

Sustainability Framework



Empowering care of our people, communities, country and planet

Te whakakaha i te manaakitanga o te tangata, o te hapori, o te motu whānui me te ao hoki

Our priorities



Caring for New Zealanders
Te manaaki i ngā tāngata o Aotearoa



Climate action
He mahinga taiao tūturu



Driving towards a circular economy
Te whai i te ōhanga whai hua



Sustainable tourism
He Tāpoi Mau Roa

Our focus areas

- Care for Air New Zealanders and nurture a diverse, equitable and inclusive workplace
- Care for our customers and communities
- Support Aotearoa's social and economic revival

- Decarbonisation target and roadmap
- Customer education and engagement on climate action
- Strong governance and climate-related disclosures
- Support biodiversity and native forestry

- Design and procure with a circular mindset
- Reduce single-use plastics
- Support new infrastructure and innovation
- Drive waste minimisation culture and awareness
- Diversion from landfill

- Sustainable tourism thought leadership for Aotearoa
- Endorse Qualmark
- Embrace Tiaki Promise and conservation in regions
- Support regional and Māori tourism

Our targets



Air New Zealand's employee engagement score being in Glint's Global Top Engagement Index¹.



Grow access to and use of employee assistance support tools (including Employee Assistance Programme, Peer Support Network and Bullying and Harassment Contacts).



Double our spend with Māori and Pasifika-owned businesses and social enterprises to \$24 million, and double our diverse sourcing relationships to at least 50 suppliers by the end of 2024.



Better connecting Aotearoa New Zealand exporters to the world by increasing cargo load factors on our widebody international network to 85%² by 2025 (from 67% in 2019).

1. Glint's Global Top Engagement Index is based on employee survey results across more than 750 companies surveyed around the globe and 175 million data points.
2. Based on the volumetric utilisation of available belly capacity (including passenger bags) unless a 100% gross weight load factor is achieved sooner.



Set a science-based carbon reduction target³.



Net zero emissions by 2050.



10% of Air New Zealand's total fuel uplift is SAF by 2030.

3. In July 2024, Air New Zealand removed its 2030 science-based carbon intensity reduction target and withdrew from the Science Based Targets initiative. Work has begun to consider a new near-term carbon emissions reduction target that could better reflect the challenges relating to aircraft and alternative jet fuel availability within the industry.



65% of total solid waste diverted from landfill by 2023⁴.

4. This target covers Air New Zealand's domestic ground sites and airports serviced by our main waste provider. It excludes hazardous waste.



Increase annual growth in bookings for Qualmark-awarded operators on Air New Zealand's website by 100% by 2023 from a 2021 baseline.



30%⁵ of New Zealanders aware of Tiaki Promise by June 2025⁶.

5. New target set by Te Kāhui Tautiaki in September 2023.
6. As measured by Air New Zealand's Market Monitor that surveys 400-500 Aotearoa travellers each month.

United Nations Sustainable Development Goals

