

Sustainability Options



Sustainability Report
2025



Nik Gregg



Phil Gregg

A MESSAGE FROM OUR FOUNDERS

It's with pleasure that I write this message on behalf of Phil and myself.

I'd like to thank Amy Earles again for her tireless efforts in bringing this 2025 report together and for being so dedicated in monitoring our carbon footprint and capturing our sustainability activities. I'd also like to acknowledge and thank Bay Trust for their initial contribution in starting us on the journey of monitoring our emissions.

As you read through this report, you will see it's not just about carbon emissions and environmental sustainability. Amy and I wanted you to have an insight as to our passion and our heart's desire for sustainability that embraces our commitment to both looking after the environment and caring for our communities and their families.

Over the past 12 months, we have been trying to challenge ourselves to make more 'real' our 'why' - 'because we want to leave a more harmonious world for our grandchildren's grandchildren'. This future focused generational thinking is slowly but steadily impacting on the way we do our business.

It's been a great 12 months! We have delivered more community workshops seeking to build the capacity of our whānau to live in more sustainable housing conditions. Lee and Caitlin have done some amazing work at capturing, measuring and understanding the impact that we are making on the wellbeing of those we are seeking to help. And Jo has been absolutely awesome at asking the question 'how can we be a better example' to others in our pursuit of the 17 United Nations Sustainable Development Goals.

People (quite rightly) get confused with who we are and what we do. My quick response is "we are an altruistic business, trying to demonstrate that 'for profit' businesses can flourish in the pursuit of care, compassion, concern and generosity, alongside profitability, productivity and efficiency." When they ask me, "but what do you do?", I share with them that the core of our work is improving the housing conditions of low income families, around this core, is a circle of activity that is our commitment to visit any home and to provide free sustainable living advice. Then there is an outer circle that surrounds this, that is, engaging, working with, and equipping other businesses to operate more sustainably.

In this report, we have tried to unpack in more detail these 'three concentric circles' of impact.

I hope you enjoy the read and that you find a few inspirational considerations.

Nik Gregg



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Sustainability Options' 2025 Sustainability Report written by Amy Earles
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2025 HIGHLIGHTS

1478

Total
Home Visits

75

Eco Design
Assessments

57

Bay of Plenty
Workshops

11

National
Workshops



7

Green Drinks
Events



For every \$1 invested, approximately
\$5.29 of social and economic value



will be generated back to whānau, the government, and community

The range of Sustainability Options' (SO) highlights above reflect just some of our sustainable living kaupapa.

During the 2025 financial year we undertook a total of 1478 home visits, comprising of home assessments, repairs and maintenance jobs and follow up visits. This reflects our commitment to journey with whānau across the Bay of Plenty, to improve environmental and social outcomes in a range of communities. We delivered 75 Eco Design Assessments under a new contract, to provide independent advice on home performance. Survey responses from those that had an Eco Design Assessment revealed that 100% were committed* to making behavioural or physical changes in their home (75% had made changes and 25% planned to make them).

We delivered 57 workshops across the region during this financial year, building the knowledge base and therefore the capacity of whānau across the region. In addition to this, Nik ran 11 capacity building workshops throughout other parts of the country. In 2025, Sustainability Options also took the helm of running Green Drinks, running 7 events, with networking opportunities for professionals in the sustainability industry and those in other industries interested in learning more about environmental initiatives.

Our commencement of Social Return On Investment (SROI) research has given us an indication of our wider scale impact. Based on a year of measuring our broad scope of social sustainability activity, we have established a baseline forecast that predicts for every \$1 invested, approximately \$5.29 of social and economic value will be generated back to whānau, the government, and community. This was a valuable insight. While we knew our mahi was reaching people in a range of ways throughout communities, to have a quantifiable measure of this impact helps us understand our ability to generate healthy social and environmental outcomes, to a broad range of people and build a better world for our grandchildren's grandchildren.

*Source: Tauranga's Home Upgrade Snapshot: Insights from the Eco Design Advisor Service. 2025.



OUR CULTURE

Sustainability Options, started by brothers Nik and Phil Gregg in 2012, is an altruistic business operating from offices in Tauranga and Rotorua, with a team member operating from Hamilton. While the reach of our mahi has grown over the years, stretching throughout New Zealand and now exploring opportunities in Ireland and the UK, our core values have remained the same. We strive to express compassion, altruism, generosity and urgency/hustle in all that we do.

Since our inception, 100% of our profits have been directed to charity, to community, to our vision of doing good, our staff and those we have the privilege of serving. Social justice, environmental care, charitable good and people compassion are at the heart of what we do. We want to optimise (not maximise) our profits, so that we can do more to help others who need our service and support. This means being mindful of how we spend what we earn and being considered about our impact with how we use our resources. It's about being good stewards with the resources and income we are entrusted with. Every day we are called on to be generous with our time, with our follow through, our commitment and our compassion. The extent of our team's generosity, compassion and altruism is explored in some of the [following pages](#).

We acknowledge that if we want to serve as a compassionate business, that takes energy and commitment, and that energy and commitment needs to be given internally, so that we can express it externally. Over the past year, we have embraced the concept of a four day working week, where staff have the choice as to how they 'work' the fifth day. It is our belief that if our team have the individual responsibility and freedom to pursue our purpose and our values on the fifth day of the week, in a way that has meaning to them, they will be inspired and energised to give the best to their mahi and to the wonderful whānau we help in our communities.

Our office culture is lively and supportive, with staff having the option to bring their dogs to work, and we often work on community gifting projects such as the preparation of whānau care packs. During our quarterly team days we reflect on the impact of this alternative week framework and once a month we check in on five virtues and attributes that we believe make our working week a success: are we being more curious, do we have more energy, are we operating with greater gratitude, do we have stronger trust and are we giving greater commitment?

Over this past year we have increased our efforts to focus on how individual strengths can help us achieve our objectives as a team. Each team member has completed a Clifton Strengths Based Assessment questionnaire, which identifies an individual's unique combinations of 34 talents. We have coupled this with the 'Working Genius' model developed by Patrick Lencioni to see how we can encourage and uplift one another. These assessments have allowed our kaimahi (people) to better understand how they work, their natural patterns of thinking, feeling and behaving and empower them to understand what they can contribute to our team.

Here is an excerpt from one of our staff members who gained the following insights after completing the Clifton Strengths Assessment:

"My strengths don't sit separately—they form a deeply interwoven system that reflects how I learn, connect, and lead with integrity and care. I absorb information, dissect it, question it, archive it, and reflect deeply. My constant pursuit of 'why' and 'how' doesn't just feed my mind—it ensures my actions are intentional and credible"

"I uplift others, see their growth potential, and meet them where they are emotionally and culturally. These strengths bring humanity to my intellect. They likely make me a powerful advocate, a compassionate teacher, and a warm team member, yet they demand energy and boundaries to avoid burnout. I hold myself to high standards and aim for sustainable solutions. However, I recognise that I can be overwhelmed without limits and prioritisation"



CONNECTION AND COLLABORATION

Our mahi stretches far and wide in many different ways. Whilst much of our work this past year has been related to the delivery of our housing assessments and the improvement of housing conditions, we are always looking for ways that we can go 'above and beyond' in delivering projects that advance our pursuit of environmental and social sustainability. Below are some of the projects that we wanted to share.

Community Donation Project

Our Program Support Coordinator Shirley Maxwell has been instrumental in organising community donations. She has the following reflection:

"This year we've built some beautiful collaborations that have helped keep valuable items out of landfill and we have redirected them to whānau and community projects. Through the Tauranga SPCA Op Shop, we received donated beds and rescued clothing and bedding that was originally destined for landfill. Thanks to Maggie and the support of Pristine Dry Cleaning the clothes were cleaned and passed on to the Edgcumbe clothing project and Women's Refuge. Working with Waipuna Community Centre, we collected old curtains and donated them to the Tauranga Curtain Bank. We also repurposed a stockpile of aluminium windows and doors, connecting with referrers in Murupara, Kaingaroa, Rotorua and even Te Kaha to ensure these items were reused by whānau. We collected wall insulation that was able to be placed into several homes here in Tauranga, improving warmth and comfort for those families. Alongside individual whānau members seeking alternatives to dumping their goods, we've also redirected carpet, stoves and other materials for reuse".

We think this wonderful combination of recycling, repurposing and helping others is a genuine blend of both social and environmental sustainability.



Sustainability Options Podcast

2025 was the inaugural year of the Sustainability Options podcast! Extending their commitment to share their knowledge, Jo Wills and Nik from our lead team decided to try something new to reach a wider audience and started their own podcast: <https://open.spotify.com/show/5H1m5xm9JFoNliYZmF95VQ>.

With decades of experience in delivering sustainable living programmes, Jo and Nik explored a range of housing topics in their discussions including: heating, home ventilation, mould and the importance of curtains, housing equity, tenancy laws and also discussed ideas like sustainable transportation, a purposeful economy and water conservation. Both bring their passion and practical advice to these topics in short, conversational episodes.



One of Sustainability Options' core objectives is leaving a more harmonious world for our grandchildren's grandchildren. Our commitment to future generations has involved the delivery of school workshops and the organisation and hosting of the regional Enviro Challenge. This mahi has involved us working with primary, intermediate and college aged students.

School Sustainability Workshops

Our Sustainability Advisor Amy Earles delivered 3 workshops at Ōropi School during the 2025 financial year. Her teaching at Ōropi School involved covering a different topic of sustainability in each lesson and generating interactive and interesting lesson plans for year 5-8 students from the school environmental group.

The community impacts of Sustainability Options' work was included in the workshops to demonstrate a real-world example of the connectedness of the different pillars of sustainability. Workshop activities reflected the multidisciplinary nature of environmental science and included: building carbon footprints, making Matariki stars, learning about the lunar planting cycle and Mātauranga Māori, understanding organism distributions in different regions of the rocky shore, looking at a restaurant supply chain and participating in a treasure hunt that incorporated the school gardens, chickens and composting areas.

The students demonstrated an impressive interest and commitment to sustainability. That's exciting for the future!



Enviro Challenge

In June 2025, after a 6 year hiatus, Sustainability Options ran the regional Enviro Challenge competition at Tauranga Girls' College.

77 students from 9 schools attended on the day, with Tauranga Boys' College winning the Enviro Challenge Award, and Whakatāne High School receiving the Rising Star Award for their creativity and emerging leadership.

Challenges on the day included school sustainability audit presentations, an upcycling task using a mystery box of waste materials, a photo challenge based on the United Nations' Sustainable Development Goals, a structured debate on a topical environmental issue and a sustainability quiz.

The energy and creativity on the day were evident in projects like a rainwater recovery system built entirely from repurposed items. Photography entries showed impressive insight into global sustainability goals, and debates revealed a depth of critical thinking from all schools.

Students shared mahi from their kura ranging from native restoration to food sovereignty, energy and water efficiency, and local partnerships- demonstrating a strong understanding of real-world environmental challenges.





Energy Savings Workshops

Tamawhariua Health & Social Services and Te Rūnanga o Ngāti Ranginui Iwi warmly hosted us when Nik ran Energy Saving Workshops in both Katikati and Tauranga. Nik discussed how to read and understand power bills, where the bulk of energy is being used in a whare, whether our power companies are actually the best fit for us and simple, everyday ways to save power.

A big shout-out to Powerco and Unison for funding these workshops and helping us share this knowledge with kaimahi, so they can continue supporting their own whānau and the whānau they work alongside, building capacity and strengthening their knowledge base to pass onto future generations.



Green Drinks

The ‘Tauranga Green Drinks’ has almost become a local institution. Started up by Jo when she worked for Sustainable Business Network close to 20 years ago and then picked up by Glen Crowther from Sustainable BOP, it achieved a very local following. So when Glen was voted onto Tauranga City Council and Sustainable BOP was not continued, the question was, “what about Green Drinks?”

Sustainability Options decided it could take the baton from Glen and Jo would once again host and continue this commitment. Jo has been running these events with passion, commitment and her high level of diligence. The event (usually monthly) is about connection, collaboration and the mobilisation of ideas and people to promote awareness and curiosity of local and global issues and action. Topics have ranged from innovative conservation programmes to repurposing of building materials through to the social and environmental impacts of Artificial Intelligence.

The events are inclusive, open to anyone, ensuring knowledge and opportunities are accessible to all.

Good Neighbour Volunteering

The Good Neighbour Trust are an amazing organisation, they love to help people and to build strong neighbourhoods. During the winter, Nik discovered that Cam Hill was going to run a series of Neighbourhood BBQ’s, so he was keen to use his Friday to help with this initiative. He managed to get along and assist Good Neighbour with a street side barbeque and a garden clean up in a local neighbourhood. Good Neighbour is all about providing practical support that builds confidence and self reliance, giving people the knowledge and tools to make a difference in their own lives, similar to our philosophy. It’s about giving people a hand up, not a hand out. Nik’s pretty keen to help out Good Neighbour more in 2026, so we are including this story to make sure he does!





GLOBAL DEVELOPMENT GOALS

The Inner Development Goals (IDGs) are a global initiative that began development in 2020 after discussions suggested that progress in achieving the United Nation’s 17 Sustainable Development Goals (SDGs), by the target year of 2030, was occurring too slowly. The SDGs are a global agenda that encompass a range of desired environmental, social and economic outcomes. The visual below shows the 17 United Nation’s SDGs.



Figure 1. The 17 UN SDGs

In 2020 and 2021, two surveys with over 1000 participants from differing backgrounds (political, business, Non Governmental Organisations (NGOs) and researchers) identified 23 skills that are perceived to help solve current global challenges. More recent collaborative reviews have updated this to 25 skills.

They are as follows:

Being	Thinking	Relating	Collaborating	Acting
Cultivating Our Inner Life	Understanding Our Complex World	Caring for Others and the World	Building Trust and Working Together	Leading and Enabling Change
Inner Compass	Critical Thinking	Appreciation	Relationship-Building Skills	Courage
Integrity & Authenticity	Perspective Skills	Connectedness	Inclusive Mindset & Intercultural Competence	Hope & Optimism
Openness & Learning Mindset	Systems Thinking	Humility	Co-creation Skills	Conscious Use of Resources
Self-Awareness	Long-term Orientation & Visioning	Empathy & Compassion	Communication Skills	Proactivity
Presence	Creativity	Forgiveness	Mobilization Skills	Resilience

Figure 2. The IDGs

The IDG movement mission is to advocate for inner development, enabling its integration into society. Core beliefs include that while not sufficient, inner development is necessary to enhance personal well-being, collaboration, strengthen societies and contribute to planetary sustainability. Rather than focused on the individual, inner development by its nature is complex, collective and systemic.

The guide acts as a common language, making it accessible to all. Although it was never intended to provide a single method, it recognises psychological, spiritual and cultural systems and traditions are also in place. The vision is for a world where inner development is unlocking collective power to build a flourishing future for people and the planet. This would see a reconnection back to ourselves, to others and to nature where we understand ourselves as part of a system.



At the beginning of 2025, as we reviewed our engagement with the SDGs, we concluded that as an organisation we needed to demonstrate greater leadership in the pursuit of the SDGs. Jo was sent on a mission to lead the organisation in this regard. Jo was aware of the global challenges surrounding achieving the SDGs and she was also aware of the development of the IDGs. During the year, Jo set out to understand more about the IDG journey, including how Sustainability Options could embrace and show genuine leadership with these. It is with huge pride that Jo Wills has undertaken training and exposure to the background behind the IDGs and has become an IDG Ambassador.

A huge highlight of the year was Sustainability Options hosting the 'Towards a Purposeful Economy Forum', sponsored by Tauranga City Council. Jo used this opportunity to not only 'unpack' the significance of the IDGs, but to also stimulate discussion around a range of topics associated with Purposeful Economies and Nature as a Shareholder. The conference was well attended and enjoyed.

With regards to SO and our 'embracing' of these skills, Jo reflected the following:

"The funny part of SO's IDG journey is we didn't know we were on one. At least we've never called it that. From the day brothers Nik and Phil started the business, they have committed themselves and their business down a path of courage. Starting any business takes courage for sure, but when you initiate it under the belief of 'doing well by doing good', things look different. SO has always wanted to be the difference, not just make a difference. Our core values of generosity, urgency, altruism and compassion have provided a guide to help us do that and we also realised those values couldn't just be externally focused.

Continuous improvement is bandied around a lot in business, but rarely is it embraced in the way SO has. It's not just about efficiency and productivity, it's also about caring for people, being the best leaders we can be, holding ourselves and each other accountable and making space for failure and mistakes. SO has had its fair share of 'well we messed that up' moments. These moments have taught everyone the power of humility and forgiveness.

SO takes continuous improvement to a new level by making it a part of the inner moral compass by which the business operates. The team benefits from Nik's optimism and from Phil's proactivity, from their vision and resilience.

There is no one moment when SO realised- we're practicing the IDG's! The skills in the guide were already embedded into SO's DNA when it started and further enhanced with every purpose driven person who has joined the organisation. The team as a collective embodies the 25 skills, and the organisation, the 5 dimensions. Each person bringing their own unique perspective, contributing to a diversity in thinking.

However none of this is taken for granted or considered mission accomplished. The IDG guide is a map, to be used as a starting point, often one that can feel uncomfortable (SO has felt discomfort!). The skills are tested, learned and relearned. They provide a platform for curiosity that supports ongoing inner development. Discomfort is part of the development.

Outer transformation has always been a goal. One of SO's aims is to demonstrate a pathway through our own actions to inspire others to want to see a world served by compassionate business. Our inner development will always be a part of that journey. Business only exists with the community that supports it and the natural resources that sustain it. The most important infrastructure of business, is people".

As SO looks to 2026, its desire is to demonstrate, inspire, motivate and coach others, in the business engagement of the IDGs and in their genuine pursuit of the SDGs.



'We need to focus on inner development for outer transformation, recognising we are a part of a connected system?'

- Jo Wills



REFLECTION

At Sustainability Options we are always wanting to learn, grow and be better. To do this, we reflect back on our core values and evaluate how successful we have been in achieving our goals, holding ourselves accountable and making decisions on how we can better realise our objectives.

In 2024 we set the following goals. Our 2025 reflections are explained underneath.

Continue to visit more homes and engage more communities as we are invited to do so

While some areas of our engagement have increased, we fell short of our target of increasing home visits. The number of home visits Sustainability Options completed during the 2025 financial year was 1478, a decrease from 1672 total visits across our programmes in financial year 2024. This is a 11.6% decrease in the number of home visits we have undertaken since the previous financial year. Although this is disappointing, this is a humbling reminder for us that 'team' is so important. It is rewarding to know that for the 2026 financial year we are on track to experiencing an increase in home visits again, with over 1700 home visits occurring before the end of the financial year.

We more than doubled the number of workshops we hosted in the 2025 financial year compared to the 2024 financial year. The growing number of workshops is a combination of increased collaborative relationships with community and kaupapa Māori organisations, (we now have over 50 strong relationships with community and kaupapa Māori organisations), but it is also a sign of the trust and longevity of our activities in the Bay of Plenty region (13 years) and the increased social media presence we have amongst those who seek to invite us into their homes.

The strong relationships we have with our communities, is reflected in the increased requests for community workshops, to share our knowledge, build the capacity of our whānau/aiga/families and to build the capacity of our partner organisations.

Continue our pursuit of the United Nation's Sustainable Development Goals (SDGs) and embrace the Inner Development Goals (IDGs)

As noted further above, in 2025 we intentionally set out to pursue a greater understanding of the IDGs. Jo lead the charge on this and has been involved in a nationwide group that has been upskilling in their understanding of the IDGs. Jo has been sharing her knowledge of this area both internally with our team and with the local community by forming the Tauranga 'Towards a Purposeful Economy' IDG Hub, who meet monthly to network and encourage one another. We have also updated our Sustainability Framework (and this report) this year to incorporate concepts central to the IDGs.

As we reflected on 2024 and our pursuit of all 17 SDGs, we reflected on being realistic and being more focused and less idealistic. Accordingly, we have reduced our reflection from trying to incorporate so many of the SDGs into our operational framework, and instead hone our focus on a few of the most relevant SDGs to our mahi, in greater depth. As embracing the IDGs is important in the pursuit of the SDGs, we have been incorporating the mindset shift from internal reflection (as highlighted by the IDG framework), into our pursuit of the SDGs. More on this is detailed further in this report.



Decrease our carbon footprint per (full time) person employed

We had a small decrease in our total greenhouse gas (GHG) emissions per full time employee (FTE) from financial year 2024 to financial year 2025 and also in our overall business emissions during this time. While this is positive, it is not a particularly significant decrease and is more likely a reflection of our improved data collection accuracy, leading to more reliable results in regards to our commuting statistics, where past data collection may have overestimated some statistics.

Our biggest source of emissions is associated with our travel to homes and communities, to visit, assess, advocate, and be of service. Despite achieving our objective of decreasing our carbon footprint per FTE, our home visits declined by 11.6% over the financial year, yet our emissions from transport fuel from our assessing and repairs and maintenance vehicles increased by 10% from the previous financial year. This is a continued challenge of ours as we aim to increase home visits each year.

Read more about our [emissions summary](#) here.

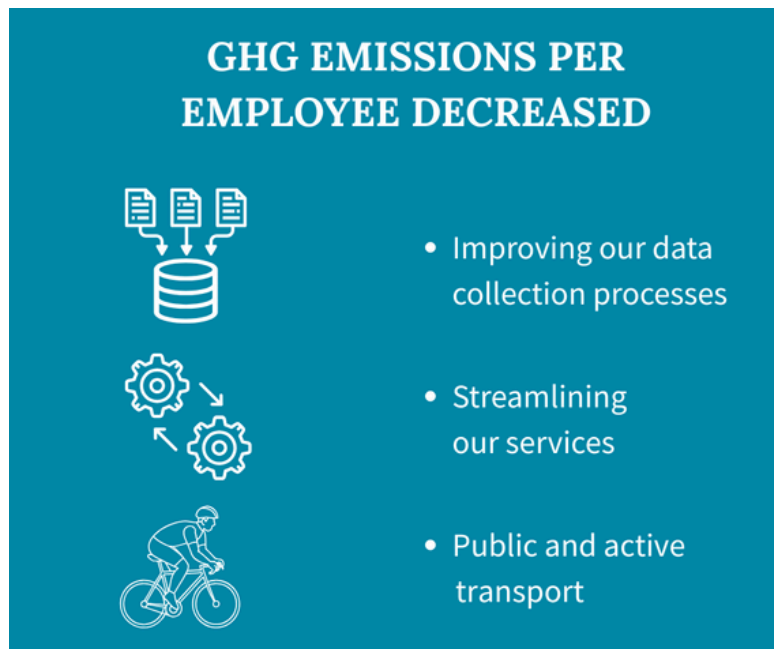


Figure 3. Infographic of Sustainability Options' carbon footprint reduction highlights

Develop a comprehensive impact model that will better enable us to measure and understand the holistic impact we are having

The many wonderful stories of the people we are seeking to help, the feedback we receive in our surveys, and the growth in invitations to help other organisations and other communities, is rewarding and encouraging. In so many ways we know we are making a difference, but we want to be more effective, more relevant and we want to pursue a generational impact. So as we looked towards 2025, we pondered, how can we better understand our impact?

Over the course of 2025, we have pursued the development of 4 impact models, each looking at our influence from a different perspective: a) Whānau voice via feedback from whānau who have taken a journey with us ([see additional comments below](#)), b) Social Return on Investment (see additional comments below), c) States of Mauri, this is a model that endeavours to track the attitudes and 'readiness' of the whānau to trust and work with Sustainability Options, and d) Te Whare Tapa Whā ([analysis later in this report](#)).



CASE STUDY: OUR IMPACT MODEL

Lee Siegle, from our lead team, has been involved in developing our Social Return on Investment (SROI) model. Lee spent the first few months of the year attending training, conferences and achieving certification, so that she could develop this model for SO and also for others that may want her help in adapting the model for their organisation.

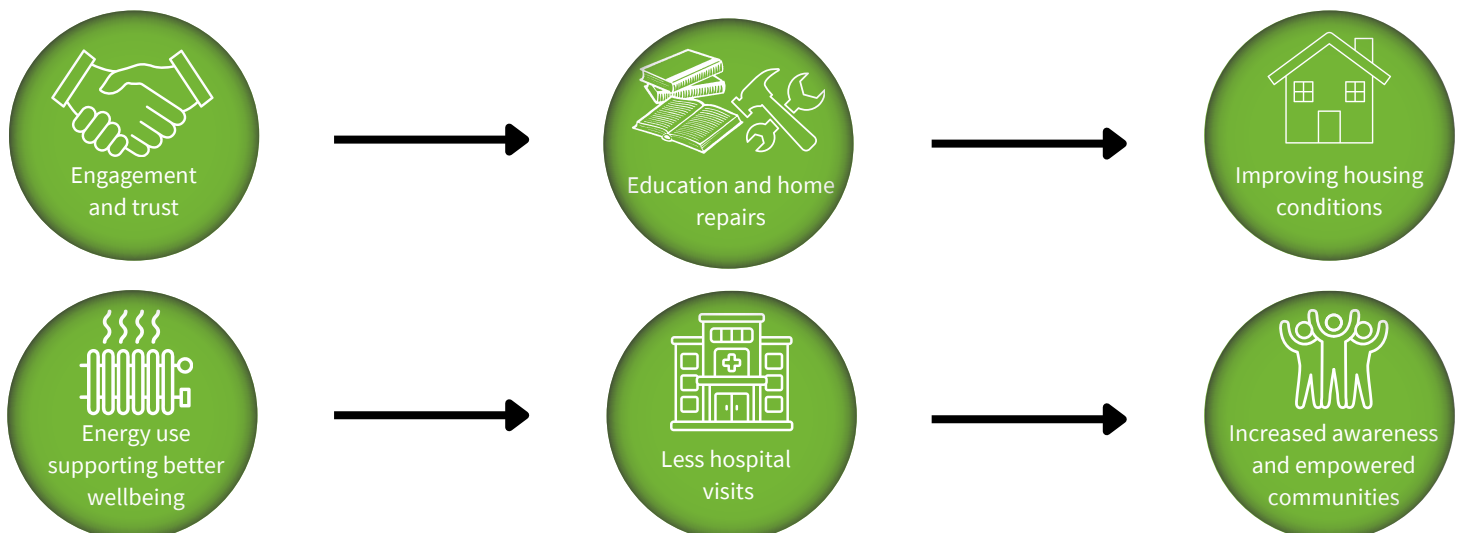
Lee's reflection:

"In March I attended a 2-day Accredited Social Value & SROI Practitioner Training in Auckland through Social Value Aotearoa. It was here that I learned the principles of social value and formed a good baseline understanding of the SROI analysis report process from start to finish. Undertaking a SROI should not just be a one-off report or analysis, it is a mindset shift, an organizational change, to measure what really matters to understand and manage our impact. The saying, 'what gets measured, gets managed', reminds us that we can't improve if we don't know how we are doing. This process increases our accountability and transparency, and allows us to make better decisions and increase our productivity and effectiveness. My favourite part of this process is value #8: Be Responsive. This means that it is important to ensure that reports are actually used to make improvements and make a plan for what will be done with the report. Why measure if we are not going to manage our impact?"

For SO, the objective was to build the model, have it peer reviewed by an independent reviewer and to forecast our SROI impact. Developing this forecast has been fundamental in setting up reliable data collection systems for future evaluative SROI analysis.

While we have a lot of qualitative data on our impact, we have been missing a 'baseline' to compare to in order to actually quantify the amount of reported change we are having. The purpose of the SROI model is mostly to serve as a guiding document for future analysis. We have chosen to undertake this analysis not only to amplify our whānau voice but also to understand the areas we are doing well in and where we can improve. This process will increase our transparency and accountability, both externally to funders when sharing our story, and internally to our whānau to ensure that we are making the difference we think we are. It is a way for us to further understand and speak to our focus on and commitment to whānau outcomes, rather than just delivering on outputs.

The below visual shows our whānau engagement process:





Critical to sustainability is not only understanding the impact being made, but also being dedicated to listening to those whom we are seeking to help. Caitlin Ogilvy from our team and Nik have the following reflection on this process:

“Twice a year, we dedicate a week to connecting with those we assist in our mahi. Whilst our journey with whānau throughout the year involves lots of ‘touch points’ and communications, these two dedicated weeks are very specific in their focus. We call them our ‘whānau care weeks’.

In April, before winter sets in, the focus of the week is to explore ‘winter readiness’ with our families, to see how whānau are progressing with their home assessment recommendations and to share practical healthy home education. In October, we are interested in how the whānau have fared over the winter, and what has been the impact of the plan we had with them. The focus of this week is capturing the voice of the whānau and allowing their voice to influence our future plans.

In October 2025, we spoke with 74 whānau. Their feedback paints a clear picture of impact. Whānau told us they value our service, describing it as helpful, empowering, and grounded in practical support. The average rating of our mahi was 4.7 out of 5, and 94% found the assessment advice useful. Many highlighted the difference that small, targeted interventions made during winter. As one whānau member shared, ‘the heater that was provided ended up working absolute wonders during winter for my child’.

The survey results show that our work is helping homes become healthier. 81% of whānau now experience their whare as warmer and drier, and 70% feel much more confident maintaining a healthy home. These shifts are reinforced by strong engagement in some of the everyday behaviours that keep homes warm and dry. Since receiving education, most whānau are ventilating bathrooms and kitchens correctly, using curtains and thermostats effectively, drying laundry outside or with a ducted dryer, and making small but meaningful layout changes such as moving beds away from windows. Where home improvements were possible, the most common upgrades included fixing windows, installing curtains, and installing heat pumps.

Whānau also affirmed that we are doing what we said we would do. 96% felt we completed everything we said we would. The flow-on effects extend beyond the home environment: 72% reported improved physical health and among those who received safety devices, 89% feel more confident keeping tamariki safe.

Together, these findings show that whānau are gaining knowledge, confidence, and healthier living conditions from our mahi—contributing to long-term, sustainable change in the places they call home”.

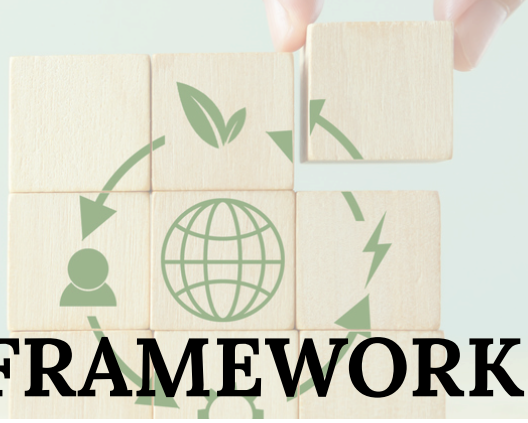


Figure 4. Whānau care week finding highlights



OUR

SUSTAINABILITY FRAMEWORK



Over the past year we have revised and modified our sustainability framework, incorporating our new knowledge in regards to the IDGs and sharpening our focus on the SDG areas of most relevance to us. This framework is structured with an inner circle that relates to Sustainability Options' core principles, encompassed by a circle acknowledging our dedication to improving our understanding of the IDGs. Another circle surrounds this to recognise that the IDGs can help us in the pursuit of the SDGs of relevance to us. The [Sustainability Framework Table](#) shows a breakdown of the SDGs of most relevance to our mahi. The circles that surround the centre of the framework show how we deliver our mahi, the connections we make and our main areas of focus.





Sustainability Framework Table

Sustainable Development Goal	Our objective	How we deliver this
3. Good Health and Wellbeing	Improve the health outcomes for individuals and their communities through improved housing conditions and performance, reducing hospitalisations and respiratory related illness	<ul style="list-style-type: none"> ○ Providing housing interventions to enable the homes we visit to be warmer and more efficient ○ Sharing knowledge in the form of housing performance advice during home visits, workshops and conference events ○ Investing in building the capacity of families to sustain a healthy home
10. Reduced Inequalities	Free sustainability advice to anyone who asks	<ul style="list-style-type: none"> ○ Ensuring our free home assessment service is accessible to anyone who requires it through removing barriers to access the service ○ Going to remote and rural communities, building relationships in these communities to ensure our service is known about ○ Doing what we can to improve the condition of housing for all, through sharing knowledge and building capacity
13. Climate Action	Raising awareness of systems change and the individual actions we can take	<ul style="list-style-type: none"> ○ Help whānau and community with energy efficiency in their whare to improve their wellbeing and reduce costs ○ Being intentional about our travel through efficient scheduling ○ Provision of e-bikes for staff, encouraging active and public transport ○ Being intentional about our resource use, focusing on repurposing materials within the community for the community
17. Partnerships for the Goals	Focus on being relational, building long term partnerships with kaupapa partners	<ul style="list-style-type: none"> ○ Building authentic relationships with the whānau we visit, referrers and funders so we can mahi together towards achieving whānau directed outcomes



EMISSIONS SUMMARY

Note: Carbon footprint data shared in this report is from the 2025 financial year (FY25) which ran from 1st April 2024 - 31st March 2025.

We report on our greenhouse gas (GHG) emissions every financial year.

Overall discussion:

Further to our [reflection](#), a more detailed analysis of our emissions summary is as below.

At Sustainability Options we report on [all 3 scopes of GHG emissions](#), highlighting our commitment to understanding our scale of environmental impact and leaving a more harmonious world for our grandchildren's grandchildren.

Our emission distributions per scope are shown in Figure 5 below. Majority of our emissions are from scope 1 sources, most notably transport fuel in owned vehicles, used by our repairs and maintenance and assessing teams. This is an area of our emissions reporting that we continue to see experiencing an increase year after year and our biggest challenge in maintaining a decline in our total emissions.

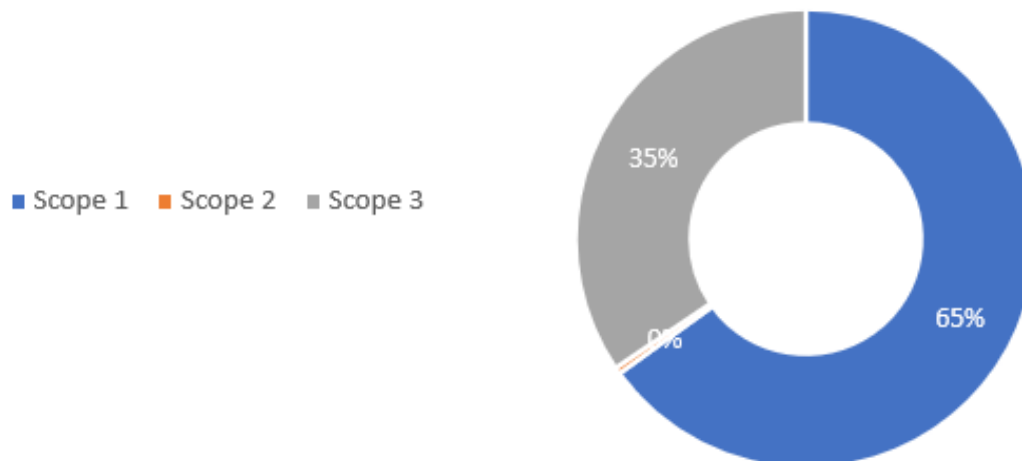


Figure 5. Sustainability Options' total GHG emissions per scope

Despite only two of the vehicles in our fleet using diesel fuel and the rest of our assessing vehicles being petrol hybrid cars, 70% of our emissions from owned vehicles can be accounted to diesel vehicles. Internal discussions have been had around streamlining our processes, considering what we can do to reduce the kilometres travelled per home visit, and increasing the efficiency of our repairs and maintenance deliveries alongside the installation of home performance improvement interventions. This is an ongoing process that we are very committed to improving as one of our biggest commitments to environmental care is considering how we engage transport. Reflection on our FY25 results has emphasised that we still have a long way to go in improving this process.

Our monthly emissions displayed a seasonal pattern with a peak in GHG emissions in winter and a trough in summer. In winter we receive our largest numbers of referrals, with the colder temperatures and increased illness, we complete more assessments and repairs and maintenance interventions. In summer, with the Christmas shutdown period and generally less referrals, we complete less home visits. Therefore the seasonal pattern we observed in Figure 6 is not unexpected.

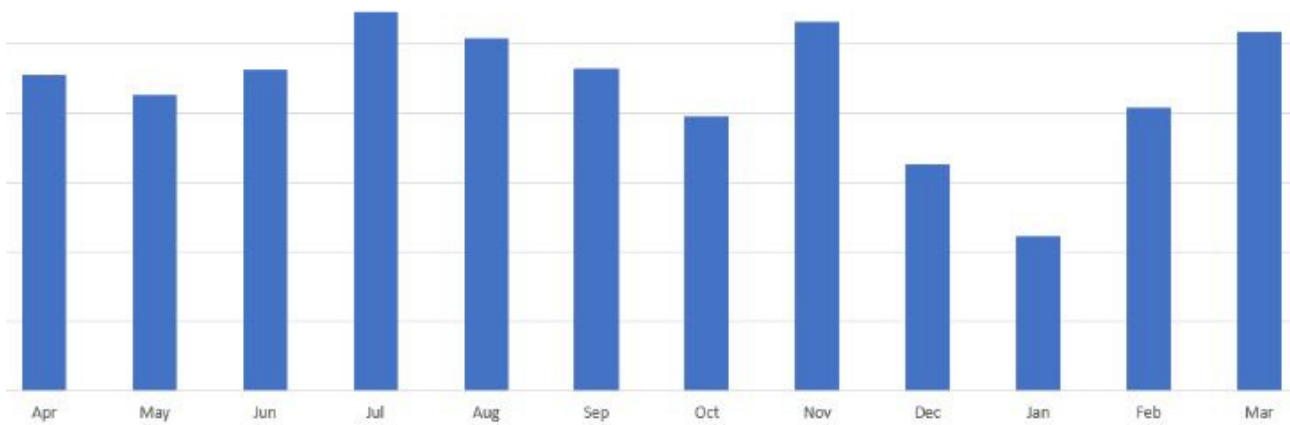


Figure 6. Sustainability Options' emissions by month

Improved data accuracy

The implementation of fuel cards, for the vehicles used by our assessors and repairs and maintenance staff during FY25 was efficient in speeding up our data collection process, by reducing internal communication required and meaning data was available in one generated monthly report. The data collection process for employee commuting and business trips was changed after feedback from staff. Feedback around this change, which involved the generation and sending out of a weekly staff survey, has been positive and allowed more accurate data collection around individual's travel information.

Employee commuting

Our employee commuting statistics declined in FY25 compared to FY24. While further analysis of this data attributes this largely to past data collection methods overestimating some statistics because of a lack of accuracy in available data, it is also pleasing to see that several of our staff are utilising active transport.

On days in the office, it's very rare to see Nik and Jo in a car. Jessie, Mel, Amy and Caitlin have all explored the wonder of cycling to work.

Avoided emissions

Our avoided emissions have been recorded to note when our employees commute to work or meetings during the day without single car occupancy. We provide staff with access to e-bikes and encourage other forms of active transport, alongside public transport. A total of 8813 kilometres of travel was avoided in FY25, meaning 2.12 less tonnes of greenhouse gas emissions were released into the atmosphere because of our team making conscious choices to limit their car travel.

Cycling was the most common form of transport where vehicles were not used. During the 2025 financial year we also began recording avoided emissions during daily meetings in addition to employee commuting. There were 106 kilometres of avoided emissions from commuting to meetings.

These statistics reflect the behaviour change of our staff, in making a conscious choice to reduce the more convenient alternative to commute to work and meetings, and prioritise self awareness, self responsibility and travel time planning.



CASE STUDY: THE INITIAL STEPS

When it feels like there's so much to do, it's often difficult to take that first leap. The following case study provides an example of how Sustainability Options' support empowered a family to take steps to improve their living conditions and to better sustain them for the future.

Sustainability Options, as a provider to the Healthy Homes Initiative (HHI), received a referral to visit and support a Pasifika aiga (family) of 2 adults and their 18 month old child in a very small 1 bedroom 1970's private rental home. The family had been living in the home for 6 years, and it was drafty, leaky, cold, and mouldy and they were all frequently unwell. They used a small electric thermostat controlled fan heater for heating the small open plan living/dining/kitchen area which they were also using as their bedroom. The referral was raised by a Pepi Ora Nurse, concerned about the aiga's cramped, cluttered living conditions and the lack of fixed effective heating in the main home spaces.

The home performance assessment identified that the rental home was non-compliant for Healthy Homes Standards (needing ceiling and underfloor insulation, fixed heating, kitchen externally vented mechanical ventilation, draft proofing of exterior windows and door) and non-compliant for The Residential Tenancy Act (required plumbing repair, floor repair, various putty and paint repairs to windows, and removal of shading/encroaching vegetation). Also needed were better curtains and education for the aiga for decluttering and managing moisture, warmth, draft, and mould.

The family were provided with our key tips for a healthy home, warm curtains, and an advocacy letter with supporting photo evidence for them to discuss with their landlord. We also offered to communicate with the landlord if wanted/required. The aiga was initially concerned about approaching their landlord regarding the identified issues due to paying low rent, which was helping them save for a deposit for their own home. However, after some further discussion some months down the track, they decided to approach the landlord with the report.

The mother and father were both interested and engaged in what they could personally do, to help their home be warmer, drier and healthier. The great news was, following our visit and conversations with the family, no further hospitalisations were reported. The landlord also made some repairs and improvements to the home (plumbing & floor repair, heat pump and kitchen extraction fan installed).

The best outcome of all however was at our final follow up, the aiga reported they were all well and had purchased their own home utilising the knowledge they had gained during their journey with Sustainability Options. We had the wonderful pleasure of helping them with their new home and to provide curtains to help retain the warmth.

The amazing consideration about the curtains, is that they were donated by someone who didn't want them and this prevents them going to landfill. They were remade by some wonderful volunteers, who sewed an extra layer to them to improve their thermal performance, decreasing the loss of energy. A warmer home is a healthier home. So all up, it's a triple win: environmental sustainability by less landfill and lower power consumption, social sustainability by a healthier home and less hospital visits.



CASE STUDIES: GENEROSITY

Mrs R:

Our journey with Mrs R began in 2022. We received a referral and completed an assessment of her home. Mrs R was a war veteran's widow with several health problems. She was struggling and her roof was in a vulnerable state, with buckets all around the home collecting the leaks. The house also had rotten joinery and cladding, gutter and downpipe leaks, mould damage and a broken window. Mrs R felt disheartened as 4 buckets of water would quickly fill up in her lounge after recent rainfall. The roof was in dire need of replacement and Mrs R didn't have the funds for this. While Sustainability Options looked into different avenues for funding, we temporarily patched the roof as more rainfall approached heading into winter.

Lee and Phil from our lead team advocated for Mrs R and her roof, looking into a wide range of possibilities with different organisations. Sadly, a year later, we still had no success in helping Mrs R get a new roof. During this time, part of Mrs R's roof collapsed. Finally, after continuing to persevere and to advocate, Mrs R and the team received some good news, because Mrs R's husband had served in the Korean War, the National RSA confirmed they would fund the majority of the roof replacement, with Sustainability Options able to make up the rest.

Meanwhile, we were also able to help Mrs R with a new heat pump, draught proofing of doors, cladding repairs, new wall and ceiling lining, glazing, LED bulbs and gutter and downpipe repairs. This was all due to the generosity of our supporters and funders.

Mrs R was elated, and also moved to happy tears at the outcome. The original state of her home was distressing, alongside her ill health. The lengthy process to obtain funds for a new roof was stressful and draining. However, we persisted and ultimately, we managed to achieve a great outcome for the whānau. We completed our journey with Mrs R in early 2025.

Kiribati family:

We visited a recently arrived Kiribati couple and their young family consisting of two preschoolers and a baby. The family moved into a new rental and needed support. They weren't enrolled with a local doctor and were unsure of how to get the best out of their new home. The family struggled with English, so our assessor provided them with some resources about nearby English classes. Our assessor also provided the family with education around ventilating the home, the causes of moisture and the impacts on health, and showed them how to use their heat pump and bedroom heating efficiently for keeping their family warm.

They had limited bedding (the children were sleeping in two beds pushed together and the parents were on a mat on the floor with their baby on a thin foam mattress next to them), so we provided the family with a duvet, bedding and clothing for the children. Each child now has their own bed, as do the parents and we were able to provide a cot for the baby to sleep in. It was heartwarming to help this family settle in New Zealand and to support them with interventions that would support good health. All of this was possible because of the generosity of those who support us.



CASE STUDY: TE WHARE TAPA WHĀ

Te Whare Tapa Whā was developed by Sir Mason Durie*. This model describes hauora (health & wellbeing) as a wharenuī (meeting house)– a house of four walls. Each wall represents a dimension of health, and our connection with the whenua (land) forms the foundation. When these four dimensions of our wellbeing are in balance we thrive, but if one or more things are out of balance, our wellbeing can be impacted.

Whilst our expertise is around housing performance and thereby improving housing conditions so that our families can live more sustainably, we acknowledge Sir Mason Durie's consideration that health, wellbeing and therefore sustainable living goes beyond the home we live in, it reaches out to physical health, mental wellbeing, family and social health and spiritual wellbeing. In order to consider these additional aspects of wellbeing, we seek the support of other wonderful agencies who offer expertise and specialist skills in these areas. We refer to our seeking help from these other organisations as 'on-referrals'.

Working with a sample of over 100 homes, we did an analysis of the number of on-referrals by service and the percentage of each dimension of wellbeing that may be supported by that on-referred service.

The analysis yielded the following results:

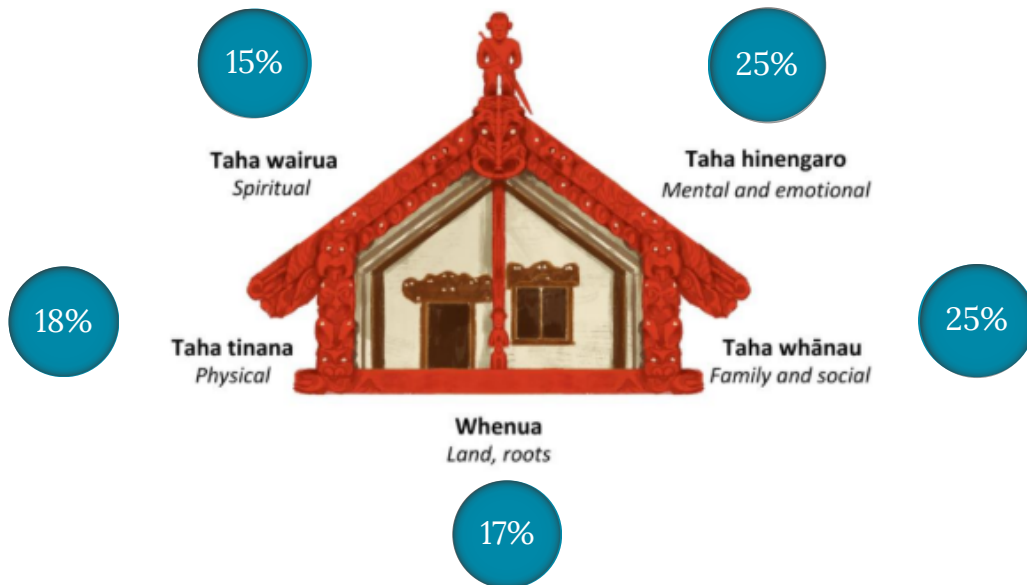


Figure 7. Te Whare Tapa Whā model analysis

Through our team's on-referrals to other organisations, we have most commonly supported whānau's mental and emotional wellbeing, and family and social wellbeing. 25% of on-referrals supported these Te Whare Tapa Whā pillars, while 18% supported physical wellbeing, followed by 17% of services supporting whenua wellbeing. Spiritual wellbeing is the least supported wellbeing area, with 15% of on-referral organisations supporting this pillar of the Te Whare Tapa Whā model.

'You guys were great, very helpful. Nice to actually have someone be able to look around and tell us things we needed to get fixed. And the heater that was provided ended up working absolute wonders during winter for my child, because that room ended up being the cause of the cold and damp house.'

-Whānau reflection

*Manatū Hauora Ministry of Health, 2023



CASE STUDY: REPAIRS AND MAINTENANCE

This whānau reached out to us, via our website in September 2024:

"Kia ora, My brother and I are kaitiaki of our grandparents whare on a papakāinga in Hairini, Tauranga. My niece and son live with us and my son's three year-old son lives with us too. We would all be very grateful for a free home assessment because we are on a limited income but committed to making sure our whānau whare is warm and healthy for our entire whānau. Aku mihi".

We made contact with the whānau and organised a visit. We had a great conversation and together with the whānau, developed a plan that would support and build their capacity as kaitiaki of their homestead, to sustain a warm, dry, healthy home.

The home assessment identified that heat was being lost through numerous draughty, uncovered windows and degrading external cladding. There were also some behaviours around heating, ventilating and condensation control that needed improving.

Our action plan included the following:

- Install curtain rails and hang curtains
- Install smoke alarms
- Draught proof doors and windows
- Advice and materials support for whare exterior repairs
- Share knowledge on improving ventilation habits, controlling moisture and heating

After the plan was completed, we followed up with the whānau who replied by text saying:

"Kia ora Duncan - miharo ana! We are all so very grateful for everything Healthy Homes and 20 Degrees have done for our whare tukuiho - not only will it help make members of our whānau for generations to come warmer and safer - but the curtains literally took my breath away. May you please pass on our gratitude to the wonderful women who sewed them. We have given you the old ones just in case they can work miracles with them too...there is still mahi for us to do here but you have given us all inspiration.

I know my koro and Nan would be very happy. Mauri ora".

We are now working with the whānau to help them address some roof leaks. This journey would not have been possible without the amazing support we receive for our repairs and maintenance programme. The greatest pleasure in this journey and many others we are a part of - is seeing the whānau grow in their capacity to sustain their home for future generations.





MOVING FORWARD

As we pursue our passion for demonstrating altruistic business practices and working towards a world where compassionate business serves future generations, we are filled with aspirations that are shaping our thoughts and considerations for 2026.

By writing these aspirations down and sharing these in this report, it creates a commitment that is both challenging and inspiring. Next year we will report on our progress against these aspirations.

Reducing our carbon footprint

We acknowledge that our carbon footprint is higher than we want. Because we rely heavily on driving for our mahi, we use a lot of fossil fuel. Whilst we believe visiting people in their home enables meaningful conversations about Sustainable Living, we need to mitigate this cost to future generations. Over 2026, we aim to decrease the number of kilometres we travel for every home we assist. Achieving this will require creativity and innovation on our part. If contract commitments and funding allows, we will also seek to decrease our fossil fuel use per kilometre driven.

Our environmental impact

We need to do more for our environment, and we can do more. Whilst we have been pursuing ‘on the ground practical improvements’ in the way we operate, we acknowledge this is not enough. We want to take our environmental impact consideration right to the top of the way we direct our business. During 2026 we will establish a blueprint to formalise ‘nature as a shareholder in our business’.

Health impacts

National research shows our efforts to improve housing conditions for low-income families is positively affecting their health and wellbeing, benefiting the wider health system. Our objective for 2026 is to clarify this impact ‘locally’ for the work we are doing (see the reference to our Social Return on Investment modelling).

20 Degree vision

As we enter our seventh year in pursuit of our 20 Degree vision, we have conducted a major evaluation: ‘What difference are we making?’ and ‘can we truly make a significant difference given the size and scale of the problem?’ The 20 Degree vision is to see that every home in the Bay of Plenty has the ability to sustain 20 degrees Celsius on a cold winter’s night. But the reality is, the huge cost to achieve this is beyond funders, beyond community, beyond whānau. However, if we could change how people think about having a warm, dry home, and make it expected that every house should sustain 20 degrees on a cold winter night, then over a generation, with collaboration between funders, government, businesses, and families, we could achieve this goal together. The focus is education and expectations. Our goal for 2026 is to establish a blueprint for what this might look like over the next 3-4 years.



Sustainable Development Goals

Our desire over 2026 is to clearly demonstrate how as an organisation we can reflect with greater transparency our engagement with the 25 skills identified within the 'Inner Development Goals' ([mentioned in this report](#)), and how these are influencing our own pursuit of the United Nations Sustainable Development Goals.

Inspiring other businesses

When we established Sustainability Options 13 years ago, it was with a vision 'to see a world served by compassionate business'. Our starting strategy was to establish an altruistic business to demonstrate what this could look like. After thirteen years, we wish to share our insights, experiences, and sources of inspiration with other businesses that are interested and eager to learn from us. The vision of 'a world served by compassionate business' isn't about us being the solution, it's about inspiring others to be part of the solution. Our goal for 2026 is to serve other businesses with our knowledge and experience.

Our values

We have lots of values that guide us, but four of these values are core to everything we are trying to achieve: Altruism, Compassion, Generosity, Hustle/Urgency. Our goal for 2026 is to somehow measure how we live out these values and the impact of doing so.

Artificial Intelligence (AI)

Lastly, AI is here. While the prospect is daunting, it is also tremendously exciting. Our commitment to supporting more people, and providing deeper, more compassionate assistance, can be significantly enhanced through the thoughtful integration of AI. However, our approach to 'using AI' will prioritize mitigating negative impacts on both environmental and social sustainability. We aim to benefit the current generation without jeopardizing future ones. We anticipate a thorough exploration of this direction throughout 2026.





‘Only when the last tree has died and the
last river has been poisoned and the last
fish been caught will we realise we
cannot eat money’

Cree Indian Saying

