

# Employee visibility: Helping growers get better visibility about employees on their orchard



# Employee visibility

As a grower, you are ultimately accountable for the people working on your orchard. Whether you manage the orchard yourself or engage a Management Service Operator (MSO), the responsibility for all activities on your land ultimately rests with you.

Grower responsibilities include ensuring ethical employment practices, legal compliance, and alignment with Zespri's GLOBALG.A.P. and GRASP standards.

## Your role on your orchard

As the grower, you play a key role in how your business runs day to day. These tools are here to support positive conversations with your MSO, orchard manager, and seasonal workers — not to audit, but to encourage shared understanding and respectful openness. It's all about protecting your reputation, staying on the right side of the law, and supporting the industry's commitment to worker wellbeing and food safety.

## Helpful tools for growers

We've heard from growers, asking for support to meet their obligations and work cohesively with their MSO's.

To make things easier and help protect everyone on your orchard, we've created three simple checklists:

1. Grower/Owner checklist
2. Orchard Supervisor/Manager checklist
3. On-Orchard employee checklist

## Important for growers and MSO's

If you have any questions about this information or concerns about people on your orchard, contact:

**Zespri:** Compliance.Mail@zespri.com, or  
**NZKGI:** Vanessa.Malloy@NZKGI.org.nz

## Grower/Owner checklist

Use the checklist to make sure you know who your MSO is and feel confident they're working in line with GRASP standards and NZ labour laws.

- Have open conversations about employment practices, worker safety, and the right documentation.
- Think of this as a partnership — it's about working together, not conducting an audit. Ask open questions and check that both sides feel confident and clear about what's being done and why.
- If anything's unclear, it's totally okay to ask for a follow-up chat with the orchard manager or supervisor.

## Orchard Manager/Supervisor checklist

Use the checklist to explore how employment is managed — including contracts, pay rates, hours, and complaint procedures.

- Catch up with your orchard manager or supervisor, with support from your MSO if needed.
- If concerns arise, or further clarity is required, speak directly with employees to gain further insight.

## On-Orchard employee checklist

Use this checklist to engage directly with a small sample of employees to understand their employment experience.

- Ask about contracts, pay, working hours, and whether they feel safe and supported.
- Ensure responses align with NZ employment standards and GRASP criteria:
- Fair wages and legal contracts
- Safe working conditions
- Access to grievance mechanisms
- Freedom from coercion or discrimination

We recommend that you photocopy these checklists so that you can use them frequently. Alternatively, you can download and print copies of the checklists from the NZKGI website.

## Grower/Owner review checklist

## 1. Contractor documentation

## Who is my MSO?

Does the MSO have documented and transparent contractor recruitment practices?

Please Circle

Y / N

Does the MSO have a written Orchard Services Agreement (OSA) with each contractor outlining responsibilities?

Y / N

Does the contractor hold a current Contractor Approval Verification (CAV)?

Y / N

How frequently is the CAV checked to make sure it is current and up to date?

Y / N

Does any subcontracting happen on my orchard?

Y / N

## Notes

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## 2. Worker records

What is the MSO's process for ensuring all workers are legally entitled to work in New Zealand?

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Please Circle

Are wage records consistent with agreed employment terms and conditions?

Y / N

### 3. IRD requirements

Please Circle

Tax Exemption Certificate - do you have one for each contractor?

Y / N

Have you checked the expiry date?

Y / N

#### 4. Monitoring & reporting

Please Circle

Is there a confidential system for workers to report grievances?

Y / N

Are regular audits conducted on recruitment and working conditions for contractors that are working on my orchard?

Y / N

**Spend time with your MSO so they are able to run you through their processes, if information is not available now, work together to understand how this can be delivered.**

## Notes

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# Orchard Manager/Supervisor checklist

## General information

	Please Circle
Do you have a list of all employees on the orchard today?	Y / N
Do you have a copy of your CAV with you today?	Y / N
Can I scan the QR code and verify the CAV is current?	Y / N
Do workers sign in each day?	Y / N
Are all the employees starting and finishing at the same time?	Y / N
At the original morning sign-in, is that all the employees for the day?	Y / N
How do you ensure that all staff are being paid at least the minimum wage	Y / N

### Notes

## Employment information

	Please Circle
Can you produce the following for three different employees:	
1. The invoice to the grower	Y / N
2. Individual Employment Agreements	Y / N
3. Individual time sheets	Y / N
4. Pay slips for the corresponding time sheets.	Y / N

## Visa information

	Please Circle
Do you have employees on visas?	Y / N
<input type="checkbox"/> RSE	
<input type="checkbox"/> Working Holiday	
<input type="checkbox"/> SSE Visa	
<input type="checkbox"/> AEWV	
<input type="checkbox"/> Other	

## AEWV holder details

Please complete the following for each Accredited Employer Work (AEWV) visa holder:

Initials only (not full name):	
What is their role?	
How much are they paid? Hourly rate: \$	
How long have they worked for this employer?	
Do they work with the same employer or various?	
Do they live with any of the other employees or the employer?	Please Circle Y / N
What other work do they do for you?	

## Orchard culture & conduct

	Please Circle
Are there signs of restricted movement (e.g., workers not allowed phones)?	Y / N
Are there inconsistencies in documentation or issues with providing it?	Y / N
Is the supervisor/manager forthcoming with information and willing to work with you to provide the detailed information required?	Y / N

## Follow-up actions required:



# On-orchard employee checklist

The following are suggested questions that a grower can ask an employee on their orchard

## Visa & identification

Are you on a visa?	Please Circle Y / N
What visa have you entered the country on:	
Can you show me a copy of your photo ID?	Please Circle Y / N

## Employment details

What is the name of your employer?	
Do you have an employment agreement?	Please Circle Y / N
Do you understand your employment contract?	Y / N
Do you receive weekly/fortnightly payslips?	Y / N
Are you paid on time and in full?	Y / N
Are any deductions made from your pay? If yes, are they explained clearly?	Y / N

## Recruitment experience

How did you hear about this job?	
Did you pay any fees to get this job?	Please Circle Y / N
If yes, how much and to whom?	
Were you promised anything that turned out to be untrue?	

## Working conditions

Are you free to leave your job or change employers?	Please Circle Y / N
Do you have access to your passport or ID documents at all times?	Y / N
Are you working the hours you agreed to when you were hired?	Y / N

## Living conditions

Only answer if the employee is residing at an employers accommodation	
Are your living arrangements safe and clean?	Please Circle Y / N
Do you feel free to come and go from your accommodation?	Y / N
Are you being charged for accommodation or transport? If yes, how much?	Y / N

## Treatment and freedom

Have you ever been threatened or intimidated by your employer or recruiter?	Please Circle Y / N
Do you feel safe at work and in your accommodation?	Y / N
Are you allowed to speak freely with others, including inspectors or visitors?	Y / N

### Notes




## Potential areas for concern

Can the employee understand the conversation/language?

Please Circle

Y / N

Are there inconsistencies with the information they are providing?

Y / N

Is the employee nervous or fearful to speak with you?

Y / N

## Other comments from the employee

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