



**2020**  
Sustainability  
Report

Respect  
Our  
People

Tread  
Lightly

Work  
Smart

**10 Years Growing**  
our sustainable future

**Trevelyan's**  
*Growing a better future*



SUSTAINABLE  
FRAMEWORK  
ESTABLISHED  
2011

## Our Kaupapa

At Trevelyan's, we have established a clear sustainability structure, which underpins how we operate. This framework is built on three key pillars: Work Smart, Tread Lightly and Respect Our People. Our focus on these pillars helps define our kaupapa (purpose) – growing a better future for our growers, our people, our environment and our industry.

Our 2020 Sustainability Report presents information about Trevelyan's Pack and Cool Limited's performance for the annual period January 1 to December 31, 2020. Last year was an unprecedented time for everyone. The team at Trevelyan's responded well to the challenges of Covid-19 and we have grown stronger and smarter as a result.

This report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards (core option). GRI is the world's most widely

used sustainability reporting standard. In this report we outline what we have identified as the most critical sustainability challenges facing our business and the actions we are taking to respond to these issues.

Our efforts to report transparently hold us to account. By sharing this information with you, we hope you can better understand Trevelyan's kaupapa (purpose) and our commitment to growing a better future.

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# Our Highlights

## Work Smart

- ▶ Packed 15.1m Class 1 trays of kiwifruit and 0.5m Class 1 trays of avocados.
- ▶ Packed 9.6% of NZ's export kiwifruit and 51% of SunGold organic.
- ▶ Kiwifruit and avocado OGRs significantly above industry average.
- ▶ % kiwifruit loss significantly less than industry average.
- ▶ Introduced our 'Supplier Code of Conduct' and connected with key stakeholders.
- ▶ Secured Zespri Postharvest Innovation Funding to help reduce waste.
- ▶ Number of health and safety incidents reported reduced to 316 (331 in 2019).
- ▶ Number of ACC claims reduced to 47 (53 in 2019).

## Tread Lightly

- ▶ Carbon emissions remained low at 150g CO<sub>2</sub>e per Class 1 tray.
- ▶ Calculated our packaging carbon emissions.
- ▶ Contributed \$6,000 to support local biodiversity projects.
- ▶ Explored regenerative horticulture principles to better support our growers.
- ▶ Supported local biosecurity initiatives.

## Respect Our People

- ▶ Permanent staff voluntary turnover of 9.5%.
- ▶ Achieved Bronze WorkWell accreditation.
- ▶ Organised numerous events to support staff wellbeing.
- ▶ Supported NZ and overseas staff to obtain their full driver's licence.
- ▶ More than \$50k invested in local community projects and initiatives.

# Management Statement

**A new year is always a great time to pause and reflect on what has gone before – especially after such a tumultuous 2020.**

This year will be 50 years since my parents first began converting a block of land on No 1 Road to kiwifruit. This is the place that Trevelyan's Pack and Cool Ltd now calls home.

It is also 10 years since we introduced our sustainability framework and began our journey towards a more sustainable future. That journey took another step in 2020 when we introduced our sustainability targets. We are working to create a 'live' system, through which we can measure our progress towards these targets more effectively, and instantly 'feel' the effects of any decision we make in the business. Our goal is to keep our people engaged by bringing them with us on this all-important sustainability journey.

As well as a challenge to our health and our economy, Covid-19 also posed a challenge to our environment. It was a double-edged sword – as the virus spread and many countries went into lockdown, the Earth had a chance to breathe as planes were grounded and cars remained in garages.

However, an increased requirement for personal protection against the pandemic came with a high level of reliance on single-use consumables. Unfortunately, our business was no different, and our waste to landfill increased by 2.3% from the previous year. We remain focused on how we can keep our people safe while also protecting the planet.

When it comes to the sustainability of our business, we are fortunate that the kiwifruit industry was deemed an essential service during the Covid-19 lockdown. This allowed us to harvest and export the 2020 crop, despite the availability of labour representing an ever-evolving challenge. There were a lot of willing workers at the start of the season, however labour became more limited as the government offered wage subsidies. As the season progressed, people felt more secure, and then labour became easier to access.

Throughout this challenging year, we have worked hard to have open, meaningful conversations with our stakeholders. We continue to work with Zespri and our packaging suppliers to better understand our carbon footprint. Through this work we are now able to report the carbon effects of our packaging and we will include this in our strategy to reduce our carbon emissions.

We are privileged that many of our stakeholders are aligned with our values and are keen to support our sustainability journey. With this in mind, we look to and respect tikanga Māori, which inspires us to make good decisions that are in keeping with being kaitiaki of our land and our people. The whakataukī presented throughout this report reflect this aspiration.

Nothing gives us more joy than helping the community around us. We have donated nearly \$54,000 in the 2020 calendar year. This funding has supported a variety of sectors in our community, and extends to local biodiversity and biosecurity initiatives as well.

We are also pleased to support our community of growers as they ask questions about regenerative horticulture. This is a development that will challenge how we grow fruit in the future, and we look forward to seeing it evolve as part of our sustainability journey.

In this report you may notice that we have introduced a new tagline 'Growing a better future'. This better represents our overarching values and philosophy, which also incorporates our growers, our staff, our environment and our future.

In our 2020 Sustainability Report, we are pleased to share with you our continuing progress to create a truly sustainable business, as part of our commitment to growing a better future.

Ngā mihi nui,



**James Trevelyan**

**REDUCED  
CARBON  
FOOTPRINT  
BY 44%\*  
2014**

\*Compared 2010

*He rau ringa e oti ai  
– Many hands make light work.*

# Sustainability at Trevelyan's

## Ko Ngā Uara

## Our Core Values

### Quality

We provide the best quality packing and cool storage.

### Finance

We create value for our growers, income for staff and returns for our company.

### Trust

We are fair, honest and open.

### Responsibility

We care about our community and our environment.

### People

We value our growers, staff, customers and their safety and wellbeing.

### Performance

We satisfy our growers and customers with our performance.

### Partners

We respect our business partners.

## Our Pillars

## Our Sustainability Issues

## Our Targets

### Work Smart

#### We create value for our growers.

Providing strong, stable returns, which create value for our growers.

#### We're moving towards a circular economy.

Using resources wisely and eliminating waste.

#### Our team's health and safety is a top priority.

Providing a healthy and safe work environment where people can flourish.

### Tread Lightly

#### We tread lightly to minimise our carbon footprint.

Eliminating our climate impacts and adapting to climate change.

#### Biodiversity and biosecurity are important to us.

Protecting biodiversity at our sites and in partnership with our growers.

### Respect Our People

#### We invest to benefit our local community.

Investing in our local community to benefit our growers, staff and wider community.

#### Trevelyan's is a great place to work.

Creating a great place to work.

- OGR above industry average for both kiwifruit and avocados.
- % fruit loss lower than the kiwifruit industry average.

- Zero waste to landfill by 2030.
- Work with our stakeholders to maximise the efficient use of resources throughout the industry.

- Reduce Lost Time Incidents year-on-year.
- Reduce ACC claims year-on-year.
- Reduce incident rates year-on-year.

- Zero organisational carbon emissions by 2030 (Scope 1 and 2).
- Work with our stakeholders to minimise carbon emissions and the impact of climate change across the industry.

- Contribute at least \$10,000 per annum to local biodiversity projects.
- Contribute at least \$5,000 per annum to local biosecurity projects.

- Contribute at least \$45,000 per annum to support our local communities.

- Permanent staff voluntary turnover less than 10%.
- Invest at least \$25,000 per year in staff wellness initiatives.

# Trevelyan's in 2020

## Our business in 2020

- ▶ Packed 15.1m Class 1 trays of kiwifruit and 0.5m Class 1 trays of avocados, plus a small number of lemons, feijoas and limes.
- ▶ Packed 9.6% of New Zealand's total export kiwifruit and 51% of the SunGold organic kiwifruit.
- ▶ Fruit supplied by 170 kiwifruit growers and 220 avocado growers.
- ▶ Employed around 170 permanent staff and around 1,500 seasonal staff between March and June.
- ▶ Five packhouses (four export and one local market) and 38 coolstores.

## Who we are

Trevelyan's is a privately owned packhouse and coolstore company based on a 20ha site at 310 No 1 Road, Te Puke. John and Elizabeth Trevelyan originally purchased the land from a dairy farmer and, in 1971, converted it to kiwifruit. The first packhouse was built in 1976, with the company expanding into cool storage in 1983. The company remains a family affair with the board being made up of the Trevelyan children: James (Managing Director), his brother Andrew, and sisters Fiona and Kate, along with Alister Hawkey and independent director Carlos da Silva. As the New Zealand kiwifruit industry has grown, the Trevelyan's business has continued to expand.

REDUCED  
WASTE TO  
LANDFILL  
TO 13%  
2014

## How we work

Our organisational structure supports our operations team to effectively pick, pack, store and deliver quality fruit to market. This ensures we provide the best possible service for our growers.

## Trevelyan's Pack and Cool Limited

### Operations

- ▶ Harvest
- ▶ Fruit receipt
- ▶ Allocations
- ▶ Packaging
- ▶ Inventory management
- ▶ Forklifts
- ▶ Coolstores
- ▶ EDI
- ▶ Quality

### Diversified Services

- ▶ Trevelyan's Managed Orchards (TMO)
- ▶ Avocado nursery
- ▶ Pollen services (No 1 Road Pollen)
- ▶ Local market and direct sales (BayFarms and NZ Golden Kiwifruit Company)

### Support

- ▶ Grower services
- ▶ Grower technical support
- ▶ Avocado team
- ▶ Laboratory
- ▶ Information management
- ▶ Maintenance and engineering
- ▶ Human resources
- ▶ Health and safety
- ▶ Continuous improvement
- ▶ Sustainability

### Administration

- ▶ Supply
- ▶ Finance and payroll
- ▶ Commercial accountant
- ▶ Information systems
- ▶ Marketing and communication

# Our Stakeholders

The kiwifruit supply chain is complex and crosses both sector, regional and national boundaries.

We rely on our stakeholders to provide us with an informed view of our most important sustainability issues. We recognise that all Trevelyan's stakeholders will contribute towards our efforts to achieve our sustainability targets and we work closely with them to support our journey.

*He waka eke noa  
– We are all in this together.*

## Growers

We currently pack for around 170 kiwifruit and 220 avocado growers with orchards around the North Island. Our growers come from a diverse range of ethnic backgrounds and vary in the level of involvement they have in orchard management. Our grower services team stay closely connected with our growers.

## Markets and consumers

While we supply kiwifruit directly to Zespri, we retain a keen interest in how our product is received by wholesalers, distributors, retailers and consumers around the world. We also supply fruit to the local market through the NZ Golden Kiwifruit Company and BayFarms.

## Central government

The Ministry for Primary Industries is the public service department charged with overseeing, managing and regulating the horticulture industry in New Zealand. The Primary Sector Council is a group of agribusiness leaders that aims to help the agriculture, food and fibre sector achieve more sustainable value from its work.

## Trevelyan Growers Ltd (TGL)

All our kiwifruit growers are members of TGL, which is responsible for:

- Negotiating the annual supply agreement with Zespri
- Securing annual supply contracts with growers
- Negotiating annual contracts with key service providers
- Disbursing funds to growers, TPCL and other service providers.

To ensure all our growers are represented, TGL is governed by a board of nine grower directors, elected for a three-year term, along with three nominated TPCL directors.

## Local community

The Trevelyan's site is located a few kilometres from the outskirts of Te Puke. As New Zealand's largest single-site post-harvest kiwifruit operation, we are firmly grounded in the Te Puke community. We support a range of local community initiatives through funding, fruit and volunteer labour.

## Regional government

Our site is located in the Bay of Plenty region. Bay of Plenty Regional Council is focused on four community outcomes:  
A healthy environment, freshwater for life, safe and resilient communities, and a vibrant region.

## Zespri

Zespri International Limited is the world's largest marketer of kiwifruit, selling kiwifruit in more than 50 countries. Zespri has the exclusive rights to export kiwifruit from New Zealand to all countries (other than Australia). They work with approximately 2,800 New Zealand and 1,500 international growers and post-harvest companies to source Zespri kiwifruit, which is supplied through their distribution partners to wholesale and retail customers.

## Contractors and service providers

We work closely with local businesses that can support our needs. Examples include EMAC (long-standing provider of electrical services), VisionLab (IT services), KingSt (advertising and branding).

## NZ Kiwifruit Growers Inc. (NZKGI)

NZKGI works to advocate, protect and enhance the commercial and political interests of New Zealand kiwifruit growers.

## Local government

Te Puke is situated in the Western Bay of Plenty District and is a thriving rural service town with a strong local economy and multicultural character. Priority One is the Western Bay of Plenty region's economic development organisation.

## Staff

Our team is what sets Trevelyan's apart from the rest. Their talent, commitment and expertise is what drives our unique company culture and fuels our desire to be the very best in the business.

## Suppliers

We rely on other businesses that provide packaging and other important supplies to keep our facilities operating efficiently, and get our fruit safely and securely to consumers around the world. Examples include Oji, Jenkins and Punchbowl.

## Kiwifruit Vine Health

KVH is an industry established biosecurity organisation dedicated to supporting the New Zealand kiwifruit industry.

## AVOCO

AVOCO is a partnership between New Zealand's two biggest avocado exporters, Southern Produce Ltd and Primor Produce Ltd. In 2013, the two companies came together to form the New Zealand Avocado Company Limited to coordinate the supply of export avocados under the AVOCO trademark.

# Our Sustainability Framework

## What are the key sustainability issues for our business?

This report covers the sustainability issues that have the most impact on our business and are important for our stakeholders. We initially followed the Global Reporting Initiative's (GRI) materiality principle to define these. We have reviewed these issues again in 2020, in the context of industry developments and global events, and in consultation with our stakeholders, to ensure that they are still relevant for our business. These are shown on Page 5 of this report.

## What are the key sustainability issues for our industry?

At the Momentum Conference in February 2020, Zespri introduced a number of sustainability commitments for the kiwifruit industry. The overarching purpose is *to help people, communities and the environment around the world thrive through the goodness of kiwifruit*. Zespri has defined a number of leadership statements to support the industry's sustainability journey:

- Helping people around the world make healthier lifestyle choices
- Creating a circular economy for our packaging
- Enhancing the environment through the way we grow our kiwifruit
- Building thriving communities by supporting growers, employment and local economies.

The industry sustainability framework is based on three priorities, with specified targets within each priority area:

- **Our kiwifruit** – health, food safety
- **Our environment** – packaging, water, climate change
- **Our communities** – growers, workforce, markets

## Growing a better future at Trevelyan's

We have spent the last 10 years growing our sustainable future in line with our core values. We have achieved a lot of 'big little wins,' but we recognise that there is still a lot of work to do.

In 2020, we defined our own long-term sustainability targets. These will help us to address our most pressing sustainability issues with clearly defined end-goals. A further objective for 2021 is to develop an action plan to achieve these targets.

In line with our focus on growing a better future, our sustainability framework and targets are built around our three key pillars:

- ▶ **Work Smart**
- ▶ **Tread Lightly**
- ▶ **Respect Our People**

Each topic in this report aligns with one of these pillars. Information about each topic is in the matching section of the report, along with details of how we are progressing towards our newly defined targets.



*Manaaki whenua, manaaki tangata, haere whakamua  
– Care for the land, care for the people, go forward.*



# Our Sustainability Journey in 2020

Trevelyan's was founded with a strong moral purpose, which has continued through to the present day. We aspire to make the world a better place and to help prevent catastrophic climate change. This purpose is what started us on our sustainability journey in 2011 and continues to inspire us today. Some key milestones are noted throughout this report.

Trevelyan's experienced another successful year in 2020, despite the challenges of a Covid-19 lockdown during our peak harvest season. We made progress in our sustainability journey under the guidance of our new Sustainability Manager, Sarah Lei, and our cross-functional sustainability group.

## Continuous improvement

Sustainability is embedded in the Trevelyan's business at every level and helps define who we are. Our performance is closely tied to our use of the lean management approach (originally developed by Toyota in Japan), introduced at Trevelyan's in 2008.

Sustainability is driven from the top down. Lean principles are about exposing and solving problems, with the aim of continuous improvement. Staff at every level are encouraged to look for new challenges and potential opportunities to help us get better at what we do. No matter how small, we take action to make the improvements suggested. It's all part of our vision to help make the world a better place. Over time, this has enabled us to deliver more value to our growers while using fewer resources, growing a better future for everyone.

## Our sustainability mahi

Our organisational structure reflects our commitment to sustainability. Each of our three pillars has a champion within the business, as well as improvement groups from across the organisation that are focussed on specific issues:

- ▶ **Work Smart** – Continuous Improvement Manager and Improvement Groups
- ▶ **Tread Lightly** – Sustainability Manager and Sustainability Group
- ▶ **Respect Our People** – Health and Safety Manager and Wellness Committee

Our Sustainability Manager oversees all three pillars to help tie everything together and ensure that our efforts are aligned with our sustainability framework. By providing an environment where everyone's ideas are valued, we hope to encourage our staff and stakeholders to consider how they can contribute to a better future for everyone.



Sustainability Group (from L to R): Sarah Lei (Sustainability Manager), James Trevelyan (Managing Director), Rebecca Gibson (Packaging Manager), Donna Penwarden (Waste & Recycling Coordinator), Rita Khabitueva (Project Engineer), Mutu Edmonds (Lean & Sustainability Support), Mike Perrett (Grower Liaison Manager), Harley Johnson (Continuous Improvement Management).

*Pena ka haere tonu, a te wā ka taea, ka mau –  
You will get there if you just keep going.*



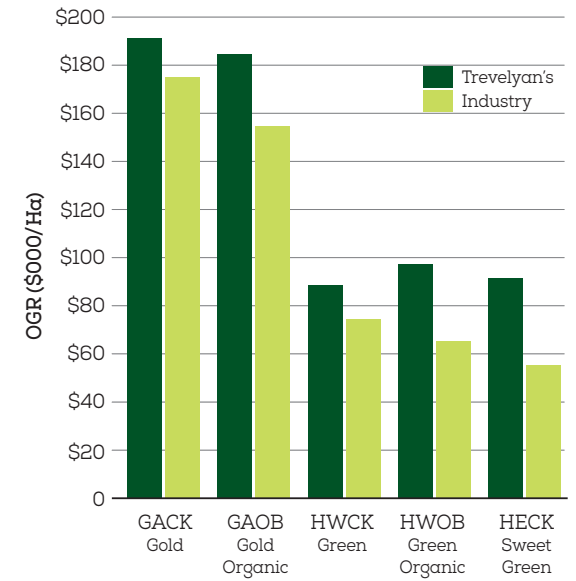
# Work Smart

We create value for our growers.

We're moving towards a circular economy.

Our team's health and safety is a top priority.

## 2020 Orchard Gate Return by Variety



## 2020 % Fruit Loss by Variety



# We Create Value for Our Growers

We provide quality end-to-end services for the kiwifruit and avocado industries. This includes orchard management, picking, packing, cool storage and technical support. Our Orchard Gate Return (OGR) and % fruit loss provide a measure of our success in creating value for growers.

## Kiwifruit

### OGR and % fruit loss

In line with our target, we delivered superior OGRs across all five kiwifruit varieties packed in 2020. This has been the case in four of the past five years. Better harvest management and grower incentives have helped resolve the fruit quality issues we experienced in 2018.

The % fruit loss for our growers was significantly lower than the industry average in 2020, which was in line with our target for all varieties except Sweet Green. Sweet Green represents less than 0.2% of the total trays packed.

With a focus on continuous improvement, we further refined our harvest maturity criteria for the 2020 harvest season, resulting in some of the lowest fruit loss across the industry. Our OGR and % fruit loss for Gold organic are particularly impressive as we packed more than 50% of the industry's Gold organic fruit in 2020.

We recognise that physical damage has a significant impact on fruit loss. In the 2021 season, we will undertake detailed analysis to better understand how and where physical damage is occurring, and identify opportunities to reduce such damage.

### Working smarter to help create value for our growers

The humidity tent in Packhouse 2 controls the humidity for the buffer storage fruit coming through so fruit labels adhere to Gold fruit. This allows us to balance our harvest and labour demands through the season. In 2020, we placed approximately 10,000 bins into buffer store for between six to 18 days before it was packed using this system (1,150 bins in 2019). For the 2021 season, we plan to install humidity tents in Packhouses 3 and 4, and we will place approximately 20,000 bins into storage.

The 2020 season was challenging due to the Eurofins maturity testing laboratory closing at short notice at the start of harvest, and the impact of Covid-19 on our work practices. Trevelyan's laboratory had to rapidly upscale to manage and report the Zespri maturity requirements for the remainder of the season. Investment in infrastructure, technology and people was critical to ensure that growers weren't affected financially, and that Zespri received the appropriate fruit to meet consumer demands.

In 2020, we scaled up Trevelyan's Managed Orchards (TMO). This has broadened our services, enabled us to retain staff throughout the year and helped us maintain a closer connection to our grower base. At the end of 2020, we had 256ha of orchards under management.

Trevelyan's started a cross-functional orchard sustainability group during 2020, which seeks to take some of the successful sustainability learnings from the packhouse out into the orchard. Waste is a key issue in this space and we are encouraging orchard staff to take more responsibility for their own rubbish.

## Avocados

Our average OGR for avocados in the 2019/20 season was \$39,972 per ha, with our top orchard returning \$150,471. The average OGR for the industry, as reported in the 2020 NZ Avocado annual report, was \$22,728.

Key services that we continue to offer to provide value for our avocado growers include:

- Our Avocado Technical Manager helps growers select eco-friendly pest management options.
- AvoGreen monitoring for growers to aid in pest detection and management.
- We have our own avocado nursery that can supply quality plants to growers.
- We distribute avocados direct to suppliers in the domestic market (through BayFarms).
- Avocado orchard management services (around 30ha under management).

# We're Moving Towards a Circular Economy

GROWER  
POR TAL  
DEVELOPED  
2017

Our purchasing decisions, resource use and process design impact our sustainability outcomes. The kiwifruit industry has traditionally taken a linear approach to resource use. We're working towards a circular economy to minimise waste and reduce our environmental impact.

## Managing our resource use

We are developing better systems to manage our ongoing resource use and how we can move towards a circular economy approach. When we take fruit from the vines, pack, cool and deliver it to a port for export, we use packaging, electricity, fuel, bins and pallets, water, refrigerant and other chemicals. In 2020, we took a deeper look at the quantities of each of the different resources we use and we have reported these on the following page.

Some of the efforts that we have made to reduce our resource use in 2020 include:

- We have a dedicated person repairing damaged pallets in the shed so these can be reused as soon as possible. We also record how the damage occurs to help us reduce the quantity of pallets damaged.
- An employee came up with the idea to put cable ties on the handwashing taps in Packhouse 2 to reduce the flow. This reduced water waste by 4,000 litres per day.

## Waste to landfill

Reducing waste to landfill is a key aspect of moving to a circular economy approach. In 2020, we generated 338 tonnes of waste which equates to 21.6g per Class 1 tray. A total of 39.2 tonnes (11.6%) of this waste was sent to landfill (9.3% in 2019). These totals exclude organic waste, which is composted on site,

and reject fruit, which is sent to cattle feed. Details of individual waste streams are on the following page.

We were disappointed that the amount of waste sent to landfill increased in 2020 after a downward trend in previous years. We have largely attributed this to the effects of additional single-use items (such as masks and tissues) required in line with our Covid-19 protocols and the challenges of sorting waste in the Covid-19 environment.

We remain committed to our target of zero waste to landfill by 2030. We continue to focus on what types of waste we are commonly throwing away with initiatives such as 'Tip It Thursday' and regular bin checks to help keep people accountable for the waste they generate. Keeping the site skip bin covered also reduces the quantity of waste.



## Working smarter towards a circular economy

These are some of the initiatives we have undertaken to better manage our resources and waste.

- In 2020, we introduced a 'Supplier Code of Conduct' and began the process of reviewing our purchasing policy. This is to ensure that all our suppliers are aware of our sustainability framework and targets.
- We identified two significant waste streams generated in the packhouse: Strapping and EAN label backing. We tried various options for re-joining and weaving strapping to aid in its reuse. We were successful in securing funding from the Zespri Postharvest Innovation Fund to help address these issues during the 2021 season.
- Covid-19 made it more difficult to source specific items and to circulate paper documents. We moved to online Grower Agreements and emailed payslips to help address this.
- We undertook a review of our current staff uniforms and we are looking for more sustainable options for the future.
- In 2021, we will develop a Waste Management Plan to set out a roadmap for moving towards our target of zero waste to landfill by 2030.

**Our goal:**  
**Pare kore – zero waste.**

# Resource Inputs

Kiwifruit: 167,591 bins. Avocado: 16,441 bins.

	Current Situation 2020	Future Opportunities
<b>PACKAGING</b>	Boxes: 10.13M Liners: 9.27M Fruit labels: 494.51M General labels: 10.25M Plixes: 3.46M Strips and caps: 0.21M Strapping: 2,595km	<ul style="list-style-type: none"> <li>Review and update quantities of packaging consumed annually.</li> <li>Work with our suppliers and the wider industry to minimise packaging impacts.</li> </ul>
<b>ELECTRICITY</b>	<ul style="list-style-type: none"> <li>13.28 MW consumed (12.74 MW in 2019).</li> <li>Switched supplier from Trustpower to Meridian for electricity supply.</li> </ul>	<ul style="list-style-type: none"> <li>Potential cost savings and reduced environmental impacts.</li> <li>Assess scope for on-site solar electricity generation.</li> </ul>
<b>BINS &amp; PALLETS</b>	<ul style="list-style-type: none"> <li>Wooden bins purchased: 5,699.</li> <li>P10 pallets: 59,091.</li> <li>Bins and pallets are reused and repaired where possible.</li> </ul>	<ul style="list-style-type: none"> <li>Increased bins required for bin storage.</li> <li>Identify causes of pallet damage and seek to minimise damage.</li> </ul>
<b>FUEL</b>	<p>Forklifts and trolleys:</p> <ul style="list-style-type: none"> <li>69 forklifts (75% electric), 91% leased.</li> <li>10 electric trolleys.</li> </ul> <p>Our transport fleet:</p> <ul style="list-style-type: none"> <li>33 diesel (8 leased, 25 owned).</li> <li>18 petrol (all owned).</li> <li>1 petrol ATV.</li> <li>1 Class 4 heavy diesel truck.</li> <li>2 diesel tractors.</li> <li>7 trailers.</li> </ul> <p>Fuel use:</p> <ul style="list-style-type: none"> <li>Diesel: 139,289L.</li> <li>Petrol: 31,322L.</li> <li>LPG: 7,215kg.</li> </ul>	<ul style="list-style-type: none"> <li>Replace retiring pool cars with EVs.</li> <li>Implement E ROAD to monitor travel and progress to full EV fleet where possible.</li> </ul>

**GHG Emissions 2020:**  
154g CO<sub>2</sub>e/Class 1 Tray.  
2,412 tonnes CO<sub>2</sub>e (Scope 1-3).  
5,949 tonnes CO<sub>2</sub>e from packaging.

**Water**  
8,233m<sup>3</sup> consumed from WBOP District Council.

**Chemicals**  
Refrigerants R22, R404A, R407F, R449A, fumigants.

**Trevelyan's**  
Growing a better future

**Wastewater**  
Stored in septic tanks and trucked off site. 2020: 121m<sup>3</sup>.

**Stormwater**  
Some to soak pits; remainder to gully on site.

# Material Outputs

Kiwifruit: 15.1M trays 56,374 tonnes Class 1 | 1,658 tonnes Class 2/local market

Avocado: 0.522M trays Class 1 | 0.402M trays Class 2/local market

Kiwifruit juice: 500L

Materials	Quantity	Current Solution	
Kiwifruit leaf and riser waste	816 bins	Composted and returned to orchards.	<b>ORGANIC WASTE</b>
Kiwifruit dust	529 bins		
Avocado leaf	115 bins		
Avocado mulch	107 bins		
Pollen flowers	19 tonne		
Garden waste	121 trailers		
Shredded paper	~104 bags		
Kitchen compostables	~250 bags	Stock feed and small amounts sent to food rescue.	<b>ORGANIC WASTE</b>
Reject kiwifruit	5,766 tonnes		
Reject avocados	322 tonnes	Processed into avocado oil and guacamole.	<b>RECYCLED</b>
Cardboard	202.1 tonnes	Compacted on site and recycled by packaging supplier.	
Shrink wrap	10.3 tonnes		
Plix trays	0.5 tonnes	Separated at source and returned to supplier for recycling.	
Paper tailings	8.8 tonnes	Collected and transported to a local farm for use as calf bedding.	
Mixed recycling	4.2 tonnes	Separated at source for recycling.	
Scrap metal	10.2 tonnes		
Glass	4.1 tonnes		
String	0.3 tonnes	Separated at source for recycling.	
Wooden bins and pallets	57.7 tonnes	Damaged items repaired if possible or recycled to make playground bark.	
Polypropylene strapping	0.7 tonnes	Some shredded and sent for recycling.	
Skip bin	39.2 tonnes	Skip is covered so only essential waste is sent to landfill.	<b>WASTE</b>

## Case Study:

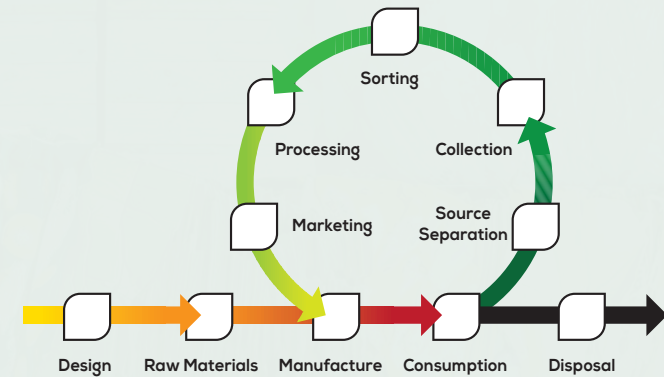
# Connecting with our stakeholders to move towards circularity

We recognise that our stakeholders have a significant impact on our sustainability outcomes, and our goals to move towards a circular economy and achieve zero waste to landfill by 2030. In 2020, we made an effort to visit our key packaging suppliers to promote a better understanding of each other's processes and how we can work together for a more sustainable future.

The suppliers that we connected with in 2020 as part of this initiative included:

- **OJI** – Supply cardboard boxes, take cardboard and shrink wrap for recycling.
- **Hawk** – Supply avocado pocket packs.
- **Huhtamaki** – Supply avocado pocket packs.
- **Tumu Timbers** – Supply wooden bins and pallets.
- **Alto** – Supply plix pocket packs.
- **Punchbowl** – Supply tray liners for kiwifruit packing.
- **Jenkins** – Supply fruit labels, EAN labels and strapping.
- **Loscam** – Supply crates for local market.
- **Farmlands** – Supply orchard products.

WASTE TO  
LANDFILL  
DOWN  
TO 9.3%  
2019



Circular economy for waste (Source <https://zerowaste.co.nz/why-zero-waste/>)

In 2020, we also made an effort to network with other stakeholders to share our sustainability journey, to help encourage them to follow a similar path, as well as learn from their challenges. Some of these networking opportunities included:

- Visiting Turners and Growers, Mr Apple and Bostock, who are all involved in the apple industry in Hawke's Bay.
- Visiting BioRich composting plant in Napier and Astron Sustainability recycling in Auckland to see how their processes operate.
- A presentation by James Trevelyan at an Envirohub event on climate change in Tauranga.
- Participating in discussions and events as part of the 'Green Kiwis' network, an informal group of sustainability personnel in the kiwifruit industry.
- Meeting with the Zespri packaging team to better understand how we can support their efforts to achieve the industry sustainability targets.
- Sharing our sustainability story with those who visited our site in 2020, including Prime Minister Jacinda Ardern.

# Our Team's Health and Safety is a Top Priority

Looking after the health, safety and wellbeing of our team is a core value and a priority for our business. By valuing our people, we create an environment where they can thrive.

We use health and safety management software to monitor our performance. We record and analyse a wide array of health and safety statistics.

The number of incidents reported decreased slightly to 316 in 2020, compared to 331 in 2019. This reduction is on track with our target, and we will continue to encourage reporting of all health and safety incidents. In line with our culture of continuous improvement, we want to learn from and prevent recurring issues.

Our other health and safety targets relate to our efforts to reduce the number of Lost Time Incidents (LTIs) and ACC claims year-on-year. In 2020, the number of claims decreased to 47, down six on the previous year. However, the value of ACC claims increased by \$23,518, due to the seriousness of incidents that occurred.

**2018** - Total claims for the period: 60 (\$60,495)

**2019** - Total claims for the period: 53 (\$57,496)

**2020** - Total claims for the period: 47 (\$81,013)

We are improving our data collection systems to be able to report the number of LTIs annually from 2021.

We have a very seasonal workforce, including many out-of-region and international workers. Looking after their wellbeing is crucial. To do this, we assign staff to pastoral care roles, and provide accommodation and help for overseas staff.

## Working smarter to prioritise health and safety

**1. Forklift safety** - We have identified that forklifts are a significant cause of health and safety incidents. To help address this, we undertook the following initiatives in 2020:

- Personnel and vehicle separation trial with no forklifts in packhouse.
- Engaged with forklift team in haka meetings and encouraged them to report all incidents, to give more accurate information.
- Investigated new forklift with swivel workstation to increase visibility for operator.
- Trial for electronic system to detect personnel in proximity to forklift and behind objects.

**2. Orchard safety** - Off-site activities pose a health and safety risk, which has increased with scaling-up our orchard management services from 2020. Efforts we made to address this include:

- The Onside app allows solo workers to log their

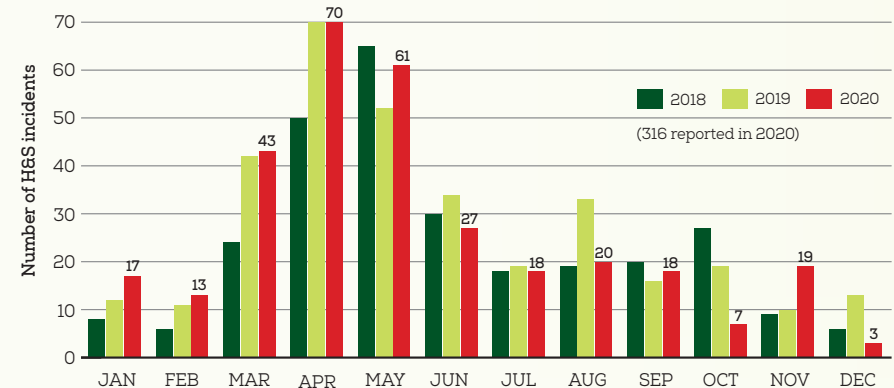
location and job status for health and safety purposes.

- We have provided specific health and safety support to TMO staff to better understand the hazards on orchards, and then taken steps to minimise these risks.

**3. Covid-19** - A global pandemic and a national lockdown during the peak of our 2020 season meant we had to rapidly adapt our systems to ensure we could continue to operate safely. Some of the measures that we introduced to help support staff wellbeing included:

- Separation screens between staff working close together
- Modified handwashing facilities with one-way flow
- Staggered starts for shifts
- Marquee to extend the canteen area and allow sufficient physical distancing
- Online meetings and flexible working options.

## Reported Health and Safety Incidents

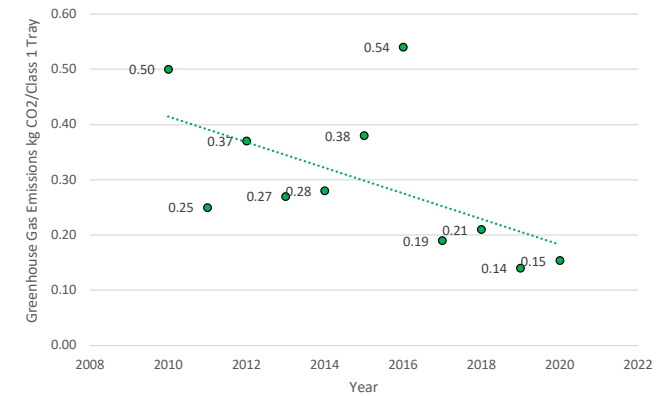


# Tread Lightly

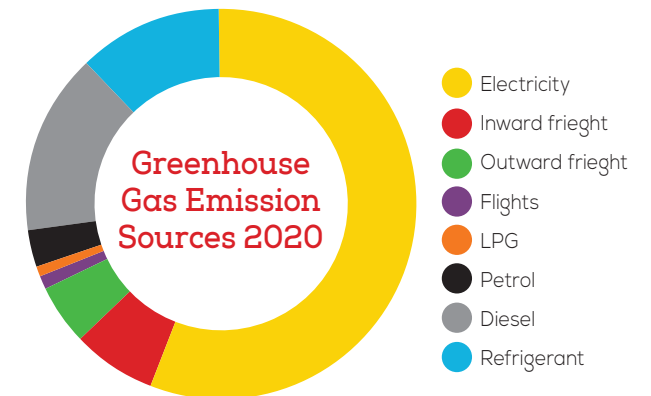
We tread lightly to minimise our carbon footprint.

Biodiversity and biosecurity are important to us.

## Organisational Greenhouse Gas Emissions



*This is an estimated measure only, based on a number of assumptions. The calculated footprint has not been third party verified.*





# We Tread Lightly to Minimise Our Carbon Footprint

Our ability to respond to changes in climate, and our greenhouse gas emissions, are critical issues for us. We tread lightly to reduce and remove greenhouse gases across our operations. At the same time, we must adapt to the realities and forecasts for a different climate in the near future.

## Our climate impacts

We have measured and reported our organisational carbon footprint since 2010. Our carbon emissions have generally declined over this time. In 2020, our greenhouse gas emissions were 0.15kg CO<sub>2</sub>e per Class 1 tray (0.14 in 2019).

Carbon emissions are reported under three different Scope areas:

- **Scope 1:** Direct emissions – combustion of fossil fuels, refrigerant gas losses (31% in 2020).
- **Scope 2:** Indirect emissions – generation of electricity we purchase (56% in 2020).
- **Scope 3:** Other emissions – inward and outward freight, business flights (13% in 2020).

The increase in our 2020 emissions was due to a small increase in refrigerant losses and additional vehicle usage due to scaling-up our in-house orchard management operations. This was slightly offset by our reduced travel due to Covid-19 restrictions.

## Treading lightly to minimise carbon emissions

In line with global efforts to reduce carbon emissions and mitigate the effects of climate change, we have set a target to reach zero Scope 1 and 2 emissions by 2030. This will require significant changes to our business operations over the next decade, but now is the time to take action for a better future.

Refrigerant losses from coolstores represent a significant potential source of greenhouse gas emissions for the post-harvest sector. Some recent initiatives we have taken to minimise these losses include:

- Installing alarmed refrigerant leak detectors in every plant room and coolstore.
- Installing shutdown valves that are triggered by a refrigerant leak.
- Establishing a process that when a refrigeration component fails in one system, we will check, fix or replace that component in all our other systems (38 in total).

- Proactively changing refrigeration components coming to the end of their life.
- Purchasing a more accurate portable refrigerant detector, and using this to check coolstores and plant rooms every fortnight.
- Selecting one store per year to change the refrigerant type to a lower Global Warming Potential (GWP) refrigerant.
- Installing a secondary refrigerant system in the four most recent coolstores built to reduce refrigerant charge by 80%.
- Incorporating natural refrigerant (lower GWP) into future coolstores.
- Employing an apprentice refrigeration engineer to assist with the large workload.



Refrigeration Engineer Troy Ward undertaking refrigerant leak checks in Plant Room 28.

STAFF  
TURNOVER  
DOWN TO  
1.3%  
2019

Electricity is the most significant element of our carbon footprint (56%) and a key focus for the future. To reduce its impact, we've switched to an electricity supplier that provides power from 100% renewable sources. We use the New Zealand grid average to account for greenhouse gas emissions from our electricity use and do not discount it. We are also investigating options to install solar power on our site and to switch our fleet to electric vehicles.

In 2020, we have calculated our carbon emissions associated with packaging for the first time. This has indicated that packaging emissions represent 66% of our overall carbon emissions. See the case study for further details.

We will continue to support the industry to better understand how we can reduce our carbon emissions to meet the industry targets. In 2021, we will develop a Carbon Management Plan to ensure we are taking appropriate action towards our zero carbon goal.

## Adapting to climate change

While we work to minimise our greenhouse gas emissions, we recognise that some degree of climate change is inevitable and likely to affect our industry in the near future. We have invested heavily in packing and cool storage assets at a single location in the heart of the Bay of Plenty. Climate change may impact how and where we grow fruit, when we can pick it, how we transport it and the costs associated with doing so. Our focus on continuous improvement and growing a better future means we will adapt to these challenges as they arise.

## Case Study:

# Getting a better understanding of our carbon footprint

*Understanding our carbon footprint and taking action to reduce our carbon emissions has been a key element of our sustainability journey for the last decade.*

There is now significant awareness globally of the potential impacts of climate change. This aligns with Zespri's sustainability targets, which are specific goals for the industry.

- We will work with our partners to be carbon positive by 2035.
- Zespri corporate will be carbon neutral by 2025.
- Our industry will be carbon positive to our retailers by 2030.
- Zespri will report on its climate risks and opportunities by August 2021 and develop an industry wide adaptation plan by December 2022.

Achieving these targets represents a significant challenge, and will require considerable effort and co-operation by numerous stakeholders within the kiwifruit supply chain.

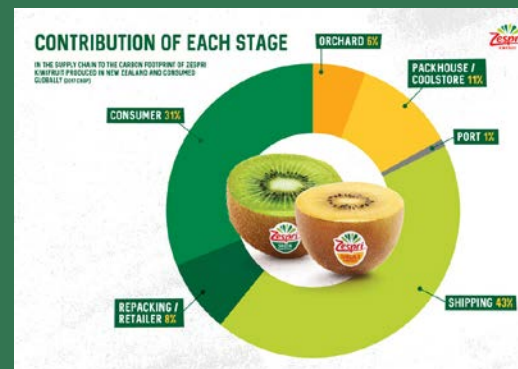
Zespri has undertaken research to better understand the carbon footprint at each stage of the supply chain. The contribution at the post-harvest and coolstore stage in the overall supply chain is 11%, with orchards contributing 6%. The carbon footprint of kiwifruit compares favourably to other food products.

Zespri has indicated that packaging emissions are attributable to the post-harvest sector (Scope 3). Historically, we have not reported our packaging emissions due to a lack of available emissions data.

Zespri is working with their approved suppliers to develop accurate emissions data. We have obtained preliminary packaging emissions data from Zespri and carried out an audit of our packaging consumption for 2020 to enable us to calculate our packaging carbon emissions for the first time.

When packaging emissions are combined with the overall data (on the previous page), our carbon emissions increased to 7,008 tonnes CO<sub>2</sub>e or 0.45kg CO<sub>2</sub>e per Class 1 tray. When included, packaging emissions represent 66% of our total carbon emissions for 2020.

Calculating and sharing this information is the first step in gaining a better understanding of our carbon footprint. There are numerous options for reducing the emissions associated with packaging, including changes in pack type and materials, and repackaging specifications, in line with what the markets require. We are well positioned to support the industry on this journey to help achieve the specified climate change goals.



*This diagram shows the carbon footprint of Zespri kiwifruit at each stage of the supply chain, which has been produced in New Zealand and consumed globally.*

# Biodiversity and Biosecurity are Important to Us

We rely on a healthy and diverse ecosystem of plants and animal species to sustain our business. Pollinating insects are essential, so we are alert to how our operations affect their natural populations. At the same time, new and exotic pest species are the biggest risk to New Zealand's horticultural sector. We tread lightly to protect native species and enhance the natural systems that underpin our business.

## Biodiversity

We operate from a single site on No 1 Road in Te Puke. With ongoing expansion of our packing and coolstore facilities, limited space remains on the site. In spite of this, our base at Trevelyan's is pretty special. Nearly all the plants on site are native or productive and we have lots of native birds that visit regularly. The 'village green', next to the original Trevelyan family villa, provides a haven at the centre of our busy site.

One of the biggest trees on our site is a stunning yellow pohutukawa tree. This yellow-flowered cultivar 'Aurea' descends from a pair that were discovered in 1940 on Mōtiti Island. The village green also contains many fruit trees including plums, feijoa, guavas, apples and persimmons. When the fruit are in season, they can be enjoyed by staff as they move around the premise.

Our 1.5ha campground on site feels a world away from the busy packhouses and provides welcome accommodation facilities for seasonal staff. Plantings of gum trees provide firewood supplies to our accommodation villas. Our on-site walking track passes through a small area of native trees.

Beyond our site, we encourage biodiversity by providing growers with liaison services and technical support. Ongoing issues for growers include optimising spray use, soil health, water quality, water use and complementary planting to enhance biodiversity.

## Treading lightly with a focus on biodiversity

In 2020, we began exploring regenerative horticulture principles to help us better understand the natural interactions between kiwifruit vines and their environment. Our aim is to utilise nature's tools to help optimise profitability and reduce inputs such as pesticides and synthetic fertilisers. We want to support our growers and help them understand how they can adopt regenerative principles, to enhance our environment for the benefit of future generations.

Water quality and nutrient run-off are an increasing focus for the kiwifruit industry. One of Trevelyan's growers is taking part in Zespri trials to learn more about this. The research results will help us assess and recommend future growing practices.

During 2020, our Sustainability Manager attended a Zespri Green Kiwis visit to a local orchard to learn

about complementary native planting on steep areas.

We also support projects that promote biodiversity in our local area. In 2020, we invested \$6,000 into local environmental projects including:

- The Million Metres Streams Project, which includes an initiative known as 'Let's make Kaiate Falls swimmable again'. This involves planting native trees beside a local stream.
- The Maketu Ongatoro Wetland Society (MOWS), a community conservation group that helps protect and restore native habitats and wildlife in our local coastal area.

We are also looking to support wider conservation efforts in the Bay of Plenty area by working alongside the Bay Conservation Alliance. Discussions are still at an early stage, but we look forward to building this partnership in the future.

## Biosecurity

A wide range of pests and diseases can affect the quality of a kiwifruit crop, as well as yields and market access. Well-publicised examples include the brown marmorated stink bug and fruit fly. In 2020, we continued our support of projects that help protect biosecurity in our local area, including investing \$5,000 into the Tauranga Moana Biosecurity Capital (TMBC). TMBC is a local organisation dedicated to leading and taking collaborative action towards biosecurity excellence.

*Te toto o te tangata he kai, te oranga o te tangata, he whenua, he oneone  
- While food provides the blood in our veins, our health is drawn from the land and soils.*



# Respect Our People

We invest in our local community through our sponsorship programme.

Trevelyan's is a great place to work.

2020

Sponsorship


 Local community  
\$2,800

 Biosecurity  
\$5,000

 Biodiversity  
\$6,000

 Arts and culture  
\$1,572

 Emergency services  
\$1,200

 Education  
\$15,311

 Economic development  
\$11,703

 Sport  
\$6,777

 Health  
\$3,630

Total  
\$53,992

# We Invest in Our Local Community Through Our Sponsorship Programme

It's important to us to look after our growers, staff and community. We invest in local schools, health projects, sports, music and community groups to benefit growers, staff and their families. Our key goal is to help address specific social and environmental needs in our wider community.

## Investing in what's important for our community

In 2020, we invested more than \$50,000 into our local community.

- We gave a significant amount towards schools in our community as many were having difficulty running fundraising events due to Covid-19 restrictions.
- We supported several landscaping projects at local schools and early childhood centres, to help improve their environment and education experience.
- We supported local cultural festivals and events, such as Diwali.
- We paid school fees and other expenses for local children to support their education and personal development.
- We supported the Kiwi Can programme for five to 12 year-olds in Te Puke schools. Kiwi Can delivers fun-filled learning to teach values such as integrity and respect, and helps kids build resilience.
- Continued to be a part of Epic Te Puke, which supports our local community and excellent events around town.
- Maintained financial support for local sports clubs. These included rugby, squash, hockey, mountain biking and swimming clubs.
- Installed a hot water system and bathroom upgrade for the Te Puke Scouts Group.
- Supported local emergency services, including the fire brigade.
- Sponsored a local agricultural club group day and parenting programme.
- We were foundation supporters of Sustainable BOP Charitable Trust.
- We invested in projects that enhance biodiversity and protect biosecurity in our local environment.

We have set a target to contribute at least \$45,000 per year to support our local communities, as well as a further \$10,000 per year towards biodiversity and biosecurity projects.

Looking forward, we intend to keep supporting our local community with financial sponsorship, as well as surplus fruit and labour in kind when we can. We'll also continue to provide site tours to a wide range of groups to showcase our work. We will continue to support local infrastructure such as the Te Ara Kahikatea Pathway at the Te Puke end of No 1 Road, and we hope to see a pathway along the side of No 1 Road one day.

## Thanks from Te Puke Playcentre

*"A big shout out and thank you to Trevelyan's for their continued support of the Te Puke Playcentre. Your grant, which has enabled us to purchase a terrific hard wearing and large outdoor play kitchen, is truly amazing. It has created new learning opportunities for our tamariki, and is keeping imaginations and little hands busy."*



Children from Te Puke Primary School with our Grounds Supervisor Kevin Page (now retired) delivering bins to be turned into raised vegetable gardens.

REDUCED  
CARBON  
FOOTPRINT  
BY 69%\*  
2019

\*Compared 2010

# Trevelyan's is a Great Place to Work

Attracting and retaining quality staff is an ongoing challenge in the horticulture industry. Our culture of family values and respect for our people helps us overcome this challenge. Keeping our team engaged, productive and committed to our sustainable future is what makes Trevelyan's a great place to work.

## Engaging and retaining quality staff

We have 170 permanent staff, including key operational staff, support and administration staff. The demands of the packing season from March to June can be intense, but many of our people thrive in this environment and they look forward to the challenges each season brings.

We work hard to engage and keep quality staff, and pride ourselves on providing a great work-life balance. Our team is what sets Trevelyan's apart from the rest. Their talent, commitment and expertise is what drives our unique company culture and fuels our desire to be the very best in the business.

Last year was a year like no other, with Covid-19 sending the country into lockdown. Our team of more than 1,600 staff stepped up to this challenge, as they always do, to provide exceptional service to our growers.

Our voluntary turnover for permanent staff in 2020 was 9.5%. This is an increase on the extremely low turnover that we experienced in 2019 (1.3%). However, it is consistent with our target of less than 10%. We consider this to be a healthy employee turnover rate that allows our business to function smoothly and respond to new opportunities.

*Mauri mahi, mauri ora – Through work we prosper.*

## Respecting our people by supporting staff wellbeing

Our Wellness Committee meets every two weeks. In 2019, we registered with the WorkWell workplace wellbeing initiative and in 2020 we were pleased to achieve Bronze WorkWell accreditation. As part of the accreditation process, we surveyed our staff and identified three key wellness focus areas: Healthy eating, physical activity and smoking cessation. We developed policies and action plans to help our people address these important issues.

In 2020, we invested more than \$25,000 into a multitude of events and initiatives, to support physical, financial and mental wellness for our staff, with an additional focus on mental health due to the challenges we faced in the Covid-19 environment. These included:

- Two six-week rounds of exercise bootcamps
- Workplace bullying and harassment sessions
- Subsidised yoga and Pilates sessions
- Weekly Wellness Wednesday emails
- Mental health resilience webinars and presentations from a psychologist
- RSE volleyball tournament
- Quiz nights.

Trevelyan's also supported our people with the following benefits:

- Flexible work options to accommodate their whānau needs
- Special offers from local companies we partner with
- A living wage (or more for those with experience) for permanent operational employees
- Health benefits of our on-site walking track, campground and villa accommodation
- Healthy and inexpensive meals provided by our canteen
- Subsidised flu vaccinations for permanent staff.

CAPACITY  
TO STORE  
10M  
TRAYS OF  
KIWIFRUIT  
2020



## Case Study:

# Supporting our staff to meet their needs

We believe our focus on staff development to tautoko (support) our people at mahi (work), and in their personal lives, is key to being a successful employer.

During harvest, Trevelyan's welcomes more than 1,500 seasonal employees at peak season between March and June, including RSE (Recognised Seasonal Employee) workers from the islands.

Being able to drive safely on New Zealand roads is a crucial employment skill and, in some cases, a necessity to travel around the region. To support our workers travelling from as far as Rotorua, we set up a programme to help our people obtain their full driver's licence.

A number of New Zealand-born and overseas workers underwent intensive driver training to either progress through the graduated licence system or convert their international driver's licence to a New Zealand one.

Normally an international licence expires after 12 months, but because of border restrictions, some of our RSE workforce opted to stay here longer than before. We wanted to be proactive and keep them safe so they could continue driving on our roads.

All of the training was paid for and organised by us, and our people were given an advance to cover the actual licence fees if they couldn't afford to pay them upfront.

We put them into vehicles with a driver trainer and they spent a significant amount of time out there, just making sure that they were calm and had a really good understanding of the New Zealand driving rules.

It was hugely successful with 13 staff gaining their full licence as a result.

A subsequent project aimed at our RSE workforce has helped another 13 Samoan staff convert their international driver's licences to New Zealand ones.

We're incredibly proud of their achievement and Trevelyan's is one of the first companies in the country to help RSE workers to convert their driver's licences post-Covid-19.

# GRI Index

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Location of headquarters	102 - 3	<a href="https://www.trevelyan.co.nz/contact/">https://www.trevelyan.co.nz/contact/</a>
Location of operations	102 - 4	<a href="https://www.trevelyan.co.nz/contact/">https://www.trevelyan.co.nz/contact/</a>
Ownership and legal form	102 - 5	<a href="https://app.companiesoffice.govt.nz/companies/app/ui/pages/companies/1105061">https://app.companiesoffice.govt.nz/companies/app/ui/pages/companies/1105061</a>
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## Topic Specific Disclosures

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**Trevelyan's**  
Growing a better future