



 **SAMSON**

Building User Guide

1 March 2023

**Ponsonby Precinct
52–56 Pollen St
108–128 Ponsonby Rd
57–65 Mackelvie St**

Hi we're Samson,



Welcome to Ponsonby Precinct.

We are acutely aware of the need to manage our environmental impacts. We also know that efficient buildings lead to healthier people, improved productivity for your teams, and reduced operational costs. To really generate positive change, we need you, our tenants on board.

This Building User Guide sets the expectations on operations within Ponsonby Precinct. It details the care that we have taken so far, and what we intend to work on moving forward. It also sets guidelines on how you, our tenants, are to operate within the built environment.

The Building User Guide forms part of the lease agreement. It may change from time to time as research, best practice, and the built environment changes. You will be notified of these changes.

1. Executive Summary

Thank you for your support of our initiative to promote the environment. We can make a big difference together. Here's the TLDR for each section, to make getting started easy.

2. Environment Champion

We ask that you nominate someone to be the environment champion for your tenancy. This will give us a point of contact to allow for a cooperative approach towards sustainability.

3. Waste

Waste should be separated into 7 waste streams: food waste/compost, cardboard, paper, soft plastics, mixed recycling for cans glass and recyclable plastic, electronics waste, and landfill for anything that doesn't fit these. (Note: Coffee Cups are landfill NOT recycling).

4. Air Conditioning

Where air conditioning units are installed in Samson buildings, they are tenant controlled and maintained. You must have a maintenance contract in place for units in your tenancy, as this is key to reducing the risk of refrigerant leaks and the associated emissions.

5. Water & Wastewater

Water is precious. It should not be wasted. Report any leaking taps or toilet fixtures to us.

6. Transport

We encourage you to take advantage of active transport wherever possible. Bike parking is provided in the underground carpark. Tenants who are allocated parks within their lease are responsible for marking their space with signage in keeping with the building signage guidelines.

7. Electricity & Energy Use

- **Let us know if there are any unusual energy spikes**
- **Consider using a carbon certified energy supplier like Ecotricity or Prime Energy**

8. Carbon Emissions & Offsetting

Across our portfolio we're measuring our carbon emissions, working hard to reduce them, and offsetting what remains. The largest contributor to base building carbon emissions at Ponsonby Precinct has been the waste to landfill. You can reduce this by following the waste hierarchy.

9. Environmental Assessment & Reporting

Your building is one of the wider Samson portfolio, and the entire portfolio is being assessed in order to reduce the operating carbon footprint and to improve building performance for you.

10. Fitout Guidelines

All fitout plans and any alterations to your tenancy require landlord approval prior to the commencement of works.



2. Environment Champions

Sustainability requires good collaboration and communication. Samson requires that an environment champion is appointed for each tenancy. We recommend that the appointed person is comfortable in communicating with team members and Samson, and passionate about promoting new and better ways of keeping things green.

The role of the environment champion is to be the point of contact between your business, and Samson sustainability manager.

The sustainability manager will communicate with the environment champion when environmental improvements are being implemented in the building. They will share statistics on how the building is performing environmentally, and update on best practice and research.

Specific to your tenancy, the sustainability manager will share errors in waste separation if found.

The environment champion needs to share this information with their wider team.



3. Waste

A significant portion of a building's carbon footprint is related to tenant waste. Join us in striving towards a zero-landfill building as we implement principles to focus on waste separation, reusables and keeping materials in flow.



Here's how you can have the most impact:

1. **Focus on reusables first.**

The best way to reduce waste is not to create it in the first place.

 - a. **For offices:** Do your staff have access to keep cups for their coffees, chopsticks and cutlery for takeaways, takeaway containers that can be filled at restaurants?
 - b. **For restaurants:** Consider signing up with a reusable provider like AgainAgain or Reusabowl who can help reduce your spend on single use. It's a great way to give customers the convenience of takeaways without the throw aways!
 - c. **For retailers and industrial:** Consider the packaging that you receive from suppliers and the packaging that you are sending to your customers. What can be reused?
2. **Best practice for reducing waste sent to landfill is to sort as soon as possible after use.**

Method bins are a beautiful solution for this. We also suggest you do away with bins by your team's desk as this is the common culprit for co-mingling and waste doesn't get separated.
3. **Educate your teams and your cleaners. Chat about waste more!**

Communication is key to sustainability. It is important that your staff, colleagues and cleaners are kept informed and aware of Samson sustainability principles and policies. Whilst your team may be great at separating waste, this can all be lost if cleaners aren't aware and everything gets taken to the same bin.

Waste separation policies for Ponsonby precinct:

Waste is to be separated into the below 7 waste streams

Food Waste

For offices, food scraps are being processed by onsite worm bins. For hospitality tenants we have commercial compost collections.

Cardboard

All cardboard boxes must be flattened. Cardboard can't be contaminated with food scraps

Paper

Office paper, magazines, books

Soft Plastics

Soft plastics that can be easily scrunched into a ball with one hand

Mixed Recycling

Glass, cans, recyclable plastics, and Tetra Pak

Landfill

Anything that doesn't fall into the above categories. (Note: coffee cups are landfill NOT recycling)

Bin liners:

Whilst you may want to line your method bins with bags/ bin liners to make it easier for your teams / cleaners to transfer waste to the rubbish room – **it's important that no bin liners / plastic bags end up in any of the cardboard, paper, mixed recycling, or e-waste bins in the waste areas.** If bin liners are placed into these bins the whole bin can be considered contaminated and therefore not collected, or the liners can jam the sorting machines at the recycling facilities causing damage.

The below matrix details acceptable bin liners which can be placed in the communal bins in the rubbish room. You'll note that the only bins that are ok to put plastic bin liners/bags into are general waste and soft plastic.

Waste Stream	Plastic Liner	Compostable Liner	No Liner
● Mixed recycling			●
● Paper recycling			●
● Cardboard recycling			●
● General waste	●	●	●
● Soft Plastic	●		●
● Worm Farm compost		●	
● Commercial Compost		●	

Waste Guides

The following pages detail what goes where within each stream. You may wish to print and keep some of these guides near your bin area, and you may wish to include them in your onboarding of new staff and team members.

Understanding what happens to your waste after it disappears from sight, helps to reinforce why it is so important to separate the waste streams — to maximise recycling potential and close the loop on waste!



Trash talk 101:

**Sort
your
Sh% 😊!**

**Don't get it twisted — keep your
trash separated to make life easy
for us and the environment.**

Worm Bins

Compost worms benefit from a balanced diet. They will eat most normal kitchen fruit and vegetable scraps.

We want to make this process as easy as possible for each of our tenants.

We will monitor the health of the worms and what is disposed of in the bins to ensure that the worms are receiving a balanced diet. Using onsite worm farms we reduce the transportation emissions associated with compost collections, and the worms castings and juices are adding nutrients back into our gardens!

● Likes

Scraps from food plates

Most fruit and vegetable scraps from food preparation or juicing

Cooked food

Tea leaves/bags and coffee grounds

Crushed/ground eggshells

Hair, vacuum cleaner dust, soiled paper, tissues, handy towels, shredded egg cartons, toilet roll inners, paper lunch wrap

Shredded moist newspaper & cardboard

Lawn clippings in small quantities (spray free), weeds, clippings, pruning's, dirt and leaves

Sawdust (untreated), wood ash

● Dislikes

Citrus, acidic fruit skin

Bulk quantities of the following:

Spicy foods, onion, garlic, leeks, capsicums

Meat and dairy products

Bread, pasta and processed wheat products

Shiny paper

Fats or oils

Avoid large quantities of meat, citrus, onions and dairy foods.

The smaller and softer the scraps, the easier it is for the worms to digest and process them into castings.

If in doubt email the Samson Sustainability manager for guidance.

Compost Bins

Food waste, paper towels, and certified compostable packing can be turned into compost.

Food waste is collected and delivered to a commercial composting facility in Tuakau. Local farmers and growers use the finished compost in Waikato to help rebuild soils and reduce the need for petrochemical fertilisers and pesticides.

● Yes

Tea bags

Coffee grinds

Paper Towels + Napkins

Food scraps

Certified compostable packaging

● No

Plastic Bags

Recyclable coffee cups or lids

Plastic lined takeaway containers

Paper Bins

The paper and cardboard are recycled and repurposed by Oji Fibre Solutions right here in Auckland.

Typically, the recycled cardboard is used to make the middle layer of corrugated cardboard or things like toilet roll cores. Around 85% of the paper and cardboard collected can be recycled. Please ensure all cardboard boxes are flattened! Flattening them also helps to ensure that there's no plastic or polystyrene packaging hidden in there.

● Yes

Envelopes

Printer paper

Magazines

Newspapers

Scrap paper and light card

● No

Paper Towels

Tissues

Tissue Paper

Cardboard Bins

● Yes

Flattened cardboard

● No

No plastic or polystyrene packing tucked inside

Soft Plastics

If you can scrunch your plastic bag or wrapper into a ball with your hand, we can recycle it in this bin.

Soft plastics in New Zealand are being made into fence posts and planter boxes and parking bumpers. Please don't put any bio-degradable or compostable bags in this bin. It's also important that all bags and wrappers are clean and dry before going into this bin, so give it a wash first, and consider drying it before it goes in the bin - we find hanging it inside out over the tap to dry out does the trick. The soft plastics is preferred to be put into a clear bag or none at all, this is collected by Abilities Group who are a not-for-profit incorporated society dedicated to enriching the lives of people with disabilities.

● Yes

Bread Bags, frozen food bags, fresh produce bags

Wrappers for toilet paper, cereals, snacks, dairy products

Lightly foiled bags - chip packets, confectionery

Courier Packs

Bubble Wrap

● No

Compostable plastic bags

Face masks

Disposable gloves or RAT test packaging

Hard food or drink plastic containers

Foil or metal

Biscuit trays

Mixed Recycling

Glass, cans, recyclable plastics, and Tetra Pak

Always wash your glass, cans, and recyclable plastics to ensure they aren't contaminated with foods or liquids.

Glass is 100% recyclable and is typically processed here in Auckland by Visy Glass. When it comes to plastic containers, wherever possible we recommend sticking to 1, 2 or 5 as these are the most easily recyclable in New Zealand. If there's no recycling code/symbol on your plastic container, it will need to go to landfill. Plastics code 1 (PET) and code 2 (HDPE) such as soft drink bottles and milk bottles are processed locally into the chip to be recycled into plastic resin. Plastic code 3 (PVC) is now being recycled by, Plastic code 5 (Polypropylene) are hard plastics which are recycled to produce irrigation piping or air conditioning ducts. Tetra Pak are starting to see a second life being used in saveBOARD construction materials. Steel and tin cans are very easy to recycle because they can be magnetically separated from the rest of the waste, and like glass, can be recycled again and again in New Zealand.

● Yes

Glass

Cans

Milk Bottles

Plastic containers

Tetra Pak cartons

● No

Takeaway coffee cups

Food containers that still have food or liquid in them

Landfill

Anything that doesn't fall into the above categories goes in landfill. We want to keep this amount as small as possible!

Waste to landfill should be our last resort.

Landfills present a problem in that decomposing organic waste generates a greenhouse gas called methane and many chemically treated materials generate leachates. Modern landfills are working to reduce this problem through gas capture and leachate control, but the less we can contribute to landfills the higher our carbon emission reductions. Items we typically see going to landfill include plastic lined takeaway containers and takeaway coffee cups, so consider switching these out for reusables.

● Yes

Takeaway coffee cups

Takeaway food containers lined with plastic

Polystyrene

● No

Large bulky items

Hazardous waste such as batteries, gas cylinders, chemicals or paint

Waste FAQ'S

Where can I buy bin liners?

For the green compost caddies, 8L bin liners can be ordered from Friendlypak or Green Gorilla.

The Method Bins will take 60L bin liners, these can be ordered from a variety of places including Method Bin directly. If Westferry are your office cleaners talk to them about managing your supply of liners for you.

What should I do if we get fruit flies in our rubbish room or the bins are smelly?

Call or email your Samson representative to book in a bin swap or clean.

What should we do with bulky items we need to remove?

Please email us with a photo and the location and we can arrange a removal. Alternatively, please contact Junk Run, or All Heart NZ directly as these organisations will help find a second life for used office goods.

Why does Samson provide worm farms on-site instead of compost collections for office tenancies?

The benefits of the worms is that they can process our food waste directly onsite, thereby keeping the circular loop closed, and avoiding the carbon emissions associated with driving trucks around town for compost collections. Plus the worms create super healthy vermicast which is great regeneration and soil health in our onsite gardens.

Waste FAQ'S

But what about commercially compostable packaging?

Whilst commercially compostable packing can have its place, the first steps should always be to reduce and reuse, so we encourage you to bring your own keep cups and containers for your takeout's instead. For more detailed guidance on this have a read of the [Ministry for the Environment Position Statement on Compostable products](#).

How do I report on my waste stats?

Samson receives a monthly report of the overall waste stats for each collection location where we have a private collection which includes bin weights for each stream. For your own tenancy we recommend speaking with the Samson Sustainability Manager to get a prorated breakdown of the collection weight for each stream based on the size of your office.

What can I do with fluorescent light bulbs for disposal?

Get in contact with your Samson representative who can arrange for our electrical contractor to collect your lamp/tube for recycling. Alternatively electrical wholesalers like Ideal, Active or J.A Russell's have solutions for recycling.

What should I do with ink cartridges?

Many office and printing supply stores have takeback schemes for all brands.

4. Aircon Use

Where air conditioning units are installed in our buildings, they are tenant controlled and maintained.

Refrigerants used in air conditioning can cause major carbon emissions when they leak, but these invisible gasses often go totally unnoticed. Here's how we can work together to reduce the negative impact:

1. Regularly service your air conditioning unit. This helps to spot any leaks early, and to get the unit performing efficiently which saves you money.
2. Talk to your air-con contractors about how they dispose of refrigerants. In NZ the Trust for the Destruction of Synthetic Refrigerants collect and dispose of refrigerants in a manner that reduces environmental damage.
3. Choose less environmentally damaging refrigerant types. We have been upgrading these as best practice and technology has evolved to use refrigerants and gasses with a lower GWP (Global Warming Potential). We will continue to monitor this and replace where appropriate.
4. Only use your aircon units as and when needed. Encourage your teams to bring layers of clothes to work to manage how each of us feel temperatures differently. Use your windows - fresh air is great for our brains and our productivity levels. Where possible, open windows on opposite ends of the tenancy to promote airflow. Use your blinds for cooling in summer. Western facing windows may need blinds closed in the afternoons, or eastern facing windows in the morning.

Let's maximise the efficiency of your air conditioning unit; simply follow our best practice guidelines:

Don't set it to auto:

- **Heating and cooling modes can fight against each other in pursuit of the setpoint.**
 - Instead choose cooling or heating function only, dependant on the season.
- **Heating** set between 19°—21°
- **Cooling** set between 22°—24°

1 degree of difference = 10% difference in energy efficiency:

- It's important to dress for the season and bring layers!

Use the correct fan position to maximise efficiencies:

- **Cooling**
Direct the cold air high across the room where it will sink down, cooling the room.
- **Heating**
Direct the warm air down across the floor where it will rise up, warming the room.

5. Water and Wastewater



Water is precious. It should not be wasted.

The building is connected to street mains water supply. Many buildings now have smart water meters installed by Watercare. Get in touch with Samson to check if your building has a smart meter installed. This may help for early identification of leaks and is useful to understand your consumption over time and spot opportunities for savings.

The treatment of water is a significant process, and we encourage those of you who don't know to check out Watercare's overview at [Watercare - Wastewater collection and treatment](#).

To truly appreciate the value of water, it's useful to look at the way Māori understand the interconnected nature of the water system. Kei te ora te wai, kei te ora te whenua, kei te ora te tangata (when the water is healthy, the land and people are nourished).

Here's how you can help:

1. Consider water conservation by limiting your shower time
2. Ensure all taps are completely turned off when not in use
3. Report any leaking taps or toilet fixtures to Samson
4. Use the toilet half flush as appropriate
5. Fully load dishwashers before use and operate on economy cycles where appropriate

Here's how building design and management can support water conservation

○ Rainwater collection tanks

◐ Smart water meters allowing building managers to track use and identify any leak detections early.

◐ Use of water efficient sanitary fixtures to w.c's, basins and showers (4 star WELS rated).

● Provided at Ponsonby Precinct

◐ In progress / partially provided

○ Being considered for future

Hey road rager Anya Bike!

Bring back the Pedal-pushers and cycle to work in style. Easy and breezy, commuting by bike helps the environment too.



6. Transport

In 2022 Auckland Council set a clear goal to reduce transport emissions by 64% by 2030. We encourage you to think about what this means in practical terms for you. Can you leave your car at home for more trips?

- **Active Transport**

Cycling or walking to work are great ways to improve your commute. With benefits for your health, the environment, mental health, and productivity we have no doubt that those who can, will love active transport!

- **Bike Parking**

At the end of your trip, you can store your bike in the bike park racks located in the underground carpark accessible from Pollen St.

- **Public Transport**

Plan your journey on the Auckland Transport [website](#).

- **Car Parking**

Tenants who are allocated parks within their lease are responsible for marking their space with signage, make sure you follow the signage guidelines for your building. If an unauthorized vehicle is in your allocated park, tenants can arrange the vehicle to be towed with Super City Towing only.

- **Electric Vehicle Charging Policy**

If you wish to charge your electric vehicle at work this is only permitted by following our internal process. Charging of electric cars has to be safe, the demand on the building energy supply has to be managed, and it has to be fair.

Tenants are required to:

1. Seek approval to charge their EV onsite from Samson Corp.
2. Pay to install a smart charger that is certified safe, manages building energy load and creates monthly bills for energy use. We have permitted the installation of the wallbox charger which is supplied by TransNet e-mobility.
3. Service their charger once a year and keep a certification record and provide upon request.
4. Only use electric vehicle charging adaptors supplied by the vehicle manufacturer or by an electric vehicle supply equipment (EVSE) manufacturer.
5. Make good the removal of charger when tenancy ends.



7. Electricity & Energy Use



NZ is well known to have a reasonably highly renewable grid, but this certainly doesn't mean we can take our eye off the ball when it comes to energy savings. As we switch away from relying on fossil fuels in our cars and buildings, energy savings are only going to become more important.

- Turn off lights within your tenancy that aren't required.
- Choose efficient lighting options such as LEDs and group lighting with separate switches to enable users to switch off lighting that is not required.
- Instruct colleagues to turn off computers at the end of the day.
- Choose electrical devices with a higher energy rating label.
- Let us know if you identify any sensor lighting issues.
- Let us know if there are any unusual energy spikes.
- Consider using a carbon certified energy supplier like Ecotricity or Prime Energy.

The design of the Ponsonby Precinct supports energy efficiency through:

External Lighting

External lighting is on photocell and time clock control with manual override switches. The lighting is designed to operate around normal business hours after dusk.

Energy Meters

Base building and tenancy HVAC electricity use is tracked using check meters, this information informs us of ways to make the building more efficient and also improves our NABERS NZ rating. Tenants will be provided with data on their energy use with suggestions on how to increase efficiencies

Car Park and Common Area Lighting

All public space luminaires are controlled via a series of movement sensors which will turn the lights on/off if personnel movement or vehicular movement is detected/not detected during normal hours.

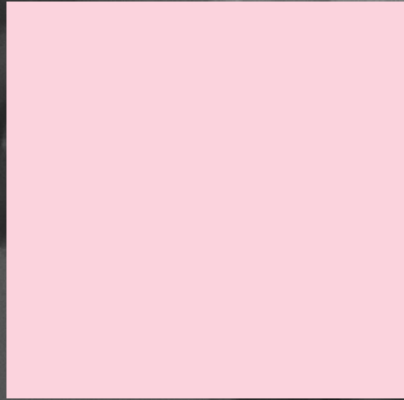
Solar PV Panels

Central roof mounted solar panels to minimise common area electricity use.

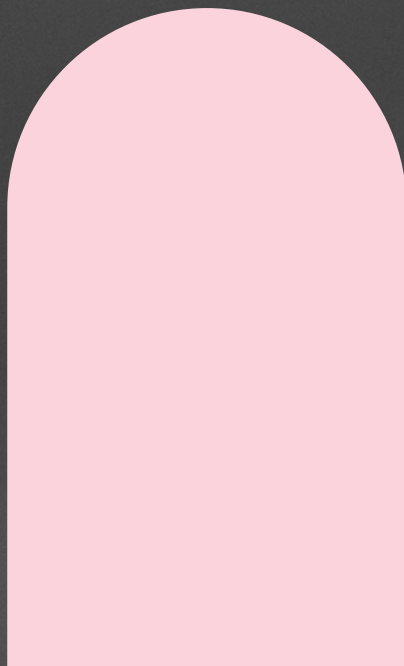
 Provided at Ponsonby Precinct

 In progress / partially provided

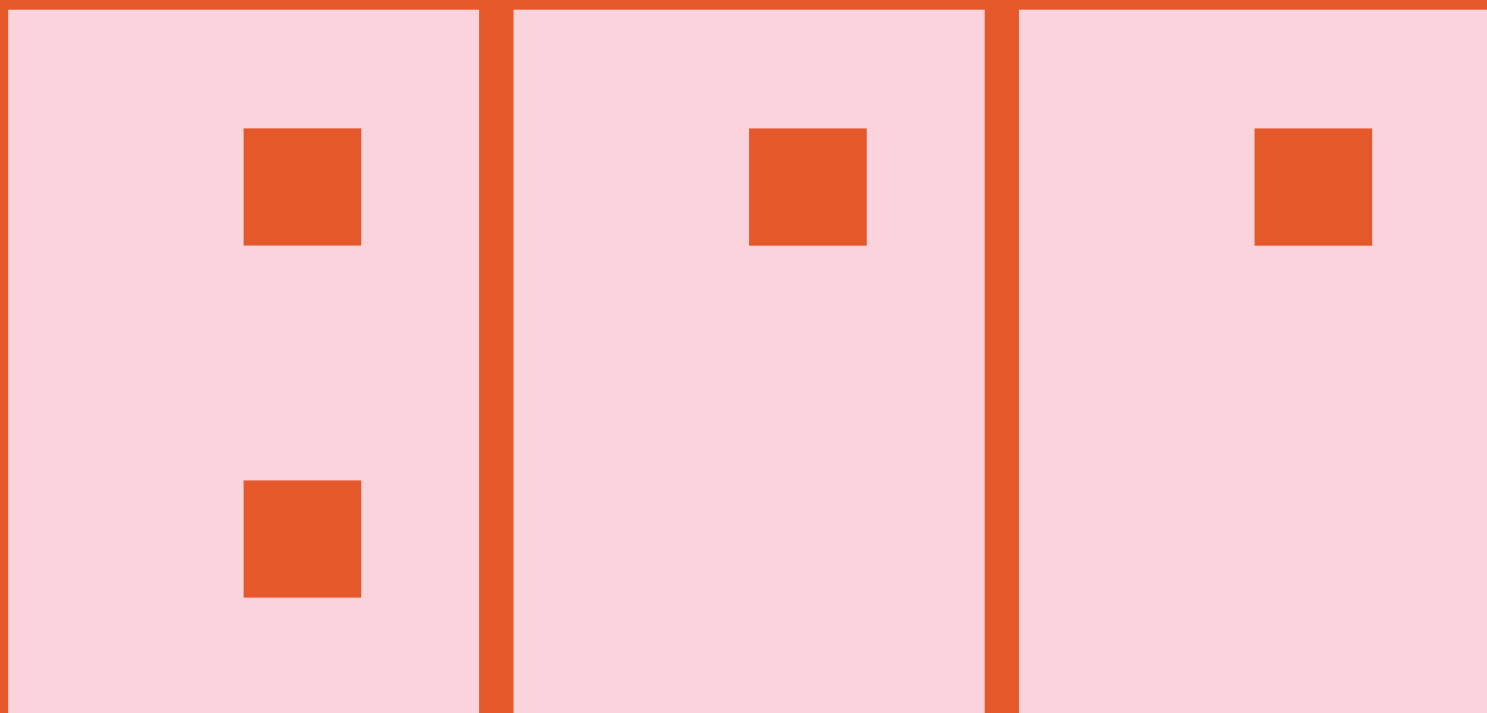
 Being considered for future



8. Carbon Emissions



T-Minus:



days!

We need to reduce carbon emissions. Fast. IPCC reporting from 2023 states that for a 'liveable future' we need to see global emissions peak by 2025. This is less than 800 days away!

Samson continues to monitor and reduce its carbon emissions across our portfolio, and offset what remains. We set out below, Ponsonby Precinct's common services and what we can do together to reduce our carbon footprint:

Emissions Source

Common area electricity

What we're doing

Electricity supplied to the common areas of the building are certified carbon net zero by Toitū..

Notwithstanding the above, Samson is still committed to reducing electrical consumption. You can find further information on the steps Samson is taking to achieve this under the electricity and energy section.

Tenant waste to landfill

Separation at source is one of the most effective ways to reduce waste to landfill. We've provided seven different waste streams in Ponsonby Precinct, including Method Bins for your tenancy.

Worm farms at Ponsonby Precinct help to reduce emissions from organic materials which would emit methane if they were disposed of in landfill.

Refrigerant

Refrigerants can cause significant emissions when they leak into the atmosphere. We've been upgrading to more efficient refrigerants, with less global warming potential (GWP) in the units where appropriate.

But what can I do?

One of the largest contributors to base building carbon emissions at Ponsonby Precinct has been the waste to landfill. You can reduce this by following the waste hierarchy:

1. Reduce consumption.
2. Reuse materials.
3. Recycle.

Waste going to landfill should be seen as last resort.

Whilst we're working hard to reduce emissions, we're not yet at zero. This means that our remaining emissions are being offset by supporting projects which reduce emissions.

The cost to offset your portion of the common area carbon emissions for your tenancy will be recharged annually at the proportional % rate as detailed in your lease. For new leases, your tenancy budget will allocate the estimated costs for this based on last year's recharged figures. Speak to the Samson Sustainability Manager if you'd like a more detailed breakdown on this.

9. Environmental Assessment & Reporting



Built Environment Ratings & Certifications

Your building is one of the wider Samson portfolio, and the entire portfolio is being assessed in order to reduce the operating carbon footprint. Larger buildings with common areas are being formally assessed using NABERS NZ and Greenstar Performance. Even if your building isn't being formally assessed, the principles learnt from using these rating tools on the multi-tenanted buildings are being applied to the whole portfolio.

We use these results to drive better results for you, including efficiencies for lower power bills, healthier spaces leading to improved productivity. It also means that you have certifiable ways to communicate your commitment to sustainability to clients and staff, by choosing to work in a certified sustainable building.



Green Star Performance

Tool expands on the above by looking at the holistic impact of the building on its environment and on the people who use it. Green Star Performance focuses on nine different categories including Management, Materials, Water, Land Use & Ecology, Emissions, Energy, and Indoor Air Quality. There will be times when we may require tenant participation and request your energy or water data, or conduct a tenant survey, and we appreciate your cooperation in providing this information.

Office tenancies in Ponsonby Precinct will have submeters installed to measure the HVAC (i.e. electric heaters), and our common area power supply has submeters installed to help us identify energy spikes and areas for improvement.

NABERSNZ tenancy ratings can also be completed which certify how energy efficient your space is. Have a chat to the Sustainability Manager if you're interested in investing in this.



NABERSNZ is a system for rating the energy efficiency of office buildings. Its Aussie equivalent has been well established across the ditch for around 15 years and has been commended for its brilliant results in driving an average energy saving of 42% across the rated offices. We're undertaking a 'base building' certification, which looks at all the common area electricity, as well as the tenancy HVAC systems.

Other Certifications:

Further to the above, we are also certifying our portfolio under a Carbon Net Zero programme managed by Toitū. The Toitū Carbon Net Zero programme is relevant to all industries, not just to buildings. There's more detail on what's included within our portfolio in the Carbon Emissions section. If you're looking for Toitū certification of any kind yourself, please feel free to reach out to your Samson Sustainability Manager as we can share some of the information already measured and offset within the building, which can help improve data quality.



10. Fitout Guidelines

All fitout plans and any alterations to your tenancy require landlord approval prior to the commencement of works.

All fitout plans and any alterations to your tenancy require landlord approval prior to the commencement of works. In your fitout the base building lighting and ceilings must not be altered in your tenancy works. Prior to the commencement of any tenancy alterations, tenants must check with Samson if a contaminants report exists for the tenancy which will outline specific health and safety guidelines for completing work on site. The overarching objectives of the lessee's fitout should be:

- **Minimising energy consumption**
- **Water conservation**
- **Waste minimisation**
- **Reduction in pollution**
- **Improvement in indoor environment quality (IEQ)**
- **Reducing operating costs**
- **Ethical sourcing**
- **Which can generally be achieved by:**
 - The use of rating and certification tools where possible.
 - Improving the indoor environment by maximising natural daylight, reducing glare, maximising external views, reducing internal noise, VOCs and formaldehydes.
 - Reduction of energy from fitout components, including lighting and equipment, improving thermal efficiency of the space by adding rugs under people etc.
 - Reducing waste by sourcing sustainable components and materials that provide an end-of-life solution and improve the circular economy.
 - Consider donating unwanted office furniture to relevant charitable organisations like All Heart NZ Charitable Trust, Habitat for Humanity or engaging Junk Run NZ.

For a full and comprehensive sustainable fitout guidelines refer to the [Ministry for the Environment's Guide to Sustainable Office Fit-outs](#) or the [Circular Economy Model Office Guide](#)



Still have questions or queries? Just get in touch with us, we're here to help in any way we can.

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