

## Customer Solutions Trilogy New Zealand

### Customer Profile

Trilogy's mission, mantra and vision is to create skincare products that have a maximum effect on the skin and minimum effect on the environment. The Wellington based company exports to ten international markets. Its products are sold in over 2,000 stores world-wide. Trilogy was the first New Zealand skincare company to achieve carbon neutral certification in late 2007.

### Customer Challenge

Trilogy needed to create a reliable outbound supply chain solution that would allow their products to reach their customers across the world with the least environmental impact possible. Their commitment to the environment is enshrined throughout their organisation. To find an effective solution, they turned to Agility.

### Agility Solution

Trilogy began talking with Agility in early 2008 about the opportunity to include their export supply chain in a commitment to sustainability that already includes; the use of organically produced rosehip oil in many of their products; the use of recyclable packaging; and being strongly against animal testing. Agility's solution was to partner with Trilogy, their long time customer, for Agility's first ever carboNZero Certified freight shipment. This allowed Trilogy to ship its products overseas and offset any carbon emissions.

For the first carboNZero Certified shipment, the amount of carbon emission was calculated and then offset with a carbon credit that was invested in alternative energy production projects.

In mid-2008, Agility became the first international freight and logistics provider to achieve carboNZero certification in New Zealand. The certification process saw the company measuring, managing, reducing and mitigating greenhouse gas emissions arising from its business activities. Agility purchases carbon credits that have been created in New Zealand through sustainable energy initiatives such as wind farms.



### A Word From Trilogy

“Agility has helped us establish our brand overseas in Australia, the U.S. and Canada, the U.K. and Europe and now Asia. This is a great next step in the evolution of our partnership.”

“Overseas consumers are increasingly conscious of the impact on the environment of freight in getting New Zealand-made products to international markets.”

Sarah Gibbs  
Co-founder of Trilogy



## The Agility Team of Experts

When you have a dedicated team of logistics professionals studying your business, listening to your concerns and understanding your challenges, you have Agility's brand of Personal Service. Partnership with our customers is the driving force behind our mutual success and the ultimate satisfaction for our more than 34,000 employees in over 120 countries around the world.

As a top global service provider, Agility does business in the most straightforward scenarios as well as the world's most challenging environments. Agility is a company on the move, yet we never lose sight of the fact that, whether you are a small or large enterprise, the heart of our business is personal customer service.

### *Agility's Special Services For Trilogy*

- CarboNZero Certified Sea and Air Freight of Trilogy's Products
- The Ability to Offset Any Carbon Emissions
- The First International Logistics Provider in New Zealand to Offer a CarboNZero Certified Product

### *Contact Your Local Expert For Personalized Service*

Damian Neale  
Sales Manager  
Tel. + 64 3 343 9770  
DNeale@agilitylogistics.com

*Agility Logistics New Zealand*  
9 Richard Pearse Drive, Mangere, PO Box 53-071, Auckland Airport, Auckland, New Zealand, 2150  
T +64.9.275 0750 | F +64.9.275 8236 | [auckland@agilitylogistics.com](mailto:auckland@agilitylogistics.com)

