

NHA SUSTAINABILITY ROADMAP CHECK-IN

10 FEBRUARY 2025

Introduction

This document provides a comprehensive review of NHHA's progress against the roadmap set in 2021. The roadmap was designed to align NHHA's operations and initiatives with long-term sustainability, financial stability, and social impact goals.

The structure of this document is organized around Three Pillars:

Environmental Pillar: Focused on sustainability, reducing environmental impact, and promoting environmentally concious practices.

Finance Pillar: Ensuring financial stability, effective resource allocation, and delivering value for money to stakeholders.

Social Pillar: Enhancing community well-being, promoting equality and inclusion, and fostering strong relationships with community and partners.

RAG KPI System

Red: Requires immediate attention; significant barriers or risks.

Amber: Progressing but needs focus or resources to stay on track.

Green: On target or completed.

Red
Amber
Green

Three Pillar Breakdown

Each Pillar is divided into:

Area: The focus or initiative within the pillar.

Ref: A reference identifier for tracking.

Update/barriers: A summary of the progress made so far, highlighting achievements and identifying barriers.

RAG Status: The current status of the initiative using the RAG color system.

Road Map Year: The year on the road map the commitment/goal was listed under

					Road Map
Area	Ref	Commitment/Goal	Update/barriers	RAG	Year

Area	Ref	Commitment/Goal	Update/barriers	RAG	Road Map Year
Environmental Pi	llar				
SDGs		3 GOOD HEALTH GAIN AND SANITATION AND FOROUGITION AND PRODUCTION A			
Energy	1	Commit to decarbonisation	We have committed to become carbon zero by 2030 Uniform review - Tsunami 2022 TigerTurf turf supply Completed EKOS carbon footprint for Te Hōnonga a Iwi Summer/Winter Waste Audit 2022/23 Waste Minimization 2024, \$18,500 funding to onboard waste programme 2025 Travel Lightly sustaianble transport programme 2024 Concept design	Green	2023
	2	Commit to reducing energy use by 10% in 2023	Installation of the light sensors in all changing rooms Installation of extra water tanks LED lighting across the facility Review of stadium turf lighting lumen and lighting hours	Green	2023
	3	Green Star building validation developed for certification end of 2024	Review of Green Star rating in 2022 with facility architects Agreement that facility sitting on 3 star rating and work to increase building compliance was extensive	Green	2023
	4	preservation.	Travel Lightly partnership with Auckland Council and Kaipatiki Local Board begun in 2024, with roll out of first phase of increased sustainable transport in June 2025 \$8k funding for the Travel Lightly Programme achieved Bike fleet and helmets secured in June 2024 Deputation to Local Upper Harbour Board for Hikoi for Health Signage achieved in 3/24 for signage funding in 2025 Board Think Tank potential solar partnership explored for \$150k in kind sponsorship across a 5 year term- on hold post diligence Chesters Plumbing gifted \$5k materials for piping freshwater harvested from shed to composters.	Amber	2024

	5	Measure reduction of carbon based on 2021 satellite business partners outcomes	Scope 1 and 3 emission not measured	Red	2024
	6	Consider other satellite opportunities	Te Hononga a Iwi partners with over 65 local organisation that come to hockey to work on the restorations Sustainable partnership and funding have developed with successful public partnerships to decarbonise (Waste, and Travel Lightly) and sequester carbon (Te Hono)	Green	2024
	7	Undertake a cost-benefit analysis of satellite hockey services outreach including loss of café earnings	On hold	Red	2024
	8	NHHA monitors and records energy usage and has set intensity targets e.g., relative to revenue that is being monitored	10% year on year reduction in energy consumption	Green	2024
	9	Monitor usage and set an absolute reduction target regardless of company's growth	Annual energy consumption report ongoing in our forecast budget	Amber	2024
	10	Employees are incentivized to use public transportation, carpooling or biking to work	Employees are not incentivised to use sustainable transport. Auckland Council are prioritizing the installation of two bus stops adjacent to the facility following review of NHHA Travel Lightly programme to decarbonise through developing sustainable transport.	Red	2024
	11	Facility facilitates the use of public transport, biking or cleaner energy vehicles. E.g. electric chargers	On site electric chargers have been scoped on two occasions since 2023. Soft advocacy for using sustainable transport (buses) through website references is apparent. Bike stands available. Work in 2025 for bike safety on site and promoting the use of the 5 local bike paths is underway for June 2025	Amber	2024
	12	Employees are encouraged to meet virtually	Yes, with scheduled wfh days	Green	2024
	13	80% of the facilities meet the requirement an accredited green building programme	Yes	Green	2024
Office Stewardship	14	Policy encouraging environmentally friendly products and preferred practices in employee virtual offices e.g., recycling	Underway with Procurement policy development	Green	2025
	15	Policy/procedure in place for the safe disposal of e-waste and other hazardous materials purchased for employee home offices e.g., Batteries, ink	Yes, with the development of the centralised waste hubs	Green	2024

	16	Shared resources with employees to enhance environmental stewardship in home offices e.g., energy efficiency ideas	Office stewardship policy is needed	Red	2024
Plant Based	17	Increasing the vegetarian options	Yes, more work needed to promote plant based dietary options Increase in vegetarian options in 2024 - soups are vegetarians, spring rolls, garlic bread, muesli yoghurt cups, croissants, sandwiches	Green	2023
	18	Consider incentivising choosing vegetarian meals	NA	Red	2023
	19	Consider the introduction of Vegan choices	Catering - does have vegan options if client wants In house - things such as fruit, vegan soups	Amber	2023
Pollution	20	Use nontoxic, eco-friendly janitorial products	NA	Red	2025
	21	Use unbleached/chlorine free paper products	Swapped to wheat based paper - need to check bleaching agent	Amber	2025
	22	Use low VOC/soy-based ink		Red	2025
	23	Use recycled environmentally friendly office supplies		Red	2025
Recycle	24	Increases employee environmental education opportunities	Annual staff sustainability education Annual to bi-annual working bees at Te Hono Education campaign for waste mitigation 2024 Aiming for 4 times per year, only getting 1 per year currently	Amber	2022
	25	Further embed environmental wellbeing/sustainability within 2022 strategic plan by beginning exploring composting and recycling as an internal organisational project for 2022- 2027 starting in July 2022	Work across 2022- 2024 to embed sustainability in organisational strategy First sustainability CE KPI achieved in 2024	Green	2022
	26	A commitment to a specific positive environmental impact Composting organic waste 2022-23	Achieved 2024	Green	2022
	27	Introduction of on or off-site composting of organic matter	Achieved 2024	Green	2022
	28	Recycling plastic 2022		Green	2022
	29	Identify staff/community champions July 2022	Instituted two annual awards in 2023 for Te hono and Sustainability at Harbour Using SM platforms to showcase community sustainable development actions	Green	2022

Restoration Rosedale Park Restoration Project	30	Increase employee environmental education opportunities		Green	2022
Strategy/ Policy	31	Development of an environmental policy portfolio to improve environmental practices including: Energy policy		Red	2024
	32	Further embed environmental wellbeing/sustainability within 2022 strategic plan		Green	2022
Sustainable Procurement	33	Strengthen sustainable procurement processes and practices by developing policy and guidelines		Amber	2026
	34	Identify next product to target for sustainable procurement	In progress for Chip, coffee cups and waxed water fountain cups 2024	Green	2026
	35	Written preference to purchase from local suppliers	In progress for procurement policy development	Amber	2026
	36	Formal target for amount of local purchases		Amber	2026
	37	List of preferred local suppliers	In reference for SBN local supply chain	Green	2026
Waste	38	Zero Waste commitment for 2030	Goal for Waste Zero set for 2027	Green	2023
	39	Development of a waste management strategy Improved waste systems are identified and implemented		Green	2023
	40	A commitment to a specific positive environmental impact -e.g., waste reduction to landfills		Green	2023
	41	Commit to reducing waste by 15 % in 2023		Green	2023
	42	Zero waste food strategy investigated for developing in 2024	Anecdotal assessment of food waste per day at inhouse catering to understand over production issues- very small amount of wastage once food is produced for sale. Need to check expired food wastage and revisit size of portions to reduce overconsumption and organic waste.	Amber	2024
	43	Monitor and record waste produced and have set a specific reduction target 2023- 2029		Green	2023
	44	Monitor and record waste produced and have set a zero-waste target for 2030		Green	2023
	45	Facility improvement with landlord (Trust) - waste reduction programme		Green	2023
	46	Decrease the use of plastics by 10% in 2025		Green	2025
	47	Increase circularity of plastic products or by-products	Correct recycling of all plastic types (1,3,5), soft plastic (7), and bottle caps	Green	2025

	48	Implement SBN directives for reducing packaging by 10% in 2026		Green	2026
Water	49	Prioritise installation of water storage for use in 2021/22 season	Fresh water collect achieved in 2024 Consideration of sustainable partnership with NZ Post freshwater collect	Green	2025
	50	Identify water conservation strategies – facility, gardens and turfs		Green	2026
	51	Review on site planting to increase drought resistance and reduce soil erosion	Ongoing with contractor in 2024	Green	2025
	52	Investigate water harvesting technologies	In regards to harvesting energy through roof water capture	Green	2026
	53	Low-flow faucets, taps, toilets, urinals and showerheads		Amber	2025
	54	Low volume irrigation		Amber	2025
			Underway with the NHHA Rosedale Park Restoration Project Development of a 10 000 m2 integrated urban bio-organic planting programme underway with 8000 natives secured to plant in Rosedale Park Restoration Project site. First mover status. No plant sprays to manage weeds, using aerobic biological organisms to promote plant survival, growth and increase soil health to help stabilise riparian land that is unused and heavily encroached by plant pests. Stabilising the land will increase biodiversity and directly increase stream health by generating shade, cooling stream for aquatic life and prevent urban runoff. Identify stream water quality with Water Care and generate		
	55	A commitment to a specific positive environmental impact: Identify existing local planting initiatives	Developing relationships with other local kindergartens, schools, council, local businesses, ecological organisations, retirement home, academic institutions: Massey University and AUT. The Rosedale Park Restoration project has social, financial as well as ecological objectives Committing to shifting away from lineal growth to increasing circulatory is underway with sourcing bioreactor materials for Restoration from local waste stream, sequestering 22 tones of carbon on site with bio-organic mulch and composting of all organic matter on site, use of natural local materials to supress	Green	2022

	weed development instead of chemical sprays, sorting of inorganic refuse materials recovered from land clearance at the Restoration Site into waste streams where possible, volunteer labour for restoration walking to Restoration site from 3 local schools (n=450 students), one local Kindy within 100 m from site and older adults from local retirement home becoming a local plant nursery. All strategies reduce carbon footprint and help
	Partnerships with Upper Harbour Local Board and Council to access support for enhancing sustainability is underway with excellent wrap around support
	3,500 volunteers have contributed value to enhancing the local environment

Area	Ref	Commitment/Goal	Update/barriers	RAG	Road Map Year
Finance Pillar					
SDGs		1 NO POVERTY 2 ZERO 7 AFFORDABLE AND GLEAN ENGREY 8 DECENT WORK AND SANDINFRASTRUCTURE 10 REQUALITIES 11 SUSTA	INABLECTIES 13 CLIMATE COMMUNITES 13 CLIMATE COMMUNITES		
	56	Further embed financial sustainability within 2022 strategic plan Underway with the 2022 NHHA Strategic plan review and implementation		Green	2022
	57	The Board receives a general update on the company's social or environmental performance bi monthly at Board meeting delivered by Chair, Sustainability Sub-committee		Green	2022
	58	Environmental and Social KPIs are reviewed by the Board post Strategic Plan approval	Environmental KPI for waste management in 2024	Green	2024
	59	Diversify sponsorships		Green	2022
	60	Philanthropic potential to develop funds		Red	2022
	61	Investigate the cost benefits of seeking charity status to generate cost savings and open funding options - NB cannot be done as a BCorp	Achieved and not progressed	Green	2022
	62	Partnership with Diversity Works as an avenue to elevate net promoter score, gain educational offerings and offer opportunity to likeminded sports bodies to improve social equity through education	Underway 2021/22 Novel partnership trial to test local like-minded business capacity to host workshops, encourage visits to facility, promote rental opportunities, hockey pipeline possibilities and generate future funding streams from public and private sources	Green	2022
	63	Incompte NHHA sustainability journey online to attract future	Increased collateral through waste mitigation program in 2024 and annual sustainability impact reports at AGM's	Green	2022
	64	Generate increased pipeline of players from underrepresented community groups	Hockey without limits Review of non-binary or mixed winter hockey comp Work needed to extend playing opportunities for ageing population e.g. walking or indoor hockey	Green	2022

65	Strong focus on building Asian community engagement and participation	One day fun day program was not initiated Largest migrant population group from 2024 are the Indian migrants Ongoing work needed	Amber	2022
66	Consider alternate methods of play to suit aging population base	Development of indoor hockey Development of summer 7s hockey	Green	2022
67	Consider opportunities to share sustainable growth model to attract funders/sponsors	Underway with application for grant to create 5 min film and a separate yearlong documentary (to be funded) regarding the Restoration story to capture value chain and demonstrate model value, sustainable leadership and local business innovation NHHA volunteers, Graphic Designer and Journalist working to produce high end collateral to showcase the Restoration model processes, people and outcomes Development of relationship with Business North Harbour is underway with the Restoration Project. All 32 Restoration Stakeholders have transparent access to NHHA work Development of 3D model for sustainable development at NHHA Publication of Akina NHHA impact model Multiple public speaking events at conferences and webinars Production of yearlong documentary on Te Hono value chain - 2025 Ti Takaki Auckland Unlimited case study on NHHA sustainable development for climate adaptation Multiple awards - national, regional and local SBN case study on NHHA SME sustainability program	Green	2022
68	Consider developing partnership opportunities to offer in kind service for underused facilities use for partnering NGOs in 2022	Diversity works for in-kind staff development opportunities	Green	2022
69	Consider reconfiguring NHHA office space		Green	2025

70	Work with other industry players on a cooperative initiative on relevant social and environmental standards for sports industry e.g., Diversity works partnership	Achieved with Pride Pledge 2023	Green	2022
71	Provide data or contribute to academic research on social and environmental topics related to sport e.g., AUT partnership	Achieved with documentary 2023-25 with Massey	Green	2022
72	Secure third-party certification/endorsements/accreditations	Achieved - ongoing	Green	2022
73	Develop partnerships that can increase energy efficiencies, enhance social equity, promote environmental wellbeing, support decarbonisation, reduce waste and pollution and promote long term growth.	Te Hono Waste mitigation and Travel Lightly programmes Increased B2B connectivity in Rosedale area Harvested waste stream materials Increased sustainable partnerships with local SME to share sustainability credentials Working with partners to generate value out of waste	Green	2023
74	Develop partnerships that can support enterprise – e.g., waste as a commodity model		Green	2024
75	Work with the Trust to identify opportunity for shared applicant status for funding applications.		Red	2023
76	Identify growth opportunities that will suit crowd funding	Outdoor seating New seating crowd funding campaign Te Hono - \$550k	Green	2023
77	Develop academic partnership with AUT Millennium that can generate research outputs and enable tapping into micro funding sources in the Tertiary Education sector	Achieved with Massey Uni Underway with AUT and UOA	Green	2023
78	Re-consider partnership with will&able	On hold due to poor product performance Working directly with Wilson School and Wairau Valley Special School for youth leadership within Te Hono	Green	2022
79	Develop partnerships with sponsors or business angels who are interested in enhancing diversity	Achieved with Diversity Works and Pride Pledge	Green	2022
80	Undertake a consumer satisfaction survey of the product to assess capacity to improve on and scale up the offerings	NPS undertaken in 2023 and 2024 for NHHA Staff and consumer survey for Life Members in regards to sustainable development at Harbour Survey went out to Harbour Staff, and all harbour community - Youth, Life Members had key outcomes questionnaire and results were incorporated into new Strategic Plan	Green	2023

8:	Participate in panel forums/discussions on environmental or social topics	Multiple public engagements	Green	2022
82	Provide public resources for other businesses or stakeholders on improving social or environmental performance	Te Hono website NHHA sustainability pillar for completion in 2025	Green	2025
83	Environmental and Social KPIs are reviewed by the Board		Green	2024
84	Formalise quality control mechanisms with improving customer satisfaction survey	Underway with Sport NZ good governance mark Looking to be set around March 2025	Green	2025
85	Share customer satisfaction survey results internally		Green	2024
86	Achieve specified targets for customer satisfaction	Being developed - March	Green	2025
87	Secure third-party certification/endorsements/accreditations for financial	Business North Harbour Sustainability Award 2023	Green	2024
88	Policy for ethical marketing, advertisements and customer engagement	Yes, under policy suite	Green	2022
89	Manage privacy and security of customer data		Green	2022
90	Monitor customer outcomes and wellbeing e.g. H&S programme, results, complaints, survey, growth		Green	2022
9:	Formal programme in place to incorporate customer testing and feedback into product design e.g. Hockey without Limits	Being developed with Sport NZ	Green	2025
92	Formal programme in place to continuously improve customer outcomes where measures are in place to drive reduce negative effects and increase positive effects	Being developed with Sport NZ	Green	2025

Area	Ref	Commitment/Goal	Update/barriers	RAG	Road Map Year	
Social Pillar						
SDGs		1 NO POWERTY 2 ZERO 3 GOOD HEALIH 4 QUALITY 5 GENDER 8 BECONDING SHOWTH 10 RECONDING S	DUCED UNALTIES 12 CRESPONSIBLE CONSUMPTION AND PRODUCTION AND PRODUCTION CONSUMPTION CONS			
Accessibility	93		Review undertaken on work required Progress limited	Red	2023	
Child protection	94	Child protection policy		Green	2023	
	95	Assess community need for child care		Red	2022	
	96	Guidelines for child safety in dugout		Red	2022	

Community Diversity	97	Mana whenua Further embed social equity/sustainability within 2022 strategic plan/mission	Māori partnership underway. Developing connections with Ngati Whatua O Kaipara through the Rosedale Park Restoration Project	Green	2022
	98	Develop opportunities to reach out to NHHA tangata whenua to enable NHHA to progress capacity to promote Te Ao Māori principles in a genuine way		Green	
	99	Chinese Community Develop strategy to work with members of the Asian community to enhance products and services NHHA offers to meet the needs of these community groups	Underway with Jayne Jones, Husmit Uka and Xiaoman Shao - Chinese Fun Day scheduled - Increased Sustainability subcommittee Chinese representation - Integrated Chinese inclusion in Rosedale Park Restoration Project - Network extension with Jade Li, Natural Environment Defence Ltd and Allen Zhang, Great Families Charitable Trust	Green	2022
	100	Embed the DW stocktake recommendations including formulation of a Diversity and Inclusion Policy	Underway 2021-22 - Staff Demographic survey is with management for distribution - Hus, Nicolette and Michelle writing the draft D&I policy - BCorp and DW analysis for staff empowerment and development is incorporated into Roadmap - Develop strength with implementation of social policies and practices that support gender equality, cultural diversity and competence, Rainbow communities, gender affirmation, age, disability, neurodiversity and religion.	Green	2022
	101	Skills matrix planning to ensure future skill mix is fit for purpose as the organisation develops maturity with sustainability	Board Matrix highlights need for sustainability expertise at board level and at sub-committee level	Green	2022
	102	Succession planning includes enhancing socio-cultural representation on the Board specifically underrepresented cultural groups		Green	2022
	103	10-19% Board is from an underrepresented population		Green	2022

104	Improve succession planning practices in Board sub-committees Succession planning includes enhancing socio-cultural representation on the Board specifically underrepresented cultural groups		Green	2022
105	Committee (and talent) succession planning to ensure seamless forward progression and continued development of diversity within the committee – future strength will be leveraged with increasing Māori and Pasifika representation in addition to recruiting committee members who have skills and experience with enhancing inclusion with people managing disability. Additionally, expertise in sustainability and environmental policy will be sought.		Amber	2022
106	Increasing development opportunities for committee members	Courses Presentation Informal learning opportunities from projects	Green	2022
107	Increase visibility of committee members to celebrate their value		Amber	2022
108	Identification of an internal champion to join the Sustainability committee		Green	2024
109	Broaden understanding of our community's ethnic diversity requirements		Green	2023
110	Explore creating an opportunity to serve an underrepresented socio-economic group	Hockey without limits	Green	2023
111	A commitment to a specific positive social impact e.g., partnership with an NGO to enhance equity and sustainable economic development such as support employment/promote accessibility/increase opportunities for Rainbow youth, scholarship opportunities for local Māori youth Underway with Chinese community engagement	With Te Hono - Dingle Foundation	Green	2023
	Support and incentivise appropriately skilled participants who can offer enhanced socio-cultural perspectives in this decision-making process to increase their participation	Needs improvement	Amber	2023
113	Indian Community Affiliation with the Indians Hockey Club Meet with Club representatives to discuss opportunities to enhance engagement and belonging	Needs urgent attention	Red	2023

	114	Pasifika Peoples Development of relationships with Pacific peoples Develop NGO partnership to enhance social equity and develop opportunities for growth	Needs urgent attention	Red	2023
Customer Service	115	Tracking youth pipeline - Identify staff member to continue loading annual data - Secure academic support to analyse data set and interpret trends - Analyse demographic of the youth population - Revisit identifying future youth needs	Needs ongoing attention	Green	2024
Policy	116	Further development of social policy portfolio including if not achieved by 2024 Health and Safety Police Vetting Privacy Communications Staff development/education Stakeholder policy Communicable Disease Management Masters' selection Representation Trials Code of Ethics Staff development policy Whistle blower policies Social media policy Code of conduct Sustainable Procurement Office Stewardship (inhouse and virtual) policy Corporate travel policy	Still to be created Stakeholder Policy Code of Ethics Sustainable Procurement Office Stewardship (inhouse and virtual) policy Corporate travel policy	Green	2024
Rainbow	117	Undertake exploration of Rainbow Tick certification	Pride Pledge was preferred and achieved in 2023	Green	2023
Staff Development	118	Manager roles with job descriptions that explicitly incorporate social and environmental performance		Red	2023

	119	Employees have a regular annual review that is documented - Written guidance available for career development - Employee reviews have clearly identified and achievable goals - All tenured employees receive documented feedback - Each full-time employee spends 11-20 hours on dedicated jobrelated education or training annually - Excluding new staff, 50% of full-time/part-time staff received skills-based training to advance core job responsibilities - Ongoing staff development coaching children and youth/cultural competency	Needs to be checked	Amber	2023
	120	Staff performance reviews that formally incorporate social and environmental issues		Amber	2024
	121	Staff Development Policy encourages internal promotions and hiring for advanced positions – internal posting of vacancies occurs first		Green	2024
	122	Cross skills training is provided to staff for supporting career advancement e.g., management training for non-managers		Green	2024
	123	New staff receive one week- one month on the job training		Green	2024
	124	Technical training over one month is given to new staff		Green	2024
Staff empowerment	125	Employee complaint/input mechanisms are reviewed every other year, with input from employees into the process		Amber	2023
	126	NHHA tracks usage of input/feedback/complaints and resolutions/implementation rates		Green	2023
	127	NHHA calculates employee attrition rate		Green	2023
	128	NHHA attrition rates are benchmarked against industry norm		Red	2023
	129	Annual employee satisfaction/engagement survey		Green	2023
	130	Staff demographic analysis	Completed in 2022/23	Green	2023
	131	Part-time work schedules are possible at the request of employees		Green	2023
	132	Job-sharing is possible at the request of employee	Need to check	Amber	2023

Staff Education	133	Increased employee social education opportunities to enhance cultural competency	Underway with cultural competency inhouse education - Diversity Works Unconscious Bias workshops - Rosedale Restoration Project opportunities - Commitment to the TOW in 2022 NHHA Strategic Plan	Green	2022
	134	- Development of work with Ngati Whatua O Kaipara - Develop capacity for NHHA staff to learn their mihi/peneha	Underway with Rosedale Park Restoration Project education streaming from Ecological and Social council funded opportunities	Amber	2022
	135	Embed DW diversity calendar into planning and communications		Red	2022
	136	Inhouse bespoke Sustainability Education Series		Amber	2022