

	Target 2022/23	2020/21 Full Year Result	2021/22 Full Year Result	2022/23 YTD Result	On track	Comment
The percentage of facilitated customers that agree ENZ's services and support have added value to their organisation. ^{11 12}	≥ 85%	N/A	82%		○	We have refined some of the questions that are included in the Industry survey to capture sentiment around confidence and resilience. We plan to undertake the survey in Q4 and report the findings in ENZ's Annual Report for 2022/23.
The percentage of users satisfied with the information and intelligence provided by ENZ	≥ 87% of users rate it as good or higher	N/A	83%		○	We have refined some of the questions that are included in the Industry survey to capture sentiment around confidence and resilience. We plan to undertake the survey in Q4 and report the findings in ENZ's Annual Report for 2022/23.

Organisational capability

	Target 2022/23	2020/21 Full Year Result	2021/22 Full Year Result	2022/23 YTD Result	On track	Comment
J. ENZ staff have undertaken te reo Māori and cultural training	Establish a baseline	N/A	N/A		✓	As of the beginning of December 2022, 74 staff had completed courses 1-4 of Te Rito cultural training. This is from a headcount of 94 staff and accounts for staff changes over the quarter. Staff will begin courses 5-7 in January 2023.
Decrease ENZ's gross carbon emissions ¹³	Establish a baseline	N/A	N/A		○	ENZ is working with CNGP and is consulting with similarly sized agencies to understand how changes can be implemented, so that when the baseline gross carbon emissions are reported, we are in a position to implement improvements.

Proactive Release

¹¹ 'Facilitated customers' are large education providers, peak bodies and regional partners that ENZ business development managers work actively with to provide growth-focused services and targeted support.

¹² This result also reports on a measure from the 2022/23 Estimate of Appropriation

¹³ ENZ will set a gross emissions reduction target for 2025 and 2030 consistent with a 1.5 degree pathway, measured against 2022/23 as a base year and based on ENZ's reduction potential.

