

COOPER
AND COMPANY

SUSTAINABILITY
REPORT

NEW ZEALAND 2023







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KIA ORA

At Cooper and Company, our work centres on creating world-class places and experiences of the best New Zealand has to offer, which we aim to do in a sustainable way with a focus on the long term.

Although our understanding of how we can best create sustainable outcomes has evolved over time, our fundamental approach remains the same: to 'do the right thing' by our stakeholders, our team members, the communities we serve and the environment. This approach has stood us in good stead even as the sustainability landscape has changed considerably over the past decade, and particularly so over the past five years.

In the past year, our sustainability team set out to document and map Cooper and Company's overall sustainability efforts within the broader context of international and local legislation, frameworks, standards and reporting approaches. This was part of our process of continually self-reviewing to ensure our work stays well-targeted, relevant and progressive.

In the process it became clear to us that five sustainability focus areas are common across our various businesses: measuring and reducing our carbon emissions; conserving, restoring and enhancing the natural and urban landscapes we are custodians of; supporting and making visible New Zealand and Pacific arts and culture; promoting wellbeing for our team members and using natural resources wisely.

This year we intend to proceed with a material issues assessment, which we hope will confirm both our own understandings of the most important areas of focus for us and give us the opportunity to consider other areas that may be of high importance to our stakeholders.

As our company grows, sustainability remains central to our positive impact on others and on achieving our business goals in a resilient way. I hope you enjoy reading this report on our sustainability journey for 2023.

Ngā mihi nui,

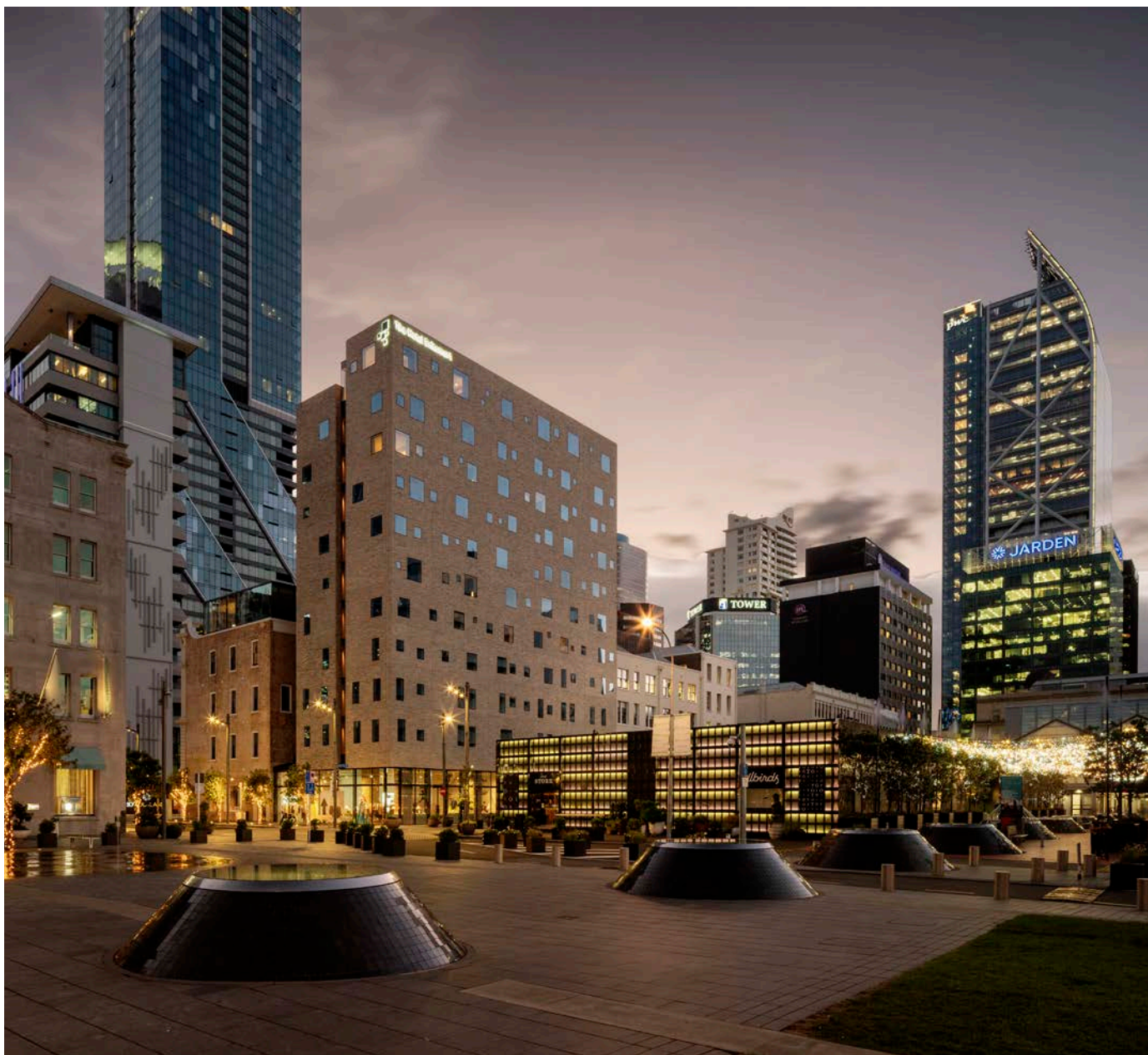
A handwritten signature in black ink, appearing to read 'Matthew Cockram', written in a cursive style.

Matthew Cockram
CEO, Cooper and Company New Zealand



PART ONE

ABOUT COOPER
AND COMPANY
NEW ZEALAND



Cooper and Company is a private investment company, established in 1989 by Northland-born Peter Cooper, which develops and invests in assets on a long-term ownership basis. The organisation has offices in three locations: Newport Beach, California; Auckland, New Zealand; and Southlake, Texas. Within New Zealand, Cooper and Company mainly operates in real estate development, with properties in Britomart and the Bay of Islands serving as the base for a number of interrelated businesses.

Cooper and Company invest in businesses that are inherently sustainable and scalable. With the assumption of long-term ownership and stewardship, the company takes a holistic approach that has sustainability as its foundation, with positive environmental, social and economic outcomes building and supporting one another. This philosophy is underpinned by robust third-party auditing, which enables a clear-sighted view of progress and pathways for improvement.

STAKEHOLDERS

PETER COOPER Owner and founder of Cooper and Company

COOPER AND COMPANY BRITOMART BOARD

THE LANDING, THE LANDING HOSPITALITY AND THE LANDING WINE BOARDS

MV ATA RANGI BOARD

COOPER AND COMPANY TEAM MEMBERS

Clients, guests, lease partners and customers of Cooper and Company businesses, products, spaces, services and experiences

COOPER AND COMPANY

NEW ZEALAND

REAL ESTATE

HOSPITALITY

WINE

BRITOMART



THE LANDING



WINE

COOPER AND
COMPANY PARKING

**The
Libraries**

At The Hotel Britomart

THE LANDING
BAY OF ISLANDS NEW ZEALAND

kingi

kingi
PRIVATE



ATA RANGI

COOPER AND COMPANY SUSTAINABILITY STRUCTURE

FOUNDATION

COOPER AND COMPANY INVESTMENT PHILOSOPHY
Patience • Sustainability • Care • Creativity • Performance • Partnership
See Page 13

FRAMEWORK

COOPER AND COMPANY SUSTAINABILITY FRAMEWORK
Adopted 2017, updated 2021
See Page 15

PROGRESS

ANNUAL COOPER AND COMPANY SUSTAINABILITY GOALS
Set and reported on in annual Sustainability Reports
See Page 50

ACCOUNTABILITY

COOPER AND COMPANY SUSTAINABILITY PARTNERS
See Page 15



COOPER AND COMPANY INVESTMENT PHILOSOPHY

Cooper and Company's investment philosophy is founded on a set of guiding principles that underpin all our business decisions.

PATIENCE

We take a long-term approach to investment, seeking out assets we can actively grow over time and from which we can earn significant, sustainable returns. We look for opportunities that justify long-standing investment commitment and that we are passionate about. Ultimately, we seek to build the kind of assets we don't want to sell.

SUSTAINABILITY

We strive to create good environmental, social and economic outcomes, as we believe these outcomes are self-validating and build and support each other.

CARE

We subject all potential investment opportunities to rigorous research and analysis and invest only in assets that have inherent 'downside' protection. We seek to lower portfolio risk through asset and market diversification and conservative financial practices.

CREATIVITY

We strive for intellectual independence, combining strategic focus and an often contrarian approach to identify promising opportunities. We focus on global economic and social trends and constantly look for new ways to leverage and cross-pollinate our existing resources and skills.

PARTNERSHIP

The principles of partnership – trust, commitment, accountability, sharing of risk and reward – are central to our investment philosophy and we emphasise a partnership approach at every level of our business. We play an active, ongoing role in the growth of our portfolio companies and build close and committed relationships with management teams. We think and act as both owners and partners.

PERFORMANCE

We believe that financial return is the only valid measure of investment performance. Our goal is to compound the value of the group assets at rates of return that are significantly higher than market returns.



COOPER AND COMPANY NEW ZEALAND SUSTAINABILITY FRAMEWORK

Cooper and Company’s sustainability approach is founded on the company values and formalised by a Sustainability Framework adopted in 2017. Since that time, the sustainability framework has been revised on two occasions. The central organising principle for the sustainability framework is the adoption of the following Sustainability Policy for Cooper and Company and its related and managed entities.

COOPER AND COMPANY SUSTAINABILITY POLICY

Cooper and Company adopts Sustainability as a business value and objective. We will develop, adopt and follow a Sustainability Framework to guide our endeavours. We are doing this because not only do we derive inspiration and personal satisfaction from it; but because it forces outcomes that have a greater benefit than just a short term monetary result. We will focus on those initiatives that deliver real and meaningful environmental, social and economic results across our businesses and for our assets.

We will measure our progress, believing that what is measured is done to a higher standard. Our experience also demonstrates that carefully selected performing assets that are thoughtfully designed and built have a longer life and through that deliver a greater return over time. The value and objective of sustainability is thus economically underwritten also.

- As our own assets and experiences show us where we apply the principles of sustainability, across all three dimensions we enjoy success.
- We carefully build places, allowing them to find their own cadence of development – working with what is there – nurturing and evolving – not forcing.
- A focus on good environmental, social and economic outcomes are each self-validating and build and support each other.

SUSTAINABILITY PARTNERS

Cooper and Company are aligned with a number of external sustainability agencies that assess and accredit sustainability-related performance, with most evaluating and certifying on an annual basis. This gives ongoing assurance to our audiences and institutional partners of the credibility of our sustainability efforts.



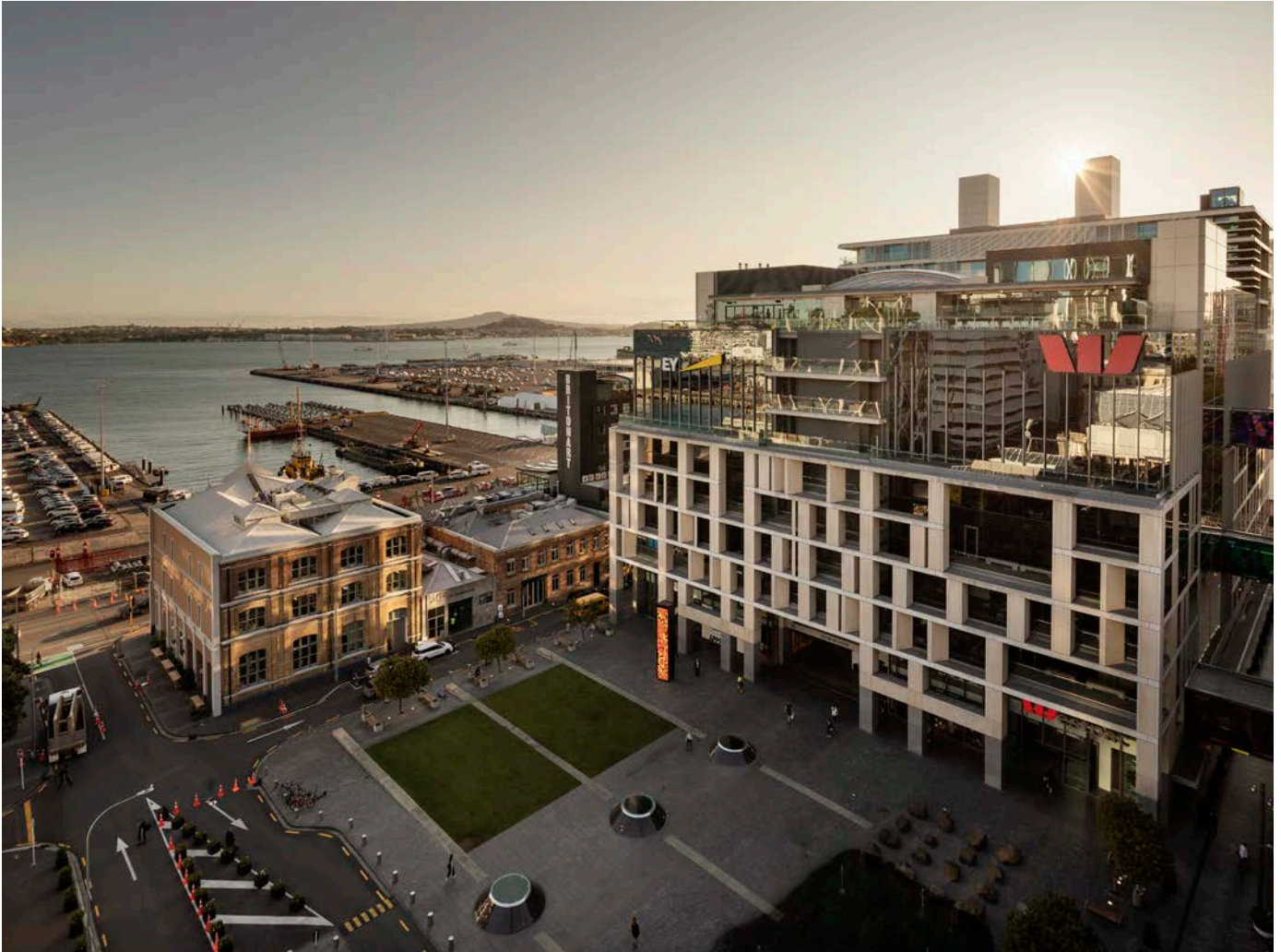
COOPER AND COMPANY SUSTAINABLE DEVELOPMENT GOALS ALIGNMENT

The 17 United Nations Sustainable Development Goals were established in 2015 and have since become a widely accepted framework for businesses and other organisations to identify the most important areas of sustainable development to focus on within their work.

The following eight Sustainable Development Goals have been identified as the most closely aligned with sustainability work across the Cooper and Company business portfolio:



COOPER AND COMPANY BUSINESSES

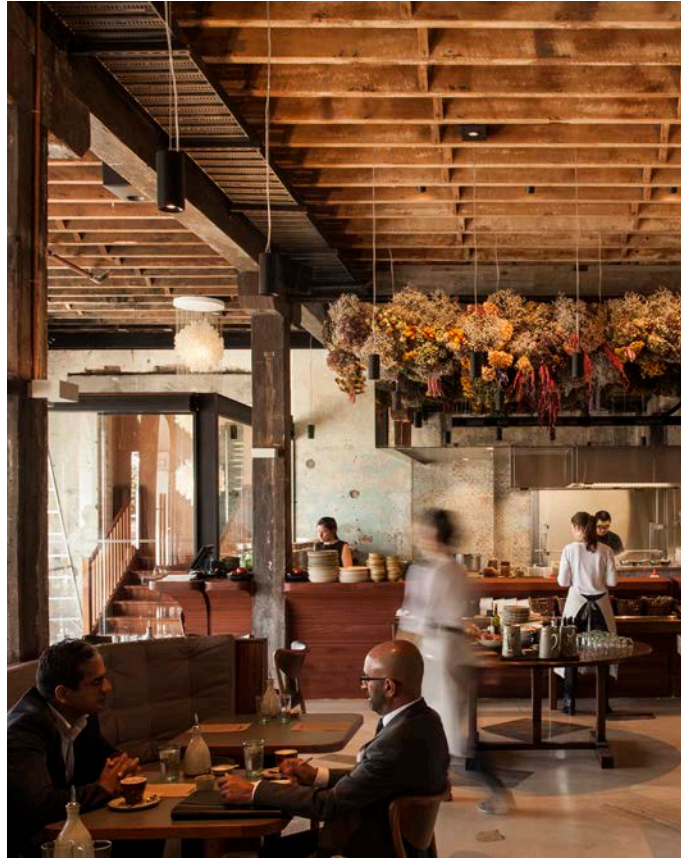


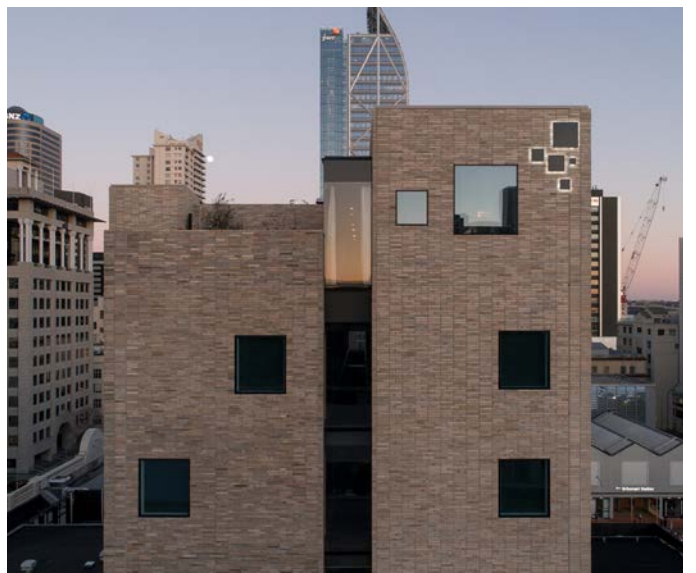
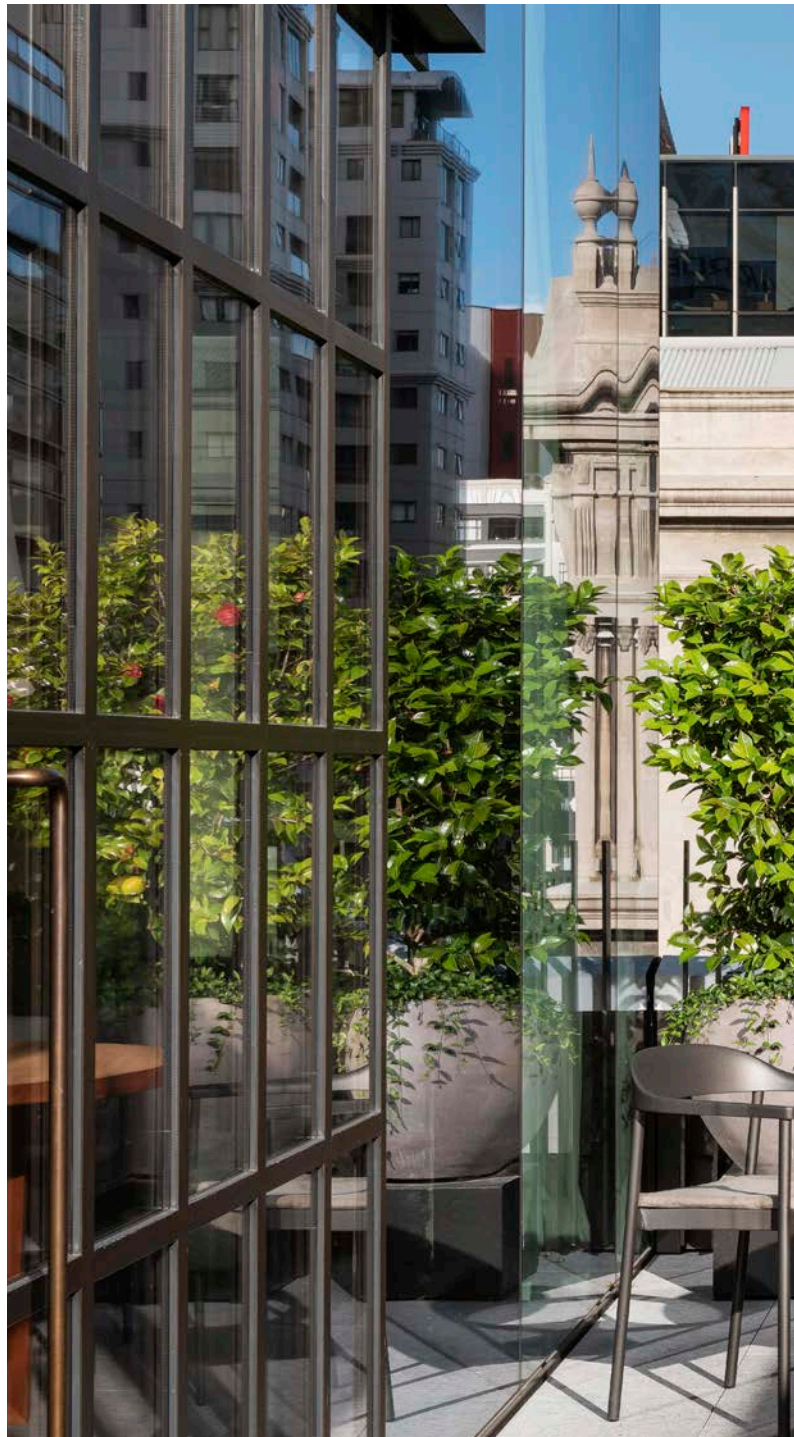
BRITOMART GROUP OF COMPANIES

Cooper and Company hold full responsibility for the regeneration and long-term management of the nine-block Britomart neighbourhood on Auckland's downtown waterfront. Since 2004, when the Development Deed with Auckland Council was signed, Cooper and Company have progressively refurbished Britomart's 18 heritage warehouses and added new commercial buildings, plant-filled streets, public artworks and a sunny public space, Takutai Square. The neighbourhood is now home to a vibrant mix of commercial, hotel, retail and food and beverage tenancies, all set above the underground Britomart Train Station.

BRITOMART GROUP'S CORE SUSTAINABILITY ACTIONS AND INITIATIVES INCLUDE

- Building and refurbishing to a minimum 5 Green Star standard
- Holding NABERSNZ energy-efficiency ratings for appropriate buildings
- Measuring carbon emissions through Toitū Envirocare and working to a reduction plan
- Operating buildings efficiently through good data collection and building management systems
- Green Loans for the precinct's property borrowings
- Hosting a year-round programme of free community events
- Supporting local artists and artisans with temporary and long-term public art installations
- Managing waste well and providing a range of recycling streams for businesses within the precinct
- Key partner charities: Coats for Kids, KidsCan through EY Foundation, Motutapu Island Restoration Trust



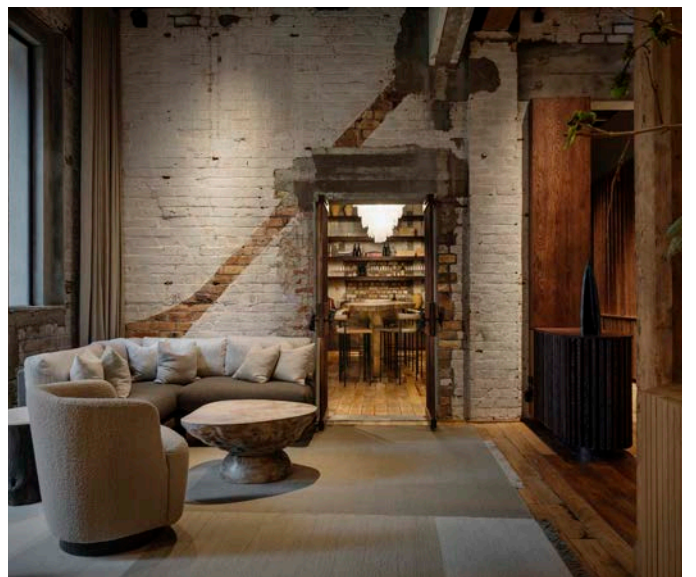
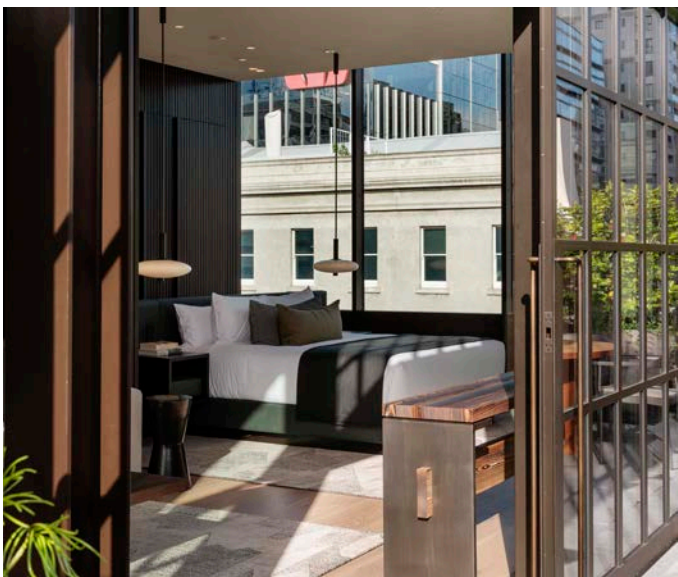
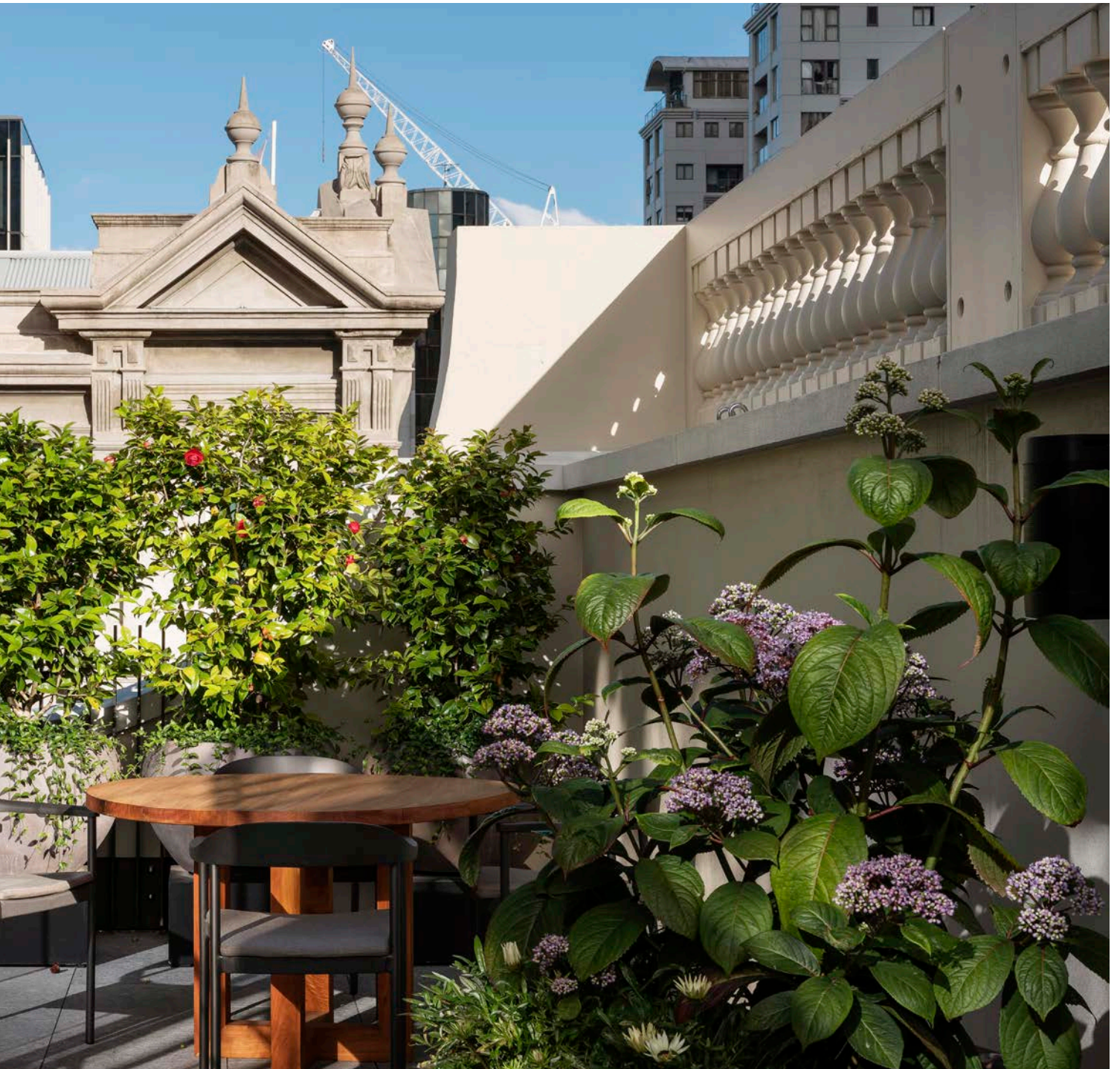


THE HOTEL BRITOMART

Completed in 2020, The Hotel Britomart blends a refurbished heritage building with a new 10-storey tower. It holds a 5 Green Star Design and Built rating, the first hotel in New Zealand to do so, as well as Gold Status under Tourism Industry Aotearoa’s sustainable hospitality programme. The hotel offers guest accommodation, conference and events facilities and an in-house restaurant, all under Cooper and Company’s management.

THE HOTEL BRITOMART’S CORE SUSTAINABILITY ACTIONS AND INITIATIVES INCLUDE

- Being sustainably built with high insulation, double-glazing, low-emissions materials, LED lighting, water-saving appliances and an efficient HVAC system
- Holding Plastic-Free Procurement and Social Procurement policies
- Focusing on sustainable seafood and local produce in the hotel’s eateries
- Measuring carbon emissions through Toitū Envirocare and working to a reduction plan
- Using environmentally friendly cleaning products
- Choosing locally sourced design, furnishings, room amenities and art
- Operating the building efficiently through a sophisticated Building Management System
- A tree-planting programme in association with The Landing (see p.42.)
- Managing waste well through a comprehensive recycling and reusables system
- Key partner charities: LegaSea, Six for Good, Soap Aid





COOPER AND COMPANY CARPARKING

Cooper and Company's Britomart Carpark was built in 2011. Since then, three additional carparks have come under Cooper and Company's management, providing a combined 3000 parking spaces in downtown Auckland for over 2 million vehicle visits a year.

COOPER AND COMPANY CARPARKING'S CORE SUSTAINABILITY ACTIONS AND INITIATIVES INCLUDE

- Rainwater harvesting tanks to supply the car grooming business and Britomart landscaping/ plant watering
- 12 Tesla EV charging stations installed
- All lighting converted to LED
- Secure bike parking
- Dedicated area for motorbike parking
- Online contracts instead of paper
- Managing waste well and providing a range of recycling streams





THE LANDING

Located in the Bay of Islands in New Zealand's far North, The Landing is a 404-hectare coastal site of outstanding natural beauty and significant heritage value as the site where Māori and Pakeha people first lived together from 1814.

Over 20 years, its ecological value has appreciated as over 40 hectares of pasture have been returned to native forest and wetland plants have been restored. The Landing is now home to one of the most abundant populations of kiwi in New Zealand, as well as rare native birds such as Australasian bitterns, dotterels and pāteke.

THE LANDING'S CORE SUSTAINABILITY ACTIONS AND INITIATIVES INCLUDE

- Adding over 1.2 million native trees and plants to the property as part of an ongoing reforestation project
- High-level pest control practices to protect native birdlife
- Measuring carbon emissions through Toitū Envirocare and working to a reduction plan
- Managing waste well and providing a range of recycling streams
- Key partner charities: Rangihoua Heritage Park, Rugby for Life, Coats for Kids

THE LANDING RESIDENCES

Four private residences, available as guest accommodation, along with guest facilities, are sited on The Landing property.

THE LANDING RESIDENCES' CORE SUSTAINABILITY ACTIONS AND INITIATIVES INCLUDE

- Being built with high standards of insulation, glazing, thermal orientation, natural convection and enduring materials
- Managing power use through good shut-down procedures when Residences are not occupied or undergoing cleaning/maintenance
- Using environmentally friendly cleaning, kitchen and bathroom products
- Having recyclable and reusable systems for guest amenities
- On-site fruit, vegetable and flower gardens, beehives, chicken houses, an olive orchard for oil and a firewood plantation



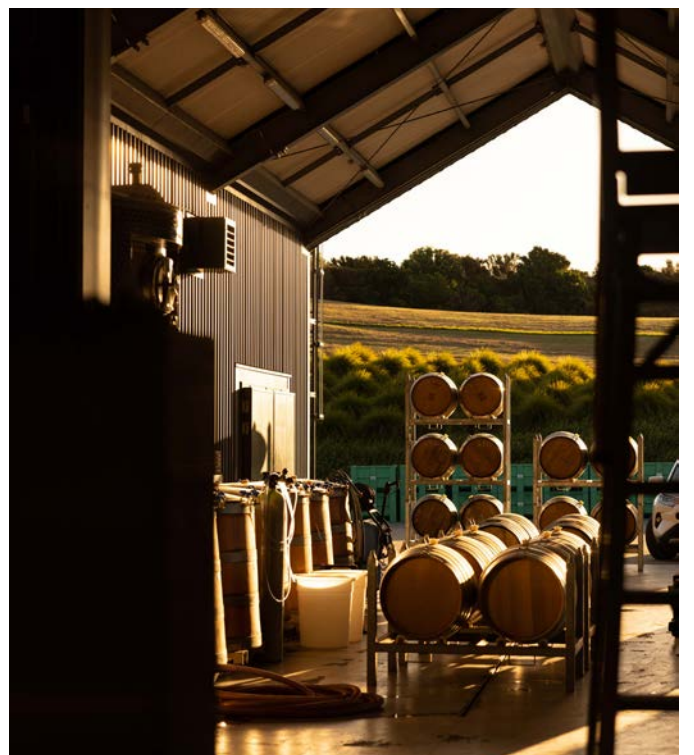


THE LANDING WINE

The Landing Wine operates a nine-hectare vineyard and boutique winery on The Landing property, producing Chardonnay, Syrah, Pinot Gris, Rosé and Vino Rosso wines.

THE LANDING WINE'S CORE SUSTAINABILITY ACTIONS AND INITIATIVES INCLUDE

- Winery building constructed using natural ventilation and cooling techniques
- Maintaining certification from Sustainable Winegrowing New Zealand
- Using natural viticulture techniques such as dry-farming vines and under-vine mowing to reduce water use, chemical use and enhance soil quality
- Composting grape marc





MV ATA RANGI

MV Ata Rangi, an 82-foot luxury charter vessel, is the successor to MV Libertas, the first luxury vessel managed by Cooper and Company on behalf of its owners from 2009 to 2015. MV Ata Rangi was constructed in the USA in 2012/3 and transferred to New Zealand in 2015. It is based in the Bay of Islands as a charter sightseeing and sportfishing vessel, with seasons in Auckland and the Pacific.

ATA RANGI'S CORE SUSTAINABILITY ACTIONS AND INITIATIVES INCLUDE

- Adhering to a sustainable fishing policy, including taking fewer fish, at larger minimum sizes than legal limits, prioritising tag-and-release and using circle hooks
- An optimal cruising speed policy to maximise fuel efficiency
- Supporting Pacific Island communities with donations
- Good waste management with bulk food and low-plastic procurement





CHARITABLE TRUSTS

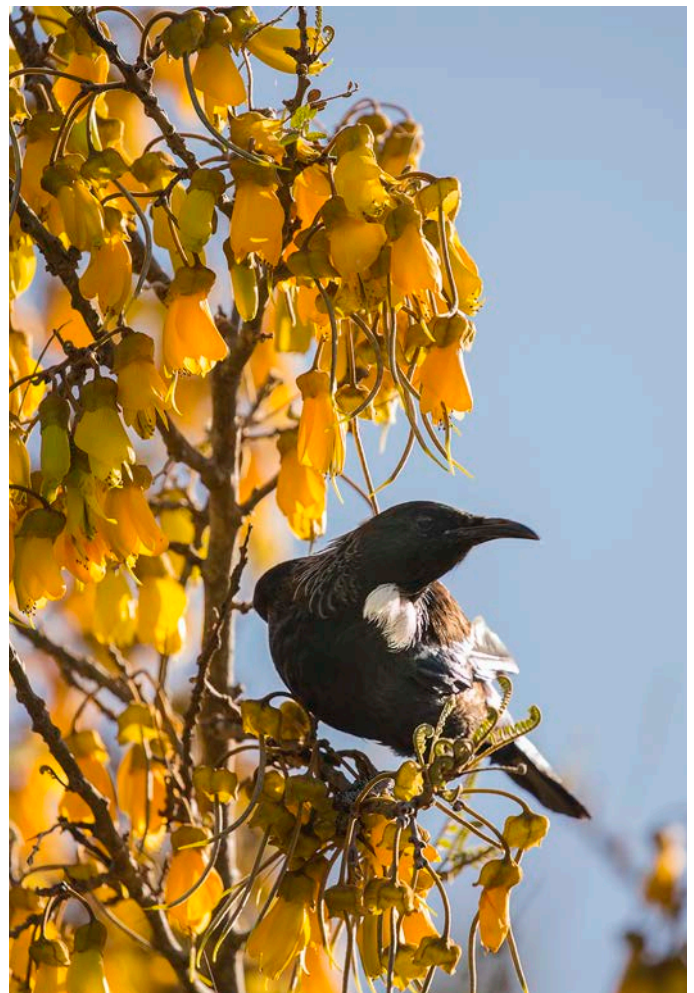
BRITOMART ART FOUNDATION

Established in 2002 with a \$1 million endowment, the Britomart Art Foundation considers and greenlights public artworks within the Britomart neighbourhood with a long-term view to making Britomart an evolving space for public art within the city. Works gifted to the public space by the foundation include a work by Shane Cotton – *Maunga* (2020) – as well as *Aroha ki te Ora* (2020) by Lonnie Hutchison.

THE LANDING TRUST

The Landing Trust was founded to protect the 48 documented heritage sites on The Landing property and to undertake projects to conserve its native flora and fauna. Heritage sites include Māori pa sites, a midden containing fragments of moa bone, the remnants of the first colonial schoolhouse in New Zealand and traditional Māori fish traps.

In 2023, an ecological study was commissioned by The Landing Trust to assess the state of the property's ecological diversity, including soil types, native and introduced vegetation, and bird, lizard, frog, fish and insect species. A report resulting from the study is expected in 2024.



WELCOME TO THE
FOOD TRUCK*
STREET FOOD FEAST.
TAKUTAI SQUARE
5-9 PM



The sign is a pink A-frame board with a black back. It features a decorative border of string lights at the top. The text is in various colors and fonts, including a large, bubbly 'FOOD TRUCK*' and 'STREET FOOD FEAST.'. A central illustration shows a red and yellow food truck with a smiling face. Musical notes and stars are scattered around the truck. At the bottom, there are small logos for 'BUDWEISER' and 'BUDWINE'.



PART TWO

2023
YEAR IN
REVIEW

2023 HIGHLIGHTS

253

People employed across Cooper and Company's nine business units

Cooper and Company, Britomart Group Management, Britomart Oriental Company, MV Libertas (MV Ata Rangi), The Hotel Britomart, The Landing Hospitality, The Landing MLP, The Landing Wines, and the US head office.

6

DEVELOPMENT PROJECTS



1. HAYMAN KRONFELD BUILDING
Two heritage buildings refurbished to 5 Green Star standard and blended together



2. KIWI TAVERN BUILDING
The last heritage building in the Britomart precinct to be refurbished, targeting a 5 Green Star rating



3. KINGI PRIVATE
A private dining room and premium boardroom at The Hotel Britomart

4. 12 EV CHARGING STATIONS
Added to the Britomart Carpark

5. SHORELINE REDEVELOPMENT
Post Cyclone Gabrielle reconstruction of the sea wall at Wairoa Bay, The Landing

6. VINEYARD EXPANSION
An additional 1.6 hectares of vines were planted at The Landing

RECOGNITIONS

THE LANDING

Best Luxury Accommodation

Lion New Zealand Hospitality Awards, 2023

Best New Zealand Luxury Lodge

Best Environmental Programme, HM Awards (Australia, New Zealand and South Pacific), 2023

HAYMAN KRONFELD BUILDING

Heritage Building Award

New Zealand Institute of Architects Awards, 2023

Gold Pin

Repurposed Spaces/Adaptive Reuse Best Awards, 2023

Best in Heritage Category

Property Council New Zealand Awards, 2023

THE HOTEL BRITOMART

#1 Hotel in NZ

TripAdvisor Best of the Best Awards, 2023

Readers' Choice Best Hotel

Remix Magazine Lifestyle Awards 2023

Highly commended

Commitment to sustainability, American Chamber of Commerce, 2023





ORGANISATIONS SUPPORTED

COATS FOR KIDS

Blankets, coats, warm clothes and shoes donated by staff collection from all businesses

KIDSCAN

Donation of carpark spaces and grooming services for auction to EY Foundation fundraising events

CATALYTIC FOUNDATION

10 Christmas Shoeboxes donated

RUGBY FOR LIFE

Cases of wine and winery experiences donated for auction

RANGIHOA HERITAGE PARK

Maintenance services donated

LIVE OCEAN

Advocacy for the organisation's projects

LEGASEA

1100 kingi boards made, raising over \$40,000 for LegaSea

SIX FOR GOOD

322 cartons purchased to support six local charities

SOAP AID

275kg of soap donated to vulnerable communities

MOTUTAPU ISLAND RESTORATION TRUST

Over \$7000 raised through a native tree giveaway

REFORESTATION

THE LANDING

7829 plants in various areas

THE HOTEL BRITOMART

1200 trees and plants in the hotel's dedicated area at The Landing

GREENING THE CITY

3420 native seedlings given away



ACCREDITATIONS

4 Star (Excellent) to 5.5 Stars (NZ Leading) NABERSNZ ratings

5 Green Stars

Achieved for Hayman Kronfeld Building, targeted for Kiwi Tavern Building

Toitū Carbonzero

The Landing

Toitū Carbonreduce

Britomart, The Hotel Britomart, Ata Rangi



MANA WHAKAHAERE GOVERNANCE

Cooper and Company are focused on creating enduring value for people and places through a partnership approach that adheres to high standards of practice. Strong values, policies and procedures underpin our work, and a rigorous approach is taken to investment and risk management. Sustainability reports have been produced annually for Britomart since 2019, The Landing since 2020, Ata Rangi and The Hotel Britomart since 2021 and Cooper and Company since 2022.

OVERVIEW

Despite a tightened economic environment, with inflationary pressures and higher interest rates, 2023 was a steady year for Cooper and Company New Zealand. The company maintained the same board as the previous year, as well as the same executive team (which has remained consistent for the past six years). Quarterly board meetings continued to be held.

Britomart's Sustainable Debt Framework, developed in 2022, is the foundation document for Britomart's Green Loan agreement with its lending partners. It sets out the governance framework that applies to sustainable debt instruments issued by the Britomart group of companies. In 2023, Britomart maintained all the accreditations that support Britomart's Green Loan agreement.

The intern programme launched in late 2022 saw Cooper and Company's first intern complete their term of employment at the beginning of 2023 before returning for a final year of university study at Canterbury University. A second intern who started in November 2023 was employed at the conclusion of the internship in February 2024.

BRITOMART

The solid return of international tourism, in particular the return of cruise ships to downtown Auckland as well as slowly increasing office occupancy rates saw higher pedestrian numbers in the central business district. A very small number of retail leases expired without being immediately re-let, due to a challenging retail environment, with tightened consumer spending and retail sales down for all four quarters. Britomart continued to invest in a rich programme of free community activations and events to draw people into the neighbourhood, which has been well-received by tenants.

Britomart continued to renew its carbon emissions (Toitū Carbonreduce) and building energy-efficiency (NABERSNZ) ratings, and achieved a fourth 5 Green Star rating from the New Zealand Green Building Council for the recently refurbished Hayman Kronfeld Building. Another heritage refurbishment targeting a 5 Green Star rating was also completed: the Kiwi Tavern Building.

THE HOTEL BRITOMART

A new head of sales was hired, and the executive assistant manager role was restructured to enable a range of team members to learn the skills of the role. The Hotel Britomart had a strong year of business performance following an increase in international tourism. The hotel's sustainability credentials were regularly cited by guests as a reason for choosing the hotel as accommodation. The hotel also renewed its Toitū Carbonreduce accreditation and continued to maintain 95 percent compliance with its Plastic Free Policy.

COOPER AND COMPANY PARKING

As office occupancy lifted slowly, so did demand for parking in the city.

THE LANDING

Two adverse weather events at the start of 2023 – an 'atmospheric river' of heavy rain and high winds on 27-28 January and Cyclone Gabrielle on 12-14 February – left The Landing with some minor damage to repair, although the property escaped any significant effects. However, the wet and windy summer meant guest numbers were down, with bookings not returning to normal levels until summer 2023/24. The Landing renewed its Toitū Carbonzero certification for a second year and signed off a long-term Farm Environment Plan with the Northland Regional Council.

The Landing Wine renewed its annual Sustainable Winegrowing New Zealand certification. A new sales channel, cross-branding and client retention strategy was created with the launch of The Landing Wine Club, which incentivises purchase commitments through members-only discounts on accommodation at Cooper and Company properties and exclusive events.

ATA RANGI

An audit of Ata Rangi's Marine Transport Operating Plan was completed, with the vessel's team being commended for both the quality of the vessel's operation, as well as the land-side support systems in place. Policies were developed to formalise practices around procurement of recyclable or environmentally friendly equipment when upgrading the vessel, and around cruising speeds. Work began on a capital expenditure project for a substantial vessel upgrade, to be undertaken in the 2024 year, which would extend the vessel's working life for another 10 years.







CASE STUDY

CITY FUTURES

An investigation into the future of Auckland Central and inner-city workplaces

The last four years have seen a dramatic change in how people interact with their workplaces and central city areas. Office occupancy dropped precipitously in 2020 and 2021 during the Covid-19 pandemic, and although it began rising again in 2022, for large firms, at around 70 percent occupancy on the busiest days, it still sits well below pre-pandemic levels, which typically sat around 80 percent. Pedestrian numbers also plummeted during the pandemic and are still down around 20 percent on their 2019 levels.

The decline in foot traffic associated with lower office occupancy has a flow-on effect to retailers and eateries in the central business district, especially when many households are tightening their discretionary spending due to higher costs of living.

The City Futures project focused on the relevance of and scope for change in the office in the future, from the perspective of three experts who study workplace dynamics and wellbeing, as well as from the perspective of five graduates setting out in their careers. Two publications were created: *Future of work* and *This is how we want to work now*.

For *Future of work*, the Britomart communications team spoke to experts. Sarah Wright is an associate professor at the University of Canterbury's Business School who has been studying the phenomenon of workplace loneliness for decades – and noticed a dramatic increase in reports of it since remote work became more common. Dallas-

based architect Erin Peavey was interviewed about the way companies can configure their office spaces to foster connection, while John Kirwan, the founder of workplace wellbeing organisation Groov, discussed the importance of mental health strategies at work and the positive impact they can have on everybody's sense of belonging.

In *This is how we want to work now*, five workers under 30 were interviewed about what work meant to them. The popular narrative around younger workers has sometimes suggested they are flighty, but these workers were committed individuals who had a deep understanding of what they wanted from their workplaces, and how important in-person connection at work was to them. Just as important, they were clear about their purpose, and how their work could be a meaningful contribution to resolving the wider issues at play in the world.

Free printed copies of both publications were made available in Britomart's Atrium on Takutai, and all the interviews were published online.

In 2024, the City Futures project will continue with a series of interviews with Auckland CBD residents about living in the inner city. A second project intends to look at co-working as an increasingly common form of working environment.



The Hotel Britomart

Grow your own

TE TAIAO ENVIRONMENT

Building well to endure, using environmentally friendly materials and conserving heritage structures are the cornerstones of Cooper and Company's approach to property. In recent years, our focus on building to mitigate carbon emissions has also strengthened. This approach is founded on gathering good data, both at the time of construction and during operation, and using it knowledgeably to improve impacts.

OVERVIEW

Cooper and Company properties and other capital assets are developed and maintained to high environmental standards, while aiming to foster positive social outcomes through engagement initiatives in the communities who use these assets. The company is committed to a constant process of learning, improving, and sharing knowledge through its communication channels.

COOPER AND COMPANY'S KEY ENVIRONMENTAL EFFORTS ARE CENTRED AROUND

- Carbon emission reduction through building efficiency
- Reducing energy/fuel use
- Good waste management practices
- Conservation, ocean health and reforestation

BRITOMART

Britomart's 2022 project to understand and rectify a concerning high level of refrigerant losses resulted in a significant reduction of carbon emissions in 2023, with a 42 percent reduction in total direct emissions. This keeps Britomart on track to meet its Toitū Carbonreduce targets. The annual Greening the City native tree giveaway in Takutai Square raised over \$7000 for the Motutapu Island Restoration Trust. The Hayman Kronfeld Building and Kiwi Tavern Building refurbishments were both completed targeting 5 Green Star standard, with the Hayman Kronfeld Building's rating confirmed by the New Zealand Green Building Council.

THE HOTEL BRITOMART

A tree planting programme was developed in association with The Landing as a non-formalised means of carbon mitigation. A new system of milk delivery resulted in a substantial reduction in the use of glass and plastic bottles, while a waste audit resulted in a new supplier for guest slippers, making them fully compostable. A new supplier was also found for environmentally friendly cleaning products. The hotel remained on track for its Toitū Carbonreduce emissions goals, with emissions nearly halving on a per-room basis.

COOPER AND COMPANY PARKING

Twelve Tesla electric vehicle charging stations were installed at the Britomart Carpark to cater to the growing proportion of customers driving EVs. These have been heavily used since their installation.



THE LANDING

Challenging environmental conditions started 2023 for The Landing and its vineyard, including a damp summer and lightning strike that damaged a block of young vines. Better shut-down procedures at the Residences led to a substantial decrease in electricity use at the Cooper Residence, while investment in reusable guest water bottles and a filtered water system saved over 2000 glass bottles a year. Strong efforts were put into pest and predator control to protect rare native birds at The Landing, and an ecological survey was commissioned to create a better understanding of the property's biodiversity.

ATA RANGI

Ata Rangi completed its second year of Toitū Carbonreduce assessment, with a slight increase in emissions due to taking an international trip. Due to the total reliance of the vessel on carbon-based fuel and the lack of plausible alternative fuels, this is expected to remain as a challenge for some years to come.



GROSS EMISSIONS (tCO ₂ e)	2020	2021	2022	2023
BRITOMART	730	937	1205	732
THE HOTEL BRITOMART			215	251
THE LANDING	-396	-388	-386	
ATA RANGI			211	269

TOP EMISSION SOURCES 2023		(tCO ₂ e)
BRITOMART	Refrigerant	265
	Electricity	243
THE HOTEL BRITOMART	Natural Gas	99
	Waste landfilled	85
THE LANDING	Diesel	110
	Electricity	31
ATA RANGI	Diesel	264
	Electricity	3

CASE STUDY

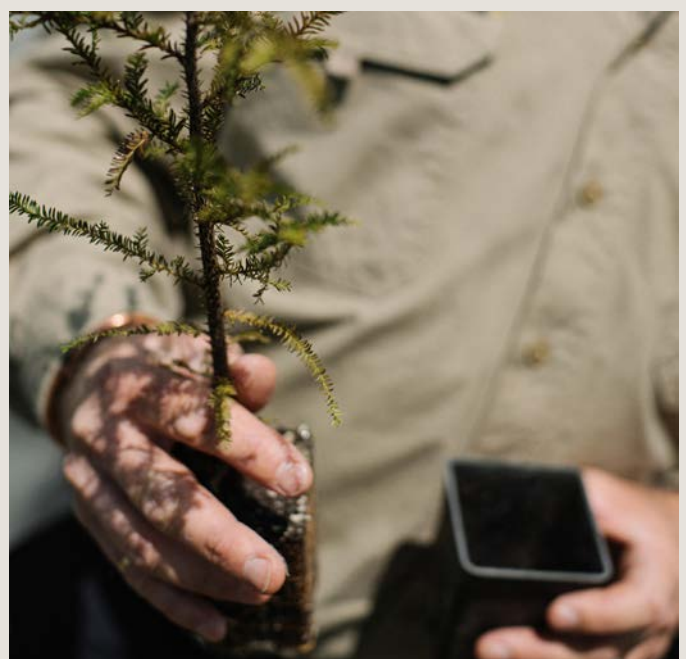
TREE PLANTING COLLABORATION

The Hotel Britomart worked with The Landing to establish a plantation of native trees as part of a guest incentive programme.

Reforestation is one of the core strands of Cooper and Company's environmental sustainability efforts. At The Landing, a native reforestation project has been underway for over 20 years and at Britomart, a plant-filled urban environment has been a core part of the visitor experience strategy, with numerous permanent trees and hundreds of potted trees, shrubs and flowers positioned throughout the precinct. In collaboration with The Landing, Britomart hosts an annual giveaway of native seedlings to the public, alongside planting workshops. People choosing trees are encouraged to give a gold coin donation to a reforestation charity in exchange.

In 2023, the hotel team also commenced a reforestation project in collaboration with The Landing. The Green Meetings programme means that for every ten guests who take part in a meeting or conference at The Hotel Britomart, a native tree is planted at The Landing. The programme is designed to mitigate a portion of the hotel's carbon emissions in a non-formalised way.

For the 2022/23 year, 1200 trees were planted as a result of the programme. On an ongoing basis, the hotel team expects to plant around 1500 trees a year. An area of land at The Landing previously used for grazing has been set aside for this project, chosen for the fact that it encompasses a stretch of stream and will create riparian habitat while protecting the stream from damage or pollution by cattle.







TE TANGATA PEOPLE AND CULTURE

Care for team members and contribution to the wider community are core values for Cooper and Company. The company has robust health and safety policies and procedures, strong wellbeing and an inclusive company culture, and policies around giving sustainably in ways that support community initiatives.

OVERVIEW

Cooper and Company employ people across a diverse range of businesses and roles, including marketing, accounting, administration, boat crew, carpark services, operations and facilities teams, hotel guest service, cleaners, vineyard and winery workers, and management. At the end of 2023, the employee count across all New Zealand businesses stood at 253, including part-time and seasonal workers, an increase of just over five percent.

Five percent of team members are employed at executive level, 11 percent at management level and 84 percent at employee level. Team members at Cooper and Company pays at or above the Living Wage (\$26 p/hr in 2023) and given access to flexible working conditions. All team members can use the Employee Assistance Programme, which offers free counselling and referrals to professional services for issues causing stress at work or home. This programme is also open to partners and immediate family members of employees.

A positive and participatory workplace culture is encouraged. All team members receive a quarterly newsletter updating them on news across the Cooper and Company businesses and profiling people within those businesses.



PROJECT

WELLBEING PROGRAMME

For many years Cooper and Company has offered team members standard wellness benefits, including free flu vaccinations, flexible working and access to the Employee Assistance Programme, as well as access to a range of wellbeing activities. During 2023, Cooper and Company formalised and expanded its wellbeing programme in terms of the number and scope of activities being offered and the breadth of team members who can access them.

Cooper and Company believe a comprehensive wellbeing programme is an important factor in helping team members feel valued by the company, connected to their colleagues and able to work capably without risk of burnout. Working with Groov, the company conducted two Wellbeing Surveys in 2022 and 2023, the results of which were shared with team members.

In general, team members experienced positive wellbeing; in particular, engaging their brains (81%), noticing good things happening in their lives (75%), doing kind things for others (75%) and having things to look forward to (71%).

Compared to the first survey, around a quarter of team members experienced more moments of laughter (83%) and noticed positive occurrences (now 94% of all individuals).

Areas to work on were identifying ways to help team members get up from their desks more often, leaders modelling good wellbeing practices and providing time for wellbeing in the day – feedback that in part led to the creation of a more substantial wellbeing programme.

The Wellbeing Programme includes a range of optional activities, some in partnership with external organisations and some organised directly by Cooper and Company's People and Culture team.

- Guest speakers educating about wellbeing, diversity and inclusion
- Groov webinars on personal and workplace wellbeing
- Financial health seminars
- Personal wellness workshops
- Social activities such as mini-golf, bowling, a touch rugby team, a Round the Bays team, and gym challenges
- Shared morning teas and lunches, Easter and Christmas celebrations
- Birthday gifts and acknowledgements
- A paid volunteer day each year

PROJECT

LAPTOP RECYCLING SCHEME

In 2023, Cooper and Company launched a recycling scheme for good-condition digital devices that are being moved out of use as part of an IT upgrade. Devices are safely erased and reformatted, ready to be passed on to recipients who are in need of a device but would find it a hardship to afford one. Distribution of devices is planned twice annually.

In the first round of device distributions, 17 laptops were donated, with 10 of these (59 percent) going to recipients who requested the devices through The Landing. Cooper and Company aim to give at least 50 percent of the devices to recipients who request through The Landing, as the Northland region, where The Landing is based, has some of the highest socio-economic needs in the country.

“Having this laptop will help our son so much with his schooling. This year he has started using Chrome Books at school and requires the use of a computer at home to be able to continue this work for his homework. [The Surface Pro laptop] is a perfect size for him to use and it is amazing how it can be used via touch screen also – this is going to be very helpful for him.”

– Parent, Bay of Islands

“I am a Year 12 high school student intending to go into the medical field at university. Since November 2022 I have been suffering from Long Covid Syndrome as well as chronic fatigue, daily headaches and Postural Orthostatic Tachycardia Syndrome (POTS). During 2023 I had to unenroll from school to focus on my health and recovery. Starting at the beginning of this year I have been attending chemistry classes at school and physics class at home via correspondence. Thanks to Cooper and Company giving one of their old laptops to me I am able to complete my work much easier and faster, resulting in less symptoms from my Long Covid. At the pace I am recovering. I will most likely be graduating in a class at least two years post the one I have been in since I started school. The majority of this will be via correspondence so having a reliable laptop will be very helpful. I am so grateful and appreciative for this help.”

– High school student, Bay of Islands

BRITOMART

There was good staff retention across the various Britomart teams over the 2023 year, which remained stable or slightly grew in number. A focus on developing a comprehensive wellbeing programme and a closer company links across business units as well as an internship and work experience programme to foster new talent, helped retain and recruit staff and maintain a positive workplace culture.

THE HOTEL BRITOMART

After experiencing a challenging time through the pandemic for recruiting and retaining staff, The Hotel Britomart had a positive year in 2023. The hotel reached a total staffing level of over 100, meaning the number of team members exceeded the number of rooms in the hotel, a widely accepted industry marker of a hotel’s ability to provide a high-quality level of service.

COOPER AND COMPANY PARKING

The parking business saw an improvement in staff recruitment in 2023 and was able to reopen the grooming services business due to higher staff numbers.

THE LANDING

The Landing maintained a stable team in the 2023 year, with new permanent full-time staff recruited for the winery and in the marketing team.

ATA RANGI

Ata Rangi operates a four-person crew. During the 2023 year, there was a higher than usual turnover of staff due to the reopening of borders the previous year and team members seeking new opportunities in a broader work environment. A new chef-steward was employed, however the engineer position remained open, due to the difficulty of recruiting a Mech 4 level engineer. Ata Rangi has since gained an exemption allowing the vessel to recruit a Mech 5 engineer, so this position is expected to be filled in the second half of 2024, following the vessel’s extended refit period.



CASE STUDY

TE KURA KAUPAPA MĀORI O HOANI WAITITI MARAĒ STUDENT WORK EXPERIENCE PROGRAMME

Britomart Group's partnership with Te Kura Kaupapa Māori o Hoani Waititi Marae launched in 2023. Te Kura is a full immersion te reo Māori school based in West Auckland, offering education to students from kohanga reo until the end of high school.

The partnership gives Year 12 and 13 students the opportunity to visit and experience a range of workplaces at Britomart including EY, Westpac, The Hotel Britomart, Monk Mackenzie Architects, Café Hanoi and more. At the same time, those businesses have the opportunity to host work experience for students who are strongly grounded in kura kaupapa Māori, fluent in te reo and likely future leaders within their generation.

Hare Rua, principal of Te Kura Kaupapa Māori o Hoani Waititi Marae although the students achieve well academically, the programme provides them with essential real-world

experience. "We're aware that whatever's required in the school doesn't really prepare our taura for a lot of what lies beyond. So we need something to pathway our tamariki – and this programme is part of that. It doesn't guarantee anything, but it gives them all a better chance to choose the direction they want to go in. Once they've been in these organisations, our other tamariki can see those businesses as places for them too."

Chad Paraone (Te Aupōuri, Ngāi Tahu), a partner at EY, was instrumental in championing Britomart's careers orientation programme for students for Te Kura Kaupapa Māori o Hoani Waititi Marae. "These are talented individuals who've been steeped in the tikanga, the kawa, the wairua, the mātauranga of our mātua tūpuna. They have these additional gifts. What I want to help them do is help shape the world of tomorrow, more than we've been able to in our generation."



COOPER AND COMPANY HEAD OFFICE SUSTAINABILITY PROGRESS 2023




Cooper and Company's New Zealand head office is usually based at Maritime House at Britomart. However, with the building needing substantial refurbishments, including a new roof, at the end of the 2023 year, the Cooper and Company team moved to the recently renovated Kiwi Tavern Building for an anticipated six-month stay.

Head office goals are generally specific to the team working in the building, although some also benefit the wider Cooper and Company team working across all the New Zealand businesses.

ENVIRONMENT	ACHIEVED	NOT ACHIEVED	IN PROGRESS	STATUS
Investigate options for placing The Landing's carbon 'credits' into an official carbon offset programme that could be applied against emissions from other Cooper and Company businesses in the future if we choose.	✓			Initial conversations were held with New Zealand Carbon Crop and a feasibility assessment of their offering compared to the New Zealand Emissions Trading Scheme was completed. It was decided that the practicality of entering either scheme was not justified, based on The Landing's existing forest not qualifying for the ETS, as well as on the NZCCU's methodology differing from more widely accepted carbon trading schemes.
Explore setting up an in-house IT device recycling programme that would equitably pass on unneeded devices in good working order to team members or outside parties in need of them, with the devices to be returned for resource recovery at the end of their useful lives.	✓			This programme was set up, and Cooper and Company received 39 applications for recycled devices. These were mainly requests for devices for children's education needs and charity work that team members are involved in outside of work. In the first round of distributions, 17 devices were donated to priority recipients. Most of the remaining requests are expected to be covered in a second round of donations in 2024.

GOVERNANCE	ACHIEVED	NOT ACHIEVED	IN PROGRESS	STATUS
Map Cooper and Company's sustainability progress and goals against New Zealand's official carbon-reduction targets and guidance and the United Nations' Sustainable Development Goals.	✓			The sustainability team conducted a self-audit process around Cooper and Company's sustainability work presentation in the context of local and international efforts and frameworks, collating information and reports and distilling the information into a mind-map. The mind-map and a supporting document were presented to the CEO and Executive Chairman. Overall, the company's work was found to be on track, with some areas for future development identified.
Obtain WELL Performance Certification for Maritime House (Cooper and Company NZ's head office).			●	Air quality monitors were installed on each level of Maritime House to record data for the WELL Performance submission. Lower air quality results than expected were returned on each level, particularly Level 3. These have improved but are still not within acceptable limits for WELL. Additional improvements may be made through Maritime House's refurbishment. In the meantime, the submission for WELL Performance is on hold until after Cooper and Company returns to Maritime House mid-2024.



PEOPLE AND CULTURE	ACHIEVED	NOT ACHIEVED	IN PROGRESS	STATUS
<p>Offer First Aid and Emergency preparedness training to all team members.</p>				<p>Two First Aid courses were offered to all Auckland teams, with a number from head office attending. A Mental Health First Aid course with St John was also offered in January 2024. The Mental Health First Aid course taught the skills to recognise and respond to someone experiencing mental health concerns. Members of the Cooper and Company head office team and The Hotel Britomart management team attended. A session for The Landing team has now been scheduled for May.</p>
<p>Improve team members' access to quiet/ breakout spaces within each business.</p>				<p>This is being addressed during the Maritime House refurbishment.</p>
<p>To enhance visibility of the Cooper and Company mission, vision, and values statements for each business team.</p>				<p>Brand guidelines for The Landing and The Hotel Britomart, incorporating vision and values statements, were revised and updated. An update of Cooper and Company brand guidelines is underway.</p>

COOPER AND COMPANY SUSTAINABILITY GOALS 2024

Each of the different company teams working under the Cooper and Company umbrella, including the head office team, has an annual set of sustainability goals to pursue, guided and overseen by the Director of Sustainability. The goals for each business are listed on the following pages.

MANA WHAKAHAERE GOVERNANCE

As part of acknowledging Britomart's 20th year of development, investigate establishing a scholarship for a university student in an appropriate discipline to focus their PhD thesis on Britomart from an urban renewal perspective.

Complete Cooper and Company brand guidelines and circulate to all team members

Train the Cooper and Company sustainability team in material issues analysis

Establish metrics to measure engagement levels in the company wellbeing programme, so it can be evolved in response to the needs of team members across companies.

TE TAIAO ENVIRONMENT

Find and promote a suitable environmental volunteering opportunity for teams to participate in, with a view to increasing uptake of the company volunteer day programme.

TE TANGATA PEOPLE & CULTURE

Make our company values and sustainability goals a clear part of an upgraded team member onboarding experience as we move to the new Ready Employ talent management system and portal.

Create a centralised Cooper and Company policy and procedures document that ensures the company's core values are formalised in policies that operate across all Cooper and Company companies.

To work with Groov on a science-based workplace wellbeing assessment programme with data available to both Cooper and Company and Groov to help improve understanding of how wellbeing practices can support a high-performance workplace.







BRITOMART SUSTAINABILITY GOALS 2024

MANA WHAKAHAERE GOVERNANCE

Achieve a WELL Performance Certification for the Maritime Building once the building’s renovation is completed.

Complete a material issues assessment for Britomart.

Investigate the feasibility of securing NABERSNZ ratings for non-rated buildings.

TE TAIAO ENVIRONMENT

Continue with our emissions reduction programme as guided by Toitū Carbonreduce.

Work with the Restaurant Association of New Zealand to develop a food waste pilot programme in association with two of Britomart’s restaurants and share the results of the pilot with other lease partners.

TE TANGATA PEOPLE AND CULTURE

Work with Te Kura Kaupapa Māori o Hoani Waititi Marae to broaden Britomart’s careers orientation programme with the school and introduce students to a wide range of career opportunities and work experience options.

Complete two further research projects relating to the future of work and the interconnected future of the central city, focusing on the benefits of in-person connection and community development.

Continue Britomart’s community engagement through art displays, cultural performances, and social gatherings in Britomart throughout the year.

THE HOTEL BRITOMART SUSTAINABILITY GOALS 2024

MANA WHAKAHAERE GOVERNANCE

To work with the team at Cooper and Company to more closely integrate the cultures of the two companies and establish a wider sense of belonging and opportunity, with a view to benefiting team retention.

To achieve the reduction goals set within our Toitū Carbonreduce plan by creating a structured action plan.

To create a one-page document that clearly outlines the total carbon emissions associated with a standard night’s stay or holding a meeting at The Hotel Britomart, to enable corporate clients working to carbon budgets to clearly understand our carbon value proposition.

TE TAIAO ENVIRONMENT

To review and update the sustainability storytelling on our website to reflect our status and priorities after three years in operation, and to share new stories around our sustainability practices and partnerships.

To extend our tree-planting programme at The Landing to include Green Cleans at the hotel.

To give team members the opportunity to participate in our 2024 tree-planting programme at The Landing, along with a beach clean-up during the same visit.

TE TANGATA PEOPLE AND CULTURE

To hold at least six structured learning opportunities in association with the team at Cooper and Company head office, which offer team members the chance to learn more on a range of social and environmental sustainability topics while participating in a closer shared company culture.

To find a partner organisation that can offer regenerative travel opportunities to interested guests of the hotel.

To encourage team members to collectively contribute an average of two paid hours each volunteering with a community or environmental organisation or initiative of their choice.



THE LANDING SUSTAINABILITY GOALS 2024

MANA WHAKAHAERE GOVERNANCE

To set a schedule for The Landing's sustainability team to meet regularly with sustainability teams from other Cooper and Company businesses to share progress, ideas, opportunities and challenges.

To establish formalised policies around sustainable purchasing and minimising plastics.

To create a biodiversity support plan following the recommendations of the biodiversity report being prepared by Bay Ecology.

TE TAIAO ENVIRONMENTAL

To implement and report quarterly on the kitchen's plan to focus on reducing plastic, glass and paper waste going to landfill (as documented in the 2022 waste audit), transitioning to greener cleaning products, reducing power and gas consumption, improving productive garden output and engaging with guests about these measures.

To create an educational document about rare birds (in addition to kiwi) on The Landing property for team members, so they can share information with guests and visitors.

To work with plastics recycler Critical NZ to explore possibilities for recycling vineyard netting into a product that can be used on site or retailed.

TE TANGATA PEOPLE AND CULTURE

To offer all team members the opportunity to attend a Mental Health First Aid course that will help them compassionately identify when others may be struggling with their mental health and offer appropriate suggestions for finding professional support.

To ensure that at least 50 percent of good-quality used laptop computers that pass through the Cooper and Company digital device recycling scheme are passed on to or through members of The Landing team and into the community.

To undertake a workplace wellbeing survey of team members and report on results.



ATA RANGI SUSTAINABILITY GOALS 2024

MANA WHAKAHAERE GOVERNANCE

To set up the winter 2024 refit project with the systems and processes to ensure the vessel refit project maintains financial sustainability throughout the project. This will include having the right team made up of Ata Rangi crew, Cooper and Company team and experienced contractors.

To request details of sustainability practices or policies from each service and product provider involved in the vessel refit in order to understand and improve sustainable outcomes during the project.

TE TAIAO ENVIRONMENTAL

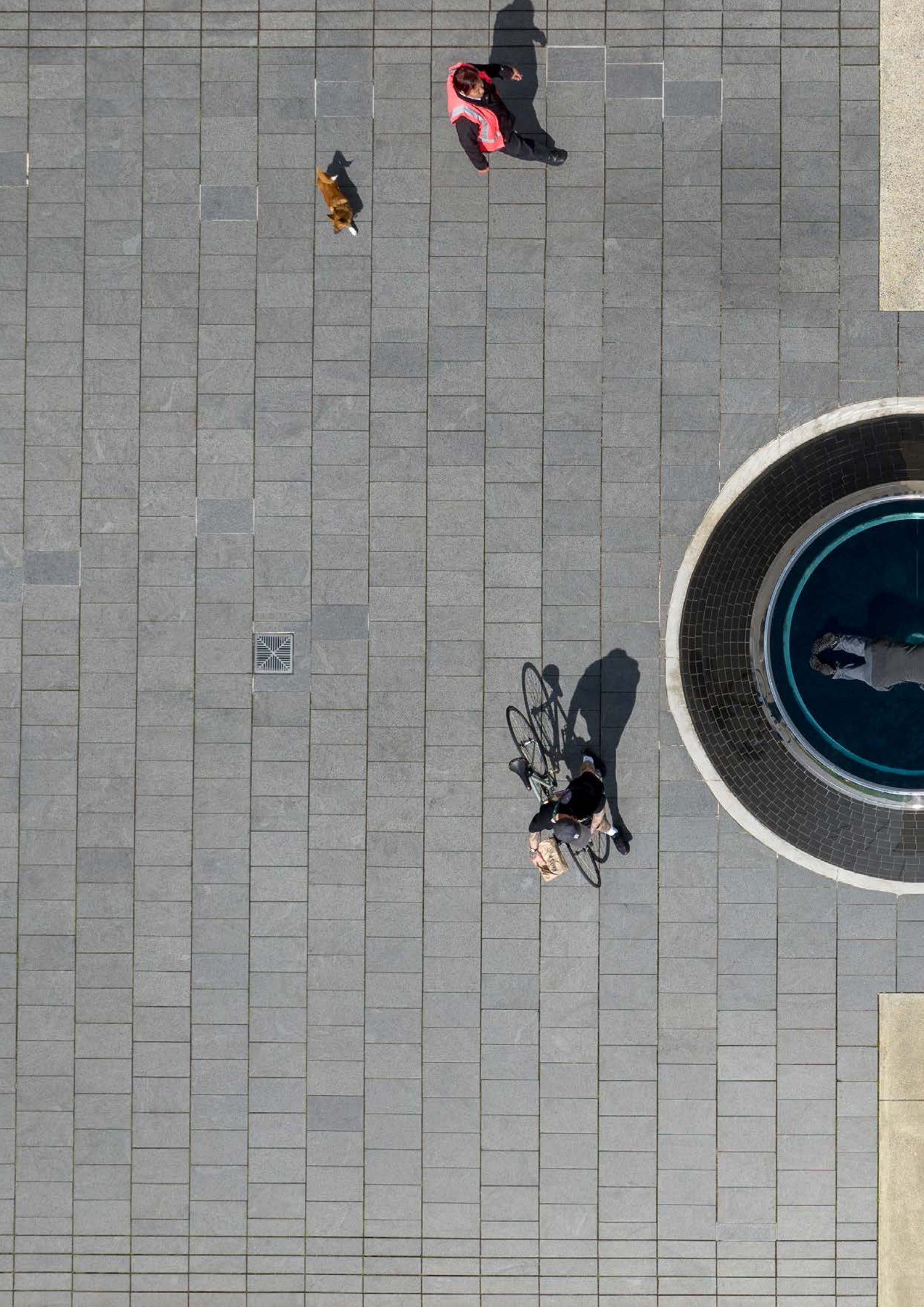
To create an awareness-raising publication around New Zealand ocean health, to be distributed to guests of the vessel and through other Cooper and Company businesses.

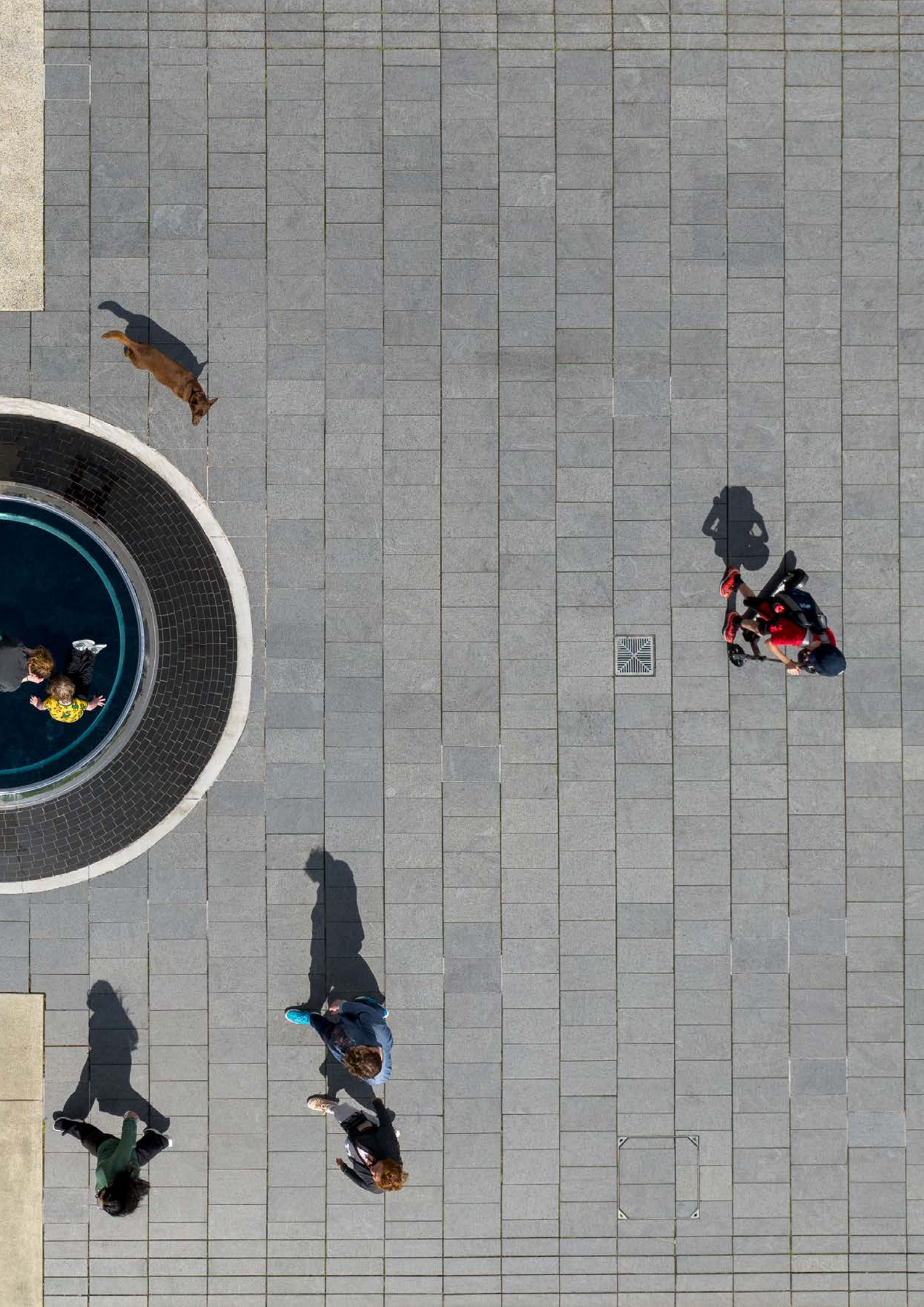
To create a Toitū Carbonreduce emissions reduction plan.

TE TANGATA PEOPLE AND CULTURE

To set up the new payroll system in such a manner that it can be used as a management tool and real-time calculations on crew lieu days can be seen during the rostering process, in order to reduce lieu days and increase rest days for crew for a better work/life balance.

To hold at least one beach clean-up through the year, carried out by crew and other members of the wider Cooper and Company team as appropriate.





Inside back cover

Back cover