

Firstgas Group: This is Us

Proudly leading the delivery of Aotearoa New Zealand's energy needs in a changing world



Firstgas Group



The largest
gas network
in Aotearoa
New Zealand

Firstgas



Aotearoa
New Zealand's
largest LPG
retailer

rockgas



Owner and
operator of
Ahuroa, Aotearoa
New Zealand's
only natural gas
storage facility

Flexgas



Maintaining
the gas
infrastructure
of Aotearoa
New Zealand

gas services nz



Nau mai haere mai – welcome Tēnā koutou

Firstgas Group has been part of Aotearoa New Zealand since the 1930s, when the seed of Rockgas were sown. We're building on nearly a century of expertise to deliver energy safely across Aotearoa New Zealand.

We plan to build on this reputation as we broaden our energy delivery with new and different types of energy and a more sustainable energy portfolio.

This is why we've pulled this report together. We believe in transparency, and in ensuring that inclusion and caring for people are priorities for us. By reporting on these, we can measure our progress and ensure we're always moving in the right direction. We know that there is a long way to go, and we have work to do, but we're proud to share this report and our progress with you.

Nāku noa
Mark Ratcliffe
Firstgas Group



Over 1 million

Aotearoa New Zealanders using our LPG and natural gas



430,000

kiwi homes and businesses with LPG and natural gas



40,000

Commercial and Industrial gas customers



415+

Employees across Aotearoa New Zealand



2,500km

High pressure gas transmission pipelines



4,800kms

Gas distribution networks across the North Island

Integrating with the UN's Sustainable Development Goals

Our environmental, social and governance programme is built on our vision, values and commitments. These align closely to six of the UN's 17 Sustainable Development Goals. You'll spot the symbols for these goals throughout this report.



Our values and vision

Our vision

Proudly leading the delivery of New Zealand's energy needs in a changing world.

Our mission

Safely and reliably delivering energy that is affordable and acceptable to New Zealand's families and businesses.

Our values

TOGETHER
INTEGRITY
GROW
EMPOWER
RESPECT

KIA PIRI
KIA PONO
KIA TUPU
KIA MANAAKI
KO TE AROHA



TOGETHER
KIA PIRI
We have fun.
We are one team.
We care about each other.

INTEGRITY
KIA PONO
In our actions.
With our words.
In our safety.

GROW
KIA TUPU
The Company.
Ourselves.
Our Team.

EMPOWER
KIA MANAAKI
Each other.
Realise goals.
Challenge the norm.
Chase opportunities.
Treat it like you own it.

RESPECT
KO TE AROHA
The Assets.
The Environment.
Our People.
Our Customers
and the TIGER.

Firstgas
rockgas
Flexgas
gas services nz

Caring for people – manaaki tāngata

We have an open, transparent and supportive culture, underpinned by our values

Health and safety are paramount

Firstgas Group is at the forefront of health and safety thinking and practice. Our First Principles recognise our 'safety first' culture, and that successful work and safe work go hand in hand. We have an excellent record on health and safety across the Firstgas Group.

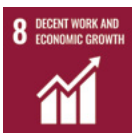
Got Your Back

We launched our award winning wellness programme, Got Your Back, to provide every Firstgas Group employee with holistic health support. The programme includes seminars and live sessions, and it's constantly evolving to meet the needs of our increasingly diverse and engaged workforce.

Got Your Back provides information, tools, training and support around four pillars:

Benefits include a confidential counselling service and wellbeing events such as healthy eating guides and financial advice. Each Firstgas Group employee can apply for a \$300 grant each year, which they can spend on anything that supports their 'whole self wellbeing' – it might be a gym subscription, a new pair of running shoes, a retirement coach, a financial advisor or a nutritionist.

The yearly medical check, and funding available for private medical checks, have helped boost wellness across the business – and skin checks have found precancerous moles on several employees.





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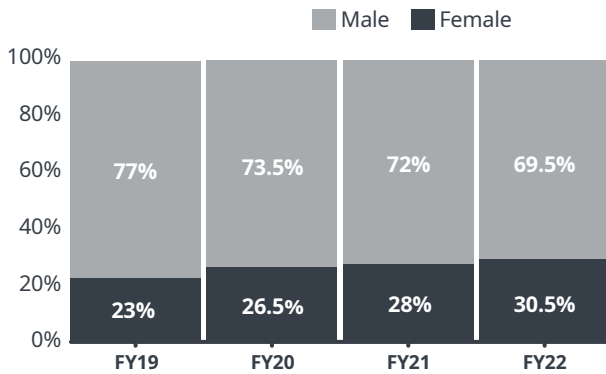
Each Firstgas Group employee receives two Got Your Back days each year to use for their own wellbeing, which may include community volunteering. In 2022 we extended the Got Your Back programme to make many of the resources available to Firstgas Group whānau and friends.

That’s part of our ongoing commitment to continuous improvement of the Got Your Back programme. We regularly review and adjust the benefits to support better holistic health for every person working at Firstgas Group.

2.5 Sick leave rate at Firstgas over 12 months **vs** **4.7** Average 4.7 days per person, according to the Workplace Wellness Report 2019

Closing the gender gap

We want to see more balanced gender representation at Firstgas, and change is happening steadily. Of the people hired in 2022, 41.5% were women – and currently 21% of Firstgas Group employees stay with us for a decade or more.



Our gender pay gap currently sits at 10%, and continues to be an area of focus for reduction.

Belonging

In 2021 we launched Building Belonging, designed to make our workplace welcoming and inclusive for everyone – regardless of their background, experiences, ethnicity, race, religion, gender or sexual orientation. Building Belonging includes making inclusive policies and commitments to our people.

Building Belonging is supporting the Firstgas Group team to grow our collective understanding of different perspectives and find ways to honour and support those points of view. This is an evolving programme, that helps our company encourage diversity of thought and become a better place to work for our people.

We are also prioritising increasing our levels of cultural competence. This is an ongoing journey with a current focus on increasing our awareness of key events in Aotearoa New Zealand history and growing our understanding and use of Te Reo Māori through workshops and integration into our written text.

What our people say

Using Joyous metrics for continuous employee listening, we found:

- 9/10** team members agree: *"I know where to get support when I need it"*
- 9.1/10** *"Someone at work cares about my wellbeing"*
- 9/10** *"I have the flexibility I need to balance both work and home"*
- 9.4/10** *"I feel safe at work"*
- 9/10** *"I am treated with respect at work"*



HRNZ Awards Wellness Programme Award 2022



Energy Excellence Awards Wellbeing Award finalist 2021



DiversityWorks Diversity Awards finalist 2020



The 'rockgas' logo in blue, lowercase letters with a stylized flame icon above the 'i' in 'gas'. It is positioned on a silver gas cylinder.

The 'rockgas' logo in red, lowercase letters with a stylized flame icon above the 'i' in 'gas'. It is positioned on a silver gas cylinder.

Caring for our communities – manaaki hapori

Firstgas Group activities touch many communities across Aotearoa. We look for ways to support local people, places and events – often through our Partnership Programme of community initiatives.

Our focus on safety awareness makes it important to communicate regularly with our communities. Both stakeholders and our teams in the field take time to check in with the community, including both stakeholder groups and individuals. A regular survey programme across stakeholder groups provides direct feedback.

Infield activities can impact communities where infrastructure is located, so we closely work with them to prevent adverse effects and build strong relationships.

Our Community Sponsorship Fund

The Firstgas Group Community Sponsorship Fund supports worthy causes in education, environment, sports, and community enrichment. The Fund helps us put many of our organisational values into action, providing flexible funding we can allocate to support both small local projects and longer-term key initiatives to benefit the wider community. In 2021, we sponsored six local events and initiatives, plus provided support for many more individuals representing their region.

Ethical supply chains

Firstgas Group has long-standing contracts for labour and technical resources and attempts to procure raw materials and items from ethical suppliers with similar values and policies. An Ethical Sourcing Policy to support these efforts is currently in development.

We engage with local iwi and communities; this is essential to managing interactions with landowners around our system. Our engagement efforts and contribution to community projects associated with pipeline work have received positive feedback.





CASE STUDY

Firstgas Group proudly supporting Taranaki secondary school students

Firstgas Group is the major sponsorship partner of the Taranaki Secondary Schools' Sports Association (TSSSA), which promotes sporting opportunities for the region's secondary school students. Firstgas Group aims to support causes that positively impact the communities in the areas we operate and are consistent with the company TIGER values, and TSSSA's commitment to youth being engaged in sport for life aligns with this. The TSSSA programme aims to encourage participation and offers 'barrier free' and inclusive sporting opportunities that are non-competitive, relevant and engaging to all students.

TSSSA Multi Sports Day

Late last year the Firstgas Group team headed along to Sacred Heart Girls College in New Plymouth. Our employees supported the students with their sports activities and also took the opportunity to cook sausages for them on our hydrogen BBQ.

Caring for the environment – tiaki taiao

We are continuously improving on tiaki taiao through our hōtaka taiao (environmental programmes); investing in new technologies and research; and focusing on toitūtanga ā mua (sustainable futures). Our environmental vision is for Firstgas Group operations to help generate positive environmental sustainability outcomes for future generations.

Our environmental programmes are based on international standards and industry best practice to ensure we effectively manage risk. Its aims are tiaki whenua (protect and enhance the land) and tiaki rerenga rauropi (sustained biodiversity) surrounding our assets and regional operations.

For example, whenever we work on our pipelines, we make efforts to sustain the environment as part of our process.

We partner with iwi, landowners, communities and other companies to:

- revegetate the surrounding area;
- enhance the landscape to encourage biodiversity;
- make improvements in site management to boost efficiency;
- rethink how we approach tasks, to minimise our impact on the environment; and
- constantly explore environmentally friendly technology to reduce our carbon emissions, including capturing and recycling gas that would otherwise be vented.



CASE STUDY

Wakatipu Reforestation Trust

This year Rockgas Queenstown branch volunteered two of their Got Your Back days at the Jardine Park nursery to support the Wakatipu Reforestation Trust. The Trust grows over 10,000 plants a year which are then planted in various areas around the Wakatipu basin by volunteers. There are 75 different native species that are grown and 95% of the plants come from seed or cuttings taken at the Jardine Park nursery.

**10,000**Plants a year grown
and plantedSource: <http://parininihi.co.nz/gallery/#>

Firstgas Group

