We have adopted a new format for this newsletter since we would like to use it for external communications as well. You probably remember that our Corporate Responsibility & Sustainability newsletter was first intended to be distributed internally only. However many of you have asked if you could share part of the information with external parties, including some customers.

As a consequence, the newsletter can now be used for external use and it will be posted on our Corporate Responsibility & Sustainability (CR&S) website. Feel free to share it with your stakeholders as a means of keeping them informed on Dole’s new programs and achievements related to CR&S.

Regarding the IT tool presented in our last edition and aimed at compiling sustainability indicators for the Company at the worldwide level, almost all divisions’ administrators have been trained on how to use the tool. Within one year, our objective is to have the tool up and running (at least for a majority of indicators) in a selected number of divisions/businesses:

- Headquarters in Westlake Village
- Shipping Operations
- 75% of Dole Berries
- At least 75% of Dole Fresh Fruit International’s (DFFI) farms and facilities
- At least 75% of Dole Packaged Foods Asia’s Business Units
- At least 75% of Dole Packaged Foods U.S. Business Units
- At least 75% of Dole Ports in the U.S.
- 2 sites in Europe
- 3 sites at Stanfilco in the Philippines
- 2 sites in Chile

Finally, the subject of supply chain is an area in which our department will look into more depth, also using the database as a support tool for collecting information. Supply chain includes not only our fruit suppliers but also other kinds of providers to Dole, like fuel or input suppliers for example. An important tool in formalizing this supply chain management is our Code of Conduct, which has to be signed not only by all employees but also by all ‘critical’ and ‘key’ suppliers, in addition to long-term consultants. Dole is a large buyer of many different inputs and wants to work with responsible suppliers. Our focus on their environmental and labor performance will thus be increased.

The Code of Conduct already covers many key areas related to Corporate Responsibility and Sustainability when it tackles, for instance, the issue of maintaining a positive and respectful workplace as well as a safe, healthy work environment and requires compliance with all laws regarding child labor, anti-slavery and anti-human trafficking as well as with the health, safety and environmental regulations.

The Code of Conduct will serve as a good starting point to better understand and consolidate data about the labor and environmental performance of key suppliers.

There are always dynamic new challenges ahead for CR&S and we are looking forward to taking them up!
WHAT’S NEW?

DOLE RECOGNIZED BY THE COSTA RICAN-AMERICAN CHAMBER OF COMMERCE FOR EXCELLENCE IN LABOR RELATIONS

In November, Dole in Costa Rica was recognized by the Costa Rican-American Chamber of Commerce for Excellence in Labor Relations for the Company’s contribution to the community through its workforce relations program.

The prize, handed out to Raúl Martinez, Managing Director of Standard Fruit Company de Costa Rica S.A., by the Vice President of the Republic of Costa Rica distinguishes Dole and Standard Fruit's outstanding records of providing state-of-the-art Health and Safety programs for employees, preventing workplace discrimination, ensuring equal opportunities and promoting diversity.

DOLE PARTNERS WITH CUSTOMERS IN GERMANY TO DONATE BOOKS TO SCHOOLS IN COSTA RICA

Recently, Dole partnered with two German customers, Doego and Konsum, to support the ‘books for all’ initiative launched by the Costa Rican press group Grupo Nación.

By buying pineapples, consumers contributed to finance book donations in Costa Rica. The initiative allowed for the distribution of over 1,000 books.

BAMA NAMES DOLE 2011 INTERNATIONAL SUPPLIER OF THE YEAR

Bama Gruppen AS, the leading fresh fruit and vegetables importer and distributor in Norway, named Dole their international supplier of the year in a ceremony celebrating Bama’s 125th anniversary held in Oslo, Norway at the end of September 2011.

Bama’s Supplier of the Year award is given to the company that best demonstrates excellence in five key areas: product quality, market orientation and development, ethical and environmental practices, food safety, as well as service quality and reliability.
DOLEFIL: 20,000 TREES PLANTED FOLLOWING THE SIGNING OF A GREEN CLAUSE IN THE COLLECTIVE BARGAINING AGREEMENT

When Dolefil concluded the signing of a Collective Bargaining Agreement with LEAD.PH, the union elected by Dolefil’s workers, both parties agreed to add a ‘Green Clause’ aimed at supporting the Company’s Corporate Responsibility & Sustainability programs and in particular the local ‘Adopt-A-River’ and ‘Gully-Tree-Planting’ programs.

Following the signing of this clause, 20,000 trees have already been planted in less than 5 months! Congratulations to all participants for partnering in this important initiative.

Dolefil’s ‘Green Clause’, as Signed in the Collective Bargaining Agreement with LEAD.PH

The parties recognize that there is a need to raise the level of its mutual support and cooperation to include the community as well. To this end, the Union agrees to support the Company’s Corporate Sustainability and Social Responsibility (CSSR) Programs by having all its members volunteer their services to ensure the successful implementation of any of the company’s CSSR programs as may be identified by the Union. As an expression of its commitment to this endeavor, the Union shall support the company’s Adopt-A-River Program and Gully-Tree-Planting Program, as it agrees that all its members shall volunteer to plant and sustain the growth of at least ten (10) trees every year for the lifetime of the Collective Bargaining Agreement, while the Company for its part shall provide the seedlings, tree guards, fertilizer and other logistical requirements.

DOLE AND DAVID DELORENZO RECOGNIZED BY TRUST ACROSS AMERICA

In December, Trust Across America, a think tank dedicated to unraveling the complexities of trustworthy business behavior, published its annual ranking of the most trustworthy public companies for 2011. Among 2,500 companies surveyed, Dole ranked number four! Surveyors assessed the companies’ performance in the following areas: financial stability and strength, accounting conservativeness, Corporate integrity, Transparency, and Sustainability.

In January, the same organization also published a ranking of the Top 100 thought leaders in trustworthy business behavior 2012, in which David DeLorenzo ranked # 19.

For more information, please consult: www.trustacrossamerica.com
DOLE ASSISTS IN TROPICAL STORM SENDONG RELIEF EFFORTS IN THE PHILIPPINES

On December 16, 2011, Tropical Storm Sendong (international name: Washi) reached land on the northern part of Mindanao Island, the Philippines, and left the country with unprecedented devastation. Over 1,200 people lost their life and damage was estimated at $50 million USD. Over half of the damage was due to damaged roads and bridges.

Dole worked with its partner NGOs, Kasilak Development Foundation, Inc. and Mahintana Foundation, Inc. in the relief operations. The Company made financial contributions, provided canned goods, initiated donation drives and offered free transportation of water, rice and cement on its vessels traveling into the country from Japan and Korea.

DOLE PRESENTS THE COMPANY’S RECYCLING PROGRAMS AT FRUIT LOGISTICA 2012

Dole had the opportunity to present some of its recycling programs at Fruit Logistica 2012, held in Berlin from February 8 to 10. The Company produced a video in which Roberto Vega, Director of Sustainability at Dole, presents some of our plastic recycling programs. The video is now available on our CR&S website. In addition, all chairs on the stand were made out of Dole cardboard, in order to strengthen the Company’s commitment to recycling.

Learn more about Dole’s commitment to recycling by watching the video posted on www.dolesustainability.com under ‘Explore/Video Gallery/Recycling Programs’.

DISCOVER DOLE FRESH VEGETABLES’ SOLAR HARVESTER ON OUR WEBSITE!

Dole Fresh Vegetables (DFV) is using a great tool to reduce its Carbon Footprint: a solar powered harvesting machine! The harvester is 100% solar powered with 3 panels on top. It makes no noise and the harvester arm can cover between 7 and 9 rows of strawberries. In addition, the wheels are adjustable for different bed widths, and the harvester is also adapted for steep terrains.

Dole Fresh Vegetables already uses 11 units and has planned to add 5 more units in 2012.

Learn more about DFV’s harvesting machine by watching the video posted on www.dolesustainability.com under ‘Explore/Video Gallery/Dole Solar Harvester’.
Education Programs

A new law in Ecuador now requires high school to cover 10 years of basic education.

As a consequence, Dole has invested in the construction of new classrooms to comply with this new law.

In our last edition, we had already reported about the construction of two additional classrooms in the Ecuador País Amazónico school, co-financed by Bama. Since that time, the Dale Foundation inaugurated a new classroom in the Vicente Piedrahita school, the first school built by the Company in Ecuador. During the event, children performed traditional dances. Guillermo Borja, a grower who has been working with Dole for over 50 years, also honored the event with his presence.

In addition, at the end of last year, Dole inaugurated a patio used as a recreational area in Reina Esther, a school located in the area of Bananapuerto, and renovated several schools:

- new nonslip floor in Numael López school,
- new sanitary arrangements and air conditioning in the computer room at 10 de Agosto school close to Nueva Esperanza, our Company-owned organic farm,
- inauguration of a new roof for the education center at Rafael Nicasio Sabando school, also located in the area of Nueva Esperanza.

Medical Programs

On February 26th, a new permanent medical unit was inaugurated in Vinces, Los Ríos Province.
Inauguration of the Permanent Medical Unit in Sullana

On November 15, 2011, the Dale Foundation in Peru inaugurated its permanent medical unit in the city of Sullana. Even though this is the Foundation’s first permanent medical unit in Peru, Dale already started providing medical services to the local communities back in March 2009 and to date, over 13,000 people have been treated in 14 different areas.

Medical Analyses in 4 Schools

At the end of 2011, Dale Peru examined over 1,200 children in four schools located on the left bank of the Chira Valley.

The objective of those analyses was to identify the blood group of the children and detect cases of anemia. When such cases were identified, affected children were brought to the medical unit together with their parents in order to be provided with advice on how to improve their nutritional diet and receive iron supplements.

Emergency Support to a Local Community

In November 2011, the Dale Foundation Peru, together with the Health Ministry of Peru, organized an emergency medical support in the Huangala area, due to what seems to be a food poisoning. 77 people attended. They received assistance and medicine in order to prevent further vomiting and speed-up rehydration.
Did you know that our headquarters in Westlake Village have implemented great programs aimed at decreasing our environmental footprint? Nino Antonacci, Director of Property Management in Westlake shared with us some of the initiatives in place.

Since the commissioning of the Dole World Headquarters building in December of 1999, the facility has graced our community with unparalleled beauty and distinction. Initially many energy saving programs were incorporated within its infrastructure, with intent to conserve energy and reduce operating expenses.

Moving into 2008 the Green Resource Energy and Environment Network Initiatives program was launched, or known as: GREEN Initiatives. This program was designed as a means to provide our employees with information on what action Dole is taking for creating sustainable programs in respect to energy conservation, reduction of carbon emissions, water conservation, waste management, hazardous waste disposal, use of environmental friendly materials, and how employees can contribute toward safeguarding a Healthy Planet for future generations.

The GREEN Initiatives engages the employees as sustainable partners, providing them with programs for partaking in safeguarding of the building’s lifespan, along with enhancing their awareness of the importance for recycling their personal goods.

Below are some of the highlights of our initiatives:

**Water Conservation** is an important issue in California. Water is considered a scarce resource and is expensive to use.

- **Domestic water**
  Our team researched ways to reduce the operating hours of our hot water circulating pumps by installing hot water timers as a means of reducing electricity and gas consumption usage during hours when the building is vacant. Other measures were implemented for reducing water waste by improving our restroom facility supply equipment, and upgrading the patio Water Feature float pump.

- **Reclaimed water**
  This water is used for our landscaping needs, and is operated by 3 water control units, programmed to automatically turn off during rainy periods. It can also manually be adjusted to avoid overwatering. Because it is recycled water from controlled water basins, it is less expensive and more readily available.
We adopted a number of energy saving initiatives in our office

Services Platform:

• Switching from desktop printers to high speed Multi-Functional Printers (MFP) which reduced the total number of units in the building, resulting in reduction of carbon emissions, saving electrical energy as well as overall toner usage.

• Adding eCopy feature to most MFP machines, providing all inclusive Fax, Copy, Scan and Print feature onto one machine. This feature enabled us to remove desktop scanners from the environment, along with reducing the number of fax machines.

• Setting many printers up to default to double-sided copying, reducing paper requirements by 50% for those employees who use this feature.

Lighting:

• Switching to LED lamps which use 85% less energy than traditional lamps; contain no mercury, with a lifespan of upwards of 50,000 hours compared to 1,500 hours for traditional lamps.

• Using lighting occupancy sensors in private offices, coffee/copy rooms, and storage rooms which automatically shut off when vacant.

• Using exterior and interior computer based lighting control system, scheduling lights to automatically turn on and off throughout the property based on occupancy and business needs.

HVAC (Air conditioning/heating and filtration):

• Use of new, high efficiency air filtration duct motors to improve the air flow movement throughout the building, while reducing energy demands.

• 5-Star Energy Rated filters used to reduce energy consumption, provide improved air flow, and decrease the time schedule for replacement.

Rideshare Program:

• Incentive rideshare program for employees who commute to work by carpooling, using public transit (bus or train), walking and/or bicycling.
Recycling Initiatives:

Recyclable trash bins are used to encourage employees to sort recyclable materials.

We also encourage employees to bring in personal computers, phones, printers, batteries, recyclable lighting and other household items for recycling by the Company that they would otherwise be thrown away at home.

Finally we use compostable take out containers in our lunch room which are environmentally sounder than traditional plastic containers.

This article represents a brief snapshot of the methods we have sought for improving the environment and reduce the Carbon Footprint at Headquarters. Many of those initiatives can be easily duplicable. And you, in your daily life in the office, what could you do to decrease your environmental footprint? If you’d like to discuss this with Nino, please contact him at nino.antonacci@dole.com.

DID YOU KNOW?

Nino Antonacci, Facilities Director in Westlake

The biodegradeable food containers used in the cafeteria

Dole’s Headquarters in Westlake Village, California
For this fourth edition of our Corporate Responsibility & Sustainability newsletter, we would like to share an interview that Roberto Vega, Director of Sustainability at Dole, gave recently. This interview was published in the January edition of Eurofruit.

The economics of equitable behavior

Roberto Vega started out in finance, but Dole’s head of sustainability knows which way the fresh produce industry is going. Eurofruit traveled to the fruit and vegetable giant’s new European headquarters in Hamburg to find out more about its future direction.

After seven years working as a banker in Costa Rica, Roberto Vega joined Dole as a financial analyst in 1998. Six job moves later and the world’s largest fruit and vegetable producer-marketer has given him worldwide responsibility for its sustainability program.

“I spent two years as a financial analyst before I moved on to the farms in Costa Rica, as controller of banana farms. Then I worked for the Latin American division. My last job there was as controller of the organics department. That’s when I realized there was something missing in my career, so I did a diploma in sustainable development.”

Vega feels he can make a difference in the fresh produce industry. “It’s never too late. Well, it’s probably too late to avoid climate change, but it’s never too late to adapt to climate change. A professor at a conference once told me our industry is one of the few that can ever be carbon neutral. Agriculture emits carbon, but it also sequesters carbon.”

The idea of a banker fronting a sustainability drive is not quite as radical as it sounds because finance is an integral part of the movement. Dole works to a definition that says sustainability is “the capacity of a business to continue growing and having economic benefits, while operating in a socially and environmentally responsible way”.

Vega took up his position in May 2010 and has already overseen a change in the department’s name. When he arrived, it was the Department of Corporate Social Responsibility; now it is the Department of Corporate Responsibility and Sustainability. There’s a new website to go with the new name and Vega says both aim at improving the communication of what Dole is doing in this area. “Dole was very oriented towards labor issues and community projects. When we renamed the department, the goal was to let people know that we have a common strategy worldwide and that this strategy is not only focused on labor, as they used to believe. Most of our employees and collaborators didn’t really understand that there was an economic and environmental perspective involved in this concept.”

The website has been designed with end consumers in mind. “We would like to be more proactive in communicating to end consumers
because we understand they want companies to be more transparent. Some of our projects are very technical; we want to use an easier language for everybody.”

The level of transparency beyond that requires a more profound improvement in communication. “I’m worried about trying to label everything because sometimes we do not have appropriate methodologies – we are not comparing apples with apples. In carbon footprinting we have different methodologies and I don’t think that the end consumer has a good tool to select more sustainable products. Do they understand what CO2 equivalent grams means? I don’t think so.”

Vega’s current task is to consolidate the sustainability information from all of Dole’s operations around the world. This data will be used externally to help retailers and consumers better understand what it is up to, and internally to redefine the company’s goals.

This is not to say the goals will then be fixed in place. Dole has identified four ‘pillars of sustainability’: water management, carbon footprint, soil conservation and packaging. “We defined these pillars in order to have a common understanding of the needs of our operations worldwide today, but we clearly stated that these are not fixed targets. The needs and the challenges always change.”

The pillars all relate to environmental matters, but Vega says they will underpin a wider analysis of sustainability that encompasses social responsibility. And he is wary of overemphasizing green issues. “The industry has to be careful with trends like ‘buy local’. We decide we want to replace products that are imported from, say, Africa or Peru because they generate a large amount of greenhouse gases from shipping. When we talk about sustainability we are talking about a more holistic approach. If you stop buying from Africa or Peru, what’s the impact going to be on poverty? The analysis has to be more holistic.”

The four pillars are matched by four drivers pushing Dole through its reorganization. First, there is company policy. “This is something philosophical – a corporate decision to be a responsible player. We’ve been operating sustainably for a long time, but we were very bad at communicating this. We have probably one of the biggest research departments in the banana industry, if not the biggest, and now we have a strategic approach to sustainability to go with it.”

Market demand is the second driver and, as consumers have become more aware of the need for sustainable products, it has become more influential.

Then, of course, there is the financial driver. “We need to be profitable for our investors, and for the company if we want to continue growing. We understand that energy resources are becoming scarce and expensive, so we need to find alternatives. This is why we have very interesting projects like using biomass to produce energy in the Philippines and Thailand. We are also using solar energy, which is still expensive, but in some cases it is still viable.”

Finally, there are regulatory requirements. “We see projects like Grenelle 2 in France, where companies will have to disclose the carbon emissions of their products. We face a similar situation in Japan, where there are laws demanding that companies work on climate change.”

In some markets, however, some of those drivers are not as powerful. In China, for example, regulation is lax and consumers are not pressing
companies to be sustainable either. This, says Vega, is where Dole’s corporate philosophy keeps it on the right track. “There are markets that are more difficult and where we need to keep a closer eye. As the company grows in these markets, we need to revise our strategy – our controls – to make sure we have bulletproof guidelines. We are now working on metrics – we have projects that quantify our results.”

His target is the same level of sustainability across all of Dole’s markets and throughout its supply chain. “It will take more time and more thought, but it is achievable. If we cannot commit to sustainable practices, we will not do business.”

There are suppliers in other parts of the world whose concerns about their businesses’ short-term economic results can obscure their interest in broader long-term viability. “Anybody who has worked in sustainability understands that sometimes trying to deliver the message of why we have to do this is not easy. The best way to deliver this message is to demonstrate that being sustainable pays off.”

Showing growers that reducing the use of agricultural products, reusing other materials and taking energy-saving measures are financially advantageous can be persuasive. “They can achieve cost reductions, but they can also stay in the market: in the end, if they do not do these projects, other companies will do them and will be more competitive or have better options to sell in this new, challenging market. It’s a long process – an educational process – and it takes time.”

Vega sees education as a fundamental part of his job. His department has launched a newsletter that compiles Dole’s sustainability initiatives worldwide and includes a section “aimed at teaching some of our concepts to our employees”. He is determined too that Dole does not keep its findings to itself. “You do not deal or negotiate with better agricultural practices. They do not belong to you; they are intended to improve our global situation. We want to improve agricultural practices and we want to share them. We work with many companies, many NGOs, on improving our practices and sharing them with other growers.”

Companies must be open with consumers too, even where their social and environmental commitments might conflict with their profit motive. “Consumption habits are a big problem. In the UK, for example, 25 per cent of produce is never eaten. Telling consumers to stop buying food because they’re going to waste it is difficult. So why don’t we suggest to them, instead of throwing away bananas because they’re too ripe, make a cake? These are the things we need to think about.” Taking this idea further, Dole has recently invested in Yonanas®, an appliance that turns over-ripe fruit, including bananas, into frozen ice-creams.

Harvard Business Review has described sustainability as a ‘megatrend’ like electrification, mass production and globalization, and Vega agrees that it is here to stay, even if he might not be. “I think sustainability started as a fashion. It’s no longer a fashion; it’s something that will never stop. In the future, this is just going to be the normal way to do things and my position will probably not exist any more because the director of sustainability will probably be our CEO. Today, I ask my son to turn off the lights when he leaves a room; in a couple of years he will do it by himself. That’s where we’re trying to get to with Dole.”

Tobias Gourlay, journalist at Eurofruit in the United Kingdom wrote this article following the interview he had with Roberto in Hamburg last November.
This newsletter has been produced by Dole’s Corporate Responsibility and Sustainability Department based in Europe, with support from Suzi Irwin in Westlake Village.

We welcome your contributions to the CR&S Newsletter

Feel free to contact the CR&S department

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