A full-page background image of a dense forest. A narrow, gravelly path leads from the bottom center towards the middle of the frame, flanked by tall, slender trees and thick undergrowth. Sunlight filters through the canopy, creating dappled light on the path and foliage. The overall tone is natural and serene.

THE TRUST FOR THE DESTRUCTION  
OF SYNTHETIC REFRIGERANTS

# ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2024



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# 1. A word from our Chair

Tēnā koutou,

A lot can happen in a year. When I sat down to write my opening comments last year, we were celebrating bringing on board our first ever permanent team of staff and beginning to think about what the future might hold for our Trust. This year, I'm proud to see the growth of the Trust, especially in our collection numbers and new programmes through Cool-Safe. It's got me thinking about how far we've come, now more than thirty years on from our formation. That's more than 30 years of hard graft by committed individuals like founding trustee John Bowen, who served for most of those 30 years, and long serving Trustees Lionel Rowe and Clifton Madgwick, who have only recently finished their service. I cannot thank you enough for your efforts over all those years.

There's a whakatauki or Māori proverb that says "Ka Mua, Ka Muri". Essentially it talks about walking backwards into the future so we can see how far we've come.

In 1993 the Trust was established and industry levies on imports were introduced to fund collection and destruction of Aotearoa New Zealand's ozone depleting gases. And interestingly, this is when we didn't actually have any destruction technology for those CFCs, so it was what I would call a "collect and hope" strategy. In the 1990s just 9 tonnes of gas was collected, and finally, in 1999, it could be shipped to Australia for destruction. Things have changed a lot since then, including the introduction of Cool-Safe Bounty Buy-Back payments to incentivise rather than just rely on the goodwill of industry to do the right thing.

So what next? We continue to work with government on developing a regulated product stewardship scheme. This will help us to further increase volumes of refrigerant being collected and destroyed, recognising industry led training and education and roll out new programmes aimed at getting those emissions down.

The Trust is also investing in destruction technology through our wholly owned but independent subsidiary company Chemical Destruction Services Ltd. The CDS Bay of Plenty destruction facility is expected to be operational in early 2025,

with construction already in train. The new facility is a significant investment in world-leading technology. It will enable us to deal with our own environmental issues in our own country and avoid the risk that comes with shipping these gases offshore for destruction.

The Trust has a big job to do. Of course its primary function remains collecting and destroying all end-of-use synthetic refrigerants, but it's also about providing information, supporting transitioning to better environmental technology, sharing best practice and of course managing the product stewardship scheme.

As Chair, I feel a deep sense of responsibility to ensure our work is having the intended impact on our climate. We have set an ambitious target to keep us on track – to decrease the New Zealand global warming impact from synthetic refrigerant discharges by at least 90% from 2018 levels, by 2035. So in a just a little over 10 years, our aim is to achieve an overall reduction of climate harm from F-gases in NZ equivalent to about 1.5 million tonnes per annum of CO2. To put that into perspective, that's a similar climate impact to taking all the cars off Christchurch roads.

And conceptually its not hard. With a regulated product stewardship scheme, and decent behaviour change, we can manage the transition to better refrigeration, heating and AC technology in a way that works for our businesses, our climate and our future. Our kids will one day thank us for it.

Nō reira, tēnā koutou, tēnā koutou, tēnā tatou katoa.



Ngā mihi,  
Richard Lauder, Independent Chair

# 2. About us

The Trust for the Destruction of Synthetic Refrigerants (the Trust) was established in 1993 under the name Trust for the Destruction of Ozone Depleting Substances. Since then, we have updated the Trust Deed to reflect the focus on synthetic refrigerants, restructured our board based on recommendations from an industry-led working group and prevented over 1,496,000 tonnes of greenhouse gas emissions and 39,800 tonnes of ozone depleting substances from impacting our atmosphere.

The Trust is an environmental charitable trust. We were set up to support New Zealand's commitments to protect the environment from



the release of ozone depleting substances and the build-up of greenhouse gases. We do this through funding the collection and destruction of synthetic refrigerants which have been used in the refrigeration and air conditioning industries through our Cool-Safe Product Stewardship Scheme. This includes CFCs, HCFCs, HFCs and other synthetic refrigerants. We receive New Zealand Carbon Unit credits (NZUs) through the New Zealand Emissions Trading Scheme (NZETS) in exchange for the destruction of these harmful gases. This recovery and collection process is managed under strict environmental controls through a robust chain of custody process.

Cool-Safe's Product Stewardship Scheme supports Heating, Ventilation, Air Conditioning and Refrigeration (HVACR) industry and has been accredited by the Ministry for the Environment under the Waste Minimisation Act 2008 since September 2010. The Trust has applied for accreditation of a Product Stewardship Scheme for the priority product – Refrigerants and Other Synthetic Greenhouse Gases in the 2024/2025 year.

This annual report covers the period 01 April 2023 – 31 March 2024 and includes the performance of our Cool-Safe Product Stewardship Scheme, industry investment, advocacy and what's in store for 2024/2025. This annual report will be made available to the Ministry for the Environment, appropriate Government Ministers and industry stakeholders in accordance with our obligation and desire to be transparent and open as the Product Stewardship Organisation.

### 3. Our Trustees

Our trustees are appointed to represent all refrigerant industry groups in New Zealand. We also have an independent Chair from outside industry to offer broader experience and insight. The term of office for our Trustee members is three years, and they may be reappointed for a maximum of two consecutive terms.

Our Trustees for the 2023/2024 financial year are as follows:

#### Our Trustees



**Richard Lauder**  
*Independent Chair*



**Sameer Handa, MNZM**  
*Refrigeration Sector Suppliers*



**Linda Mulvihill**  
*Large Scale Holders/ Customers*



**Matthew Darby**  
*HVACR Industry*

#### Farewell to Outgoing Trustees

This year we farewelled three existing Trustees in Lionel Rowe and Clifton Madgwick who stepped down to oversee the development of the CDSL Destruction Plant in Kawerau and Dave Nicholls. We want to thank all three past Trustees for their commitment to the Trust and the immeasurable impact they've made over the 2023/24 year.

We are recruiting for new Trustees who will be appointed in the 2024/25 year.



**Lionel Rowe**  
*Industry associations (MTA)*  
*Resigned May 2024*



**Clifton Madgwick**  
*Refrigeration sector suppliers*  
*Resigned May 2024*



**Dave Nicholls**  
*Beijer Ref*  
*Resigned May 2024*

### 4. 30 years of impact

The Trust for the Destruction of Synthetic Refrigerants has stood for thirty years as an example of the successful collaboration between industry and government to limit environmental harm caused by a crucial facet of our national economy.

John Bowen recalls the steps that were taken to create the Trust for the Destruction of Synthetic Refrigerants.

“At that stage, it’s really important to stress, we had no idea how we would actually destroy anything or what it might cost.”

“We thought “well, at some point, somebody is going to have to come up with an answer for this and in the meantime, we can collect it and hold onto it and one day there will be an answer.” That was our solution at the time.”

#### 30 years timeline

1987

1987: 24 nations (including NZ) sign the Montreal Protocol on Substances that Deplete the Ozone Layer.

1992

1992: Industry meetings to establish industry trust to collect and destroy ozone depleting substances.

1993

1993: Trust for the Destruction of Ozone Depleting Refrigerants was established in 1993 out of a collaboration of key industry stakeholders and the New Zealand Government as part of the nation and industry’s commitment to the Montreal Protocol.  
  
1993: Collection of these substances begins with no plan for how to dispose of them

1999

1999: First shipment for destruction to Australia.

2002

2002: As a result of education and policy changes around ozone depleting substances, the use of HFCs becomes popular. While better for our ozone, these gases have greater global warming potential when released to the atmosphere.  
  
2002: The Trust pivots to include the collection and destruction of HFCs and renamed the Trust for the Destruction of Synthetic Refrigerants.

2008

2008: The Climate Change Response (Emissions Trading) Amendment Act established the Emissions Trading Scheme. The NZETS changed the landscape for both the Trust and for industry overall. With the establishment of the NZETS, the Trust started to receive NZU’s for the destruction of certain synthetic refrigerants. These NZUs would ultimately finance the Trust instead of industry levies.

2010

2010: The Trust was accredited under the Waste Minimisation Act 2008 as the voluntary Product Stewardship Scheme for refrigerants and other synthetic greenhouse gases.

2017

2017: Re-accredited as the Voluntary Product Stewardship Scheme.

2020

2020: Government announcement of priority product refrigerants and other synthetic gases, invitation to develop a Product Stewardship Scheme with industry.

2021

2021: The Trust was restructured based on the findings of industry working group. The first independent chair was appointed, joining industry trustees, to support the growth of the Trust and move to a regulated Product Stewardship Organisation.  
  
2021: Application submitted to Ministry for the Environment to be accredited as the Product Stewardship Scheme for the priority product refrigerants and other synthetic gases.

2022

2022: Rebrand of the Product Stewardship Scheme from Recovery to Cool-Safe and first staff appointed.  
  
2022: Voluntary wholesaler levy’s abolished, Bounty Buy-Back Programme (at \$15/kg) introduced.



Trustees receiving accreditation certificate from His Worship the Honourable Nick Smith, Minister for the Environment 2010.



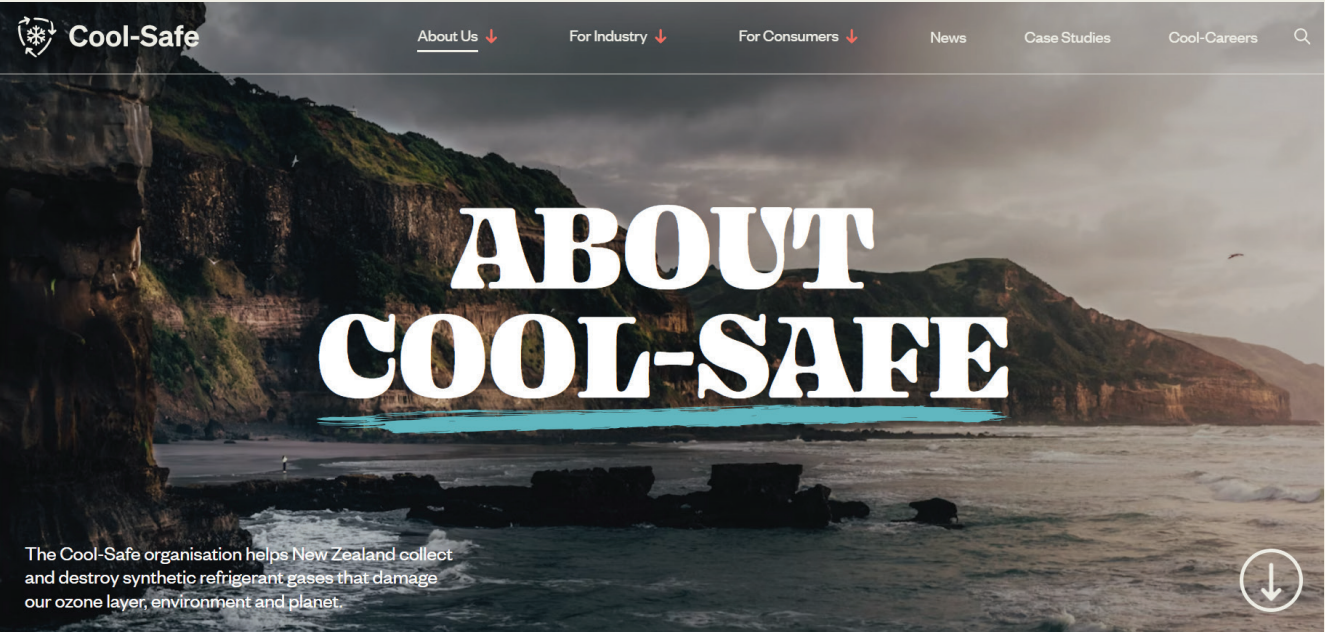
# 5. OUR PRODUCT STEWARDSHIP SCHEME – COOL-SAFE

## Cool-Safe overview

Cool-Safe is Aotearoa New Zealand's Ministry for the Environment voluntary Product Stewardship Scheme for refrigerants.

Building on the rebrand of 2022, the Trust has undergone significant transformation, forming a team and further strengthening our offering to market to increase the recovery volumes of refrigerant for destruction.

Proceeds of our destruction activity is reinvested into the sector to support incentives, training and supporting the transition to lower global warming potential (GWP) alternatives.



## Statement of Service Performance

Trust for the Destruction of Synthetic Refrigerants

For the year ended 31 March 2024

Collection and Destruction of Refrigerant	31/03/2024	31/03/2023
	kg	kg
Opening	44,081	25,725
Collected (and decanted in period)	37,354	38,481
Exported / Destroyed	(60,678)	(20,125)
Closing	20,757	44,081

The refrigerants destroyed comprise a blend of CFCs, HCFC's and HFCs as follows:

Volumes exported / destroyed		
CFCs	3,548	62
HCFCs	7,007	5,639
HFCs	47,853	14,424
PFCs	20	-
Other	2,250	-
Total Exported / Destroyed	60,678	20,125

The refrigerants destroyed provided the following positive environmental impact:

Ozone saved:	3,885 tonne	360 tonne
Buildup of Greenhouse Gases reduced by:	170,000 tonne	42,890 tonne

The volume of refrigerant collected in the 2024 year was similar to the 2023 year. The timing of exports / destruction of refrigerants collected led to a larger volume exported / destroyed in the 2024 year.

Refrigerant collected for destruction by Cool-Safe decreased by 3% this financial year however despite this nominal decrease we exceeded our annual accredited product stewardship target of 34,000 kgs per year. Overall the NZ HVACR sector is recovering from inflated market activity in the post COVID 2022/23 trading period, with reported downturn in overall activity between 12-15% during the 2023/24 financial year.

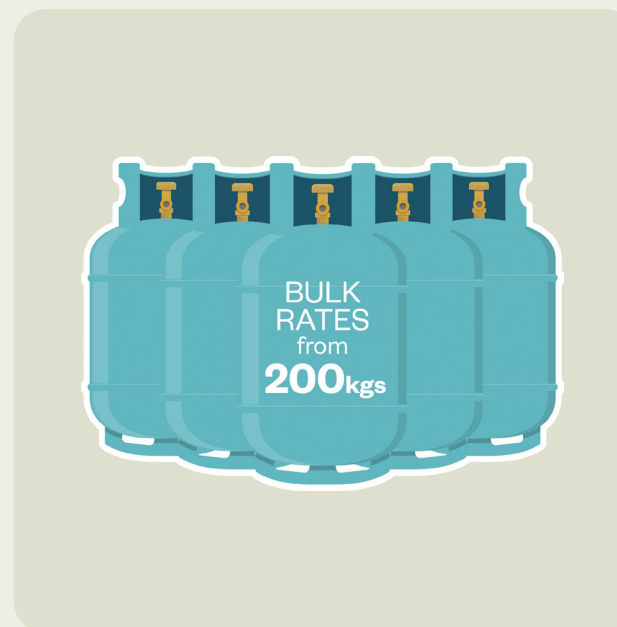
Modifications to our Bulk Buy-Back qualifying quantities, and Bounty Buy-Back programmes resulted in an acceptable outcome for the scheme, given the constraints and context of the HVACR wholesale and service contract market.



## Bounty Buy-Back and Bulk Buy-Back programmes

In 2022, we trialled a Bounty Buy-Back programme, paying at an initial \$15/kg. Based on the success of this trial, we increased our bounty amounts to further incentivise volumes for recovery. On 01 April 2023, we were able to increase bounty payments through our Bounty Buy-Back from \$15/kg to \$25/kg. This aligned with our long-term product stewardship scheme budget.

In response to market feedback in 2023/24, we modified our Bulk Buy-Back programme, reducing quantities needed to meet the threshold from 500kgs to just 200kgs. Not only has this change increased the overall volume of recovered single stream refrigerant, but it has made the programme more accessible to a wider range of stakeholders. It supports our commitment to assist industry to transition from high GWP systems to more climate friendly systems by providing up-front payment for bulk refrigerant.



## Cool-Swap

In recognition of the challenges of a world-wide shortage of recovery cylinders presented, the scheme has invested in a fleet of 20kg recovery cylinders to increase the capacity for recovery across Aotearoa New Zealand.

In November 2023, we launched the Cool-Swap programme. This service delivers empty cylinders to businesses to fill with redundant refrigerant and return to us, free of charge. Cool-Swap users are eligible for the \$40/kg bounty payment.

This bottle-swap programme extends our reach to those who need to increase their recovery capacity, helping us reach our goal of decreasing the New Zealand global warming impact from

synthetic refrigerant discharges by at least 90% from 2018 levels, by 2035. For those who have never participated previously in destruction, we're making available Cool-Swap assets so that they comply with their obligations under the Ozone Layer Protection Act and the Climate Change Response Act, reducing the amount of refrigerant that is knowingly discharged to air.

In order to participate in the Cool-Swap programme, those transferring the refrigerant into our assets have to certify that they are compliant and suitably trained therefore delivering a dual benefit of increasing not only the capacity for collection but also incentivising skills development across the wider industry.



## Product Stewardship Scheme

Throughout the 2023/24 period covered by this annual report The Trust's Chief Executive and Trustees continue to work with the Ministry for the Environment on progressing the application for Cool-Safe to be approved as the Product Stewardship Scheme for priority products – refrigerant and other synthetic greenhouse gases. Given the impact of changes in New Zealand's collection and refrigerant recovery landscape this required robust sensitivity analysis to ensure that the goals and the objectives as outlined in the application could still be met within a changing commercial environment. Our analysis has confirmed that these are both achievable and realistic providing the HVACR industry continues to support the continued growth of Cool-Safe's refrigerant recovery programmes.

In response to changing market conditions and government policies, in 2023 we conducted due diligence, reassessing our position to ensure we were able to deliver against our commitments and outputs. The basis of our application remained unchanged as agreed to and designed by the independent Synthetic Refrigerant Stewardship Working Group which formed the basis of our application. We're confident we can deliver on these commitments.



We want to thank those organisations who were part of the Working Group:

- Temperzone
- Refrigerant Recovery NZ
- Motor Trade Association (Inc.) (MTA)
- Motor Industry Association Incorporated (MIA)
- Institute of Refrigeration, Heating and Air Conditioning Engineers (IRHACE)
- Imported Motor Vehicle Industry Association Incorporated (VIA)
- Heat Pump Suppliers Association (HPSA)
- Chemiplas NZ Ltd
- Climate Control Companies Association New Zealand (CCCA)
- Refrigerant License New Zealand (RLNZ)
- Automotive Parts Industry Association (APIA)
- 3R Group (Project lead and facilitator)



**564**  
FOLLOWERS



REACH UP  
**1200%**



ELECTRONIC NEWSLETTER  
DATABASE GROWN BY  
**1500**

## Communications and Marketing – increasing our reach

The focus of our marketing and communications activity has been on industry and building the depth of relationships throughout the organisations we work with. This aligns with building programmes that help us reach our goals of larger volumes of refrigerant being destroyed and being able to offer quality service to the industry.

Over the last year we've worked to ensure our communications activities are inclusive of the all industry players from the smallest operators to the largest and provide opportunity for feedback. Next year we will further strengthen this element of our core operations and expect to see higher volumes of refrigerant for destruction being collected as a result.

**Cool-Safe**  
588 followers  
2mo • 🌱

We're proud to partner with **EcoCentral** in their mission to reduce waste and recover valuable resources. Speaking with **Julie Radcliffe**, EcoShop & Recovery Manager at EcoCentral, we were inspired by their unwavering focus on sustainability and environmental protection.

"In the last 12 months, and this is growing because we're taking on more people, we've recovered the refrigerant from 11,000 fridges and approximately 500 heat pumps," Julie shared.

All refrigerant recovered by the EcoCentral team is responsibly destroyed through Cool-Safe, ensuring that harmful substances are kept out of the atmosphere and our environment is protected.

Read the full case study to learn more about our partnership and the impact of our work 🌱 <https://lnkd.in/gNEbCFbi>

#Sustainability #CoolSafe #EcoCentral #RefrigerantRecovery

**We've recovered the refrigerant from 11,000 fridges and approximately 500 heat pumps.**

– Julie Radcliffe, Eco Central

**Cool-Safe**  
588 followers  
7mo • 🌱

Are you earning bounty on your recovered **#refrigerant**? We've paid out over \$1m dollars bounty on recovered refrigerant to technicians and businesses all over New Zealand.

Find out all about our Bounty Buy-Back programme here: <https://lnkd.in/g2sGPwtX>

**Are you earning bounty?**

**\$1M**

**BOUNTY PAID OUT**

Find out more at [CoolSafe.org.nz](https://CoolSafe.org.nz)

**Cool-Safe**



## Engagement – Industry events

As part of our commitment to engaging the sector across New Zealand, we have run a series of events aimed at sharing best practice, networking and promoting Cool-Safe's initiatives to increase volume of refrigerant for destruction. Over 500 stakeholders from across the HVACR industry, Government and waste networks joined us at these events. In addition to running our own events, we also supported key industry meetings through sponsorship and attendance.

### Climate Change Commission consultation and networking event.

We hosted the Climate Change Commission and encouraged industry participation on the Commission's advice to Government on the Fourth Emissions Budget and 2050 Target and provide an opportunity for industry networking.

Regional roadshow events – we ran a series of roadshows in Auckland, Christchurch, Wellington, Hamilton, Palmerston North, Hastings, Invercargill, Nelson, Dunedin and Hamilton to bring together the industry and report on the performance of the scheme.

We sponsored Future Gas 2023 and attended the WasteMINZ conference 2023 which meant we were able to share the Cool-Safe offering with even more industry members outside our existing databases.



Hamilton Roadshow



Chief Executive, Janine Brinsdon



Climate Change Commission and Cool-Safe event

## Cool Careers

We have heard from industry that there is a skills shortage in New Zealand and this is our opportunity to attract new talent and ensure the industry is in safe hands moving forward. To help attract the next generation in HVACR professionals, we launched the Cool Careers programme at the NZ Careers Expo. This was informed by an industry working group and provided information to interested young people looking for their next career move.



NZ Careers Expo



NZ Careers Expo

We want to thank those who took the time to be part of the working group:

- Catherine Tocker, VASA and CoolCar Air Conditioning Centre (Auckland)
- Jock McVicar, Big Fridge (Northland)
- Ben Keith, Eastside Refrigeration (Hamilton)
- Rodger Wyatt, Beattie Air Conditioning (Christchurch)
- Tim Kloeg, Wellington Refrigeration Ltd (Wellington)
- Anant Arankelle, Eurotec Ltd (Christchurch)
- Storm Harpham, Simx (Auckland)
- Mike Tantrum, Excel (Palmerston North)
- Andre Van Dyk EcoChill (Christchurch)

Thanks also to those business owners and apprentices who joined us to exhibit at the Careers Expo: Women in HVACR, Beattie Air Conditioning, Active, MIT, Eco-Chill, Cosell, RealCold.

A CAREER IN HVACR  
**IT'S COOLER THAN YOU THINK...**



Cool-Safe

CoolSafe.org.nz/coolcareers



## 6. ORGANISATIONAL DEVELOPMENT

As a result of increased refrigeration recovery and awareness of the Cool-Safe scheme, we employed additional resources in industry engagement and support. Additional appointments will be made in 2024/25 to support Cool-Safe's transition from a voluntary to a regulated Product Stewardship Scheme for a priority product. In addition to people, the executive invested in improvements and streamlining, data management, communication and financial management processes to reflect the changes required of a growing organisation.



Ben Fechny and Chair, Richard Lauder at an industry event.

## 7. ANNUAL SURVEY RESULTS

Our annual survey released in September 2024 covers the previous period of engagement with sector. The intention of the survey is to understand from industry and other stakeholders how well we're doing in supporting them in our collective environmental mission, and areas we can improve on.

Some of the highlights from this year's survey include:

- 38% of respondents have used our Cool-Swap service
- 61% of respondents have used our Bounty Buy-Back scheme and we received a 4.7 out of 5 for satisfaction with the service
- Response rate was over 250% compared to previous year.

200

over 200 responses

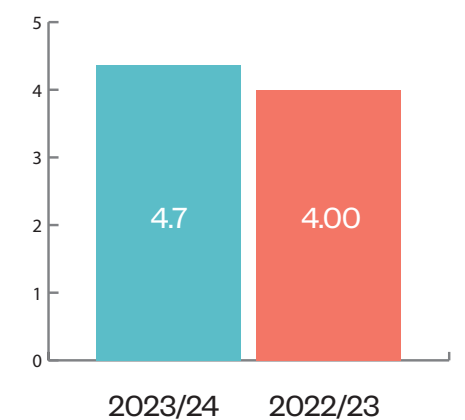
46%

of respondents have completed an approved fillers course

27%

respondents were interested to find out more about Bulk Buy-Back programme and transitioning to lower GWP systems

### Satisfaction with Bounty Buy-Back Programme



*“ I think Cool-Safe is doing a tremendous job, and for a more rural area, it couldn't be any easier for us. ”*



## 8. Investment in the industry

### Training

Under our Trust Deed, we are committed to assisting with industry training aligned to the objective and keeping the industry and public educated and informed of best practice for F-gases, including any regulations for F-gases and F-gas containing equipment.

We promote and support industry training opportunities and have proudly funded an independent report into the training gaps and opportunities in the sector. One of the key recommendations was standing up a Strategic Leadership Forum (SLF). The purpose of the SLF is to provide a space for discussion of government policy shifts affecting the training and recognition of HVACR professionals, creating a plan to develop training for modern equipment and newer refrigerants that are being introduced in New Zealand. This includes the need to reach agreement on the qualifications framework that will form the basis for Cool-Safe recognition.

The Trust is not involved in the discussion or the SLF, our role is to fund the independent group.

### Destruction Plant

As reported in our 2022/23 Annual Report, the Trust has invested in an on-shore Plasma – Arc destruction facility. The responsibility for the management and operations of this plant sits with Chemical Destruction Services Ltd (CDSL), a wholly owned subsidiary of the Trust. While CDSL is wholly owned by the Trust, it will ultimately operate independently.

The plant will be operational early 2025. There will be opportunity for the HVACR industry to visit this world-class facility.

All local and regional government permits have been granted for the building and operations of the plant in accordance with strict environmental standards.

Our Cool-Safe scheme will engage with CDSL as a customer under a service level agreement and will not be involved in governance or operations outside of a standard commercial arrangement.

The facility will have the capacity to destroy up to 100 tonnes of gases annually, providing an onshore end of life refrigerant stewardship contributing to the Trust's goal to decrease the New Zealand global warming impact from synthetic refrigerant discharges by at least 90% from 2018 levels, by 2035.

## 9. Advocacy and representation: Submissions to Government

An important aspect of our role as a Product Stewardship Organisation is to provide an opportunity for industry to be heard by decision makers in government in a timely manner when creating policies that impact on our industry.

Thank you to all those who took the time to provide feedback that made up our submissions to Government.

- CCC advice on NZ ETS unit limits and price control settings for 2025–2029
- Initial Climate Change Commission feedback to ERP2 proposal.





10. Statement of Financial Performance

Trust for the Destruction of Synthetic Refrigerants

For the year ended 31 March 2024

	31/03/2024	31/03/2023
	\$	\$
Revenue		
Providing services	6,349,246	2,630,043
Interest and other investment revenue	3,275,806	5,956,909
Total Operating Income	9,625,052	8,586,953
Less Expenses		
Providing services	1,229,992	1,216,561
Administration and overhead expenses	2,978,097	1,956,845
Total Expenses	4,208,090	3,173,406
Net Surplus	5,416,962	5,413,546
Allocated pursuant to Deed of Trust as follows:		
Transfer to Trust Capital	5,416,962	5,413,546
	5,416,962	5,413,546

Trust for the Destruction of Synthetic Refrigerants


Statement of Financial Position

As at 31 March 2024


	Note	31/03/2024	31/03/2023
		\$	\$
Current Assets			
Cash & Bank Balances	2	1,814,199	292,239
Receivable - Sale of NZU's		-	267,500
GST		317,284	60,808
Prepayments		42,104	34,981
Total Current Assets		2,173,587	655,528
Non Current Assets			
Intangibles	8	7,210	14,419
Property, Plant and Equipment	9	183,571	126,842
Shares in Chemical Destruction Services Limited		2,000,000	2,000,000
Investments	10	11,512,403	13,162,343
NZ Emission Units	3	13,604,805	9,676,159
Related Parties	4	1,997,212	535,088
Total Non Current Assets		29,305,201	25,514,851
Total Assets		31,478,788	26,170,379
Current Liabilities			
Creditors & Accruals	6	690,562	869,749
Related parties	4	116,371	45,737
Total Liabilities		806,933	915,486
Net Assets		30,671,855	25,254,893
Trust Funds			
Accumulated funds		30,671,855	25,254,893
Total Trust Funds		30,671,855	25,254,893

Approval of Annual Performance Report

This Performance Report has been approved by the Trustees, for and on behalf of the Trust for the Destruction of Synthetic Refrigerants.



Trustee



Trustee

11 Sept 2024

Date

11 Sep 2024

Date



## 11. 2024 and beyond – Business Plan

### Cool-Safe scheme

#### Cool-Safe scheme

**Cool-Safe scheme**

In 1993, the Trust engaged Patton Refrigeration on commercial terms to receive, decant and aggregate recovered refrigerant, on our behalf through a physical collection network. Up until 2024 this has been our core operating model. However, it was heavily reliant on the industry investing time and effort to return recovered refrigerant to a physical location, at their cost.

To remove the burden of cost and time on individuals and businesses, Cool-Safe was launched in May 2024. Not only does this provide a free pick up and return service to anywhere in the country, it will also reduce the time industry is without the use of their recovery assets.

This service allows businesses to undertake for more productive profitable activities than transporting waste refrigerant.

As a result of the winding up of the 30 year commercial arrangement with Pattons Ltd, we were able to answer the calls of the industry to make the process even easier and less time intensive.

We wish to thank Patton for their service and contribution to the 1,498,691 tonnes of CO2 equivalent GHG emissions that have been avoided through collection and destruction activities.



### Refrigerant Buy-Back

As a result of reduced overheads by removing a physical collection network, Cool-Safe was able to increase the Bounty Buy-Back incentive paid from \$25/kg to \$40/kg in May 2024.

When we increased the incentive paid last year, we saw an increase in collection and destruction volumes which have resulted in over \$2 million paid direct to businesses for doing the right thing. Based on this growth continuing, we forecast to pay out millions of dollars in incentives in the next 12 months.

The Bulk Buy-Back programme continues to enable the transition to lower GWP alternatives. We remain committed to this programme in the coming 12 months.



### Campaign case study

To increase volumes of refrigerant being collected for destruction and promote our new service offerings, we engaged a creative agency to develop branding and a campaign focused on the Coolest Courier.

### Strategic Leadership Forum and training

We remain committed to funding this important activity to safeguard the future of the industry. We have committed to \$500,000 per annum for training, research and engagement activities for this independent group.

We're already seeing good results from the SLF, including the development of a Heatpump Installers Microcredential. A big thank you to those individuals and businesses who have answered the call to lead this work.



### Organisational Development

We're building capacity and capability across the organisation, to increase support for the HVACR industry with the following announcements and more to come in 2024.

#### Trustees

We'd like to acknowledge the 42 applicants we've had for our Trustee positions and look forward to making an announcement in late 2024.



**Emily Mabin Sutton, Associate Trustee (Aug 2024)**

This year, we appointed an Associate Trustee for the first time. This role is to share critical

skills and learn from top governance experts on our Board of Trustees.

An emerging director, Emily is a trustee of Consumer New Zealand and independent director at Clean Planet Franchise. As the GM of Climate Club, she now works with businesses, councils and leadership teams to engage decision makers around long-term climate impacts.

### Operational Team



**Luana Scowcroft – Marketing and Communications Manager (July 2024)**

Luana brings an extensive background in marketing, communications and stakeholder engagement that spans Government, private sector and NGO worlds.



**Katrina Bate – Customer Service Coordinator (July 2024)**

Katrina joins the team as our Customer Service Coordinator. She has extensive experience in customer services across a number of industries in New Zealand, including running her own businesses.



**Megan Dinsdale-Jones – General Manager, Operations (Sept 2024)**

Megan Dinsdale-Jones joins us as General Manager, Operations. She has 17 years experience in the refrigeration industry, including as a qualified refrigeration engineer.



THE TRUST FOR THE  
DESTRUCTION OF  
SYNTHETIC REFRIGERANTS



**Cool-Safe**



Contact:

0800 134 410

[comms@coolsafe.org.nz](mailto:comms@coolsafe.org.nz)

