



Citycare Property is a New Zealand owned business that delivers world class services to social infrastructure across Aotearoa New Zealand. Its purpose is to enhance the wellbeing of communities as it builds, maintains and renews the places and the spaces that make NZ communities great to work and live in.

With sustainability, the Citycare Property team is committed to putting the best interests of their people, customers, communities, and the environment at the centre of everything they do.

Their Environmental, Social and Governance (ESG) Strategic Roadmap commits them to long term strategic targets across four guiding principles, including People, Planet, Prosperity and Innovation.

As part of this commitment to sustainability and due to its position as a subsidiary of Christchurch City Holdings Ltd (CCHL), Citycare Property found that its current spreadsheet-based method of carbon emissions management was no longer fit for purpose.



MORE THAN  
**700**  
OPERATIONAL STAFF

OVER  
**700**  
CONTRACTORS

ACROSS  
**9**  
INDIVIDUAL SITES

## Background

Citycare Property's challenges around sustainability will be familiar to many, with a complex business structure, strict reporting requirements and resource-intensive incumbent processes. Citycare's unique operational structure, with multiple distinct business units (including Citycare Property), presented a significant challenge in measuring and managing emissions.

Citycare Property's existing system was a series of spreadsheets that quickly became not only cumbersome to use, but also ran the risk of introducing inaccuracies due to human error – which was not acceptable due to their strict reporting requirements.

***“There’s no way we’re going to do this successfully with spreadsheets.”***

“We’re part of Christchurch City Holdings Limited, which is a mandated Climate Reporting Entity, so by virtue of CCHL’s ownership of Citycare Property we are obliged to produce Climate-related Disclosures, including providing our emissions data,” explains Melissa Keys, Sustainability and Environment Manager for Citycare Property.

“In many ways, we have the same requirements as mandatory reporting entities.”

Data demands didn't only come from the parent company, however. Customers also required emissions data from Citycare Property, with notable entities like Auckland Council and Christchurch City Council requiring monthly emissions data for their own carbon reporting processes.


## Approach

To address these challenges, Melissa reached out to the ESP team, having already become familiar with our enterprise carbon accounting solution, BraveGen CSR.

BraveGen CSR is a powerful, flexible carbon accounting platform used by some of New Zealand and Australia's largest organisations to manage, reduce and report on their carbon emissions.

For Citycare Property, BraveGen offered the opportunity to eliminate tiresome spreadsheets, automate data collection, simplify the management process, and ensure accurate, up-to-date emissions insights for both ongoing monitoring and regular stakeholder reporting. As Melissa herself said:

“I think it's pretty much the fastest business case I've ever had signed off ... it's just essential for making informed, evidence-based decisions.”



“You don't want to have a full time employee solely for data collection, you want people to be able to spend their time looking at solutions and implementing actions.”

**Melissa Keys**  
Sustainability and  
Environment Manager

## Through BraveGen, Citycare Property has enjoyed many time-saving benefits:

- **Straightforward data entry at scale.** Multiple options for automated data entry and easy-to-use data reviews ensure you spend less time managing data and more time making a difference.
- **Advanced, accurate data management.** Navigate organisational intricacies with ease with built-in validation and adaptable hierarchies.
- **Detailed emission analysis.** Leverage ISO- and GHG-compliant reporting tools for a granular analysis of emissions, spotlighting new opportunities for reduction and efficiency.
- **Global and detailed dashboards.** Gain a comprehensive view of your data and track progress with dashboards that scale from global operations to individual assets.
- **Powerful business intelligence.** Transform data into actionable intelligence with dynamic reporting that informs and engages all your stakeholders.

## Outcomes

Using BraveGen CSR has allowed Citycare Property to rapidly gather the emissions data it needs to operate and fulfill its obligations to its people, our planet, and its parent organisation.

"Having BraveGen as our platform to assist with our data collection, measurement, and reporting is enormously helpful," explained Melissa. "We have to report data to CCHL every quarter and it's made that part of the process really seamless. BraveGen is also going to help significantly with both our annual emissions inventory and our independent verification."

***"It was great working with the team. They were professional, proactive, helpful – implementation was as seamless as you could expect with the number of data suppliers that Citycare Property has."***

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## What's next for Citycare Property?

Citycare Property has built a strong foundation for emissions management and data collection through the BraveGen software. However, there's plenty more on offer, particularly considering the ever-present challenge of tackling supply chain emissions.

"There's an expectation that by the end of next year, we'll be measuring and reporting our entire Scope 3 value chain emissions as well," Melissa said.

"To do that initially, we're likely going to use the BraveGen Spend Based Emissions module, so we can see where the hotspots are, then from there, move to a more robust method."

Having the ability to quickly gather data on emissions sources across a variety of Scopes on a single platform also means that the sustainability team doesn't spend hours just on climate admin – but rather on climate action.

"It's much easier to pinpoint unusual emissions activity on BraveGen, rather than having to go through dozens of spreadsheets to find a needle in a haystack," said Melissa. "Having that data is fundamental to everything. You can't go out and start making decisions without having that clear data and evidence base."

Perhaps best of all was the speed at which the BraveGen solution came online. Citycare Property needed a system set up quickly to be able to achieve their sustainability goals. Getting started may have taken more time than they had – but the BraveGen team was able to rapidly turn around implementation and establish a staged approach to get the ball rolling sooner.

"We signed off in June and implementation was officially completed around December, but we were actively using the software way before then. We could upload data and analyse it almost immediately, then over time, more modules came online and we were able to form a complete picture," Melissa said.

Melissa is also looking forward to using the flexible BraveGen structure to dig deeper into the detail around emissions for specific aspects of the business.

"We're reporting our emissions by location right now, but our next step will be to report emissions by division, by sector, and then by customer and by contract."

***"If you don't have good software systems in place, that has to be your number one priority. You can't manage what you don't measure. There's so much power in data. It's the key to motivation, behaviour change, and innovation."***

## Why Partner With BraveGen

BraveGen is an award-winning, New Zealand owned and operated expert in energy efficiency and decarbonisation. BraveGen's software will enable you to more effectively collect, manage, analyse and report on your carbon emissions data.

We have helped organisations like yours integrate sustainability and energy efficiency into your business to cut carbon emissions as well as costs, helping you to make impact and take climate action - not waste time doing climate admin.

The time is now. The climate is changing, and we must change with it. Legislators, investors, stakeholders, staff, consumers and the global community all expect more from businesses on their journey to carbon zero. BraveGen will help you meet - and surpass - those expectations.



Store all information in a centralised place.



Tools for long- and short-term planning.



Information is fully auditable in software.



Complements existing systems.



Create reports that include all necessary data.



Regular training to ensure efficient use of the software.

***"I think it's pretty much the fastest business case I've ever had signed off. It's just essential for making informed, evidence-based decisions."***

**Melissa Keys / Sustainability and Environment Manager  
Citycare Property**

## Next Steps

BraveGen solutions and consulting provide the most cost-effective results - for the long term. Our focus is on creating actionable initiatives for our clients so you can focus on delivering outcomes.

Visit [bravegen.com](http://bravegen.com) or call our team today to discuss how we can help deliver your sustainability goals.

BraveGen is the trading name of Energy Solution Providers Limited.

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