

Extraordinary demand for ethanol and sugar

The Wilmar BioEthanol and Sweeteners teams are pulling out all stops to respond to unprecedented demand for industrial ethanol and retail sugar amid the COVID-19 pandemic.

Wilmar BioEthanol is providing hundreds of thousands of litres of ethanol a month to manufacturers of clinical-grade hand sanitisers, hygiene products and cleaning products that are supplied to Australia's frontline health services.

In the first quarter of 2020, the team delivered almost double the volume of ethanol to customers in the pharmaceutical, personal care and hygiene industries, compared to the same period last year.

At the same time, demand for CSR Sugar and Chelsea Sugar products at supermarkets and corner stores across Australia and New Zealand has consistently sat at levels typically only seen in the lead-up to Christmas.

Sugar Australia has doubled production of its retail products and secured help from secondary packaging suppliers in Adelaide and Melbourne in an attempt to keep up with consumer demand.

Wilmar BioEthanol National Operations Manager Carl Morton said the business had responded quickly to the unprecedented demand for ethanol from manufacturers of sanitisers, hygiene products and cleaning products.

"We're maximising production of industrial-grade ethanol at the Sarina Distillery and optimising our product formulation so we can make more industrial-grade ethanol available to the market."

Mixing things up

Welcome to the first edition of *The Mix*, the new employee newsletter for Wilmar ANZ.

It replaces the Cane Products newsletter, *Sweet*, and Sweeteners newsletter, *Sugar Exchange*.

In the spirit of working better together as one Wilmar, we felt the time was right to

combine our existing newsletters into one publication that covers the whole of the Wilmar Sugar, Sugar Australia and New Zealand Sugar businesses.

The Mix will showcase business and people stories from our Australian and New Zealand sites to help engage and inform.

With many of our people currently working remotely, and strict social distancing rules in place at all sites, it's more important than ever that we continue to connect and keep in touch with what's happening in our business.

You can expect to see at least two more editions of *The Mix* this year.

Our original publishing schedule was derailed by COVID-19 but we're looking forward to getting back on track.

Anyone with story ideas or photos to include in future editions, or any other feedback, should email them to the Corporate Relations team at info@au.wilmar-intl.com.

Kylie Newman | Editor



This photo of Wilmar BioEthanol National Operations Manager Carl Morton was used as part of the Queensland Government's #MakingItForQLD campaign. Photo by Julie Raward

Carl said the demand for ethanol had surged in a short timeframe and Wilmar had explored every possible way to quickly boost supply to the domestic market.

"Our Sarina plant always operates 24/7, but our teams are now working extended shifts at our packaging and distribution facility in Yarraville as well," he said.

"It's enabling us to continue delivering ethanol to clients across Australia, including contracted suppliers to health services.

"The whole BioEthanol team has done a terrific job of responding to this unprecedented situation."

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Responding to demand

The Sugar Australia business has responded well to the production challenge created by the extraordinary demand for retail sugar.

Sweeteners ANZ Operations Manager Graeme Smith said teams had devised innovative ways to increase output.

"The team at Racecourse Refinery has been working on ways to reduce the pan boiling cycle for DC Raw Sugar in order to increase output," he said.

"With the huge demand we've been experiencing, this work has been really important and the team has managed to increase output from 460 tonne per week to 550 tonne per week.

"The packing teams at Yarraville have been working to improve output from the retail packing lines.

"By applying continuous improvement methodology they have successfully increased the filling rate on 500g Icing Sugar from 40 bags per minute to 55 bags per minute."

Graeme said the team at Glebe had worked overtime shifts for the past few weekends in order to run the retail packing line.

"The Yarraville team has also been working additional weekend shifts to ensure we are able to meet the sales demand."

The annual maintenance shutdowns for Racecourse Refinery and the Mackay Port are going ahead but Graeme said the timing and length of downtime had changed to meet production requirements.

"With the support from Mackay Sugar, we have reduced the duration of the Racecourse Refinery shutdown from four



Yarraville Packing Operator Jason Rexter

weeks to three," he said.

"This change meant our maintenance teams had to re-think the program of work and reschedule many of the tasks.

"We have delayed the scheduled Mackay Port shutdown for two weeks to enable us to recover the stock levels of our key retail SKUs before the shutdown.

"(Mackay Port Production Manager) Ken Shuttlewood and the Mackay team have also looked at the scope of work and the work plans and have managed to shorten the shutdown by three days."

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Ethanol and Trading Business Manager Trevor Barr said Wilmar had increased its first quarter supply to pharmaceutical customers by 80 per cent this year, compared to the same period last year. The volume of ethanol supplied to cleaning and hygiene product manufacturers was 300 per cent up on last year.

Trevor said Wilmar was continuing to work with federal and state governments to ensure it optimised supply to customers who manufactured sanitisers, analytical solvents

and cleaning products for hospitals and health services, including Queensland Health.

Sugar Australia Sales & Marketing General Manager Dallas Reid said demand for retail sugar products had been extraordinary.

"We've seen sales equal to our busiest Christmas period, for several weeks in a row," he said.

"We think we may have finally seen the peak now.

"Our focus has been on critical 1kg and 2kg stock keeping units (SKUs) across white and

raw, and 1kg packs of caster, brown and icing sugars."

New Zealand Sugar Sales & Marketing Manager Roy Millar said Chelsea Sugar retail sales were 85 per cent above last March and about 60 per cent ahead of last April.

Roy said while retail was booming, New Zealand's Level 4 lockdown had negatively impacted demand from other sectors.

"Our industrial demand is pretty consistent, however, foodservice has started to show declines as restaurants and hotels have been forced to shut. Our exports remain stable."



Nina West

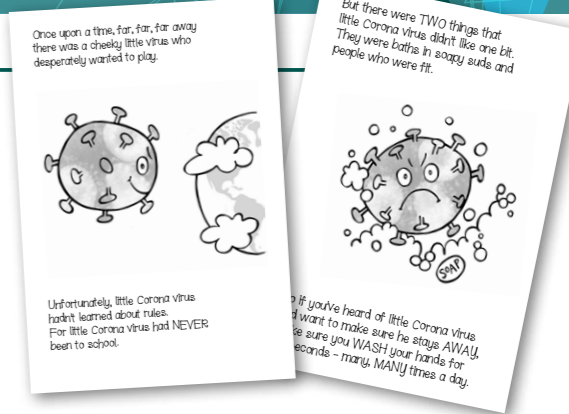
Cheeky Corona tale for children

The coronavirus pandemic seems an unlikely topic for a children's story but Nina West's creative take on the misbehaving virus is now being shared with foster children across Australia.

The Cane Products Strategy Manager's colour-in story, 'Cheeky Little Corona', is about a virus that doesn't know how to play fairly.

Nina is a Pyjama Angel and wrote the story for the family of seven foster children she is partnered with through the Pyjama Foundation.

Nina said although she was maintaining regular contact with the children, aged one to 10, she couldn't currently visit them because of the foundation's social distancing rules.



She said that meant she had to get more creative about how to engage with them.

"It started just as a project for the foster kids I read to, as a way to explain the current situation to them," Nina said.

"The family then convinced me to send it into the Pyjama Foundation for other people to use.

"New Zealand illustrator Lisa Allen reached out to the foundation to do some pro-bono work while she was in isolation so she did the illustrations for free and the foundation made the story available to everyone on its website."

The Pyjama Foundation matches volunteers with children in care, to spend an hour a week together to focus on learning-based activities. The foundation aims to give children in foster care the opportunity to change the direction of their lives with learning, life skills, and confidence.

Nina has been a Pyjama Angel since 2016.

She said her Pyjama family enjoyed her first story so much she had since written and illustrated others.

"There are seven children so they each have an animal character that appears in each of the stories," she said.

"They love finding out what their animal is up to."

Nina's Cheeky Little Corona story is available on the Pyjama Foundation website at <https://thepyjamafoundation.com/coronavirus/>.

Life in a COVID bubble

New Zealanders have begun to emerge from their isolation bubbles.

As part of tight government-enforced COVID-19 controls, the country was on Alert Level 4 lockdown from 25 March until midnight on 27 April.

Under the restrictions, residents were told to stay at home 'in their bubble' other than for essential personal movement, which included shopping for essential items like food, medicine and fuel, or to exercise in their neighbourhood.

As a producer of essential food, New Zealand

Sugar's Chelsea Sugar Refinery continued to operate throughout the period, albeit with extremely tight controls enforced.

Although the country's alert level has now been downgraded to three, almost all of these on-site controls remain in place.

Chelsea employee Radlyn Sampson continued to work on site throughout the Level 4 lockdown.

The Refining Shift Leader said he was on board with the extra safety measures put in place and that it was about doing whatever possible to keep people safe.



Radlyn Sampson
Refining Shift Leader

"We can see that the company is showing an interest in our wellbeing and making sure we go back to our families safely," he said.

"There have been measures around social distancing, hand sanitisers at each station, no one-on-one contact, and regular cleaning introduced at the factory.

"Management has also split the maintenance crews into two shifts and there's now only one entrance into the factory.

"It only took a few days to get used to the new measures, and we're all very supportive of them."

Export Sales Account Executive Maria De Souza Silva has been working from home during the lockdown.

She said while it was nice to be able to work in the office and interact with some of her colleagues, she had found it relatively easy



Maria De Souza Silva
Export Sales Account Executive

to work remotely.

"My place overlooks the ocean, and I've set up my home office so I get to enjoy the view," she said.

"Our sales and marketing team has tried to keep things as normal as possible.

"We regularly communicate with each other, and at the end of the week the whole team calls in over video chat and has Friday afternoon drinks."

Chelsea employees were asked to test their working from home capacity a few weeks before the Level 4 lockdown was introduced.

Maria said it meant they were ready to go when the tighter restrictions came into effect.

"It made the transition easier and we were able to get on with our jobs with minimal disruptions."

Spotlight shines on stockfeeds

The Wilmar AgServices team has launched an intensive marketing campaign to promote its stockfeed products throughout key cattle areas in regional Queensland.

The four-week advertising campaign, which kicked off on 15 April, is being run across radio, newspapers and on Facebook.

Wilmar AgServices markets three liquid stockfeed supplements, SuplaFlo, SuplaFlo+Urea and OrganicFlo, all derived from sugarcane.

The new campaign promotes key product features, including that the supplements are high in natural protein, flowable and rain safe, and proudly made in Queensland, at Sarina.

Wilmar Liquid Stockfeed supplements are now supplied to more than 40 CRT stores, thanks to a partnership formed with Ruralco last year. More stores are expected to come on board this year.

Buoyed by strong product sales in January,

Wilmar AgServices Business Manager George Russell said the team was focused on increasing stockfeed sales and expanding distribution networks this year.

He said the marketing campaign, which was developed in conjunction with the Corporate Relations team, aimed to increase product awareness in key cattle areas like Emerald, Longreach and Charleville and help drive customers to their local CRT store.

“Wilmar has a solid reputation for providing quality stockfeed supplements to grazing customers,” George said.

“Our partnership with CRT stores provides us with the opportunity to get our valued products into more regions across Queensland, to help us better serve our growing grazing customer base.”

Liana Lillford, who was recently promoted to the role of Stockfeed Product Manager, has been working with CRT stores, distributors and end-user graziers, alongside the

Year-round NUTRITIONAL SUPPORT

- > Contains natural protein
- > Flowable
- > Made in Queensland
- > Organic allowed inputs
- > Urea options
- > Strong supply available

Contact Wilmar AgServices on 1800 881 957 to learn more about the benefits of Wilmar Liquid Stockfeed Supplements or your local distributor.

Wilmar Sugar Australia
SuplaFlo® liquid stockfeeds are a natural protein solution to keep your livestock in good health and condition. And, they're... See More

Flowable stockfeed with... Provide your livestock... Learn More

Provide nutrition Stockfeed... Learn More

AgServices customer service team.

“Our 2020 marketing campaign aims to develop the brand recognition of Wilmar Stockfeeds across the broader state, as well as focus our efforts on key regions,” Liana said.

“So far we have received great feedback and continue to drive further sales growth through the CRT network.”

The AgServices team has also been working on a new product, SuplaFlo+Phos, which is due to be released in the second half of this year.

week, which represents about a 250 per cent increase on the same period last year.

“Our exceptional search engine optimisation presence for Chelsea, which we have worked on building over the last five years, is now paying dividends as everyone goes to Google for their recipes,” Tracey said.

Our most-viewed recipes were chocolate brownie, chewy chocolate chip biscuits and banana cake with chocolate icing.

Australian cooks are also looking online for their baking recipes, with traffic to the CSR Sugar website up more than 90 per cent for the same period last year.

CSR Sugar’s strong Facebook and Instagram marketing presence is also reaching hundreds of thousands of social media users.

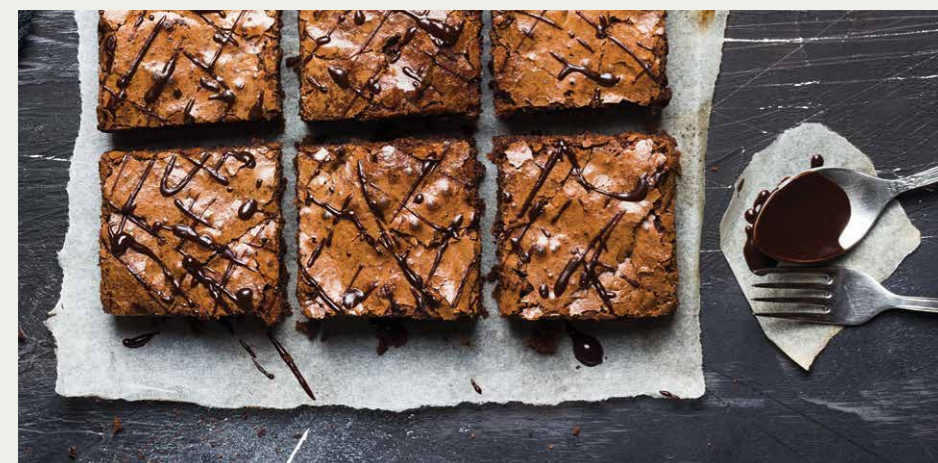
Goodman Fielder Australia’s CSR Sugar Brand Manager Natalie Boleda said GF’s successful #bakethemostofit hashtag promoted in the lead-up to Easter would continue to be used in an isolation-inspired marketing campaign.

“The campaign idea is to bring joy to people by getting them in the kitchen and sharing a love of baking,” she said.

“If we’re all stuck indoors we might as well #bakethemostofit!”

Goodman Fielder New Zealand Marketing Manager Tracey McKay said Chelsea website page views were up about 300 per cent during the lockdown, compared to the same time last year. The average time users spent on each page also increased.

Website users jumped to about 400,000 a



Isolation breeds baking boom

Housebound Aussies and Kiwis are baking up a storm while they ride out coronavirus social distancing restrictions.

Website and Facebook figures for Chelsea Sugar and CSR Sugar help explain why current demand for retail sugar products is so high.



The fire-damaged stores building



Demolition almost completed

Fire recovery milestone

Only a concrete slab remains of the Proserpine Mill stores building that was destroyed by fire early this year.

The blaze broke out in the early hours of 10 January after a lithium-ion battery being charged in the tool store exploded and ignited combustible material more than 1.5 metres away.

The building, which also housed a training room and offices, sustained significant structural damage, with very few of its contents able to be salvaged.

Demolition took about three weeks, finishing in late March.

Mackay Region Work Execution Manager Sebastian Foti said completion of the demolition was a major milestone for the fire recovery project.

“It’s been a mammoth effort to get rid of the

old store,” he said.

“The design of the building meant the roof was holding the side panels in place.

“The safest option for the demolition team was to pull down the building bit-by-bit.

“Now we will be working through our options for a new stores building,” Sebastian said.

In the meantime, an interim store has been established to help employees get through the maintenance period and crush.

Purchasing and Supply Manager Vaughan Jones said shipping containers were being used as temporary stores on site.

“They’re home to some of the regularly used consumables and tools,” he said.

“However, because of the size and design

limitations of the containers, it means we have also had to set up an off-site store.

“It’s a workable option for our people in the short term while we get on with designing and building a new stores building,” Vaughan said.

Sebastian said several options would be considered for the new structure.

“The quickest and easiest option is to rebuild at the current location,” he said.

“But there’s also an option to move the building to another area on the site, which could help to improve site safety,” he said.

“The current location has some traffic management challenges around the safe movement of delivery trucks.”

The new store is expected to be built before the start of the 2021 crushing season.

Josh maintains excellence

Josh Clark’s Yarraville workmates have recognised his commitment to safety in the workplace.



Josh Clark

The fitter is the latest, and at 23 years old, the youngest-ever winner of the site’s annual Tony Cuda Memorial Award for Maintenance Excellence.

The award is named in honour of a much-loved former Mechanical Team Leader at Yarraville.

Tony started at the refinery in 1978 and passed away in 2010.

He is still remembered today for his high standard of work practices, good attitude and exceptional work ethic.

The refinery’s staff and maintenance crew vote at the end of each year to determine the Tony Cuda Memorial Award recipient.

They are asked to vote for the person they

feel best displays a commitment to safety and their work.

Josh said it was a huge honour to be recognised by his peers.

“I work with a group of about 20 very experienced people in the maintenance team.

“It means a lot to me and I am very proud that they have noticed and acknowledged the effort I put in,” he said.

Reliability Maintenance Manager Harvin Gooriah said Josh was a deserving winner.

“He started here in 2016 as an apprentice, and has continually shown an interest in doing things the correct way,” Harvin said.

“As a shop fitter, he works across the whole refinery, and even in the packaging area.

“Josh is a fantastic role model for other employees and I am glad to see him recognised for his work.”

Investment amid uncertainty

Work continues on capital and maintenance projects across Cane Products to prepare Wilmar's eight sugar mills and cane railway network for the 2020 crushing season.

Wilmar will spend more than \$160 million on capital and maintenance for the milling business this year.

Despite the level of uncertainty created by the COVID-19 pandemic, Cane Products remains optimistic about the ability to continue to operate through the crisis and is pressing ahead with crush preparations.

Executive General Manager North Queensland John Pratt said it had been a challenging maintenance season on a number of fronts.

"Our preparations for the 2020 season are continuing as well as possible," he said.

"We've experienced delays with the sourcing of equipment and materials from overseas suppliers and are working through these

issues."

John said a large fall in sugar prices had created additional business pressures.

Cane Products' strong in-house engineering capacity has proven vital, with some of the delayed components being manufactured by Wilmar employees instead.

Other business continuity measures put in place to ensure the mills are ready to commence crushing on schedule include:

- Reprioritising projects to ensure critical jobs are completed early
- Deferring projects that are non-critical
- Boosting labour force hours ahead of schedule so the works program can be completed sooner
- Working towards an earlier commissioning of key items of plant.

Steam trials are set to start in the Herbert and Burdekin regions in mid-May.

Crush on track for June start

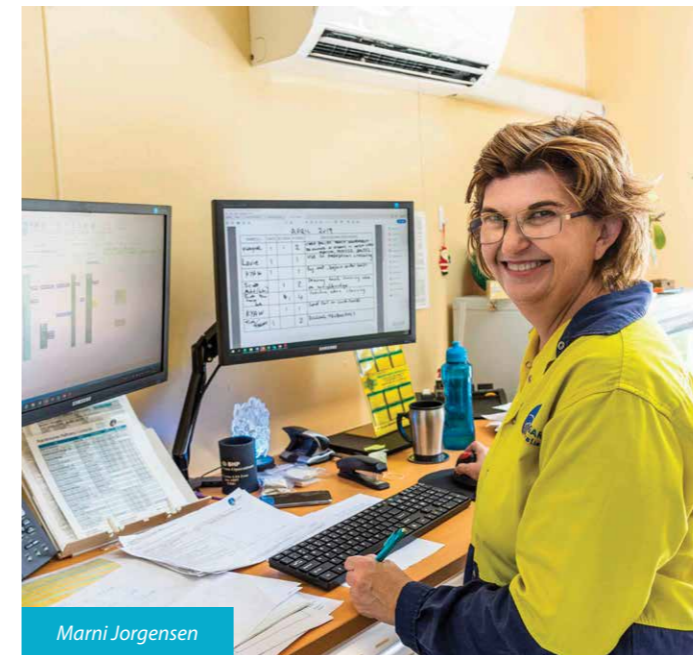
Season start dates have been locked in for Wilmar's eight mills.

The Burdekin region will kick off the 2020 season on 2 June with Proserpine Mill the last in the group to commence operations, on 30 June.

Based on pre-season crop estimates, 15.07 million tonnes of cane is expected to be crushed this year, up slightly on last year's throughput.

The crop estimates and mill start dates are:

Region	Crop estimate	Start dates
Herbert	4.16mt	16 June
Burdekin	8.04mt	2 June – Inkerman 9 June – Kalamia, Invicta and Pioneer
Proserpine	1.62mt	30 June
Plane Creek	1.25mt	23 June



Marni Jorgensen

Racecourse tops audit result

The team at Sugar Australia's Racecourse Refinery has topped the class for its commitment to continual improvement around health and safety.

The site recently achieved a total score of 80 per cent for Queensland's Workers' Compensation Regulators assessment.

It is the highest result achieved by a Wilmar site for a self-insurance audit and builds on Racecourse's 78 per cent score from last year.

Mackay Refinery Operations Manager Shane Legood said everyone at the site deserved praise for the achievement.

"We acted on the hazards identified in the 2019 audit and made improvements, while also thinking about better and safer ways to do business," Shane said.

"Support Systems Manager Marni Jorgensen has been the real driving force behind the score improvement.

"Her experience, knowledge, and passion played a large part in the increased score across all aspects of the audit."

Wilmar has been self-insured for Workers' Compensation in Queensland since 2011.

Cane Products EH&S General Manager Dave Zeller said self-insurance allowed Wilmar Sugar to provide a more flexible and efficient service to injured workers.

"The self-insured scheme provides a transparent and consistent approach in workers' compensation and rehabilitation for all of our people," he said.

To maintain the self-insurance licence, Wilmar Sugar has to meet strict rules relating to:

- Safety protocols
- Statutory requirements of the QLD Workers Compensation Act
- Injury management and rehabilitation processes
- Financial protocols

Dave said the Office of Industrial Relations ranked Wilmar as a high performer in both the safety and self-insurance areas.

Key projects across the regions



Macknade control room - Electrician Joshua Beccaris

HERBERT

The Herbert region's largest single project is a \$3.5 million upgrade of Macknade Mill's boiler station control system and

instruments. The project will improve boiler efficiency and reliability. At Victoria Mill, more than \$900,000 is being spent on a new sugar scrubber to enhance the factory's sugar drying process. The scrubber was manufactured by the Hebert Centralised Workshop team, which also fabricated components for 350 new 11-tonne-capacity cane bins. The bins, worth a total of \$6 million, are being assembled at the Macknade workshop.

BURDEKIN

More than \$70 million is being spent on improvement projects across the Burdekin's four mills and cane rail network this year. Among the largest of these is a \$3.8 million overhaul of Invicta Mill's 38MW turbine. The project involves experts from Siemens, who have been granted permits from the Queensland Government to enable them to travel from interstate to provide technical assistance. Other upgrades



Burdekin loco upgrades - Diesel apprentices Kobi Smith and Jesse Thomasson

include a \$900,000 project to install a new intermediate carrier chain at Kalamia Mill, a \$2.6 million second air system replacement at Inkerman Mill, and a new million-dollar juice tank for Pioneer Mill. Meanwhile, the Scott and Jarvisfield locomotives are being refurbished, at a cost of \$1.7 million each.

PROSERPINE

A fire that destroyed Proserpine Mill's stores building in January has added an extra level of complexity to this year's maintenance season. Despite these challenges, more than \$18 million is being invested in capital and maintenance projects, alongside work to demolish and replace the fire-damaged building. Among the key projects, five turbines are being overhauled at a total cost of \$1 million, and \$760,000 is being spent on a replacement slew bearing for the bagasse bin. There is also a significant investment in the cane rail network, including \$1.4 million to upgrade more



Plane Creek turbine upgrades - Turbine Fitter Adrian Keating

than 1.3km of track on the Upper River Line. The line has about 150,000 tonnes of cane transported over it each season.

PLANE CREEK

More than \$1.6 million is being spent to replace Plane Creek Mill's hot water and liquor tanks. Other upgrades include a million-dollar project to overhaul five turbines, and \$800,000 to upgrade electrical switch rooms. The 40-tonne Allan Page locomotive is also being refurbished, at a cost of more than \$1 million. The Plane Creek Cane Supply and Transport team has sourced the 40-tonne Victoria locomotive from the Herbert region to replace one of the 18-tonne locos previously servicing the southern line. The larger hauling capacity is required to transport increased cane volumes from Plane Creek's southern growing area.

New apprentices settle in



Wilmar's 2020 apprentice class with Training Superintendent Daniel Shipard and Engineering Tradesperson Nino Crisafulli (front centre)

Thirty new first-year apprentices have begun to settle into life at Wilmar after starting work on the job in early February.

The recruits will earn and learn across Cane Products' eight sugar mills and bioethanol distillery at Sarina.

This year's intake includes apprentice electricians, boilermakers, fitter and turners, and diesel fitters.

Seventeen of the new apprentices are based in the Burdekin, five are at the Herbert mills, four at Proserpine Mill, three at Plane Creek Mill and one at the Sarina Distillery.

Training Superintendent Daniel Shipard said Wilmar had recruited

and trained more than 270 new apprentices since entering the Australian sugar industry in December 2010.

"Wilmar is one of the largest providers of apprenticeship opportunities in Queensland, with about 120 apprentices working at our sites at any one time," Daniel said.

"We're very proud of the quality of our trade training and the fact that we have a completion rate of 95 per cent – which is well above the industry average."

The new recruits completed two weeks of safety training in the Burdekin prior to starting work at their respective sites.

Rohan reflects on Rwandan mission

A long time before he was focused on protecting the health and safety of Cane Products employees, Rohan Geysler was clearing land mines in Rwanda to save the lives of villagers caught up in a terrible civil conflict.

Rohan, the EH&S Superintendent for Cane Products, was part of the Australian Defence Force's UN peacekeeping contingent to the then troubled African nation 25 years ago.

He served as a field engineer for infantry support during Operation TAMAR in the mid-1990s.

Australian soldiers were working together with other countries as part of the UN's efforts to bring peace to Rwanda during a period of civil unrest.

Looking back on his time on the mission, Rohan said self-preservation became paramount.

"When I first set foot in Rwanda it was terrible, and I just had the overwhelming

desire to try and help as many people as possible," he said.

"It wasn't long until my mindset changed to one of looking after myself and my mates.

"We were there supporting the UN and the Rwandan people, who had just endured a genocide that had caused the destruction of infrastructure. The severe depopulation of the country had also crippled the economy.

"We were there as bystanders, only able to provide protection, refuge and medical support to the displaced persons."

Rohan has reflected on his Rwandan tour more than usual in recent months after flying to Canberra in February for a ceremony to recognise Australian soldiers' contribution to the peacekeeping mission.

He was one of hundreds of veterans to be awarded the Meritorious Unit Citation.

"It was a conflict situation we were working in, despite going over as part of a peacekeeping mission, and it was good



Rohan with his Meritorious Unit Citation in Canberra in February



On patrol in Rwanda

to see the government and ADF recognise that," he said.

Rohan has not returned to Rwanda but said the country was now a stable and contributing member of the international community. He said it had experienced good economic growth and created more opportunities for locals.



Sugar buzz for Queensland bees

A shipment of CSR sugar has created a buzz for struggling Queensland beekeepers and their starving bees.

Nearly 190 tonnes of white refined industrial sugar was delivered to Hive + Wellness Australia's Brisbane headquarters in March from Sugar Australia's Acacia Ridge depot.

The sugar will be distributed to Queensland beekeepers feeling the negative effects of the prolonged drought and recent bushfires.

The Queensland Government purchased the sugar as an emergency feedstock to help keep the State's more than 47 billion bees alive.

It was part of a \$1 million emergency package that Agriculture Industry Development Minister Mark Furner announced to provide much-needed relief for the State's beekeeping industry.

Sugar Australia Industrial Sales Manager Simon Robbins said requests for sugar were being received from beekeepers across the country.

"A big pocket of requests for support has been across South Australia on to Kangaroo Island where we have been working with the South Australian Apiarist Association, who also have a grant from the State Government," he said.

"We commenced a relationship with them last year that has been fruitful and, additionally, we are seeing requests for support from Victoria and Tasmania in response to the bushfires and drought effect.

"Traditionally we have sold only a small volume into Tasmania and the odd sale in Victoria and New South Wales."

Queensland Beekeepers' Association State Secretary Jo Martin said it was estimated that the drought and bushfires had impacted about three quarters of Queensland's bee population.

She said bees were a vital economic driver.

"Bees contribute more than \$2.4 billion to the Queensland economy every year through pollination services and honey production," she said.

"They're vital to pollinating more than 65 per cent of produce grown in Australia, including almonds, avocados, apples, macadamias, melons, pumpkins, cucumbers and berries just to name a few.

"This sugar will help sustain the bees and maintain the population number within the colonies."



Belinda Bickley with Adam Douglas

Community project to boost fish numbers

A new fish ladder near Victoria Mill weir will help boost native fish numbers in the Hinchinbrook area.

Wilmar Sugar Australia partnered with Greening Australia and Ingham contractors Michael Bartolini Concreting to build the new 46-metre structure on Palm Creek,

south of Victoria Mill.

Greening Australia Project Officer Belinda Bickley said the ladder would help native fish travel upstream.

"It's designed to make it easier for the fish to get over the weir and access other parts of the

creek to ensure their sustainability," she said.

Herbert Regional Operations Manager Adam Douglas said Wilmar was proud to be part of the important environmental project.

"We were pleased to be able to make the land available to help make this project a reality," he said

"Environmental sustainability is really important for us as a business and it includes a commitment to assist with community projects, where we can.

"This project ticked a lot of boxes for us and we're really happy with the outcome."

The project involved the removal of more than 1,850 cubic metres of soil, placing 1,180 rocks and laying 150 cubic metres of concrete.

Pre-tax donations to support charities

A new Workplace Giving Program has been launched to enable Wilmar and Sugar Australia employees to support a range of charities through regular, pre-tax donations.

Wilmar has partnered with 14 charities through the program. They include several national charities, such as the Australian Red Cross, RSPCA, the National Heart Foundation and Cancer Council, as well as regional charities, like Ronald McDonald House North Australia, CQ Rescue and the Cowboys Community Foundation.

Community Relations and Internal Communication Manager Kylie Newman said Wilmar had existing relationships with all of the charities, either through previous employee giving programs, or the company's Sponsorship and Community Support programs.

"We know these charities are doing great work and can be confident employees' donations will be used where they're needed most," Kylie said.

"We will work with the organisations to share regular updates about how much our employees have donated and where the funds have been used."

The Workplace Giving Program replaces

Wilmar's Matched Giving Program, which was originally established under CSR Limited's ownership.

"The Matched Giving Program continued when we became Sucrogen, and Wilmar kept it in place when it acquired the business, but donations had steadily declined, to a point where some charities were receiving less than \$30 a quarter."

Kylie said the charities included in the Workplace Giving Program were aligned with Wilmar's approach to philanthropy and community engagement.

"We already support these organisations as a company and we hope our employees will too."

More information about the Workplace Giving Program, as well as the Charity Deduction Authority Form to start donations, is available on SweetSpot or through your HR or Payroll representative.

New Zealand Sugar employees can donate to thousands of approved charities through the Government's Payroll Giving program. Employees receive their 33.3 per cent donation rebate immediately via payroll. New Zealand employees can find out more about the program on the Inland Revenue website www.ird.govt.nz.



Meet Michelle



Michelle Gale
Nutritionist
Wilmar ANZ Nutrition Team

1. When did you join the business?

I joined the Nutrition team in Sydney at the beginning of March this year.

2. Where did you work previously?

I worked as a Nutrition Consultant to the food industry prior to this, which included working on nutrition projects for the Grains and Legumes Nutrition Council (GLNC) and Sanitarium.

3. How have your opening months with us been?

It was definitely an unconventional start to the business with the coronavirus situation ramping up just when I started, but having said that, everyone has been very welcoming (albeit at a distance) and there has been lots of exciting work to do in the Nutrition team that I've enjoyed getting stuck into.

4. What have been some of the challenges of working from home, generally, and particularly when you're new to the business?

It's been challenging not to be in the office within ear-shot of my team while I'm still learning the ins and outs of the business and my role. Luckily it's been fairly easy to stay connected and feel part of a team thanks

to daily video chats with my manager, Mary (Harrington), and video meetings with other colleagues, and I've managed to adapt well to working from home now.

Trying to keep work and home life separate was a challenge in the beginning too (there are so many distractions at home), but establishing a good work routine and schedule for breaks really helped keep me focused and productive.

5. What are you excited about achieving as part of the Wilmar ANZ Nutrition team?

I'm excited for our people to learn more about the Nutrition team and how we contribute to the greater business. It is exciting to be involved in building a more nutrition-aware business where people are able to have informed discussions around sugar, nutrition and health with customers, each other and the rest of the community.

6. Do you have any particular areas of interest around nutrition?

I'm interested in all nutrition topics but I really enjoy translating scientific nutrition information into everyday language and messages that a business or individual can take away and use to improve their community and personal lives.

7. What role do you think Wilmar employees can play in helping to correct some of the common myths about sugar?

Our people are the best advocates for our business, and it seems everyone is talking about nutrition these days (and not always with the correct information), so it's important that our people have the most up-to-date and evidence-based nutrition information at hand and can become more knowledgeable and confident when talking about sugar, nutrition and health. We are working on updating our website, the Sugar Nutrition Resource Centre (SNRC), so we look forward to this being the go-to place for our people to learn more about sugar nutrition so they can bust all those common myths that they come across.

8. What are you most looking forward to doing again when COVID-19 restrictions are eased?

I'm looking forward to getting back into the office and being able to socialise with people face-to-face and even share some of my baked goods! I'm eager to visit our other offices and sugar mills as well, so I can meet everyone in person and see how our sugar products are made.

Established charity partnerships



Plane Creek Administration Assistant Alycia Wall and Townsville-based L&D Officer Barb Page at the 2019 Feast with Friends

Wilmar has long-established partnerships with many of the charities now supported through the Workplace Giving Program.

Some of these partnerships include:

Cancer Council – Wilmar financially supports Relay for Life fundraising events held in Ingham, the Burdekin, Proserpine and Sarina. Sites also do local fundraising through events like Australia's Biggest Morning Tea. Wilmar and Sugar Australia employees already donate almost \$4000 to the Cancer Council annually through pre-tax donations established through the Matched Giving Program.

Endeavour Foundation - Wilmar utilises the Endeavour Foundation's supported employment program by outsourcing the assembly of grower information packs and other materials to Endeavour clients.

Wilmar paid \$10,000 in 2019 for projects completed by the Endeavour team in Townsville. Additionally, Wilmar and Sugar Australia employees donate almost \$2000 to the Endeavour Foundation annually through pre-tax donations established through the Matched Giving Program.

Ronald McDonald House North Australia – Wilmar sponsors the Ronald McDonald House North Australia annual gala ball and has contributed to other fundraising projects, including the Family Room established at the Townsville University Hospital. Each December the HR Northern team participates in a Feast with Friends. Team members are separated into two groups, with one cooking Christmas lunch for families at the house, while the other does a spring clean of the facility.

Dion strikes gold with debut novel



Paul Richardson and Dion Mayne

with Australian-born Chris Hemsworth a few years ago.

"He said he and his brother, Liam, were still waiting for a script his family could all star in together," Dion said.

"I wanted to write a novel where I saw the Hemsworth brothers starring in it.

"Historical tales have always been a favourite of mine, especially in the cinemas, so I created the tale from those ideas."

The result was Boomerang Gold, which was released late last year after taking more than three years to write and publish.

Dion wrote the novel with assistance from Paul Richardson, who was his school principal at Eungella Primary School.

The Boomerang Gold plot follows the adventures of Captain Calder Velden pursuing, raiding and pillaging enemy

merchant ships for the Secret Dutch Alliance in the 16th Century.

Dion said two more books were already in the works to complete a "Gold Series" trilogy.

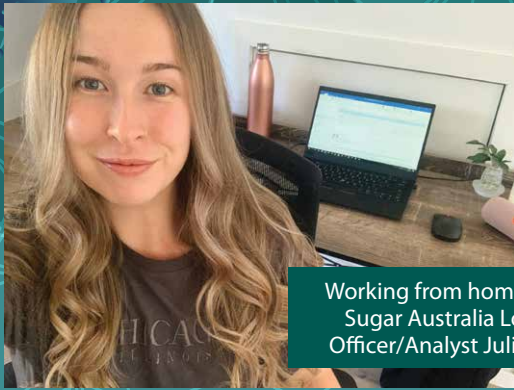
"With the research I did for the events that happened in Europe in the early 16th Century, I soon found enough material to create more tales," he said.

"Masquerade Gold and Crusader Gold will be based around the 3rd Crusade and French Army finding Alexander the Great's lost treasure."

Dion has worked for Racecourse Refinery for six years, starting as a Process Attendant, before training as an Operator. He said his current job on shift suited his writing schedule.

"I can use my days off to write more," he said.

Our new COVID world



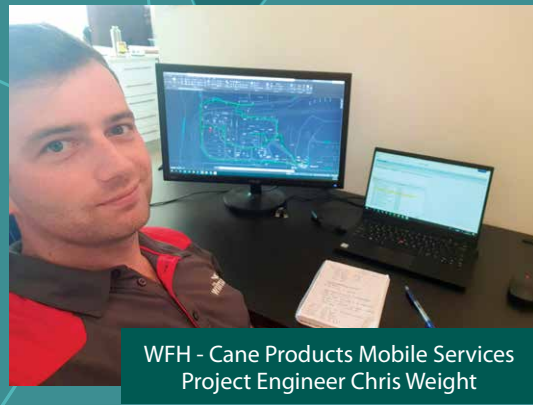
Working from home (WFH) -
Sugar Australia Logistics
Officer/Analyst Julie O'Brien



The Sugar Australia leadership team's
regular coronavirus meeting



WFH - Cane Products Feed and Crush
Maintenance Planner Tim Kemp



WFH - Cane Products Mobile Services
Project Engineer Chris Weight



New Zealand Sugar Blends
Operator Antony Lintag



Members of the Cane Products
Cane Supply and Transport team
connecting through Lifesize



WFH - Sugar Australia HR
Advisor Hailey Jardine



WFH - Sugar Australia
Senior Financial Accountant
Serena Andrews



BioEthanol Pump Attendant Michael Goncalves
loading industrial ethanol at Yarraville



WFH - Cane Products Steam
and Power Project Engineer
Jonty Davis

Editorial by Kylie Newman, Ben Johnson, Leanne Oliveri and Amanda Crowther.

Photography by Cameron Laird Photography, Scott Radford-Chisholm, Wricor Photography, Artificial Studios and supplied.

Story ideas and photographs can be sent to info@au.wilmar-intl.com.

