



TOTALPRODUCE^{Nordic}

SUSTAINABILITY REPORT | 2020



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Jakob Skanning
CEO TPN Denmark

A word from the CEO:s

Climate change entails new requirements and challenges for our industry, especially from the perspective of sustainability. The need to contribute to reducing the consumption of our planet's natural resources is immense and demands both partnerships and initiatives in every link of the value chain – from planting and cultivation to picking and harvesting, sale, delivery and final consumption. Irrespective of whether the fruit or vegetables were grown in Africa, Asia, Europe or South America.

A whole new global challenge emerged in 2020. The pandemic caused by the COVID-19 virus affected almost everyone and imposed huge demands, particularly in the field of social sustainability. We at TPN accepted our social responsibility, adapted to the prevailing conditions, made a major effort and implemented creative solutions to safeguard the well-being of our colleagues.

As we see it, work with sustainability extends into the office and the warehouse. A secure, thriving working environment is simply crucial in establishing a sustainable enterprise in the long term. This is also one of the bearing pillars of our ePlan sustainability plan. We would like to take this opportunity to thank our partners, customers and staff for the hard, persistent work they put in over the past year, when many of us had to adapt to working remotely with one another. It is thanks to you all that we succeeded in maintaining our flows of goods in 2020 and were able to continue delivering natural, sustainable and nutritious food to the table.

Our ePlan was actually launched as a five-year plan in 2014. The plan was founded on our doing as much as we possibly could to reduce our own footprint and to promote sustainable development. The work was focused on three principal areas: economy, ethics and the environment.

Through our ePlan, we aimed to come up with a clear formulation for the responsibility we believe we need to shoulder in each and every link of the value chain of which we are a part – from cultivation to end consumer. We then continued to work actively to optimise the supply chain and reduce our direct climate impact as regards primary production, process industry, choice of packaging, transport, warehousing and minimising waste. This work is carried out transparently and in partnership with our customers and suppliers to achieve maximum effect.

In 2021, we will be conducting a detailed analysis of the outcome of our five-year plan, on the basis of which we will then produce and launch a new sustainability strategy and plan. At the same time, we need to remember that our sustainability work is a mindset and not a project. We have started out on a fundamental assignment, but the work has only just begun and there remains a great deal to do. 2020 surpassed 2019 as the hottest year ever recorded. This is an unfortunate trend that TPN considers it only natural to work to reverse.

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The bigger you are,
the greater the responsibility
you need to take.

The bigger you are, the greater the responsibility you need to take. On account of our size and our deep pool of knowledge, we have teamed up with many of our customers to take a number of steps towards more sustainable farming, but we have no intention of resting on our laurels and are constantly seeking out new areas with potential for improvement. By working with other players in the chain, we know that we can make the world a little fresher and greener. That is why we have taken our working relationship with Dole Food Company, our partner since 2018, to the next level. During July 2021 Total Produce Plc and Dole joined forces and founded Dole plc. The merge means the foundation of the world's leading fresh produce provider. A corner stone in the development of our group

On our domestic market, we will be developing our working relationships with multiple producers on the basis of shared initiatives and projects. We are convinced that a commitment to social, financial, biological and ecological sustainability at both local and global levels is an ongoing process where both short- and long-term input are affected by new external circumstances that entail new requirements and new responses. This was made abundantly clear to us in 2020. We are therefore looking forward to the coming years with humility and confidence: the more of us that work together towards shared goals, the easier it will be to make sure we are prepared for new crises. At the same time, we can also take a balanced and methodical approach to working for a greener and more stable planet.

You will find much more information about the initiatives we have implemented – and those we have in the pipeline – on the following pages. We hope you find the report interesting and entertaining!

Jakob Skanning
CEO TPN Denmark

Niels Klem Thomsen,
CEO TPN Sweden



Niels Klem Thomsen,
CEO TPN Sweden

Our aim is to make the world fresher and greener

We at Total Produce Nordic (TPN) are committed to making good, natural, healthy and sustainably produced food available to everyone. We work closely with our partners to promote the consumption of fruit and vegetables by contributing knowledge, inspiration, concepts, brands and products.

Our aim is to boost the consumption of fruit and vegetables – for everyone. As a commercial company, it is naturally in our own interest to encourage more people to put more fruit and vegetables on their plates. But as a market-leading, responsible player, we also believe we have a broader societal responsibility to contribute to a healthier and more sustainable lifestyle for people and our planet – because that is what greener dietary habits will inevitably produce.

We are convinced that this work has to start with ourselves, so in 2020 we placed great emphasis on developing the company

culture and the values that are to carry us onward. We want our values to permeate all areas of our business: **PASSION** for the needs of our customers and consumers, for taste and quality, for our work and business. We take **RESPONSIBILITY** for the business concept, for the unified whole, for sustainability, range, quality and costs. And we strive always to be **INNOVATIVE** in thought and action, in the hunt for new solutions and in our business. We always try to see opportunities where others see problems.

Total Produce Nordic (TPN), is a part of Dole plc, the worlds leading fruit and vegetable enterprise.

Our size is our advantage We want to give our customers and partners the opportunity to enjoy enhanced competitive strength and long-term sustainable business by providing the best range of fruit, vegetables and berries to suit all tastes, situations and budgets.

Ever since the Nordic Group was founded, our focus has been on questioning, simplifying and modifying the value chain from producer to consumer. With more direct logistics and more efficient solutions, we are committed to generating value.

At a glance



Interbanan drops the plastic!
Every bunch of Fairtrade bananas that Interbanan delivers to stores is now supplied without a plastic cover. **Climate-smart!**

TPN developed a new supplier due diligence system

The objective is to improve due diligence data collection and supplier conformity, especially with regard to ethical standards.

Nordic Fruit involved in sustainability project in Uganda

In partnership with DCA and Lishe, Nordic Fruit has joined a sustainability project in Uganda with the emphasis on organic farming. Thus far, the project has generated 2,000 jobs for refugees from South Sudan.

Kostministeriet and Resterkocken to reduce food waste

The Kostministeriet [Diet Ministry] and Resterkocken [Left-over Chef] organisations teamed up to produce educational material for after-school teachers to use during the school holidays, as well as promotion and information material. By using the left-overs that often tend to accumulate in our fridges, we can easily reduce food waste.



KOSTMINISTERIET AT THE SWEDEN FOODTECH BIG MEET

Kostministeriet participated in the event to raise awareness of fruit and vegetables – and how we can increase our consumption of them!



Fruity-line teaming up with Pantamera and introducing a deposit on all 25 cl and 75 cl bottles that are recycled! We are also working with Returpack in Denmark, Palpa in Finland and Infinitum in Norway.



Total Produce and Dole taking the next step together

In July 2021 Total Produce plc and Dole joined to create a new force in fresh produce, Dole plc. In doing so we have created not just a bigger company, but also a better company - one vertically integrated and positioned to ensure best agronomic and sustainability practices across the fresh produce supply chain, from farm to fork.



WORK WITH CULTURE & VALUES AT TPN

In order to ensure that TPN is a socially sustainable place for people to work, we launched a comprehensive culture & values project in 2020, and this work will continue in 2021.

Elevated commitment in our employee surveys, conducted every week in partnership with Eletive.

CHEF'S CUT RETAIL LAUNCHED

A new product range targeted at shops was launched to mark the tenth anniversary of the Chef's Cut brand. Chef's Cut retail products contribute to cutting food waste.



CHEF'S CUT WORKING WITH CLIMATE-SMARTER PACKAGING AND DELIVERIES

As from 2020, Chef's Cut plastic packaging will feature white rather than black printing, which is much kinder on the environment. At the same time, all deliveries will be made in returnable packaging: SRS trays from Svenska Retursystem AB. Chef's Cut is thus contributing to cutting carbon emissions.

Innovation project in partnership with Lund University, Vinnova and Sony Networks to optimise the supply chain

TPN participated in the innovation project by testing the Visilion tracking solution. The objective was to obtain a better understanding of the challenges that TPN and our customers face in the supply chain.



Our long-term sustainable journey

For some time, the business has recognised, that integrating sustainable innovation, inclusive growth, as well as social and environmental impact into a corporate strategy, makes real business sense. In 2014 we recognised that sustainability was going to play a significant role in our long-term companies' development, hence the development of the ePlan, our Nordic plan for long term sustainable business. The plan is based on three pillars: Economics, Ethical and Environment.

Economic

Economics is about finding the smoothest and most resource-efficient way of working by buying directly from growers, and by continuously improving our own and our producers' operations.

Environment

Our environmental work is about ensuring continuous environmental improvements in our own organisation, and together with our producers reducing the environmental impact of their activities. We also focus on developing the range of organic products available and to help consumers find the best organic and sustainably grown fruit and vegetables.

Ethics

Through a focus on ethics and social responsibility, we strive to make a real difference. The goal is to be able to offer a safe and inspiring work environment for our employees, but we also do our utmost to improve the working conditions of those who produce our products. Through ambitious goals, projects, and community engagement, we planned to drive the ePlan and our

sustainability agenda forward. In 2016 we went further and created a 5-year ePlan, with 39 challenges and targets. The word journey is often used in sustainability and it is very apt because you never realise all the risks, challenges and changes you can face along a journey. In 5 years, we have seen a change in the climate and local weather pattern, highlighted in 2018 with an incredible warm dry Summer in Sweden and Denmark and of course no one predicted the devastating affect a global pandemic would have on our daily lives. There is no point in having plans if they do not strive to create change. Along our journey that we embarked upon in 2016, we have reached a significant number of targets, in which we take great pride. However, when a target is achieved, we only see it as another step towards the right direction, since circumstances in global economics, environment and ethics is everchanging. Because of this, we know that there are always new lessons to be learned and new actions that need to be taken. As a result, our ePlan and sustainability agenda have changed during time and is a blueprint that we try to improve with the new knowledge and insights that

we gain from our success but also, and maybe more importantly, setbacks. When you consider and review the last 5 years of the ePlan, it is interesting to evaluate and recognise the simplicity and value gained from our earlier projects like developing our own bee colony, recycling office waste and training colleagues across a range of topics from compliance to modern slavery, they provided an inspired platform and stepping stone towards the later bigger wins in GHG emission reporting, annual sustainability reporting, risk mapping, KPI's developed across a range of areas and third party ethical auditing of high risk locations. The work to date must be seen as a success for our Nordic business, colleagues are more engaged, the level of understanding and knowledge internally is greater, and there is no doubts that sustainability and the ePlan makes good business sense. Nevertheless, focusing on our sustainability is a never-ending journey and we have a still a lot of work ahead of us. The sustainability landscape is very different to when we started, there are now many more consumers, customers, suppliers, authorities, businesses, and



governments joining the journey, creating value and competitive edge, through meeting the challenges of sustainability. We are part of a bigger picture, part of a global challenge to continuously improve our environment, ethical and social compliance. The sustainability agenda is moving fast, horizon scanning, life cycle analysis, circularity and science based targets will all form part of our new strategy, that will also be allied to the Dole plc group sustainability framework. The ePlan has survived the test of time

and we will now move collaboratively forward, with likeminded, committed colleagues, working towards a circular economy that conserves, reuses, and recycles resources. Integrated closed loop supply chains will be more environmentally efficient and can boost economic returns through monitoring, targeting, and reporting against a benchmarked position. The new ePlan will be creative, it will aim to meet consumer and grower needs, whilst going beyond the audit and industry guidelines to

set boundaries and benchmarks for TPN and the industry. We will network, collaborate, and embrace further social and environmental responsibility, drive innovation and monitor the positive impact we have on people's working conditions, waste reduction, our climate and the health of colleagues.

ePlan 2016 to 2020

ePlan Pillar	Target Area	Key Achievements	New challenges
Environment	Energy	Annual reporting of GHG Emissions covering scope 1 and 2 data. Energy reduction projects introduced at key sites.	Renewable energy on all Nordic sites. Science based target. Create a water management plan.
	Waste	All sites measuring and reporting waste. *KPI created. Recycling project at Everfresh. Food charity recycling project at at Everfresh/TPN.	Renewed focus on food waste and recycling. Targets aligned to local and EU Legislation Reduce waste through new technologies, better planning and education at store level.
	Transport & Logistics	Company cars now environmentally friendly. Nowaste have reduces cO2 emissions from transportation fleet. TPN own transport fleet upgraded to Euro 6.	Create matrix to understand the amount of packaging saved by using returnable crates. Enhance remote work.
	Packaging	Packaging policy developed and communicated. Significant increase in reusable SRS returnable crates.	Renewed focus on circularity, recycling and using recycled materials. Keep matching packaging to national recycling capabilities.
	Nature	Project in India to remove herbicide in grape production. Project in Turkey to improve and reduce chemical usage.	Improve even further chemical management, and integrated management and IPM practices. Work with farmers to map farm habitats and to preserve nature.
Eco	Sustainable sourcing	Increased sales of organic fruit and vegetables. 100% Chef's Cut product supplied from audited supply sources. All organic products certified to IP Sigill or Global GAP.	Identify and investigate opportunities for sequestration (Carbon sink). Consolidate supply base to ensure higher level of compliance to sustainability requirements.
	Biodiversity	Everfresh beekeeping and pollinator project. Various sustainability projects done jointly with our third-party growers. Neonics (Bee chemicals) targeted via restricted chemical list, sent to suppliers.	Identify opportunities for sequential and regenerative farming.
Ethical	Health & Well being	Employee satisfaction mapped. Employee portal. Values training.	Mental health awareness training. Company culture workshops - make sustainability part of the culture.
	Corporate Social Responsibility - CSR	Modern Slavery Awareness Training. Group member of "stronger together" and Sedex. Digital risk insight tool developed All high-risk sources third party audited - new routine where ethical NCs are being followed up. GRASP training delivered internally and to local industry representatives.	Greater focus on high-risk sources and creation of mitigation plans. Improve Sedex compliance and SAQ completion.
Economic	Travel	Company travel reduced significantly. Travel to annual Produce Fair in Berlin now carbon neutral. All meetings now have the option for video conferencing. Use of agronomists and local consultant to reduce travel requirements.	Emission savings though travel to be captured, monitored, and reported.
	Education	ePlan and sustainability an ongoing part of colleague development. Supply chain compliance training.	Further develop the concept of continuous improvement through KPI's and data capture. Extend education to wider pool of TPN/TPNE companies.
	Sustainability Reporting	Annual technical and Due Diligence plan. Publication of annual sustainability report.	Further develop the ability of all business areas to capture and report sustainability data so it become integral to business decisions.

Sustainability is a journey - not a sprint

Championing Nutrition & Health Empowering Consumers / Promoting Well-Being		3 GOOD HEALTH AND WELL-BEING
ENVIRONMENTAL	Energy Measure & Manage Reduction & Renewable	13 CLIMATE ACTION
	Water Measure & Manage Reduce, Recycle & Improve	14 LIFE BELOW WATER
	Waste Measure & Manage Remove, Reduce & Recycle	12 RESPONSIBLE CONSUMPTION AND PRODUCTION
ETHICAL & SOCIAL	Marketplace Communities, Consumption Promotion, Sponsorship, Investment	8 DECENT WORK AND ECONOMIC GROWTH
	Production Food Safety, Best Practice Investment, Support, Collaboration	15 LIFE ON LAND
	Our People Protect And Engage Colleagues Nurture And Develop Potential Embrace Diversity	10 REDUCED INEQUALITIES
ECONOMIC	Economy Structure Strategy Protocols Risk Management Responsible Trading	12 RESPONSIBLE CONSUMPTION AND PRODUCTION



The Total Produce Group Strategy

The last few years, the sustainability agenda has evolved rapidly. The UN Sustainable Development Goals (SDG's) has been a driving force for change, governments are now making significant net zero targets and companies like Total Produce have established sustainability frameworks to achieve a group wide approach to a global issue.

In 2019 Total Produce undertook a wide reaching review of energy usage across the group focusing on our scope 1 and 2 carbon emissions. Scope 1 consists of emissions from owned or operated assets). Scope 2 consists of the emissions from purchased energy. At the same time the group stated a commitment to the UN's 17 sustainability goals. To maximise impact, pillar and priority goals were selected.

Goal 3, promoting Good Health and Well Being, was chosen as our permanent pillar as it speaks to the very core of what we do as a business. The contribution of fresh produce consumption makes to people's health and well-being is widely recognised and we work tirelessly to promote the integration of fresh fruits and vegetables into a balanced diet and inspire consumers to make healthy choices. Goals 13, 14, 12, 8, 15, 10, and 12 make up our priority goals, forming the platform to the group's sustainability strategy and framework.

The framework has 4 key objectives:

- To put in place a formalised Sustainability reporting framework across the global Total Produce Group
- Bring transparency to our consumption of natural resources
- Measure; Provide tangible metrics as benchmarks for future progression

- Manage; Identify opportunities to reduce consumption and implement changes accordingly

In Total Produce we are fortunate to have work with some of the most experienced and talented professionals in our industry. Still, sustainability for many is a whole new challenge, there is no doubting the interest in understanding more about sustainability, the environment and how it affects business and communities. In an internal survey 80% of colleagues said sustainability was important to them and 73% said they wanted to work for a company concerned about sustainability. Our people want to know more about creating resilience, changing supply change risks and how sustainability makes good business sense.

To fully integrate sustainability at all levels in our business Total Produce has embarked on a journey to educate, train, and collaborate with colleagues across the business, to drive lasting change, and a new sustainability first culture that will ultimately rewire our business model to incorporate sustainability metrics and drive towards a low carbon future.

The first 5 steps

The group created a series of sustainability workshops called "The first 5 steps" that was prompted through the ePlan program and workshops conducted with the Nordic technical team in 2020. The objective is to promote

sustainability in all our business units and bring each one to the same point by sharing a common framework, targeting 5 key improvement areas. Simply, we aimed to introduce an ongoing journey of 5 achievable steps a year to tangibly improve our local and group sustainability credentials. Workshops are customised for local circumstances and are made available to as wider group of colleagues as possible. The early workshops were conducted on site, but as the world changed the workshops did not stop, they just went virtual and arguably remained just as interactive and passionate. There is a lot of work to be done to keep driving our sustainability agenda forward. But the future is bright because we now have a proliferation of likeminded colleagues and sustainability ambassadors who are committed to the planet, it's people and to do the right thing. Our ePlan journey now incorporates the group sustainability framework, and the Nordic businesses are fully involved in exchanging expertise and best practice with colleagues across the group. We share a common framework and are working towards the same goals, that will improve local and group sustainability credentials. A unity to achieve a better environment for all concerned.

The first 5 steps approach to measurable sustainability targets

Step	Resource	Measurement	Improvement Target
1	Responsible sourcing	Understand your sources	% Compliance Increase
2	Energy	Measure and monitor Energy Usage	% Reduction
3	Water	Measure and monitor Energy Usage	% Reduction
4	Waste	Measure and monitor Energy Usage	% Reduction
5	Ethical	Understand your Ethical Risk	% Suppliers Profiled

SDGs and a data driven sustainability strategy approach

The UN's 2030 Agenda for Sustainable Development outlines 17 Sustainable Development Goals (SDGs) and 169 targets adopted by all UN Member States. It is a compass for governments, business, and civil society to eradicate poverty, reduce inequalities, promote peace and justice, and tackle the climate crisis. It is the most ambitious sustainable development action plan ever adopted.

The ePlan is our own ambitious approach in the pursuit of social, environmental, and economic sustainability. Going forward, the SDGs and the Total Produce Sustainability framework will serve as the foundation for our new sustainability strategy. This year, we will conduct a new assessment of where our business's footprint is greatest to determine which Global Goals and targets we prioritise. As we work to develop our new sustainability strategy, SDG alignment and integration with the Total Produce Group's sustainability framework will guide our efforts.

A challenge we have recognized in our ePlan journey is the significant amount of work still to be done, particularly in regard to setting measurable metrics, KPI development, and creating verifiable industry leading targets. Quite simply if you cannot measure it, you cannot improve. At the core and fundamental to our future strategy will be investment and development in a data management system, that will become the heartbeat of an ongoing measure, monitor, and target approach to resource management. This will lead to a verifiable reporting system and the

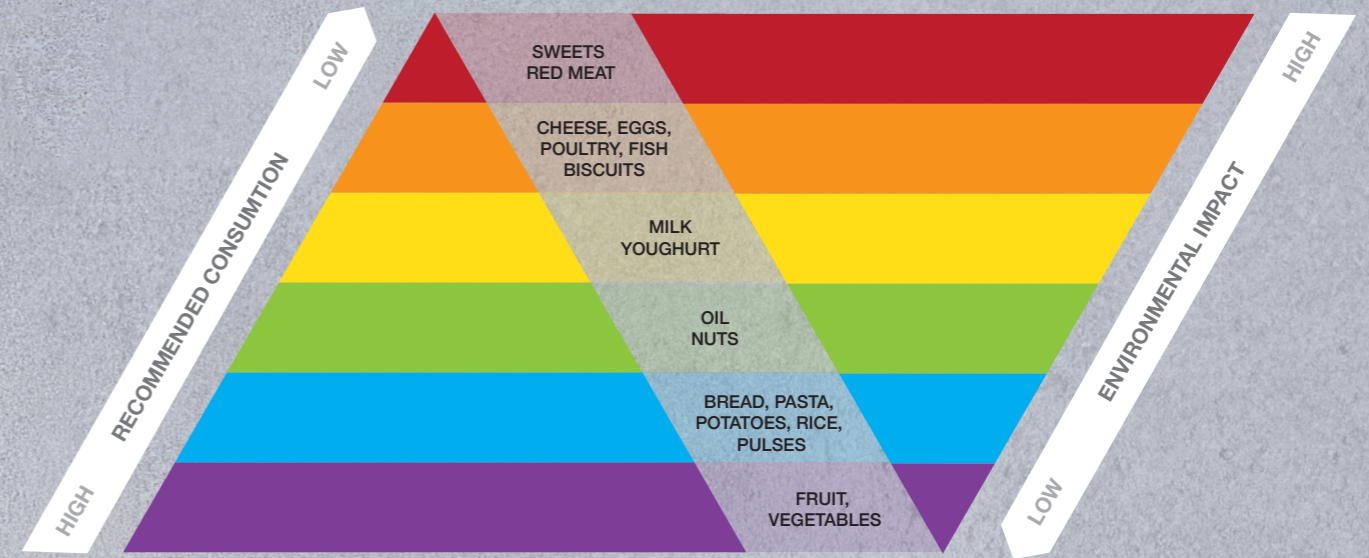
benchmark to future science-based emission targets.

We acknowledge that much work remains to achieve the SDGs for a global and diversified business like ourselves, but it is our aim to continuously improve, to be a leader in the Nordic fresh produce industry and to find new ways to work together, collaborate with our partners to cultivate a better world for people and our planet.



Fruit and vegetables – food with the lowest environmental impact

It is our policy to promote health and wellbeing with colleagues, customers and through our supply chain. We want to introduce children and adults to the health benefits of having a balanced diet, support the fight against obesity and encourage greater consumption of fruit and vegetables through training and education. We believe that adopting healthy eating habits based around fruit and vegetables will support lifelong health and well-being.



We support fully the UN's SDG 2 (sustainable development goal 2) which aims to end hunger, achieve food security, improve nutrition, and promote sustainable agriculture. In our industry we have always actively promoted a healthy diet and achieving a target of zero hunger is ambitious, but we take our responsibility in the supply chain very seriously and through our policies and actions we aim to develop and progress sustainable food production systems, and work with growers, agronomists, and academic experts to progressively improve land and soil quality. We will increase our efforts to promote sustainable agriculture with modern technologies and fair distribution systems, ensure security in food production and work to reduce food loss and food waste throughout the supply chain we manage.

Stay healthy – Eat the rainbow!

We recognise that healthy eating is a challenge for many and being at home during the pandemic has not helped the situation. But creating and maintaining healthy eating habits is important. Dietitians have shown that eating a variety of fruits and vegetables can boost your immune system, they contain fibre that helps the digestive system, and they are also rich in

vitamins and minerals without adding lots of calories. We advocate “eating the rainbow”. Different colours of fruit are not just good for you they can often contain nutrients that can provide specific health benefits to keep you fighting fit.

Fruit like strawberries, tomatoes, red peppers, red apples and cherries rich in red colour contain antioxidants, lycopene and ellagic acid. Antioxidants help protect your body's cells from the free radicals that play a role in the development of heart disease, diabetes and even cancer.

Citrus fruit, pumpkins, sweet potatoes and carrots are packed with carotenoids, including beta-carotene. Your body converts beta-carotene into vitamin A, which promotes healthy vision and also helps increase your blood flow and reduce your risk of having a stroke.

Not many kids like to eat leafy greens but they are amongst the healthiest foods we can eat. They have many health benefits; Broccoli boosts your immune system and can help prevent cancer, Kale is full of calcium and spinach is full of antioxidants, folates and Vitamin K which is essential for blood and bone health. There are lots of green fruit and vegetables that can help vary your diet (cucumbers, grapes, avocados and beans) and at the same time keep you healthy.

Blueberries and purple foods like grapes, plums, and black berries are a well know super food that naturally lowers blood pressure, and some say, even has anti-aging properties due to the high amounts of anthocyanins and antioxidants. Look out for the new coloured variants of carrots, potatoes as well as purple staples like the aubergine.

Eating yellow fruit and vegetable like sweet corn, peppers, pineapples squash or lemons gives you many of the same benefits as eating foods that fall under the orange rainbow layer – vitamin C and carotenoids.

So, brighten up your diet with a variety of colourful fruit and vegetables. Eating healthy is important for adults but eating the rainbow can also be fun for the kids. Be adventurous try a new colour and add more vitamins and minerals to your diet in a healthy natural way and at the same time help improve the planet.

Sustainability risks, numbers and results

Given the inherent health benefits of fresh produce, the risks associated with the category are relatively low where best agricultural practices and procedures are followed in the supply chain. However, we are totally committed to identifying potential risks both to food safety and food security, to build resilience and ensure a 52-week supply of premium fresh produce when available locally and supplemented by global supply when required. To identify areas where our business has a significant impact on the environment, people, society and economy, an evaluation of our sustainability risks was carried out in 2019. The analysis resulted in

10 priority areas that we are actively monitoring and reporting on. We strive to work with the best suppliers and growers who share our vision and passion for sustainability. Like many, we recognise sustainability as a journey of continuous improvement. We have industry-leading systems for monitoring supplier compliance and product quality based on robust risk assessment protocols and procedures; but to make a sustainable difference, we aim not only to maintain our position, but go beyond it. Our current work addresses life cycle and scenario analysis. If climate change continues

to increase the global temperature, this will affect current grower production models. LCA and SA are academic prediction tools that help us map the future and make our businesses more resilient. TPN has used a materiality analysis to identify the most important sustainability issues with respect to our business and our stakeholder priorities. Using the Sustainability Accounting Standards Boards (SASB) materiality map as a reference point and in conjunction with KPMG, we have developed a materiality matrix that forms the basis of our ongoing continuous improvement and sustainability strategy.

The essential risks, sorted in a matrix



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|--|---|--|
| <ol style="list-style-type: none"> 1. Biodiversity 2. Carbon emission 3. Climate change 4. Water consumption and assets 5. Pesticides and chemicals 6. Packaging 7. Food waste 8. Transportation 9. Waste and recycling | <ol style="list-style-type: none"> 1. Human rights within the supply chain 2. Keep and recruit personnel 3. Terms of employment externally 4. Education and skills development 5. Communication within the group, internally and externally 6. Local community 7. Occupational safety, accidents, and incidents 8. Work related physical and mental illness 9. Discriminations/harassments | <ol style="list-style-type: none"> 1. Food safety 2. Reputation and brand 3. Meet legal requirements 4. Downtime and support 5. Fraud, threats and sabotage 6. Corruption 7. Optimize purchase 8. Contract statements 9. Business scope |
|--|---|--|

Total Produce Nordic sustainability risks

Key issue	Risk description	Focus	Target	2020 update
Biodiversity	Modern agriculture has reduced the diversity of the landscape and is disrupting important habitats for plants and animals.	We work to promote sustainable and organic production. The work is guided by our sustainability plan ePlan.	95 percent of TPN's suppliers must be quality certified according to a GFSI-approved standard or IP Seal by the end of 2022.	Due to seasonality the 95% figure has remained constant throughout 2020.
Climate change (CO2e-emissions)	Climate change affects our producers both locally and globally, and has consequences such as water scarcity, extreme weather conditions such as torrential rains, floods, heatwaves and dry spells.	We work with risk diversification in the selection of producers, and to reduce the climate impact of the business. The work is controlled through the category sourcing plan and our sustainability plan ePlan.	Work to reduce TPN's gross emissions by promoting local production, sustainable production methods and efficient transport solutions.	TPN conducts an annual footprint exercise, measuring scope 1 and 2 CO2 emissions. Some scope 3 emissions are included in the evaluation, but we are working with industry to better understand the footprints of the agriculture products we market and distribute.
Water consumption and supply	Water is a prerequisite for all living things, and crucial for the world's food production.	We work to promote efficient production methods and water management for long-term sustainable cultivation. The work is guided by our sustainability plan ePlan as well as risk and vulnerability analyses.	Continuous follow-up of suppliers and follow developments in countries with water problems. Be an active party in collaborative projects. Measure water use on our own sites.	In 2020 the group joined the Alliance for water stewardship and set about understanding water risks in the supply chain using the WWF Water Risk Filter. The TPN supply countries have been put into a global matrix that reviews water basin, availability, flooding, and drought risk. This work highlighted hot spots that are being evaluating further to create mitigation plans both from a procurement perspective but also on the ground at grower level. Water usage is now measured on all sites and annually the data is reviewed centrally and forms part of the company submission to the CDP.
Pesticides and chemicals	The use of plant protection products can produce residues in product, soil, water and be harmful to wildlife as well as to those working in the cultivation.	We are working to promote integrated pest management (IPM), as part of the work towards sustainable cultivation. The work is guided by our sustainability plan ePlan, risk and vulnerability analysis, phasing out projects and customer requirements (e.g. SDVH prohibition list of harmful pesticides)	200 pesticide analyses Maximum 5 residual substitutes Monitoring and verification of pesticide management of at least 50 suppliers annually in connection with second-party supplier audits.	In 2020 we conducted 188 residue tests. This is slightly below target but Covid restrictions at the packaging facility meant getting samples was not always possible. 5% of residue tests were followed up due to minor non conformance
Food waste	Food waste affects both the environment and our economy.	We work actively to reduce the total amount of waste including food waste on our sites through continuous follow-up, FIFO, sorting and declassification, sales and further processing.	Work to create circular systems with residues for human consumption. Consider innovation to reduce crop losses among our producers.	2020 SE: 384 tonnes of organic waste DK: 282 tonnes of organic waste
Human rights in the supply chain (terms of employment)	Risk of human rights violations in the supply chain	We work to ensure that all suppliers comply with our Code of Conduct, be members of SEDEX and socially audited. The work is controlled by our Code of Conduct/Technical Code of Practice and supplier assurance.	All suppliers (100 percent) must sign our Code of Conduct/Technical Code of Practice and re-sign a third party* social certification.	98 percent of our suppliers have signed our Code of Conduct/Technical Code of Practice. This figure has remained constant through 2020.
Retaining and recruiting staff (Training and skills-development)	TPN's future depends to a significant extent on the ability to retain, recruit and develop competent employees.	Grow People & Culture Training and competence development plan for employees together with goals and performance assessment.	In the annual employee survey, at least achieve metrics: 3.5 (comparison value Sweden 3.3) on "Feedback and communication" 3.8 (comparison value Sweden 3.6) on "Objectives and goals"	Page 32-33 "Our Employees"
Working	Occupational safety, accidents, and incidents Risk of mental and physical ill health discrimination or other abusive treatment of staff;	We have procedures in place to prevent accidents and incidents, which are continuously monitored and addressed. Systematic work environment management, health coaches and employee surveys. The work is governed by our policies on safety, health, addiction, policy against discrimination, victimisation, and harassment.	100 percent of TPN's own sites and suppliers must be certified according to a GFSI-approved standard or IP Food. Continuous work in progress.	Page 32-33 "Our Employees"
Food safety	Inadequate food safety when handling and storing our products can lead to health risks from consumption.	We work actively with quality assurance through HACCP, self-monitoring software, third-party certification, for our primary producers, production facilities and through supplier audits.	100 percent of TPN's own sites and suppliers must be certified according to a GFSI-approved standard or IP Food. Continuous work in progress.	100 percent certified own sites and suppliers (100 percent 2018)
Corruption Fraud, intimidation, and sabotage	Risk for corruption and/or bribery, fraud, intimidation and sabotage or lack of ethics in the supply chain.	Code of conduct/Technical Code of Practice Anti-bribery policy Annual training for employees	All suppliers (100 percent) must sign our Code of Conduct/Technical Code of Practice. Follow-up and verification of the Code by at least 50 suppliers annually in connection with the supplier audits of other parties.	98 percent of our suppliers have signed our Code of Conduct/Technical Code of Practice.

The table above describes the governance and follow-up of Total Produce Nordic sustainability risks in the areas of environment, social conditions, personnel, human rights and anti-corruption.

How we make a difference in sustainable cultivation

Total Produce Nordic works actively to ensure quality, environment, and social responsibility in our supply chain. We promote sustainable production, increased food safety, a better environment and for the promotion of long-term sustainable agriculture, through our supplier requirement for certification according to GLOBAL G.A.P. (Good Agriculture Practice) and IP Sigill (Integrated Production). Everfresh is KRAV certified and a member of SEDEX (Supplier Ethical Data Exchange), the world's largest collaborative platform for managing ethical data in the supply chain.

Recurring supplier visits

To check that our suppliers comply with our requirements, recurring supplier visits and audits are carried out at our producers and packing houses and in 2020 we have created a new CRM platform for managing supplier due diligence, compliance, onboarding, and supplier approval. Development

of the system is continuing and we anticipate having a supplier portal to support faster communication and collaboration concerning all certification and compliance.

Using the business social compliance initiative (BSCI) country risk list, we have a policy that requires all high-risk locations to have an annual social audit.

But we have now gone a step further by requesting that all suppliers undertake a periodic audit to ensure their procedures meet industry and customer expectations.

Joint efforts for continuous improvement

Our suppliers and growers are distributed locally and throughout much of the world. This means opportunities, but also a

responsibility for all parties to improve working conditions and reduce the environmental impact in these countries. We know that it is possible to grow and produce fruit and vegetables under good social conditions, which requires long-term cooperation with growers and suppliers.

In our Code of Conduct, we describe our minimum requirements that we impose on our suppliers to ensure food safety, environmental requirements, and social responsibility. We work together with our suppliers for a long-term relationship and sustainable production. Our goal

is continuous improvement for our producers and for the environment. All suppliers must be approved before we start a collaboration.

Agriculture never stands still. Production techniques, mechanization in cultivation, irrigation, and integrated management systems are now the norm. But we recognize that soil and biodiversity remain essential to agricultural production and underpin the supply chain. Globally, 99.7% of our food calories come directly from the soil, and 75% of food crop types rely on animal pollination. It is therefore undisputable that investing in long-term

soil health and biodiversity is essential to the fresh produce supply chain. Our business aim is to enable long-term thinking among farmers by supporting them through the sustainability maze, increasing understanding of measures that effect the climate and ecological processes. Encouraging practices associated with regenerative agriculture such as minimal tillage, eliminating bare soil, managing rainwater, and encouraging plant diversity. We must work together to preserve soil and nature for future generations.

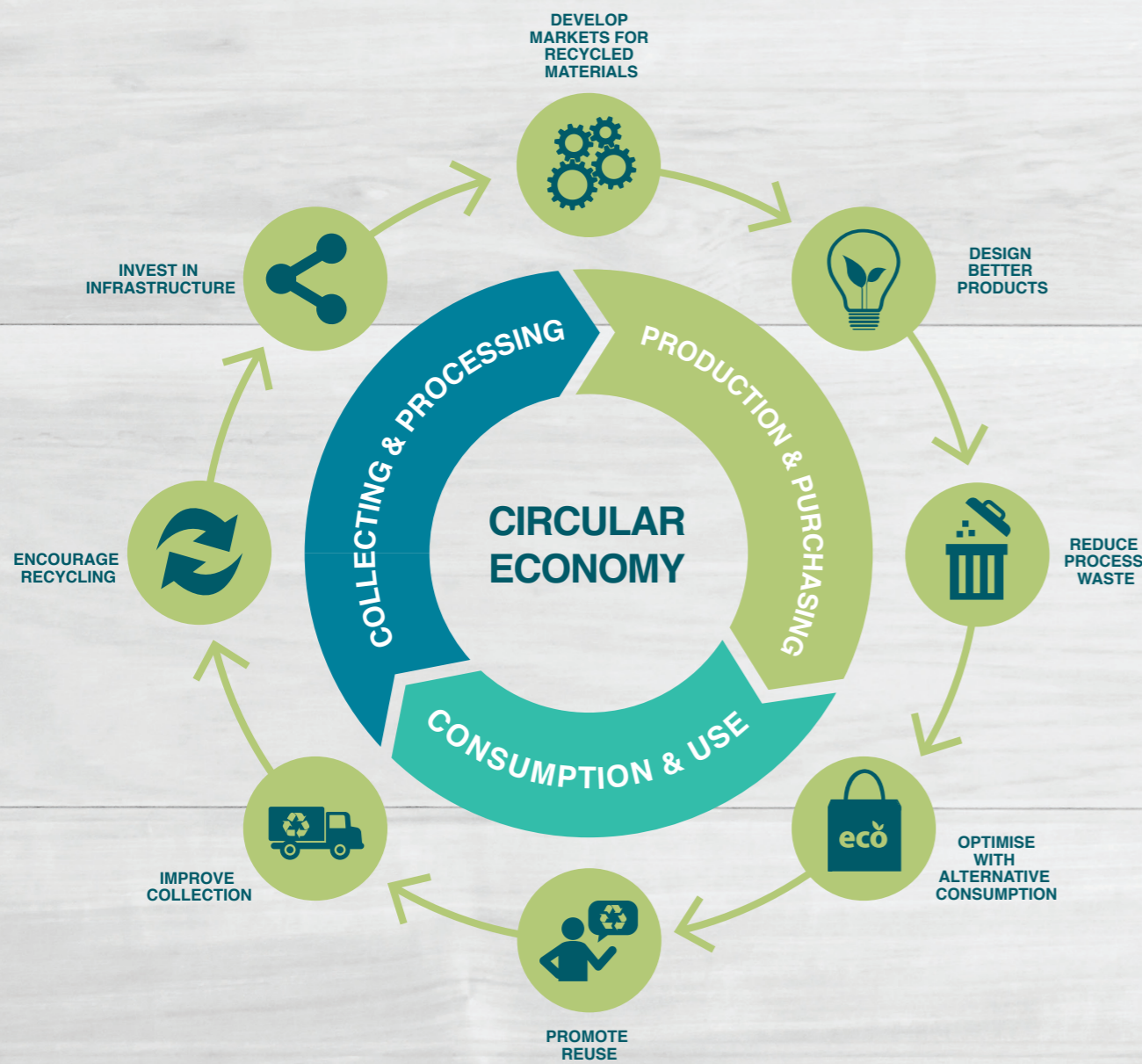
Minimum requirements for our suppliers:

- Signed supplier contract.
- The supplier must register with SEDEX (Supplier Ethical Data Exchange) and share information about the supplier's business practices. The supplier shall grant full access rights to the entered supplier information to provide us with full transparency of the data on the SEDEX platform.
- Valid certificate for cultivation and process in accordance with supplied food products (e.g. Global G.A.P., IP Sigill, Eco/KRAV or GFSI approved food standard such as BRC, FSSC 22000 etc.).
- Ethical self-assessment according to SEDEX and a third-party audit for products grown in high-risk countries as defined by Amorphous BSCI. We act in accordance with the EIT's basic human rights code.
- Use of authorised plant protection products and chemical preparations only, reviewed through submitted chemical lists and analysis reports.
- Work environment, good working conditions and social responsibility. The code also provides support and clear guidance for meeting the requirements of an employer, regardless of whether you have employees or hired staff.
- Producers and production facilities in high-risk countries, based on the Amorfi BSCI (Business Social Compliance) initiative risk country list, must have undergone a third-party audit or equivalent certification approved by us. The audit will cover packing houses and cultivation.
- The supplier shall ensure compliance with legal and regulatory requirements in the country in which it operates. All suppliers are encouraged to undergo a third-party audit for their cultivation and packing, to ensure that the social requirements are met throughout the supply chain.
- Everfresh (a major TPN company in the Swedish market) requires certification according to IP Working Conditions by 2020. The requirement applies to all Swedish producers of fresh fruit and vegetables.
- Global G.A.P GRASP social certification for producers in low and semi-risk countries (Sweden is covered by IP Working Conditions)



A Packaging Rethink: We are on a journey to circularity

In 2018 we created a packaging policy that supports the UN's global goal in Agenda 2030, to significantly reduce the amount of packaging waste and increase recycling. The aim shared with many was to reduce the total use of plastic. We investigated a wide variety of alternatives but often the cost and actual emissions footprint was found to be higher. In many cases the alternative packaging just did not exhibit the positives identified over many years with plastic packaging, namely freshness, security, ability to label and durability. Then came the pandemic when the sales of loose fruit and vegetables was severely affected, because people chose the packed product as it was perceived as safer.



We remain committed to removing all black and coloured plastic and using materials that can be recycled. Currently we are reviewing all packaging formats to understand fully the true-life cycle footprint, the recyclability, recycled content and the beneficial aspects concerning food safety, security, physical protection, food preservation and labelling. Plastics are versatile materials, but the way we use them is incredibly wasteful. We use plastic products that are often designed to be used only once, the linear take-make-waste model.

Year on year, millions of tons of plastic, ends up in landfills, is burned, or leaked into the environment. An overwhelming 8 million tons leaks into the ocean every year and that will only rise unless we take steps to change. No-one wants to see plastic pollution increase so, we must reconsider the way we design, use, and reuse plastics to create a plastic circular

economy. While the material has many benefits, we now know there are negative consequences if it becomes waste or pollution. The circular economy is an economic system in which materials are designed to be used, not used up. From the outset, packaging should be designed to ensure no materials are wasted, and the maximum use is achieved from every material, and component. If applied correctly, the circular economy benefits society, the environment, and the economy. All packaging should be designed to fit within a system, whether a reuse, recycling, or composting system. It should go without saying that we should eliminate the plastics we do not need. While improving recycling is crucial, we cannot recycle our way out of the current issue. Where relevant, reuse models should be explored as a preferred solution and we must look at ways to simplify the waste collection and separation process, one of the

options we are investigating is smart packaging with invisible barcodes that can be picked up by cameras at the recycling sites. As a business we have invested and considered seriously compostable plastic packaging as an alternative, but it has not proved the ultimate answer we all seek, but rather one for specific, targeted applications, because an effective collection and composting infrastructure is essential but often not in place.

In the new ePlan we will pledge to work with key stakeholders to move the circularity agenda forward, to improve processes for recycling and reuse. Currently we are reviewing all forms of packaging in our operations, creating a matrix that logs footprint, recyclability, and recycled content. We aim to be ready and prepared for the circular economy by using 100% recyclable packaging.



Social Responsibility for a Global Trading Platform

TPN has established a code of conduct that forms the basis for the everyday decisions made in our operations and procurement activities. Our code is based on the UN Global Compact's ten principles for business action, regarding human rights, labour law, the environment, anti-corruption and the ETI (Ethical Trading Initiative) Base Code on Workers' Rights, which also follows the ILO convention. The principles of this code of conduct are applied throughout the organisation in our own operations and with all our global suppliers and business partners.

As a partner in the fresh produce supply chain, we recognize our responsibility to uphold, support, and promote human rights and worker welfare of all employees and colleagues who contribute to the products we trade. We take responsibility for the environment we work in and will use all possible means to try to prevent corruption in the entire supply chain. It is of the utmost importance that our businesses, colleagues, suppliers, and growers undertake to follow the code of conduct. When we build partnerships with our suppliers, we must also try to work with companies that share our values, and that are willing to abide by our code of conduct.

The supplier is expected to comply with all national and local laws and regulations applicable to the products they produce and distribute. In addition, the supplier must comply with the UN Declaration of Human Rights and the ILO's fundamental conventions and principles on human rights at work. The principles of this code of conduct should be integrated into daily work routines and not as an alternative. The provisions of this code constitute a minimum and not a maximum standard, the code should not be used to prevent the supplier from exceeding these standards. It applies

to all suppliers and their subcontractors. The supplier is expected to convey the code of conduct to all its employees and subcontractors.

Since 2014, TPN has been a member of Sedex (Supplier Ethical Data Exchange), the world's largest collaborative platform for managing ethical data in the supply chain.

SEDEX covers all parts of the supply chain and aims to drive improvement work and contribute to sustainable business practices.

SEDEX helps us work with our suppliers to ensure that they maintain safe, ethical, and sustainable business practices and help us protect the working conditions of people in our supply chain.

SEDEX is a great tool for working with our suppliers and producers, and helps us better map our supply chain, identify, manage, and reduce ethical risks in our supply chain globally. When higher-risk suppliers are identified, we can then work together to improve their business practices to create safe working conditions in the regions we trade with.

The advantage of SEDEX is that by sharing the results of an independent third-party audit with its customers, a producer can demonstrate that the requirements that have been made have been met. As a result, the need for

audits from each individual actor can be reduced, and improvement work better monitored.

Compliance Process

As a minimum we request that all growers outside of the Nordics complete the Global GAP ethical assessment GRASP (GLOBALG.A.P. Risk Assessment on Social Practice). It is a voluntary, ready-to-use module developed to assess social practices on the farm, and specific aspects of workers' health, safety, and welfare. In addition we require growers to join SEDEX, complete the SAQ (self-assessment questionnaire and link digitally with our business.

For all sources designated a high risk by our Insight risk assessment, or other risk tool required by our end customer we require a third-party ethical audit. The audits shall be carried out in accordance with the SMETA - Sedex Members Ethical Trade Audit (ETI Base Code) audit methodology by an SEDEX-registered independent certification body.

If the audit identifies a nonconformance then the producer works with the deviations, they have received during the audit and posts their improvement measures in the SEDEX portal.

APPROVED SOCIAL CERTIFICATIONS:

- SEDEX Members Ethical Trade Audit (SMETA, based on ETI Base Code)
- Business Social Compliance Initiative (BSCI)
- Social Accountability 8000 (SA8000: 2008)
- Fairtrade (FLO)
- Sustainability Initiative of South Africa (SIZA)
- Rainforest Alliance
- IMO Fair For Life
- ICS Initiative for Compliance and Sustainability
- GLOBAL G.A.P. GRASP
- IP Working conditions (Swedish production only)

CSR EVENTS 2020

- Collaboration with the Total Produce Ethical Team: Total Produce is a member of FNET (Food Network for Ethical Trade) and the Spanish Ethical Forum
- Continued investment in education and information about modern slavery
- Collaboration with Oxfam and Coop Sweden in a Moroccan worker welfare project
- Total Produce Mental Awareness program



Fair working conditions within Swedish agriculture

In Sweden, work is under way to improve working conditions in the green industry. From the 2020 growing season, certification against IP Working Conditions is required for all our Swedish producers in fruit and vegetable growing.

IP Working Conditions (a part of the Swedish Sigill Quality System) include legislation and industry guidelines for a good working environment, good working conditions and social responsibility. It also provides support and clear guidance to meet the requirements of an employer, regardless of whether you have employed or hired staff. The grocery trade, as well as several other players in the trade, fruit and vegetable industry and trade unions, have together with Sigill Quality System developed the standard for fair working conditions that was launched in October 2016.

Swedish production has many added values for, among other things, the environment, open landscapes, jobs and short transport. However, poor working conditions in the green industry have been shown to occur, guest workers and short-term seasonal employment is common, as the production of fruit and vegetables is labour intensive and steam products are harvested and packed by hand.

During the year, work on the implementation of IP Working Conditions at our producers continued. Through mailings, information meetings and conversations with our producers, we have informed about the added value of fair working conditions for their employees. We meet a mutual understanding about the benefits of doing the right thing. With the requirement for certification against IP Working Conditions, our requirement will now be on an equal footing for local and global producers. The work with IP Working Conditions is an example of how we work with our Code of Conduct together with growers in our local supply chain.

Our employees – an important part of our sustainability work

Our most important resource, all categories, are our employees. To unlock the full advantage of being the global leader in fresh produce we are bringing the people of TPN together under one strategic vision. We believe that by engaging and empowering our people we can all together deliver our strategic vision across our businesses. It is our employees who decide whether we can deliver what we promised our customers and consumers. For us as an employer, this ambition means we strive for always creating the best possible conditions for our employees, so that they can feel safe and satisfied in their everyday life and develop in their professional role

Grow people and culture

GROW is our meeting place and the hub of our health and education work within the Group. An important success factor for us as an employer is the ability to adapt to contemporary changes. That we attract the right employees and make them feel comfortable, develop, and stay with us. It was on this basis that we started GROW in 2018. The aim is to develop the people, the community, and the culture within the group. We believe that if we take care of our employees, our employees will also take care of our company.

As a concept, GROW has three important parts: health, education and providing the opportunity for meetings and knowledge exchange between the employees within our group, whether they work in a terminal or an office, at any company or any position.





Health and well-being

There are many advantages to having your own business gyms. Healthier and happier employees and an increased community are some. It is also said that exercise makes you more stress-resistant and makes you have a lower sick leave.

Our fully equipped gyms in the Nordics give our employees the opportunity for several different forms of exercise, all to inspire movement. At GROW we also have an arena for ball sports and different group training sessions. The training facility is available to all employees but also to their partner. We believe that the benefits of physical activity benefit both the individual himself, his family and, in turn, us as a company. Movement and activity should be easily accessible, and a little activity is better than no activity.

In many of our terminals we encourage increase of community and cohesion between different departments by having for example ping-pong tables and other games.

During 2020 and the pandemic we started the initiatives below to reach our employees that started working from home.

- We started break-workout sessions digitally through Teams, an initiative to get employees to take care of their health and to help them activate themselves when our gym was closed due to Covid.
- We conducted an employee survey about Covid that went out to our employees. They were asked about communication, leadership, and the physical and psychosocial work environment. The result showed that communication was satisfying, and the physical work environment was desired more of. We therefore offered our employees to come and pick up their own chair and monitors to meet the needs that had emerged. In some cases, we also offered desks.
- Once a week, the crisis group meets to discuss the situation and to decide on measures and to monitor the spread of Covid.
- We conducted various types of digital training and seminars for both managers and employees.
- We offered digital inspirational lectures for everyone with the theme of self-care while working from home.



Skills

With today's rapid pace of change, education and skills development are crucial success factors for both employees and us as employers.

In order for us as a company to attract the right employees and to make them stay for a long time, the opportunity for personal development and training is required. During the year, we have continued to focus on training and competence development for our employees. Training is provided in leadership, work environment, food safety and ergonomics for employees, leaders and managers and specialist training for those employees who need special knowledge to carry out their work. Employees who are motivated and well educated are an important factor in our success.



Working

A safe working environment is an important strategic issue for us. The goal of our work environment work is to create a physically, mentally, and socially healthy workplace that is developing for all employees. In addition, our employees should be able to maintain a work environment that encourages mutual respect, promotes good relationships with colleagues and is free from all forms of harassment and violence.

We carry out systematic environment work to achieve a satisfactory working environment and to prevent ill health and accidents. Our work environment work covers all physical, organisational, and social conditions that have an impact on the work environment and are a natural part of our daily work.

We regularly assess our work environment, develop action plans, and take action. The results from our work environment surveys in the form of safety rounds, employee interviews, workplace meetings and targeted surveys form an important basis for our assessment.



Equality

We strive to be an equal organisation. Every year, together with our employees, we carry out an analysis of risks in gender equality and summary of the past year. An action plan with active measures is drawn up and documented. The action plan is presented in our safety committee.



Safety representative

For us to achieve the most satisfactory work environment possible, we believe that it is important that our employees are also involved. With us, the employees are represented by our safety representatives who participate in both planning and implementation regarding the work environment. The safety representatives in each protection area are appointed by the trade union organisations or the employees themselves.



Social work environment

As part of the systematic work environment work, it is included to investigate, assess, address, and follow up risks within the organisational and social work environment. Organisational and social work environment means conditions that include management and governance, communication, participation and room for manoeuvring, division of tasks and requirements, resources, and responsibilities.

We mainly focus on three areas of our preventive work with the organisational and social work environment: working hours, workload, and discrimination.

When we place working hours, we ensure that our employees get enough recovery and that the working hours don't lead to ill health or affect the risk of accidents.

When we allocate tasks, we check that the employee's resources are adapted to the requirements. To reduce the risk of suffering ill health due to the workload, we ensure that the employee has good knowledge of their duties, what result is expected to achieve, priorities and who the employee should turn to if needed for help or support.

We also investigate the subject of discrimination in our employee surveys, which take place anonymously.

As a final part of our preventive work, we train all managers and safety representatives so that they know how to prevent and manage an unhealthy workload as well as discrimination.



Equal treatment

All employees should be treated equally. We do not accept discrimination against gender, transgender identity or expression, ethnicity, religion, disability, sexual orientation, or age.

We do not accept abusive discrimination. Abusive discrimination means that one or more people are repeatedly subjected to negatively affected actions in their workplace. Abusive acts can be carried out both by the employee and the employer and systematically take a person's self-esteem, opportunities for action and opportunities for self-defence. Offensive acts are characterised by gross disrespect and violate general concepts of honour and morality about how people should be treated.

We do not accept sexual harassment. Sexual harassment is a behaviour that is offensive, unwelcome and based on gender or sexual nature that offends employees or the privacy of the customer, which is not allowed on or off the workplace. All employees should be aware of what sexual harassment is and about their own rights and the obligations to report should such harassment occur.

We conduct targeted work to actively promote our employees' equal rights and opportunities in working life and to combat discrimination. The work is done systematically and covers all the grounds of discrimination.

The work on active measures includes four different steps: Investigate risks, analyse causes, take preventive measures, and follow up and evaluate.

When we carry out the above-mentioned steps, we mainly focus on working conditions, recruitment and promotion, training and skills development, the opportunity to combine gainful employment with parenthood, equality and regulations and practices on salaries and other employment conditions.

In addition to our work with active measures, we have developed procedures and guidelines to prevent harassment, sexual harassment, and retaliation.



Collective bargain agreements

We respect the collective bargain agreements. In this way we can ensure that our employees have good employment conditions. The work is done in collaboration with our trade union partners. Having a collective bargain agreement also provides attractive benefits in addition to what is statutory.



OPERATIONS DURING THE YEAR

During the year, several activities and actions have been carried out for a better working environment:

- Implemented a new digital “manager and staff manual” in Sweden, to support both employees and managers. Implementation of the manuals in Denmark is planned during 2021.
- Investment in preventive rehabilitation through training efforts in collaboration with our health care institute, to support our managers in the work to prevent long-term sick leave.
- All managers have undergone a BAM (better work environment) training.
- Started work on digitising our onboarding and offboarding processes as well as performing exit interviews, in order to get input on what can be improved.

Responsible corporate governance and operations

Code of Conduct

Our comprehensive code of conduct forms the basis for quality assurance in all parts of our business. It includes employees as well as suppliers and partners.

To ensure a safe and secure workplace, we work with an internal code of conduct that is complemented by guidelines and policies regarding, for example, discrimination, abusive discrimination and harassment, bribery and corruption, gender equality, work environment and environment, health and safety. These are updated continuously based on how the outside world and the conditions for the business change. At the time of employment, all employees receive information about the internal code of conduct as well as other policies and values.

Whistleblowing

Whistleblowing means reporting or speaking out in the event of irregularities to someone who can do something about them. Examples of irregularities are violations of laws and internal rules and guidelines. Whistleblowing is good for the individual employee as well as for the company. It may be from an ethical perspective, but also necessary from the point of view of laws and regulations. Employees who are prepared to speak out about irregularities are an important resource for the company.

Anti-corruption

We want to actively contribute to a sustainable society by being a responsible employer, business partner and stakeholder. Of course, we must comply with current legislation, but it is equally important to apply our ethical guidelines and apply good business practice.

Our employees should always behave in a commercially correct and professional manner. We do not allow any form of price collusion, cartel formation or abuse of market dominance and in all parts of the business support proper and

comprehensive competition in tenders, quotations, procurements, and purchases.

Bribe means an undue reward, benefit, or gift. The bribe may consist of cash, goods, travel, services, discounts, gift cards or hospitality of various kinds. It is forbidden to request or make any kind of promises in connection with gifts. Offers of representation may only be accepted if they are within the framework of good business practice.

Our values

During the year, extensive valuation work has been carried out, which will take TPN forward. We want our values of responsibility, innovation and passion to permeate our entire business.

Passion for customers’ and consumers’ needs, for taste and quality and for work and business. We take responsibility for the business idea, for the common whole, for sustainability, supply, quality and costs. We always strive to be innovative in thought and action, in the search for new solutions and in our business. We always see the possibilities in the problems.

Work on the implementation of our values has continued during 2021.

Employee evaluation via Eletive

During the year, a culture and values employee survey was conducted in the Nordics with a new digital tool, Eletive, which has been received positively from both employees and managers. The response frequency was 62%. The survey gave us important points of direction for our future culture and values journey.

The driving forces that the organization scored lowest were:

- I continuously discuss my development with my manager, HR or equivalent 3.1
- In my workplace, our values permeate the daily work 3.3

Regular employee surveys will be conducted monthly in the Nordics starting 2021. Feedback of measurement results will take place in real time, which will

enable HR, managers, and all employees to analyse the results directly. It also provides opportunities to act on situations immediately, when needed. Results of the measurement will be discussed within each working group and all employees will be involved in contributing to solutions and improvements.





SAFETY AND HEALTH

Incidents and sick-leave NWL (Number and share)	Total	2019 Women	2019 Men	Total	2020 Women	2020 Men
NWL incidents	21	1	20	31	0	31
Sick-leave blue collars	5,51%	5,51%				
Sick-leave white collars	0,43%					

Accidents NWL (number)	Total	2019 Women	2019 Men	Total	2020 Women	2020 Men
Fatal accidents	0	0	0	0	0	0
Serious injuries (permanent damage or 6 months to fully recovered)	10	2	8	11	1	10
Accidents	79	7	65	72	6	61
Travel accidents	6	0	6	3	0	3
Occupational sickness	1	0	1	1	0	1
Other deviation	0	0	0	0	0	0
Safety observations	21	0	0	5	0	5

The most common accidents are associated with our handling of goods in the warehouse, such as dropping a box, stepping wrongly or the like.

AGE

All employees @ Nowaste	Total 2020	Number	Share%	Total 2019	Number	Share%
<30 years		331	53		281	56
30-50 years		280	44		203	40
>50 years		18	3		19	4
Sum		629	100		503	100

EMPLOYMENT FORM

Employment form @ Nowaste	Total 2020	Women	Men	Total 2019	Women	Men
Total number of employees	694	15%	85%	664	12%	88%
Permanent employment	450	14%	86%	435	11%	89%
Temporary employment	244	21%	79%	229	17%	83%
Full time employment	344	12%	88%	337	11%	89%
Part time employment	350	22%	79%	327	17%	83%

AGE

All employees @ Everfresh	Total 2020	Number	Share%	Total 2019	Number	Share%
<30 years		16	15		18	13
30-50 years		67	60		96	68
>50 years		27	25		27	19
Sum		110	100		141	100

EMPLOYMENT FORM

Employment form @ Everfresh	Total 2020	Women	Men	Total 2019	Women	Men
Total number of employees	110	43%	57%	147	44 %	56 %
Permanent employment	106	36%	54%	128	40 %	60 %
Temporary employment	14	57%	43%	19	68 %	32 %
Full time employment	108	37%	53%	127	42 %	58 %
Part time employment	14	50%	50%	20	55 %	45 %



Responsible Trading

– a cornerstone within our operation

For TPN sourcing responsibly is incredibly important, we strive to work closely, cooperatively and with respect for all the growers, large and small in our supply chain. Our objective is to partner with growers and suppliers who share our values and commitment to sustainability, the environment, ethical practices, and the wider community. Our day-to-day procurement strategy is focused on working directly with the producer, cutting intermediaries, prioritising products, and countries of origin with sustainable production systems, and ensuring that our supplier base consists of producers that often has systems and processes in place that often goes beyond legal obligations and follows a path of continuous improvement in product quality, environment management and social responsibility.

Responsible trading directly from the source

A prerequisite for responsible sourcing is that the environment, people, and communities in our supply chain are considered fairly and with respect. It is important to us that no one in our supply chain is adversely affected by any activities undertaken by ourselves or other stakeholders in the supply chain. This is one of the main reasons we focus on working directly with our growers from field to fork. It not only shortens the supply chain, but communication is faster, understanding in the chain develops and a long-term partner relationship that benefits all, is invariably a result. In a modern fruit and vegetable supply chain, it is the norm to have producers distributed throughout much of the world, as consumers seek wider availability of the fresh fruit and vegetables that are fundamental to a healthy way of life. This means opportunities, but also a responsibility to improve working conditions and reduce the environmental impact in these countries.

Close contact with the producers

TPN strives to develop responsible and competitive sourcing that makes a difference in the supply chain. Our purchases are made from more than 700 suppliers and approximately 20,000 primary producers in over 60 countries. The purchase volumes consist mainly of fresh fruits and vegetables, but also processed products such as juices and smoothies, ready-cut salad and fruit and vegetable mixtures. Over the years, we have built up a stable supplier base and TPN has, among other things, set up its own purchasing offices in important

“When we buy products outside Europe, they often have longer lead times and a more complicated logistics chain. We have agronomists and local expertise in place in several large producer countries, which gives us the opportunity for field visits and quality control before the goods depart. In this way, we can avoid extra work and save the earth’s resources in the form of return goods and food waste.”

Jörgen Steen, Strategic Purchasing Manager, TPN A/S

producer countries around the world. Through closer contact and cooperation with our producers, we can ensure a higher quality, credibility, and efficiency through the supply chain.

It is also important to recognise that small scale family farms still account for a significant share of the world’s fruit and vegetable production. As part of the Dole plc group, we pride ourselves on our local at heart global by nature approach, in the Swedish market we pride ourselves in the opportunity we provide to our smaller producers, some of which can deliver directly to our customers in the grocery trade. Through collaboration with growers of all sizes we act as a vital conduit and consolidator to deliver centrally in volume to the larger chains.

Risk Management

With a global supply base with many suppliers and producers it is important to develop systems to not only monitor

compliance and risk, but also to identify opportunities to improve, develop and create a more sustainable environment and social system. TPN has always had a robust risk management system, but in 2020 the sustainability team went one step further and developed a digital tool for buyers and managers that can identify risk and opportunity at source in a moment using a simple traffic light system. The dynamic, digital tool has been aptly named insight and it has been designed to empower buyers, procurement experts, and managers with an immediate, effective, and powerful route to identify sustainability risks within the global fresh produce supply chain. Insight is a quick and efficient platform that simplifies a comprehensive database created using 20 publicly available data points and 50 countries that grow the fresh produce we procure and sell. The all-important data points consider vital

environment factors namely climate change, air quality, natural disasters and for fresh produce arguably the most important, water availability, drought, and flooding. Human Rights makes up the largest section, using ILO (International Labour Organisation) standards, insight evaluates how a country prioritises worker conditions, working hours, living wages, discrimination, and freedom of association and to ensure every corner is turned insight also considers a countries political and financial stability, and their commitment to sustainability and the UN’s 17 sustainable development goals. The global fresh produce supply chain is complex, and sustainability is an involved, intricate, and flourishing sphere that encompasses many factors from climate change to human rights. This year we plan to roll out the insight tool throughout our Nordic businesses, using a series of sustainability workshops and training aids developed jointly with group colleagues. Next, we will review of our sourcing maps alongside identified risks, to understand any supply chain issues, and enabling comprehensive, detailed and action orientated mitigation plans to be put in place. In some cases, this may require a non-conformance to be resolved immediately but more likely is a continuous improvement strategy with Key Performance Indicators, timescales, responsibilities and targets the probable recommendation.

To support our growers, meet our joint goal of producing fruit and vegetables under sustainable – and good – social conditions, our product managers are supported by technical colleagues who provide clear guidelines for suppliers, and they work tirelessly to check and support growers to meet and go beyond our minimum technical requirements. Having partner growers and a long-term cooperation with growers and suppliers also creates opportunity for stewardship, collaboration, and new ambitious sustainability projects for circularity and supply chain waste reduction. We started our journey in sustainability in 2014 and we are committed to continue it. A lot of work is yet to be done, but we believe every step we have made gives optimism for a brighter future for ourselves, our customers, our growers, and the communities involved in our local and global supply chain.



Nordic Quality Control – a vital cog in our business

Quality Management is a fundamental tool in getting fresh produce to consumers in fresh and premium condition. Fruit and vegetables are inherently varied and unique in their nature, there are lots of types and varieties, and differentiation increases further depending on the climate, the method of production and even the position on the tree or in the field. Food waste has become a hot topic and the amount of food that fails to make it to consumer is quite alarming. However, quality control and quality assurance procedures throughout the fresh produce supply chain make it possible for us to deliver what is effectively a living, perishable product at the peak of maturity and freshness.

Quality in every step

TPN takes a holistic approach, and our Nordic teams work together as one proactive, collaborative, flexible department. We manage quality throughout our operations from intake, in store, in packing and onto final customer dispatch. Working as “one team” provides consistency, product knowledge and uniform procedures for the control of all the fresh produce we purchase both locally and globally. This approach extends to our suppliers, and agronomists

at source all of whom share the same procedures and specifications.

Around 65,000 documented arrival checks are carried out annually. Our procedure checks product quality, condition, labelling, packaging, and shelf life of the products. All checks are undertaken in respect of applicable law and are based on our own specifications and when required our customers. In 2020 a greater focus was put on products being dispatched directly to customers, in anticipation of better understanding food

waste and quality issues that may occur once the product leaves our site and management control. We also conducted quality and temperature checks from our depot to the store door using digital loggers to make sure that quality was maintained throughout the outbound journey.

Improved quality controls

In 2020, deviations from specification were detected in 17% of all arriving goods. This does not mean that the produce became food waste, it did not for some quality-related or other reason, meet specification. Very often this product is sorted or repacked to resolve any issue, and if that is not possible then we look for an opportunity to redirect the product to our own canteens or colleagues or to a food charity.

Quality Control in fresh produce relies heavily on visual inspections, measuring sugar content and fruit texture analysis. Continuous improvement is the departments mantra and last year was no exception, we have improved our digital reporting system QC4U, constructed new specially adapted QC workstations with scales and measuring equipment for temperature, fruit pressure and sugar measurement. We also measure improvement using a set of quality KPIs, root cause analysis and QC data reporting. We believe you must measure to improve. Employees also undergo regular training sessions in product knowledge, standards, legislation, and food safety. This all adds up to a one team approach from field to fork.

“We want to reduce the number of arrivals of products with quality deficiencies. By working closer to our suppliers and constantly focusing and exchanging information on quality and product condition, we can reduce unnecessary complaints and downstream waste.”

Richard Rydström, responsible for the product control department



