yearly Customer Review Process, to provide a definitive measurement of customer satisfaction; and to gather information to gain a better understanding of how we can improve to meet their needs.

This process was designed to measure a variety of performance indicators, each posed in the form of a question, providing the customer with the opportunity to comment and rate our performance.

Selected managers were assigned to conduct one-on-one interviews with targeted people within our key customers organisations.

Fifty-five interviews were completed, consisting of 20 executive-level interviews and 35 standard interviews, based on applicable interview guides provided.

Performance indicators include:

1. Health, Safety, and Environmental
2. Project Management

3. Ease of doing business
4. Quality
5. Innovation
6. Sustainability

Feedback from our key clients identified areas of key strengths, as well as areas for continuous improvement. Key strengths identified included:

- Consistent execution of work
- Good communication
- Responsiveness
- High quality of work
- Focus on sustainability

Sustainability was included in the review for the first time, as part of Omexom's increased sustainability maturity levels. We wanted to evaluate where we stood in comparison to our clients, as well as to others in our industry.

The feedback recognised Omexom's increased engagement on this topic with our clients, and that they valued our continuous recycling and environmental efforts.



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Partnering for success

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*Develop enduring relationships
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CASE STUDY: CUSTOMER REVIEW

Improving customer insights

(continued) Overall, Omexom achieved a Net Promoters Score (NPS) of 62.

A Net Promoter Score (NPS) is a metric used to measure customer loyalty and satisfaction, based on the likelihood that customers would recommend a company's products or services to others.

A NPS score of 30-70 is considered 'Great'. A score of 62 showcases our customers' satisfaction, and solidifies Omexom's position as a trusted service provider.

By actively engaging with customer feedback and implementing strategic changes, Omexom continues to foster enduring partnerships with its customers.



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