

THE LANDING

BAY OF ISLANDS NEW ZEALAND

SUSTAINABILITY REPORT

2024





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A visual representation of 2024’s development and maintenance



Kia ora,



Last year was a peaceful one at The Landing – a welcome change of pace after the disruptions of Covid and the extreme weather of 2023. In the absence of pressing external events to deal with, we had space and time to enjoy and reflect on the richness of the site and the wider Bay of Islands, and the natural bounty they give us.

Having a long relationship with a particular place brings two kinds of rewarding experience: the familiar comfort of the seasonal cycle, recurring year after year, as well as the enjoyment of seeing and understanding more deeply how places change over time. This is particularly satisfying when we can have a hand in that change.

Last year we received two reports that gave us fascinating insights into how The Landing has changed over time. Both reports – one a comprehensive ecological review of the property, and the other a report on an archaeological discovery that occurred in early 2023 – look back over time periods ranging from decades to hundreds of years.

The ecological review (p.18) speaks directly to our future sustainability efforts, with a range of recommendations to help us continue to restore the ecological value and diversity of the flora and fauna on this property in ways that align with its natural history.

The archaeological review, which reports on the discovery, recovery and reinterment of several kōiwi (ancient Māori skeletons) exposed by sand dune erosion during Cyclone Gabrielle in 2023, gives us a different perspective – a glimpse into the ancient past of the property and the different peoples who lived have lived there. You can read more about this on p.33.

Finally, I must also give thanks to The Landing vineyard and winery team, whose years of work sustainably growing and making wine resulted in a record number of international award wins last year. Wine tells the story of a place in its own way, of course, and it seems the ‘terroir’ of The Landing is one the world is interested to know more about.

I hope you enjoy this year’s report.

Ngā mihi nui,

PETER COOPER
Founder, Cooper and Company



Our Property

The Landing is a 404-hectare coastal property situated on the south-western point of the Purerua Peninsula, Bay of Islands, Northland, New Zealand. It is a site of significant cultural and historic value, showing evidence of being one of the earliest areas settled by Polynesian voyagers in the early 1400s, and the place where Māori and European people first lived together, laying the foundation of the country's bi-cultural history.

Within the property today are four privately-owned Residences built between 2003 and 2015, which are also used as premium guest accommodation. A vineyard was planted in 2007, which now extends over 14 hectares. A boutique winery and tasting room were added in

2020. Other developments include several operational buildings, a native tree and plant nursery, productive vegetable and flower gardens, a fruit orchard, olive grove and beehives.

Around 160 hectares of the property have been covenanted for native bush, wetland areas and protection of the 45 registered heritage sites on the property. Another 130 hectares is set aside for grasslands and vineyard, 66 hectares are allocated for residential development sites, and 16 hectares for infrastructure (including operational buildings and roads). Around 90 hectares are currently leased for grazing, crossing over the grassland and future development blocks.



Our Businesses

The Landing is home to several businesses that operationally support and leverage off each other while diversifying revenue streams from the property.

THE LANDING HOSPITALITY

Luxury guest accommodation and event hosting in the Residences.

THE LANDING WINE

Wines grown and produced on site, introduced to guests through winery tours and tastings, and sold domestically and internationally.

THE LANDING PROPERTY

Selected sales development and maintenance of subdivision lots on the property; development and maintenance of all infrastructure and buildings, grazing and leasing.

THE LANDING NURSERY

Native tree and plant seedlings and grass turf grown for use on-site and commercial sale.

ITI RANGI and two additional charter boats

The Landing's leisure boats, which can be hired for transport, fishing and scenic tours.

THE LANDING HONEY

Mānuka and kānuka honey from our on-site hives.

Our Stakeholders

OWNER

Peter and Sue Cooper are the owners of The Landing and associated businesses.

THE LANDING BOARD AND MANAGEMENT

The people responsible for the governance and operation of business activities associated with The Landing.

RESIDENCE OWNERS

The owners of the Cooper Residence, the Gabriel Residence, The Boathouse and the Vineyard Villa.

EMPLOYEES OF THE LANDING

The team members employed by The Landing businesses.

TE TAIAO

In accordance with tikanga Māori, the land, water and air are acknowledged as holding a right to continued existence and integrity.

IWI AND HAPU

The local hapu Ngāti Torehina who hold mana whenua over the southern Purerua Peninsula, and Te Tai Tokerau iwi Ngāpuhi.

BAY OF ISLANDS RESIDENTS

The community from which we draw many of our employees.

GUESTS OF THE LANDING

Local and international visitors who spend time at the property.



Our Values

As custodians of The Landing, we are committed to honouring its history and potential by evolving, developing and rejuvenating the land, nurturing its people and sustaining its culture. As a place where Māori and Pākehā people have lived and worked together for over two centuries, we regard The Landing as bicultural turangawaewae – somewhere both cultures can regard as a foundational ‘place to stand’ and where guests can feel connected to and empowered by this shared history. The property is a taonga that will increase in value over time under our kaitiakitanga (guardianship).

Our Three Guiding Principles

- RESPECT WHAKAUTE**
We build relationships through mutual respect. We honour our landscape, heritage, culture and people, in their common ground and diversity.
- CARE KUMANU**
We take care in detail. We constantly question our best, refine the refined, challenge the status quo and quietly evolve to ensure we are creating an environment where people and nature can thrive.
- SUSTAIN TAUTINEI**
We are committed to sustained intergenerational kaitiakitanga.

Our Sustainability Partners

- TOITŪ ENVIROCARE**
Toitū Envirocare is New Zealand’s leading greenhouse gas emission assessment and accreditation agency. Its name translates as ‘to actively sustain’. The agency works with all types of businesses to assess, accredit and give guidance on managing environmental impacts.
- SUSTAINABLE WINEGROWING NEW ZEALAND**
This internationally respected organisation provides an annual review, last issued in October 2024 (alongside a three-yearly audit) which gives assurance that vineyards and wineries are adhering to sustainable standards and practices that are subject to continuous improvement.

Our Recognitions

- 2024 FINALIST**
NZME Visitor Experience Award
Tourism Industry Aotearoa Awards
- THE LANDING CHARDONNAY 2021**
GOLD 2024 *Decanter Wine Awards*
- THE LANDING CHARDONNAY 2022**
GOLD 2024 *Sommeliers Choice Awards*
GOLD 2024 *USA Wine Ratings*
SILVER 2024 *San Francisco International Wine Competition*
SILVER 2024 *Decanter World Wine Awards*
SILVER 2024 *New Zealand International Wine Show*
- THE LANDING SYRAH 2022**
DOUBLE GOLD (98 points) 2024 *San Francisco International Wine Competition*
SILVER 2024 *SommCon Concours d’Vin*
SILVER 2024 *USA Wine Ratings*
BRONZE 2024 *Decanter World Wine Awards*
- THE LANDING ROSE 2023**
DOUBLE GOLD 2024 *SommCon Concours d’Vin*
SILVER 2024 *Sommeliers Choice Awards*
BRONZE 2024 *San Francisco International Wine Competition*
BRONZE 2024 *USA Wine Ratings*
- THE LANDING PINOT GRIS 2023**
GOLD 2024 *Sommeliers Choice Awards*
SILVER 2024 *San Francisco International Wine Competition*
SILVER 2024 *SommCon Concours d’Vin*
SILVER 2024 *USA Wine Ratings*
BRONZE 2024 *Decanter World Wine Awards*

Our Progress

2024 Sustainability Goals

Mana Whakahaere *Governance*

GOAL 1

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.

Status ACHIEVED

Online meetings that include members of The Landing, MV Ata Rangi, Britomart and The Hotel Britomart’s sustainability teams are held on a quarterly basis.

GOAL 2

To establish formalised policies around sustainable purchasing and minimising plastics.

Status UNDERWAY

A draft policy document has been developed, with The Landing team giving feedback on its feasibility. One of the challenges of establishing policy around procurement is the very limited number of suppliers in Northland, and the need to balance variables such as plastic minimisation with carbon kilometres, quality of product and social outcomes. More work on developing the procurement system is planned for 2025.

GOAL 3

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

Status UNDERWAY

The Ecological Review of The Landing was received in August 2024. Running to almost 100 pages, it is a dense document with a wide range of recommendations. A number of these recommendations align with work already underway as part of the Farm Environment Plan.

Te Taiao *Environment*

GOAL 1

To implement and report quarterly on the kitchen’s plan to reduce plastic, glass and paper waste 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.

Status UNDERWAY

Although the kitchen paid attention to reducing waste, no formalised system for reporting was established. A specific plan for measuring and tracking waste reduction will be developed to help guide the kitchen team.

GOAL 2

To create an educational document about birds at The Landing property for team members to share with guests and visitors.

Status ACHIEVED

A pocket-sized booklet called Birds of The Landing was produced, featuring images of the native, introduced and migrant species of birds often found at The Landing, along with identifying information, population status and interesting facts about each species.

GOAL 3

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.

Status UNDERWAY

Initial discussions with Critical NZ indicated that vineyard netting could plausibly be recycled into flexible plastic bins that are used in the vineyard for collecting grapes during harvest season. Further work on this project will be done in 2025.

Te Tangata *People and Culture*

GOAL 1

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.

Status ACHIEVED

On 3 May 2024, 18 members of The Landing team attended a Mental Health First Aid course. Participants reported that they enjoyed the course and gave feedback that they went away with a better understanding of mental health issues and how to approach situations in which someone seemed to be struggling with their mental health. The course also enabled them to evaluate the state of their own mental health better and gave them new ways of understanding how to help themselves and others.

GOAL 2

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

Status UNDERWAY

Due to a slower turnover of devices in the Auckland Cooper and Company office during 2024, no devices were distributed this year. A distribution of devices has been scheduled for April 2025, 50 percent of which will be channelled through The Landing.

GOAL 3

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

Status ACHIEVED

Two wellbeing surveys – workplace and individual – based on the ones already used for team members at the Cooper and Company head office in Auckland, were conducted in September 2024. The results overall were very positive, with the substantial majority of respondents reporting good individual wellbeing and a positive and supportive workplace. See p.31 for a report on the survey results.





Mana Whakahaere

Governance

Consolidation, rather than development or expansion, characterised the 2024 year at The Landing. Several major projects, including the vineyard expansion that began in 2022, and reparative work to the jetty, sea wall and Rangihoua Bay dunes, were completed. Although autumn, winter and spring were softer seasons for the accommodation business, due to tighter economic conditions, summer was an especially busy period. Sustainability recertifications were issued by Toitū Envirocare for greenhouse gas accounting and by Sustainable Winegrowing New Zealand for the vineyard and winery.

TOITŪ NET CARBONZERO

In 2024, The Landing submitted its greenhouse gas emissions for the 2022/2023 year. Total emissions produced came to 205 tCO₂e [tonnes of carbon dioxide equivalents], which was an increase of 27 tCO₂e on the previous year. However, when calculated on the basis of emissions per guest nights, this represented a slight decrease on the previous year.

At the same time, existing and regenerated native forest on The Landing site generated greenhouse gas removals of 578 tCO₂e, giving net GHG emissions of -373 tCO₂e, and maintaining The Landing's climate-positive Carbonzero status.

SUSTAINABLE WINEGROWING

In October 2024 Sustainable Winegrowing New Zealand conducted its three-yearly audit of The Landing winery and vineyard. The vineyard and winery were re-certified, with a requirement to ensure an outdated agrichemical was used up and replaced with the updated preferred chemical.



PROJECT

The Landing Ecological Review

In August 2024, The Landing received the results of an ecological survey and review conducted by Rebecca Lodge of Bay Ecological over the summer of 2023/24. The report gives The Landing team a comprehensive insight into the ecological state of the property from wildlife to water quality, which can be compared against previous ecological reports, as well as with the expected original vegetation based on soil typology.

The review notes plant, bird and freshwater fish species seen on the property during the survey period and makes recommendations for supporting biodiversity to flourish and the vegetation on the property to align more

closely with soil types to improve climate resilience to climate change.

“The methodologies of key staff, current and past, to deliver successful establishment of any plantings is proven and requires no modification. Key differences recommended include an alternative refinement of climax character and sharper focus on aquatic ecosystems. We also suggest further stock exclusion priorities, based largely on recognition of more sublime site wetland character.” – Rebecca Lodge, The Landing Ecological Review

“It was a very reasonable report,” says The Landing director Peter Jones. “The

fencing and revegetating out on the peninsula is a long-term project that we already have planned, and other recommendations that are made regarding fencing are also underway, as informed by the Farm Environment Plan. My main takeaway was something that we already had as part of our masterplan, but it is good to see someone independent confirm that. We have big areas of bush that are relatively monocultural. We have revegetating mānuka and kānuka, but 300 years ago there would have been a much greater variety, so Rebecca is recommending more work in the under-canopy planting to give that wider variety of trees.”

CASE STUDY

A Look at The Landing’s Native Fish

When it comes to wildlife, birds typically steal top billing at The Landing, particularly the iconic and densely populated kiwi. But beneath the surface of the property’s serene ponds and burbling streams, lurk some of New Zealand’s quietest native creatures, which The Landing Ecological Review brought into the spotlight.

There are 51 native freshwater fish species found in New Zealand – compared to over 200 native bird species – but they are vastly less visible than the birdlife, tending to hide under cover in streams and ponds and become more active at night.

During the survey, unbaited fish traps were set in 31 stream, pond and wetland sites across the property to gather live samples of fish. In total, 11 native species were reported (more than a previous ecological survey suggested should be expected), many in high numbers, but some from a single specimen. Five of the 11 species have a conservation status listed as ‘At risk’.

The most common fish species found were the banded kōkopu, redfin bully and common bully. Others found during trapped were longfin and shortfin eels, giant bully (one of New Zealand’s least-known native fish, according to Rebecca’s report), Cran’s bully, kōaro, bluegill bully, inanga and common smelt. The presence of banded kōkopu is a positive sign, as they are generally less tolerant of cloudy water than most species, so their presence indicates good water quality. Mosquito fish, an exotic species that can be damaging to native fish, were also found in low numbers, with a warning in the report to avoid transferring them to other areas.

BULLIES ELEOTRIDAE

There are seven species of bullies in New Zealand (five of which are found at The Landing), ranging in size from 7cm up to 25cm. Some live exclusively in freshwater, while others migrate from sea to stream. They are generally dark-coloured and well-camouflaged, though the bright blue gills of the bluegill bully and the orange-red colouring of the redfin bully can stand out.

‘WHITEBAIT’ SPECIE

GALAXIIDAE AND RETROPINNIDAE

Six different species make up the group of fish typically caught as ‘whitebait’ in New Zealand. Five of the species are galaxiids (including kōaro and kokopu), so named for the constellation-like patterns on their skin. Common smelt, also known as ‘cucumber fish’ for its distinctive smell, is also a whitebait species. These fish are typically excellent ‘climbers’ and can even make their way up waterfalls.

EELS ANGUILLIDAE

Eels (tuna in te Reo) are one of New Zealand’s iconic fish species and held to be a taonga by Māori. Longfin eels can grow up to 1.5m and are often found far inland. Shortfin eels are smaller (less than 1m) and found closer to the coast. Both species leave their streams and rivers towards the end of their lives and migrate into the Pacific Ocean to breed.



Redfin bully



Inanga (*Galaxias maculatus*)



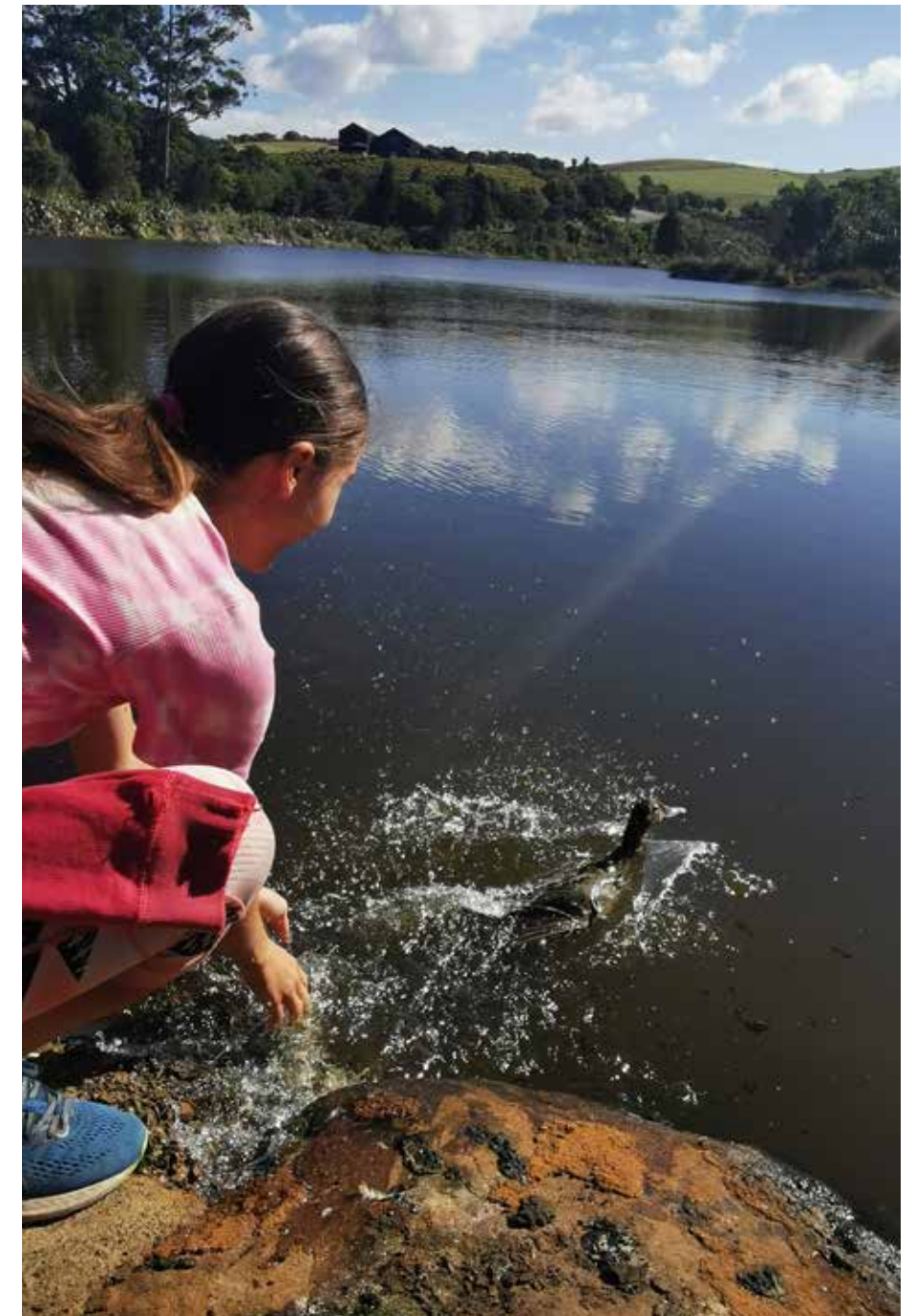
New Zealand longfin eel (*Anguilla dieffenbachii*)

2025 Goals
Mana Whakahaere
Governance

For The Landing team to create a sustainability action plan in consultation with Cooper and Company's Sustainability Manager.

To investigate releasing a Nature-Related Disclosures Report for The Landing.





Te Taiao *Environment*

The Landing enjoyed a benign year of weather in 2024. Some grapevines needed more time to recover from root damage from the heavy rainfall events in early 2023, and a wet spring in late 2023 meant the vineyard saw a decreased 2024 harvest, but overall, no significant environmental events affected the property.

Pest and predator control efforts continued in order to protect the abundant birdlife, with a third release of captive-bred rare native pāteke (brown teal duck) at The Landing in March 2024. The final part of the vineyard expansion planting was completed with the addition of another 4000 plants, taking the total expansion to 11,000 vines.

PEST FREE PURERUA-MATAROA PENINSULA

The Purerua-Mataroa Peninsula in the Bay of Islands sits inside the Mid North High Value Area (MNHVA) and is home to the “Pest Free Purerua” project, now in its fifth year of operation. The project covers an area of over 7,600ha and is home to around 25% of Northland’s kiwi population.

The project receives significant support from Ngāti Torehina, Ngāti Rēhia, private landowners [including The Landing], Pamu Landcorp, Plant & Food Research, Summit Forests, Bay of Islands International

Academy, Department of Conservation, Save the Kiwi Trust and Northland Regional Council. The establishment of the Predator Free (PF2050) project in 2020 provided a significant boost to the previous decades of pest control efforts, and helped the area move from the goal of suppressing pests to elimination of pests.

In 2023, 1411 pests were trapped on the peninsula. Following the 2023 pāteke (brown teal) release, in which the pāteke suffered from feral cat predation, resources and

focus were put towards feral cat control in 2023/24. This involved intense monitoring with cameras, servicing traps, and hundreds of hours spent in the field at night hunting using thermal scopes. After months of intense effort, a second pāteke release took place at The Landing in March 2024. This included the 3000th pāteke released by the Pāteke Recovery Group. Post-release monitoring has tracked the pāteke dispersal from the original release site, and others have been observed showing signs of nesting.

RESULTS FOR THE PEST FREE PURERUA-MATAROA PROJECT, 2021, 2022 AND 2023

SPECIES	2021	2022	2023
POSSUMS	315	290	231
RATS	666	617	727
STOATS	24	15	13
WEASELS	42	34	73
FERAL CATS	45	28	33
HEDGEHOGS	219	203	80
MICE	12	33	57
GOATS	—	200	197
OTHER	—	14	—
TOTAL	1323	1434	1411



Tree Planting Programme

The Landing Ecological Review noted the success of the 20+ year reforestation project at The Landing, and suggested that natural regeneration from the planted trees, ferns, grasses and bushes is now noticeably underway in addition to the continued planting

“Regeneration from canopy species is obviously now occurring freely in an absence of grazing pressure on seedlings and seeds [...] A tipping point of 20 years is widely expounded in botanical management

theory and this appears to be relevant to The Landing, particularly the more natural sites.”
– Rebecca Lodge, The Landing Ecological Review.

Nursery manager Caleb Scott says over the past couple of years, the landscape team’s focus has reflected this with a shift towards increasing biodiversity, changing out species to decrease maintenance needs, and introducing canopy trees through underplanting the established mānuka and kānuka forest. “We’ve

been continuing with maintenance planting and some rehabilitation around the wetland area, which means removing plants that haven’t been thriving and replacing them with plants that we’ve learned are more suitable for those kinds of areas, particularly ground covers.”

“We’re also doing quite a lot of infill planting, getting larger tree species like pūriri, karaka, tarairi, nīkau, tōtara, kohekohe, anything that’s got a big seed for birds to eat, out into the old kānuka blocks out the back of the property, which is really important because that’s going to bring in more native birds, particularly woodpigeons, because we don’t have a lot of them here, although we are starting to see them on a more a regular basis. It’s taken a long time for us to create a food source for them.”

Team members from The Hotel Britomart (one of The Landing’s sister properties) also travelled to the Bay of Islands to plant 1200 new native trees and plants in a pasture block set aside for the hotel’s annual reforestation project. The seedlings were a mix of kahikatea, mānuka, kānuka, karumu, ngaio, akeake and a range of grasses, flaxes and sedges, aimed at developing protection around the edges of a stream that flows through the plot.

Above left: Team members from The Hotel Britomart plant trees at The Landing.



New native plants reforesting an area where introduced pine trees have been removed.

Pine Tree Removals

Several blocks of introduced pine trees that were mature (15-20 years plus in age) when the property came into the Cooper family’s ownership 25 years ago were removed last year. These blocks of pine were distributed around the property, with some of the trees becoming dangerous and at risk of falling in high winds, as well as blocking sunlight.

Around 10 percent of the felled trees were kept for use as firewood on the property. The remaining logs were removed for resale or chipping by the contractor. Most of the areas where the pines stood are in the process of being replanted with native trees, some will be left to revegetate naturally, and some will revert to paddock.

The removal of several pines near the building known as The Farmhouse (used for worker accommodation) have resulted in the vegetable, herb and flower gardens around The Farmhouse receiving considerably more sunlight than before, as well as no longer being affected by falling pine needles, which acidify the soil. While the additional sunshine hours will benefit some vegetables and hopefully increase production, this will also increase the need for more active watering of the gardens.

Shoreline Restoration and Protection

In 2024, following the completion of the recovery of several kōiwi (see page 33), The Landing property team restored a section of the Rangihoua Bay sand dunes that had been substantially eroded by storm surges. Under normal circumstances, high tides and even king tides do not pose any threat to these dunes.

Team members reinstated the dune by backfilling it with sand, laying a biodegradable fabric over the restored dune, applying further sand backfilling, secondary layers of organic fabric and sand, and finally planting out the face in sand-binding native plants such as Spinifex sericeus, a type of robust coastal grass. The organic material will decompose within 18-36 months while the plants establish themselves and create a natural level of structure and protection for the dune.

Massey University Research Collaboration

The Landing has a longstanding relationship with Massey University. It was one of the university’s 12 research sites for the Kiwi Whakapapa genetics project that launched in 2018, looking at how local tangata whenua can be empowered to make the best decisions for sustainable management of Northland’s brown kiwi, and how the isolated kiwi populations from Ipipiri (Eastern Bay of Islands) be managed to maintain local whakapapa and reduce the negative impact of small population sizes and inbreeding. Last year, the findings of the study were presented to hapu and other interested parties in an event held at The Landing.

Currently, Massey University are exploring the feasibility to field test automated radio telemetry and tracking technology aimed to provide solutions for wildlife management, agriculture, fisheries, ecological consultancies and researchers, in a project in conjunction with Plant and Food Research. The Landing is of particular interest, as it has a wide range of habitats that add interest and research potential.



PROJECT

Rainfall and Stormwater Management

The last three years have brought several incidences of heavy rainfall, particularly the downpours of late January 2023, followed a week later by the tail end of Cyclone Gabrielle, and heavy rains during the 2023 winter and spring. The rainfall brought to light a couple of areas of the property where existing drainage was inadequate, requiring an upgrade for heavy rainfall events, which may be more frequent in the future due to climate change.

“We’ve been doing some infrastructure work on drainage, following some stormwater issues that came up over the past couple of years,” says operations manager Tim Robinson. “We put in new culverts on Takutai Road and aligned two of the culverts that weren’t aligned before. Then, on The Boulevard, we had water coming down the hillside and onto the road during heavy downpours. We’ve been scratching our heads on the issue, as really you need to be right there at the time of the downpour to see what the problem is.”

The solution was to insert what are known as ‘scruffy domes’ -- open drains covered with a dome-shaped cage to prevent large items from being washed in but allowing leaves and lighter matter to flow through freely instead of forming blockages – which then connect with the main drainage system. “When you develop a property and you put in roading, the vulnerable areas soon crop up when they’re tested,” says Tim. “So, you then engineer it to deal with it. Then it’s just maintenance, it’s making sure that the drains are not blocked, and keeping some eyes on the ground during these events to see what’s actually going on.”

Left: A roadside drainage area helps mitigate heavy rainfall. This page, above: Grass is allowed to grow between rows as a form of cover cropping.



PROJECT

Cover Crop Planting

Cover crop planting was primarily started for its soil nutrient and chemical-reduction benefits, but has turned out to have benefits in rainfall mitigation as well. Now in its third year, the project is accumulating results that will be used to understand how to naturally improve the biology of the soil.

Winemaker and viticulturist Ben Byrne says a range of crops have been tested in alternate-row plantings over the last three years, including lucerne, mustard, legumes and cereal crops. “We’re starting to learn what works and what doesn’t in our conditions, what’s easy to sow and what’s a bit more difficult. Mustard is really easy; it gets going quickly and it’s got a nice deep root, and it’s also helpful to improve the biology of the soil. Lucerne, which is good for fixing nitrogen in the soil, is bit harder to get established and it seems to be a timing issue as well. The spring plantings did a bit better than the autumn ones did.”

After the 2025 harvest is completed, soil testing will take place in March or April, looking for carbon levels and signs of increased animal life, such as worms and

insects. They’ll also be looking for reduced soil compaction, as the roots of the cover crops break up the soil, allowing better aeration and water flow.

“We’ve trialled crops mainly in the young vine areas, but we’ve also trialled some mixes in the oldest part of the vineyard where we had seen quite a lot of vine health deterioration with the wet seasons and soil compaction,” says Ben. “Part of improving the soil biology means the soils can take heavy rain and not get waterlogged and boggy. The better the biology is, the more free-draining they’re going to be and the more resilient they’ll be to heavy rains. When we were moving away from using as much herbicide, we let the under-vine area grow back to help buffer the plants when the vineyard does get heavy rain. The grass takes up some of the rain and the vines don’t get a huge shock going from a really dry to a really wet situation. It also helps train the vine to look deeper for moisture. And then if you do get heavy rain, the roots aren’t feeding at the surface, and they’re not all of a sudden taking in a whole lot of moisture.”

2025 Goals Te Taiao *Environment*

To remove a concentrated infestation of moth plant identified in the Ecological Review in order to protect the stream wildlife in the area.

To commence a project to enhance the heritage orchard at Te Puna, following best practice guided by Heritage New Zealand Pouhere Taonga, with the aim of protecting the health of these historic trees.

To produce a Trees of The Landing booklet as a companion guide to the Birds of The Landing booklet produced last year.

To establish a system with metrics for measuring reductions in kitchen waste at The Landing.





Te Tangata *People & Culture*

The team at The Landing enjoyed a positive year in 2024. Positive results were reported in the first Wellbeing Survey, and there was good uptake of wellbeing and upskilling offerings such as physical and mental first aid courses, flu vaccinations and skin check-ups for team members who spend time working outdoors. An annual collection for Northland-based charitable trust Coats 4 Kids was held, gathering coats, blankets and other winter items for children in need, which was donated alongside items from the Cooper and Company Auckland office and The Hotel Britomart office.

RANGIHOUA HERITAGE PARK

The Landing team provides pro-bono, year-round grounds and infrastructure maintenance for the public heritage park, which neighbours The Landing. This year, work was started on a mown grass path that will lead visitors from the visitor centre to the former site of the Rangihoua pa. Picnic tables and seating underneath a pōhutukawa tree are planned for a point along the walk where walkers can enjoy a rest and a view across Hohi and Rangihoua Bays.

TEAM WELLBEING

Measuring and improving team member wellbeing has been a focus across all Cooper and Company businesses for the last few years. In 2023, a formal Wellbeing Programme was rolled out in the Cooper and Company head office at Britomart, with several elements of this programme also being introduced at The Landing.

In September 2024, team members completed their first Wellbeing Survey. This survey was composed of two sections – Individual Wellbeing and Workplace Wellbeing.

The workplace survey showed a large majority of team members felt their wellbeing is a priority, that they can easily take time off to deal with family or personal matters, that they are well-supported to deal with stress, that mistakes are not held against them and their workload is acceptable.

Some areas identified for improvement were leaders modelling wellbeing during the workday, increasing training and development opportunities and ensuring clear and effective communication.

On the individual front, almost 100 percent of employees found time for enjoyable physical activity, over 80 percent learned, enjoyed a laugh, moved around hourly and did kind things for others daily, and over 70 percent were kind to themselves, had things to look forward to, handled stress and setbacks well, noticed positive things and did things they enjoyed.

Around 45 percent struggled to find time for hobbies or interests, while others had challenges calming themselves, feeling close to others, finding time for friendships or staying present. And although not all individual challenges can be solved within the workplace, the surveys provide useful material for structuring the Wellbeing Programme in future years.

The survey’s positive results can in part be attributed to the lifestyle of the Bay of Islands, says The Landing director Peter Jones. “They go for a fish on the weekend and they have a nicer environment to work in. If you look at the operation we lead, it’s in a beautiful place, which is invigorating in itself; people get outdoors a lot and it’s interesting work. I think it’s also probably personally satisfying to most of the people there, as they watch that piece of whenua developing.”

“We also have a culture of doing good, interesting things as a group. We don’t have a big Christmas party because we’re full of guests and flat out, so we have a Matariki party [in mid-winter] and an annual fishing competition, and we have days where we knock off a bit early and have everyone for a barbeque. I think there’s quite a social and inclusive culture.”



Working outdoors in the gardens (above) and winery (right) is good for The Landing team’s general wellbeing.



RECOVERY OF KŌIWI

In February 2023, ancient kōiwi (human skeletal remains) were discovered in two sand dune areas of the Rangihoua and Wairoa Bay beachfront, exposed by storm surge erosion during Cyclone Gabrielle. Although unexpected, this was not a surprising discovery, as the Purerua Peninsula is known to have a history of human occupation that dates back to the mid-1400s.

In consultation with Ngāti Torehina, the hapu with mana whenua over the Purerua Peninsula, and Heritage New Zealand Pouhere Taonga, it was decided to carefully recover and rebury the most exposed kōiwi in a new location, before rebuilding the sand dunes over minimally exposed kōiwi.

Bioarchaeologist Rebecca Kinaston of Bioarch South recovered several kōiwi from both sites, which were re-interred at a new site on the ridgeline between The Landing and Rangihoua Heritage Park. Kaumatua Hugh Rihari led the ceremony that was attended by mana whenua, team members of The Landing and representatives from the Department of Conservation and Heritage New Zealand Pouhere Taonga. The reburial site and original recovery sites have since been registered as wahi tapu (sacred places) by Heritage New Zealand Pouhere Taonga.

INTERVIEW

RAEWYN WALTERS AND LAURA MORENO

Creating a culture of premium care



Alongside a handful of other luxury lodges and premium private properties across the country, The Landing welcomes guests who are used to exceptional standards. Developing a service culture capable of meeting their expectations takes hard work, deep consideration, creativity, flexibility and most of all, care.

The Landing reservations manager Raewyn Walters and guest services manager Laura Moreno work more than 200km apart, but between them they manage the beginning-to-end experience of guests staying at The Landing. Based in Cooper and Company's Auckland head office, Raewyn is the first point of contact for guests or their agents by phone or email, and responsible for ensuring Laura and her guest services team are fully prepared to provide their guests with the highest possible level of care when they step off the plane, boat or helicopter.

Once they're on the ground, Laura oversees every detail of the guests' stay and attends to all their needs – a job that saw her answer questions for this interview while simultaneously responding to text messages, checking emails and communicating with team members across The Landing property via walkie-talkie, as she managed the needs of three different guest groups.

MELINDA WILLIAMS Today, we're talking about creating a culture of premium care. Rae, can you describe the start of the process when bookings come in for The Landing?

RAEWYN Chantelle Povey, who is based at The Landing, and I are the points of contact for any booking that comes through. Our bookings either come via an agent or direct from the guests. When an email comes through one of our agents, they have already recommended our property to their clients, the guests. Most of the agents we deal with have been to The Landing and understand how it works.

MELINDA How many different agents do you work with?

RAEWYN About five key New Zealand agencies, and more and more external agencies who promote The Landing and a few other of the lodges in New Zealand. Nothing happens overnight with our bookings. A lot of them are coming from overseas so they're booking a year or six months in advance. We determine what the needs and wants of the guests are so we can provide the best service for them and recommend the Residence that suits their needs, and that can be done months in advance of their arrival.

MELINDA What sort of activities do you tend to put in the itinerary?

RAEWYN Our on-site activities are all included during the peak season, we plan when they're going to have their wine-tasting, when they'll have their boat cruise, when they'll do the guided heritage walk, when they'll do the kiwi-spotting walk, and then what leisure time or what other external activities they might want to do, from a masseuse to a yoga to a tennis or gym instructor. We also suggest as many of our other hospitality offerings as we can. Our guests might like to stay at The Landing Suites at The Hotel Britomart before or after their stay with us, or they'll have an Ata Rangi charter. We work very closely with The Hotel Britomart and Ata Rangi on trying to build that into the itinerary for our guests.

MELINDA Laura, when those guests arrive, you have to be in top form from beginning to end, because you're catering to a market that has extremely high expectations, aren't you?

LAURA There's only one level of expectation, and it's the highest it can be.

MELINDA You've worked with high net-worth individuals for a long time now. Could you give us a brief history of your career?

LAURA I started as a stewardess in the United Kingdom and went on to work on a private jet based in Paris. I flew for over 20 years, until I hit the age of 40, and then enough was enough, and I hung up my shoes. While I was working out of Paris, we did fly for many members of the royal family, Princess Diana and Princes Harry and William and Princess Anne, so I was quite lucky to have that experience. We worked with all sorts of people, banking societies all over the world, a lot of film stars in France, and we were also involved with Formula 1.

MELINDA And here at The Landing, you've hosted everyone from rock royalty to Silicon Valley billionaires to a US President. Of course, all hospitality providers aim to give the guests an excellent experience. But how would you describe the difference between the level of care that guests might expect to receive at, say, a six-star luxury hotel, and the guest care here?

LAURA Well, the point of difference is we're not a six-star hotel. We are a bespoke luxury accommodation service. We have four houses and every house is different, just as every family is different, and therefore there's not one specific way that we cater to them. We have to cater to their needs as each day arrives, so there's a lot of thinking on your feet and working out what we can and can't do. Everybody has to be very flexible. Obviously, there's a standard that we have to adhere to, but on the other side of it, we have to be real and stay true to who we are and enjoy what we're doing as well, so our personalities come through to the guests. Then they can relax and they feel comfortable. That's our point of difference.

I'm like the conductor in an orchestra. Everybody has their instrument. They've all got their role to play here and I just have to make sure everybody hits their notes on cue. They're all playing from the same sheet and



the ultimate goal is to get that applause from the audience. The only difference is we don't get dress rehearsals. We have to make sure we hit the notes every day, and that makes it challenging, for sure.

MELINDA Do you ever get really challenging or unusual requests?

LAURA Once we had a client who was a big *Lord of the Rings* fan, so their agent had two of the actors from the films come in their costumes to do a treasure hunt all around the property for the guest's children. That was pretty exceptional. But the agents are the ones that organise all the above-and-beyond unusual things. We will facilitate tennis coaches, massages, beauty treatments, excursions, etc, but event-themed requests, no. It's a little bit out of our scope. With some requests, we'll try, especially if it's a challenge that seems quite fun, but it doesn't happen very often.

MELINDA With new and returning visitors, do you usually have a long list of their likes, dislikes, the things that they typically want to have on hand in advance of their visit?

LAURA Next week we have some people coming on their private jet and they are very, very particular, so there's a huge list for them, but guests are not always like that. We always have a run sheet. In this instance, I will go to

the airport and meet these guests and bring them back in the car. In that time that I'm driving them to The Landing, that's a good time to get to know them and ascertain what they're likely to want from us. For example, they might want the chef to come in, just cook and go, or they might want full guest service. That's the sort of thing I will have to establish on the day.

MELINDA What are the qualities of the people who really shine in the work of caring well for guests?

LAURA Being a happy, willing team member, obviously, and smiling helps a lot in this industry. And not having a personal agenda. It's just, "Let's just get the job done and enjoy it while we're doing it." And you do need to be flexible. Looking after guests can be like herding cats. I don't wear a watch because there's no point in even looking at it. We can't keep the guests to time. They don't know what time it is half the day anyway, so we just go with the flow. Nobody stresses because it is what it is and things will happen when they happen.

RAEWYN We put in times for the guests' itineraries, however, anything could change for any reason. We could have a weather change, or they just get to The Landing and are like,

"Oh this place is so beautiful, we don't want to go anywhere." We take into consideration that when they come to us, it's normally at the beginning of their stay in New Zealand or it's the end. So it's quite normal for guests to arrive at The Landing and go, "We don't want to go on that forest walk tomorrow. We just want to kick back and relax."

MELINDA You are looking after people at a very high level. I know you have to be personally resourced enough to care for well for people. Do you have your own system for self-care?

LAURA I've been around for a long time, things tend to roll off because you've got to worry about everybody. It's not just the guests. I've got to worry about the crew, the team members, to make sure they're all happy, too, because if everybody's unhappy in the team, then it's going to reflect on the guests and the job we're doing. I am just like mother hen, really. If the girls are a little bit younger, then they know that they've got somebody. They're not being thrown in the deep end. We only let the chicks go free when they feel they're able to fly. Like I said, the only thing is to never assume, because the guests will challenge us every day. I live on the peninsula too, so get to enjoy the natural beauty every day, which is all the tonic I need.

2025 Goals
Te Tangata
People & Culture

To credit all local artisans, farmers, fishers and producers on menus.

To ensure that at least 50 percent of the laptops that are recycled through the Cooper and Company programme go to members of the Bay of Islands community.

To work with a local school to offer students the opportunity to visit The Landing to learn about the ecology of the site and participate in tree-planting.



Members of The Landing property team, winery team and Auckland office work together for the annual Wine Club members day.



The Landing Sustainability Goals for 2025

Mana Whakahaere *Governance*

For The Landing team to create a sustainability action plan in consultation with Cooper and Company's Sustainability Manager.

To investigate releasing a Nature-Related Disclosures Report for The Landing.

Te Taiao *Environment*

To remove a concentrated infestation of moth plant identified in the Ecological Review in order to protect the stream wildlife in the area.

To commence a project to enhance the heritage orchard at Te Puna, following best practice guided by Heritage New Zealand Pouhere Taonga, with the aim of protecting the health of these historic trees.

To produce a Trees of The Landing booklet as a companion guide to the Birds of The Landing booklet produced last year.

To establish a system with metrics for measuring reductions in kitchen waste at The Landing.

Te Tangata *People & Culture*

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The Landing nursery grows seedlings for the ongoing reforestation project.

The Landing 2024 works

This map identifies the key landmarks at The Landing, as well as the location of areas of change, development and work undertaken over the last 12 months, as referred to throughout this report.

- WETLANDS
- VINEYARDS





