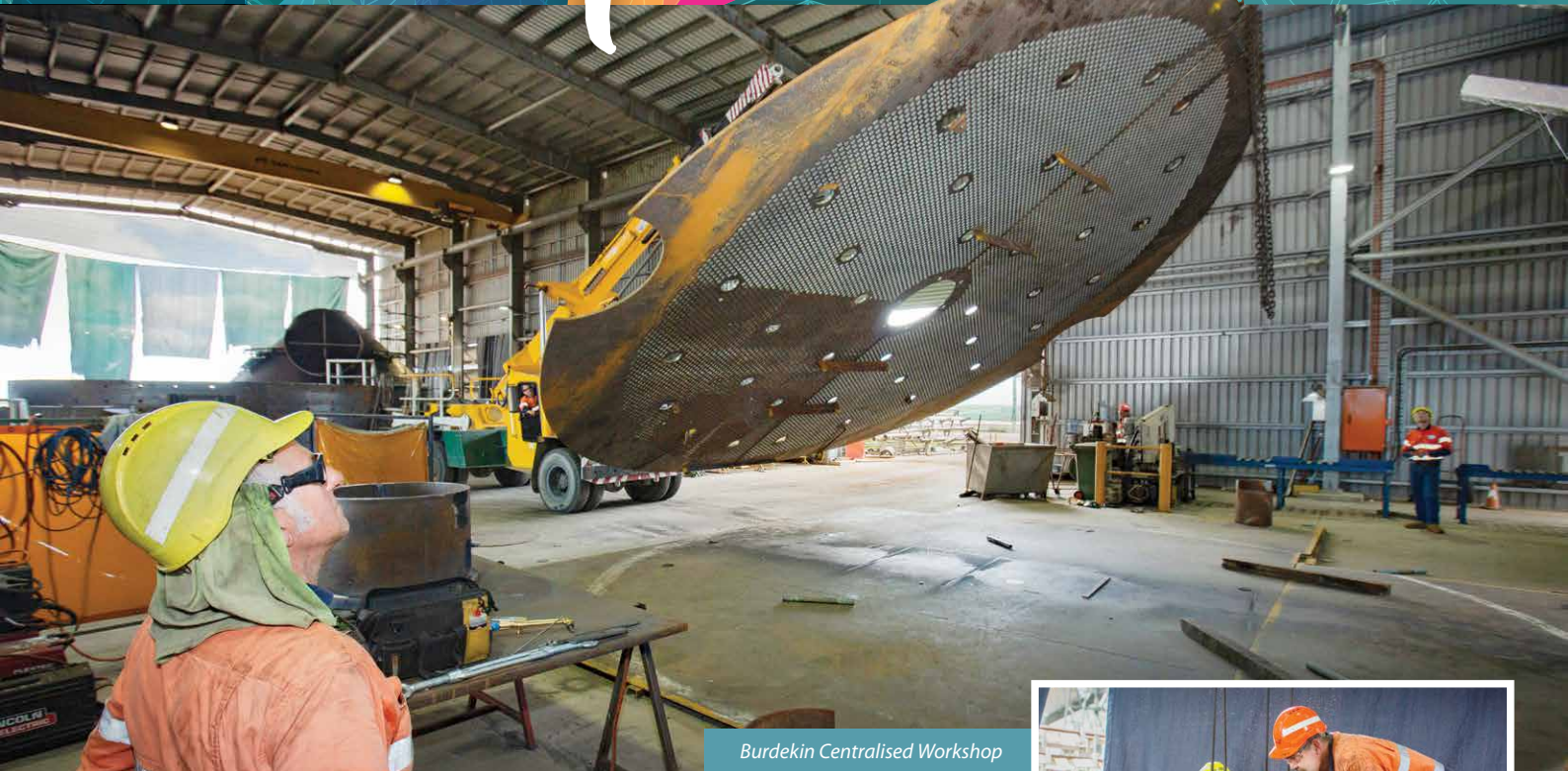


The Mix

AUGUST 2020 | ISSUE 2

wilmar



Burdekin Centralised Workshop

In-house fabrication gets bigger and better

Work is under way on one of the biggest fabrication projects ever undertaken in-house for Wilmar's sugar mills.

About 30 boilermakers across three separate sites are working on the construction of an 80-tonne evaporator, worth more than \$10 million, for Victoria Mill.

Herbert Work Execution Manager Eric Girgenti said the capital project was significant for the business due to its scale, cost and complexity.

"The planning and design work started early last year and we commenced the fabrication work in June this year," he said.

"Over the life of the project, more than 50 people will be involved – from draftspeople to engineers, tradespeople and trades assistants. The majority of them work for Wilmar in the Herbert and Burdekin."

The evaporator – the vessel in which sugarcane juice is boiled under vacuum to remove water – will replace two smaller ones at Victoria Mill.

"We've broken the work down across three sites in the Herbert and Burdekin regions," Eric said.

"The vapour, juice and condensation pipes are being fabricated at our Herbert Centralised Workshop in Lannercost Street.

"The bottom cone and steam piping is being fabricated at Macknade Mill.

"The top cone, body and calandria of the vessel are being fabricated at our Burdekin Centralised Workshop at Pioneer Mill.

"The business' new group-wide approach to asset management means we now have the capacity to take on these kinds of large projects in-house."



Steve Bulgarelli, Joel Hanson and Simon Farrelly

The new vessel will improve the efficiency of the evaporation stage and present opportunities to extend the time between cleaning stops.

Herbert Regional Operations Manager Adam Douglas said it was another example of Wilmar bringing large-scale manufacturing back to the regions.

"We're proud of our ability to take on major projects like this, where we can manage the quality and the timeline of the work," he said.

"These sorts of projects also enable us to create high-quality work opportunities for skilled tradespeople."

Adam said most of the fabrication work would be completed by early November and the new evaporator would be installed at Victoria Mill in time for the 2021 crush.



Yarrville Shift Team Leader John Brisbane



Yarrville Packing Operator Ferdinand Cinco



State of control

While Victorians adjust to tough Stage 4 COVID-19 lockdown restrictions, inside Sugar Australia's Yarrville Refinery and Wilmar BioEthanol's Processing and Packing Plant, life continues as it has for most of 2020.

The COVID-19 controls implemented at Yarrville in March have remained in place throughout the ever-changing coronavirus situation and have, to date, helped to protect the site from any positive cases.

Wilmar's operations at the Port of Melbourne and Yarrville qualify as Permitted Industry under a list that Victoria's Department of Jobs, Precincts and Regions and the Department of Health and Human Services published on 3 August 2020.

That means they will continue to operate during the six-week Stage 4 restrictions, provided government-enforced conditions are met.

Caroline Fraser, who is both the Wilmar Sugar Group EHS Manager and Sugar Australia National EHS Manager, has been immersed in COVID-19 response planning for Wilmar ANZ since the outbreak began in March.

She said the comprehensive COVID controls already in place at Yarrville before the Stage 4 lockdown meant no major changes were required to meet the new government restrictions.

"We've closed the front office and employees are all working remotely, although many already were," Caroline said.

"The Customer Service team for Sugar Australia and Wilmar Bio-Ethanol remains in the Amenities building in their dedicated bubble."

Sugar Australia EHS Manager Shaun Francis said operations employees had adopted the COVID controls as the new normal.

"The controls are just part of the routine for our people," Shaun said.

"They come to work and get their temperature checked, sign a

health form, and practice strict hygiene measures and physical distancing at work.

"In line with the government mandate, anyone on-site must wear a face mask.

"Despite the changes to their working environment, employees are highly engaged and team morale is good.

"All of our people are on board with the stricter controls we've put in place because they know how serious the situation is – particularly now we're in Stage 4 lockdown."

Wilmar BioEthanol National Technical and Quality Manager Stelios Liberatos, who is working on-site at Yarrville every second week, said the small team had also been separated into bubbles to eliminate the potential for spread across work areas.

"If something breaks in the gantry, the two people who work there will sanitise the area and leave so the maintenance person can come in to do the work," he said.

"We've created the bubbles to help contain the risk of infection and minimise the potential effect on business operations.

"The main thing is that we explain what we're doing and why we're doing it.

"Everyone gets it and has adapted to it well."

Caroline said while efforts were focused on keeping Yarrville, and all Wilmar ANZ sites, free from COVID, the business was well prepared to deal with a potential positive case.

"Both Sugar Australia and Wilmar BioEthanol have established COVID response teams and have each developed a procedure that would be applied in the event of a confirmed case," she said.

"That procedure includes communication with employees, and engagement of third-party providers to perform deep cleaning and on-site testing with fast turnaround of results."

Garlands love loco life



Ilan, Jessica and Emily Garland

Driving locomotives is a family affair for the Garlands.

Ilan Garland has driven locos at Plane Creek Mill for 20 years and now has daughters Jessica and Emily following in his footsteps.

Jess is enjoying her first season driving the 40-tonne Karloo locomotive, while Emily is learning the trade on the 18-tonne D4 yard loco.

Unsurprisingly, Jess said conversation in the Garland family centred mostly around locomotives these days.

"We all live together. Pretty much all we talk

about is work," Jess said.

That includes Ian sharing driving tips with his daughters.

Jess had the opportunity to learn from her dad firsthand when she worked as his loco driver's assistant throughout the 2019 season on the now retired slave train, which comprised both the Karloo and 40-tonne Allan Page locos.

"It was good working with her; we got to catch up," Ian said.

"She was the brains of the outfit."

Heading into this season, Ian was offered the opportunity to become a remote shunting unit (RSU) driver – something he had previously resisted.

"I was always quite happy with a shunter (loco driver's assistant)," he said.

"I thought it was better from a safety perspective."

But the chance to drive the Allan Page loco, after its \$1.5 million upgrade and conversion to RSU, finally won him over.

"When I saw the shiny new one, it was hard to say no," he said.

"I decided I had to move with the times.

"I'm actually enjoying the RSU. I am sort of a loner so I'm not someone who needs a lot of conversation."

Jess said she was initially hesitant about stepping up as a driver this season but was settling into the role and appreciated having her dad on hand for advice.

"It is pretty handy, since he's been on them for so long," she said.

"I like that our family all works together.

"A father and two daughters all being loco drivers is unique."

Emily said she was looking forward to driving larger locomotives in the future, including RSUs.

She joined Wilmar as a loco driver's assistant during last year's crushing season and thought she would be doing the same again this year.

"I think I only did two shift rounds before I was given the opportunity to become a driver," she said.

"I didn't expect it to happen so quickly but I'm enjoying it. I'm just driving the little yard loco at this stage.

"I've got a good loco driver's assistant and we get on really well."

Pre-crush training a massive task

The Plane Creek Cane Supply and Transport team undertook a huge training exercise in the lead-up to the 2020 crush to boost its ranks of qualified locomotive drivers.

Plane Creek Logistics Officer Tony Tomlinson said the business' decision to no longer operate the two-locomotive slave train meant an extra six RSU drivers were needed for the 2020 season.

He said the training exercise involved more than 30 employees and included upskilling of locomotive drivers, RSU operators, locomotive driver's assistants and traffic officers.

"With the assistance of (Burdekin-based) Driver Trainer Assessor

John Moxon, we also trained up three driver trainer and assessors so we have resources available to do the necessary sign-offs for the upskilling of our new drivers in the future," he said.

"This was the first year that we switched to the competency-based program for training in CS&T.

"The support we received from the crews for the training program was very much appreciated.

"The time that people put into Take 5s and job permits for the training, and their overall attention to safety, was admirable."



Rohan's remote life



It's been 23 long weeks since Rohan Whitmee last talked to a co-worker in person.

Working from home started out as a short-term arrangement for the General Manager Procurement Purchasing and Supply in the early days of COVID-19 in Victoria.

But it has now become the foreseeable future for Rohan (pictured) and many of his Yarraville-based colleagues.

"I haven't seen anyone I work with, besides on a computer screen, since mid-March," Rohan said.

"We regularly connect through video

conference calls to talk business.

"However, it's not the same as being able to talk to someone in the lunchroom or at the water cooler."

All Yarraville-based non-operations employees are currently working remotely.

Like Rohan, many of those have not been on-site at Yarraville since the first wave of lockdowns were introduced earlier in the year.

Rohan said the latest Stage 4 restrictions in place for the greater Melbourne area were the hardest.

"During the first wave, we were still trying to figure out how everything would work.

"Then life slowly started getting back to normal as restrictions eased and kids could go back to school and you could do something on the weekend.

"The latest lockdowns are the strictest of all and it's been a real balancing act separating work and family life, while being confined to the same four walls."

Fortunately, technology has enabled people to stay connected, and Rohan has kept up his busy meeting schedule with Wilmar and Sugar Australia suppliers, using the array of videoconferencing platforms available.

"I'm very glad I have been with the business for several years," he said.

"It would be very hard to establish relationships over Zoom calls."

Despite the many challenges that the COVID restrictions had presented, Rohan said there were some positives.

"It's the least amount of travelling I've done in 10 years," he said.

"I get to spend a lot more quality time with my family because I'm not flying off somewhere, or not spending eight hours a week in a car travelling to work.

"I think people have realised that you don't always need to go into work to do work.

"I think we'll see more flexible work arrangements in place once this is all over."

New phosphorus product a winner with graziers



A range of marketing materials has been developed to promote the new SuplaFlo+Phos product



Sales of Wilmar AgServices' new SuplaFlo®+Phos product are already exceeding expectations.

The liquid stockfeed supplement was launched in June to help graziers address phosphorus deficiencies in Queensland cattle.

Stockfeed Product Manager Liana Lillford said the new product was developed in response to valuable feedback from graziers and was selling well.

"A lot of graziers were already adding phosphorus to our SuplaFlo product," she said.

"They were telling us how good it would be to have a product where they didn't have to add phosphorus themselves.

"We spent two years testing and evaluating different combinations to come up with the right mix.

"We've had a great response to our phosphorus range and sales are already ahead of budget."

Phosphorus deficiencies in livestock can lead to a significant reduction in appetite, resulting in lower feed intake and loss of condition.

Wilmar AgServices' liquid stockfeed range now offers graziers the choice of five specialised supplements: SuplaFlo, SuplaFlo+Phos, SuplaFlo+Urea, SuplaFlo+Urea+Phos and OrganicFlo.

All are derived from Queensland sugarcane and produced at Wilmar's BioEthanol distillery at Sarina.

Liana said the AgServices team expected the SuplaFlo+Phos products to be top sellers for all seasons.

"It's more convenient, economically sensible, and safer for graziers to use rather than trying to mix it themselves," she said.

Social media sugar hit



Thanks to former One Direction star Harry Styles' hit song Watermelon Sugar, the combination of watermelon and CSR Sugar is going gangbusters on social media.

Australian cricketer David Warner's TikTok video of him lip syncing the song while holding a packet of CSR Caster Sugar and a piece of watermelon garnered more than 360,000 views on the video-sharing platform and 1.1 million on Instagram.

Sugar Australia General Manager Sales and Marketing Dallas Reid said user-generated content shared

through social media networks was helping the CSR Sugar brand reach new audiences.

"We are trending online and even have our own CSR Sugar Giphys."

Meanwhile, a video of a collision between a Wilmar cane train and a harvester at Ingham in July has attracted more than 3.4 million views on Facebook.

Wilmar released the footage to help educate the public about the fact that cane trains haul very heavy loads and can't stop quickly.

Tanks new territory for Oonooie

The production of Wilmar AgServices' new phosphorus stockfeed product demanded a new storage and loading facility.

Wilmar's engineers worked with Victorian tank manufacturer Polymaster to design and build the new facility at AgServices' Oonooie site, near Sarina.

The system doses phosphoric acid into the SuplaFlo liquid stockfeed product as it's being pumped into trucks to transport to agents and customers.

Capital Engineer Shaun Thompson (pictured) led the project and said the team worked closely with Polymaster for the custom build.

"I had several meetings with them to make sure the finished product was what we wanted," he said.

"It was new territory for Polymaster because of the unique combination of pumps and automation needed."

The tanks are manufactured out of different materials to the other stockfeed storage tanks at Oonooie because of the corrosive nature of the phosphoric acid.

"The tanks are made out of polyethylene and use both polyethylene and stainless steel piping," Shaun said.

"To save space and minimise cost, the new



unit uses three interlinked dual-walled tanks instead of a single large tank in a concrete bund.

"There were a couple of minor teething issues to start with but everything is now working well."

Nutrition team launches new website



The Wilmar ANZ Nutrition team has launched a new website that is a one-stop shop for science-based facts about sugar.

Wilmar ANZ Nutrition Communication Manager Dr Mary Harrington said the Sugar Nutrition Resource Centre website – www.sugarnutritionresource.org – provided factual information on sugars and nutrition, and offered resources created with input from expert scientists.

“We are very excited to launch our new website,” Mary said.

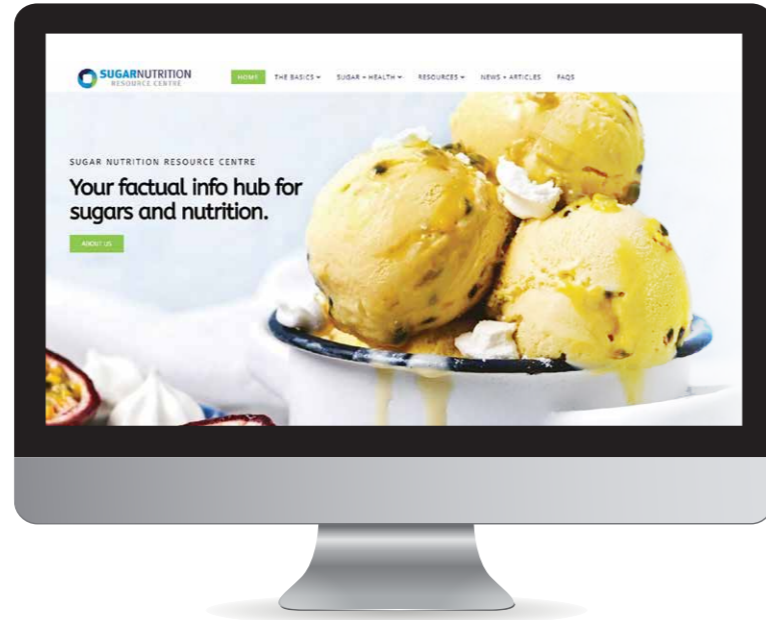
“We’ve created it so the facts and science around sugars and nutrition are more accessible to everyone.

“We want to use this site to help us get the word out that sugar is okay in your diet but, like most things, don’t over do it. The facts support this.”

The website’s resource library contains fact sheets, brochures, infographics and research briefs on topics like diabetes, obesity, hyperactivity, dental health and heart disease.

Mary said the site would also provide a local perspective on significant sugar and nutrition issues from around the world.

“So when something relevant hits the news,



we know what it means for us,” she said.

Mary encouraged all Wilmar ANZ employees to check out the site.

“We’d love people to share our info sheets, sign up to our newsletter (Sweet Bites) and, ultimately, learn more about this product that we are all involved with here at Wilmar ANZ.”

Wilmar’s digital presence grows

More than 12,000 users have checked out the new Wilmar Sugar Australia website since it launched in June.

The site showcases the breadth and depth of Wilmar’s operations in Australia and New Zealand, highlighting its involvement across the sugar supply chain.

Other information available on the site includes Wilmar Sugar’s values and history, profiles on the Senior Leadership Team, and Wilmar’s community involvement.

Users can also access the latest news and a range of resources, including production reports, fact sheets and cane train safety materials.

The apprenticeships, careers, production reports and stockfeed pages were among those visited most frequently during July.

Check out the new website at www.wilmarsugar-anz.com

Meanwhile, Wilmar Sugar Australia’s LinkedIn page continues to grow its social network and now has more than 13,000 followers.

Employees who have a LinkedIn profile are encouraged to follow the page. Just type Wilmar Sugar Australia Limited in the search area.



Guide gig a golden ticket

Scoring a job as a tour guide at Chelsea Bay was like winning a golden ticket into Willy Wonka’s chocolate factory for Doug Grant.

Doug lives up the road from the Chelsea Sugar factory and had long wondered what went on behind the iconic pink walls.

“I’ve got a real connection to the area,” he said.

“I always wanted to know what was going on in there.”

Doug is now somewhat of an expert, having given hundreds of tours about the factory process since Chelsea Bay opened about two-and-a-half years ago.

The one-hour factory tours are available to school groups and members of the public. Tour participants travel around the factory on the bright pink Chelsea Bay Train as they learn about how refined sugar is made and the history of the Chelsea site.

Doug and his fellow Chelsea Bay tour guides are all qualified actors.

Chelsea Bay Manager Ginny Brocklehurst

said Doug initially applied for a different role at Chelsea Bay.

“As soon as I met him, I just knew he’d be perfect as a guide,” Ginny said

“Once Doug was on board, he suggested fellow actor friends and we’ve recruited solely through word of mouth since then.

“Actors have the natural ability and training to deliver a script hour after hour, and treat each tour as a new performance.

“Our guides are so skilled at repeating the script in a way that sounds like it’s the first time they’ve said it.

“We receive outstanding feedback from visitors.”

Doug said the job gave him the security of regular performance work, while also allowing him the flexibility to pursue other acting opportunities.

“I love it. I’m so grateful to be able to perform every day,” he said.

While his tour script stays the same, Doug said he tailored the delivery to suit his audience.



“It’s a fun challenge,” he said.

“Older groups are very interested in the technical process and the history of the site and equipment.

“School children want to see everything working and moving and, of course, eat sugar.”

Chelsea Bay tours resumed in June after being shutdown during New Zealand’s COVID-19 Level 4 lockdown. However, they are currently on hold again due to the Level 3 restrictions implemented for the Auckland region on 12 August after an unexpected surge in coronavirus cases.

During the Level 4 lockdown, Doug and his fellow tour guides were redeployed to the factory’s front gate, where they did temperature checks on employees and truck drivers.

“It was actually a really great role,” he said.

“I got to know all the factory people better and met all the truck drivers.”

Ginny said the team was back helping out on the front gate while tours were suspended.



COVID disrupts Chelsea Bay again

The Chelsea Bay Visitor Centre team has learned to be adaptable during the COVID-19 pandemic.

After reopening in June, following New Zealand’s Level 4 lockdown, the centre was forced to shut its doors again on 12 August after Level 3 restrictions were reintroduced for the Auckland region.

Chelsea Bay Manager Ginny Brocklehurst said all pre-booked tours, classes and functions were cancelled and fully refunded up

until the end of August.

She said it was now a case of waiting to see when government restrictions were lifted to allow operations to resume.

“We’re just taking it a week at a time,” she said.

“We can reopen the Sugar Café and Baking School classes once we are at Level 2.

“The factory tours and school visits can resume at Level 1.”

New fertiliser reports for farmers



Wilmar AgServices' Vincent Fulton and Julie Raward check over the new fertiliser delivery reports

Wilmar AgServices has started sending customers detailed fertiliser delivery reports to help them meet their record-keeping obligations under Queensland's strengthened Reef Regulations.

The new reports contain essential reporting data about Wilmar's Bio Dunder® liquid fertiliser application, such as the percentage of nitrogen and phosphorous in the product and the amount applied to different farm blocks on different dates.

The reports went live on 1 July, as the culmination of a six-month project led by Tami McCarthy.

AgServices Business Manager George Russell said Tami had done an excellent job of scoping, designing and delivering the new reporting system on time and on budget.

"Our goal was to provide detailed fertiliser reports to our customers quickly, so they could meet their legal obligation to have made a fertiliser record within three days of application," George said.

"The solution involved using the capability of our Field Force fertiliser ordering system and SAP business system to generate automated reports for our customers.

"Wilmar SAP Analyst George St John worked with off-shore developers to build the necessary functionality into our Field Force App and the various fields in SAP to email the fertiliser delivery reports directly to growers' inboxes."

George said the business had placed a strong focus on communicating the changes to its customers and fertiliser application contractors.

"The accuracy of the fertiliser reports we provide to our customers is heavily reliant on the quality of the data that's put into Field Force by our application contractors," he said.

"We held a number of small group training sessions with contractors, and are providing ongoing feedback and training as required."

George said the new reports had been generally well received.

"One of the best endorsements we've had came from a prominent Mackay region cane grower, who said no other fertiliser company was doing anything like this to help farmers with reef compliance."



Gene Illingworth, Alwyn Jones, Mark Skinner, Lee Southern, John Read and James McWilliam all worked on the screw replacement job

Screw change a tight fit

There was little room for error when New Zealand Sugar's maintenance team replaced a large screw from the first of the factory's wet sugar screw conveyor systems.

The team took advantage of a recent Chelsea site shutdown for annual boiler surveys to carry out the work.

New Zealand Sugar Site Mechanical Engineer Martin Kent said the job required meticulous planning and preparation. It involved pulling out and replacing a 10-metre long, 800 kilogram shaft from its

cylindrical housing and manoeuvring it out of the refined cellar.

The screw conveyor collects newly refined crystal sugar that has just been spun dry from under the refined centrifuges, and sends it part way to the dryers.

Martin said the screw replacement was a complex logistical task.

"The shaft had to be lifted out of a space only big enough to fit four adults," he said.

"The team did an excellent job to replace the

shaft and get it aligned within a millimetre of tolerance."

Meanwhile, it was a mammoth effort to fix a failed bearing on the number two wet screw conveyor at Racecourse Refinery.

The bearing critically failed late on a Friday night and required the maintenance team to cut out the old bearing and gearbox.

Brad Zurvas, Gary Burgess and Wayne Kohler spent 14 hours fixing the issue and had replaced the bearing and gearbox by the next morning.



The old screw conveyor being removed

Projects target farm productivity

With latent crushing capacity at almost all of Wilmar's eight sugar mills, the Cane Products team has a strong focus on initiatives that will help to increase cane supply.

Wilmar's Cane Supply Improvement team is close to finalising two projects that will help to boost productivity on Wilmar's 7,000ha of cane land across the Herbert, Burdekin, Proserpine and Plane Creek regions.

The farms already produce about half a million tonnes of sugarcane each year.

Agricultural Productivity Manager Dr Peter Larsen said technology was being used to pinpoint which areas of a paddock needed more or less mill by-products applied to achieve optimal results.

The first project, Project Stargate, involves the use of GPS and satellite technology to capture and process farm data to identify paddock management zones.

Peter said the second, Project Mill By-product, focused on the most effective application of mill mud and ash.

Mill mud is the soil and material removed from sugarcane juice during the milling process, while ash is collected from the mill's boiler scrubbers. Both can be used separately, as a soil ameliorant, or mixed together.

"We've been able to identify through Project Mill By-product that growers are better off banding mill mud, mill ash or mud/ash mixtures at rates less than 100 tonnes per hectare on their crops to maximise their financial return," Peter said.

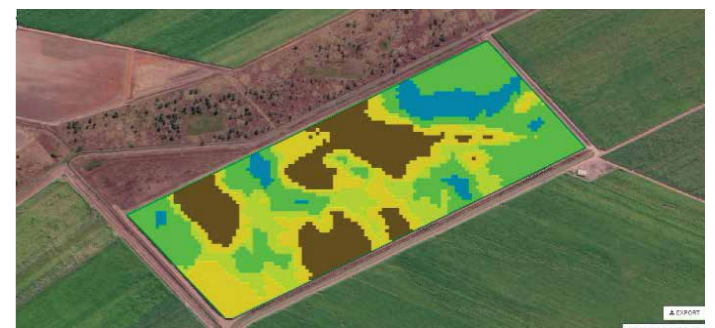
The Wilmar Farms team is now integrating the two projects.

"We are using the data from GPS, satellites and ground probes to identify the low-producing areas inside of a cane paddock," Peter said.

"We can then use this information to apply the right amount of mill mud, ash or a combination of the two using our research from Project Mill By-product.



Agricultural Productivity Manager Dr Peter Larsen (left) with GM Agriculture Ian Davies



Crop health index collected using satellites. The dark brown areas have the lowest crop health, while the blue areas have the highest crop health

"The goal is to find the best financial benefit of applying mill by-products to a farm to increase its yield, which will then increase cane supply to our mills."

Peter said that the combination of the two technologies would result in growers being able to better utilise mill by-products.

The project results will be shared through Wilmar Sugar's grower website, GrowerWeb, and local productivity boards.



Zoom move for business update

Sugar Australia's monthly Face-to-Face business updates have gone online for the first time.

The August update was held through Zoom to enable employees to connect, regardless of their location.

As the name suggests, Yarraville office employees have traditionally gathered face to face for the update, with those at other sites joining via teleconference.

Chief Operating Officer Paul Gregory led the Zoom call with Australian Leadership Team members Graeme Smith, Chris Scully, Dallas Reid and Kate Silverback each giving updates about their respective business areas.

Paul said it was likely the Zoom meetings would continue for the foreseeable future.

Participants had the opportunity to ask questions and the session was recorded for those who missed the call.

Melbourne move hits COVID hurdle



When Hailey Jardine moved to Melbourne in January to join Sugar Australia's HR team, she was looking forward to adventure and experiencing everything a big city has to offer.

Instead, she is performing her HR Advisor role remotely and has spent the best part of the last six months confined to her one-bedroom apartment in the suburb of Kensington.

Due to the Stage 4 COVID restrictions in place in Melbourne, Hailey's city exploring currently only extends to a morning walk with fellow Sugar Australia employee, Senior Financial Accountant Serena Andrews.

"We live really close and both live alone, so it's as much for our mental health as our physical health," Hailey said.

"We wear masks and stay within 5km from our homes."

Originally from Ingham, Hailey worked for Wilmar Sugar in the Payroll team at the Townsville office for three years before taking the role with Sugar Australia.

She said she was pleased she joined the business before the pandemic hit Melbourne.

"I met a lot of people in my first two months in the business," she said.

It has placed her in good stead now life has moved to emails, phone calls and endless videoconferences.



Hailey Jardine

"We had a window of time between lockdowns when we were allowed to go into the office with approval," Hailey said.

"I went in twice, so I have actually met Kate in person. She's been fabulous."

Hailey said the small HR team recognised the importance of supporting employees as they adjusted to a significantly changed work environment.

"We're doing a lot of connecting to check in on people," she said.

"The three of us (Hailey, Kate and HR Business Partner Rose Climaco Gonzalez) have each been made business partners for certain areas.

"I've currently got Finance, Customer Service and Supply Chain, so I jump in on their meetings.

"Everyone has been doing really well but you can tell that people are starting to feel flat about the new lockdown. We're all a bit fatigued."

Although her big city move has not gone to plan, Hailey said she had no regrets.

"In the small chunk of time when I could get out, I was having a ball," she said.

"Even if the world is not the same when this is all over, it will be better than how it currently is, and I'll still be able to explore."

In addition to the many COVID-related work changes, Hailey also gained a new boss – National Human Resources Manager Kate Silverback.

Crush approaches halfway mark



Inkerman Mill

Wilmar's sugar mills have now processed 40 per cent of this year's crop, despite wet weather delays.

General Manager Operations Mike McLeod said unseasonal rain had not only postponed the start of the 2020 season, but had caused extended factory stops when rain put the brakes on harvesting.

"The Burdekin and Herbert have lost the largest amount of time to wet weather, so there's a strong focus on maximising throughput at those mills when weather permits," he said.

"Our Plane Creek and Proserpine mills have also lost some time to rain, but not to the same extent."

Mike said the factories were running well overall, with the group achieving better-than-forecast availability and sugar recovery.

"Our factories are tracking above the year-to-date forecast of 86 per cent for availability, with Invicta Mill in the Burdekin the standout at 92 per cent," he said.

"This is a reflection of Wilmar's ongoing investment in its assets, our success in focusing that investment in the right places, and the collective skills of our people."

Wilmar's eight mills will process a total of 15.07 million tonnes of cane this crushing season – slightly higher than last year's total throughput of 14.78 million tonnes.

The mills are expected to manufacture about 2.16 million tonnes of raw sugar, most of which will be exported to markets throughout Asia.

Bespoke "beast" delivers cost savings

A bespoke piece of machinery built by two innovative Sarina Distillery employees will save the business thousands of dollars in external contractor costs.

Mechanical Trades Coordinator Brenden Aslette and Mechanical Fitter Ben Flynn invented the machine – dubbed the "majestic beast" – to remove the temporary cover on the distillery's ET04 storage dam.

It meant the cover removal job could be done in-house for the first time, saving the business about \$35,000.

Wilmar BioEthanol National Operations Manager Carl Morton said Brenden and Ben showed great initiative, mechanical skills and "Aussie ingenuity" to come up with the improvement project.

"We've always used external contractors to remove the temporary covers," Carl said.

"The guys said 'we could do that' and asked if we'd let them have a go.



Ben Flynn (left) and Brenden Aslette with their majestic beast

"They came in on the weekend and built the main part of it. After a safety check, they were told to add some guarding and a few other safety features, which they did.

"In the end, I think their solution was safer than the contractor's method and rolled the cover up neatly, so was better from an environmental perspective.

"It was a really awesome outcome."

Carl said the distillery's maintenance team would continue to use the majestic beast for future dam cover removals, which would deliver ongoing savings for the business.

Sugar donation bound for Beirut

Sugar Australia has answered the call from Toll Australia to support the international aid effort in Beirut, following the devastating explosion earlier this month.

Toll is co-ordinating donations from all of its Australian customers, with a focus on medical supplies, non-perishable food and water.

Sugar Australia National Logistics Manager Milan Mimic said 60 tonnes of 1kg CSR white sugar packs were being donated to support the appeal.

The 56 pallets of sugar were dispatched from Sugar Australia's Mackay Port facility this week.



Mackay Port Production Manager Ken Shuttlewood with the pallets of sugar ready for dispatch

Paintings capture CSR history

Seven vintage paintings that adorn the walls of Wilmar's Townsville office foyer provide a snapshot into the rich history of Australia's sugar mills.

The works, painted in 1972, depict the original manager's residence at each of the seven sugar mills that CSR Limited owned in Queensland and northern New South Wales at the time. They are Hambleton, Goondi, Macknade, Victoria, Condong, Broadwater and Harwood.

CSR, the previous owner of Wilmar's Australian sugar mills, commissioned renowned artist Kenneth Jack AM MBE (1924-2006) to do the paintings.

Of the seven mill sites, only Macknade and Victoria mills are Wilmar owned today, although neither of the manager's houses depicted in the paintings remains standing.

Wilmar Sugar Executive General Manager North Queensland John Pratt said the Macknade manager's residence, idyllically located on a hill overlooking the Lower Herbert and Hinchinbrook Island, was

demolished in the early-mid 1970s to make way for two new houses.

Herbert Cane Supply Manager Lindsay Wheeler occupies the house constructed on the footprint of the original residence, with General Manager Asset Management Russell Brown living in the neighbouring home.



The original mill manager's residences at the Victoria (left) and Macknade mill estates

The Victoria manager's residence was demolished in the late 1970s. The new manager's residence, built across the road from the original in 1974, is currently occupied by Asset Manager Feed and Crush Tienie Van Blerk.

"In the late 1970s there was a very substantial mill expansion program across all mills in the CSR portfolio. The investment was massive," John said.

"As part of that program, a lot of new houses and single officers' quarters were built on the mill estates.

"All of the homes were designed for CSR by architects Stuart Reed and Associates.

"Local Ingham builder, Bob Gonano, built both of the new manager's residences in the Herbert."

John said that, during the CSR era, the manager's residence was the hub for all significant social gatherings on the mill estate.

"The Christmas party was held there, along with other big functions," he said.

"When CSR senior managers and directors visited any of the mills, large gatherings would be held at the manager's residence and local dignitaries would be invited to attend.

"By the community standard of the day, the homes were considered quite grand and were built in highly desirable locations, on river frontages or with expansive views."



Louis' football dream on COVID hold

Louis Zabala has temporarily swapped the football pitches of Valencia for the cane fields of Giru.

The CF Torre Levante mid-fielder returned to his home town in mid-March to escape Spain's then rapidly escalating COVID-19 crisis.

Louis, 19, started work at Invicta Mill as a general mill worker with the Day Services team after riding out his two-week quarantine period at his family home.

His Dad, Anton, works at Invicta during the maintenance season as a boilermaker.

Spotted by football scouts when he was 16, Louis moved to Spain in January 2018 and plays in Valencia's Under 19s competition alongside a number of Spanish national players.

He hopes to one day achieve his dream of playing football professionally in England.

For now, instead of 20 hours of football training and game time each week, Louis spends his days doing "a lot of shovelling and a lot of hosing" as part of the Day Services crew.



Louis Zabala

He has kept up his training schedule outside of work to ensure he remains fit for his eventual return to Valencia.

"I was planning to head back this month but Spain's COVID cases are going up again. It's quite bad over there," he said.

"It's disappointing but I suppose it's better to be safe.

"This whole experience has made me appreciate the opportunity I've got over there so much more."

CF Torre Levante's loss is the Burdekin Panthers Football Club's gain, with Louis debuting for the Panthers' Premier League side this month. He is also helping to coach the club's Youth Mens side.

Louis said he now hoped to return to Spain in January, which means he'll see out the 2020 crush at Invicta.

"Pre-season training starts at Valencia this month and, at this stage, it's still going ahead but they said it could change at any moment," he said.

"I think the season will probably get postponed so I may not miss that much football."

Demand soars for specialty products



The growing popularity of the fermented tea, Kombucha, and other food and beverages containing alternative sweeteners has seen demand for products like erythritol soar in recent years.

This is good news for Wilmar BioEthanol's Sydney-based Product Manager Anne Price, who sources erythritol and a range of other non-sugar specialty ingredients for food and

beverage customers across Australia and New Zealand.

The products include naturally extracted, high-intensity sweeteners like stevia, monk fruit and thaumatin, as well as sweeteners produced by fermentation of plant starches, which include erythritol, sorbitol and xylitol.

Anne said all could be used in food and beverages in a similar way to sugar, with erythritol found in beverages and food products like chocolate, ice-cream and baked goods.

"As food manufacturers look to diversify their product line, we have seen the demand for our specialty ingredients increase," Anne said.

"Our revenue has more than doubled in four years, and we expect it to grow further off the back of products like erythritol."

Wilmar BioEthanol is a leading supplier of organic and non-organic erythritol in

Australia and New Zealand. The product is sourced from China, which has presented some logistical challenges throughout the COVID-19 pandemic.

"We haven't had any problems sourcing the product but the quarantine rules being enforced at Australian ports means ships are having to wait offshore for 14 days before being allowed to dock," she said.

COVID has also temporarily slowed customer demand but it is expected to bounce back.

"A lot of our customers manufacture products that are more likely to be sold in the food service area (supplying cafes and restaurants) and not necessarily sold in supermarkets, so this has impacted sales over the lockdown period," Anne said.

"We are starting to see this pick up again but we won't be back to pre-March volumes until Victoria's lockdown ends."

CELEBRATING 100 YEARS
INVICTA MILL
1921-2021

Mill milestone

Planning is under way for Invicta Mill's Centenary, which will be celebrated in August 2021.

A small organising committee has been assembled to plan the festivities and compile photographs and historical records about the site.

The celebrations will include a ceremony at the mill with local dignitaries, a dinner, and an historical display at the Giru Queensland Country Women's Association hall.

While next year will mark 100 years of Invicta at Giru, the mill started its life in northern New South Wales and was then relocated to Bundaberg, before eventually being moved to its permanent home, on the banks of the Haughton River.

Service Awards

Congratulations to all Wilmar ANZ employees who achieved service milestones in the first half of 2020.

WILMAR SUGAR

50 years

June Phillip Hervey (Burdekin Cane Supply)



Phil Hervey has achieved half a Century of service

40 years

April Gary Bohl (Kalamia Mill), Leonard Grant (Invicta Mill)
May Rod Hinschen (Proserpine Cane Supply), Karl Aplin (Inkerman Mill), Ronald Sutcliffe (Kalamia Mill), Shane Nicholson (Inkerman Mill)
June Roy Newton (Proserpine Mill), Dario Formilan (Kalamia Mill), John Luke (Pioneer Mill), Paul Furlanis (Herbert Cane Supply), Christopher Hart (Herbert Rolling Stock), Raymond Whiting (Plane Creek Mill)

30 years

January Gavin Butler (Kalamia Mill)
February Jamie Venables (Hebert Rolling Stock), Kerrie Payne (Townsville Services)
March Terry Morgan (Burdekin Cane Productivity)
April William Sutherland (Victoria Mill)
May Shayne Dallavanzi (Victoria Mill)
June Larry Holman (Kalamia Mill)

20 years

January Raymond Dunn (Macknade Mill)
February Andrew Linneweber (Proserpine Mill), Darren Geeson (Herbert Rolling Stock)

April

May

June

Elizabeth Tomlinson (Plane Creek Mill), Vincent Fulton (Sarina Distillery)
 Theresa Grinstead (Plane Creek Mill), Felicia Russell (Proserpine Mill)
 Michael Mullins (Burdekin Cane Supply), Christina Liepouris (Townsville Services)
 Liz Yearsley (Townsville Services), Dean Pappin (Herbert Rolling Stock), Donald Richards (Kalamia Mill), Wayne Oats (Inkerman Mill), Shane Feeney (Burdekin Cane Supply), Steven Venturato (Victoria Mill), Darin Taha (Proserpine Mill), Christopher Turner (Pioneer Mill)

SUGAR AUSTRALIA/ NEW ZEALAND SUGAR

30 years

January Graeme Buchanan (Yarraville Operations), George Azar (Yarraville Operations)

20 years

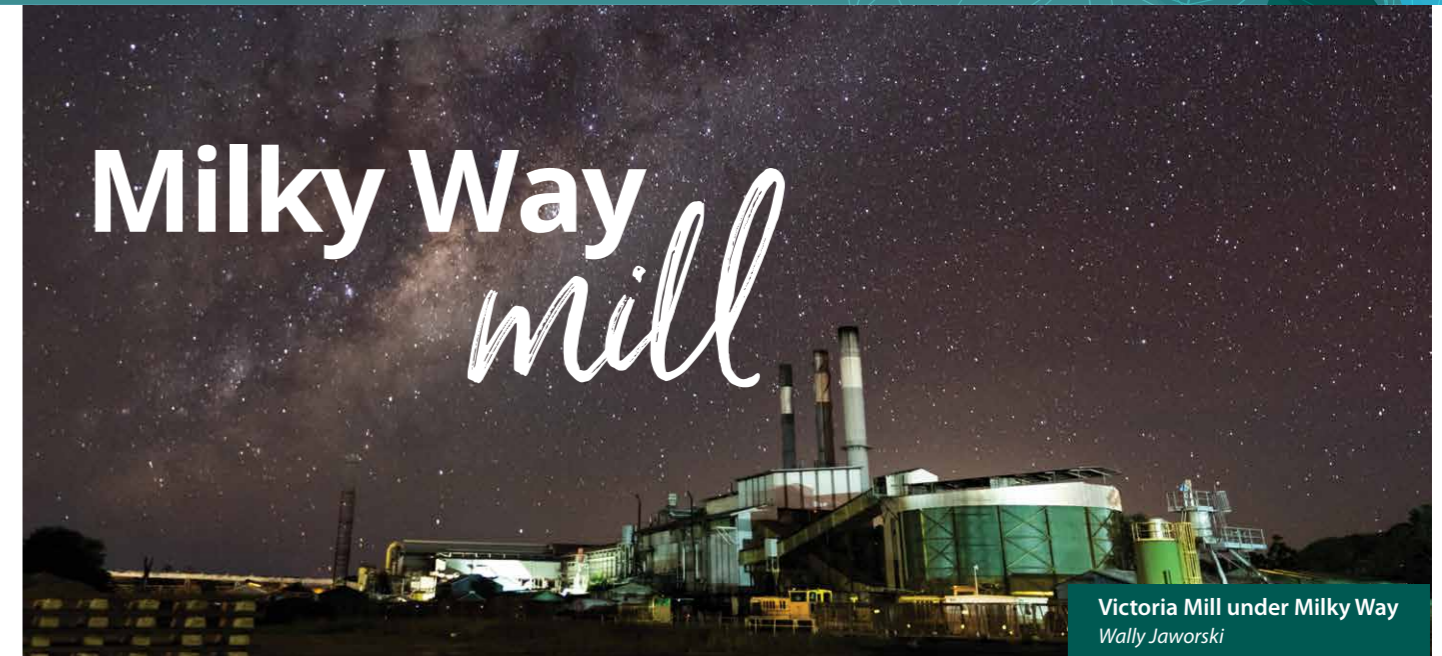
January Joe Hlaing (Glebe Operations)
February Derek Jarmaine (Mackay Port), Caroline Fraser (Yarraville Headquarters)

10 years

February Matias Suarez (Yarraville Operations), Aaron King (Yarraville Operations)
April Roger Cekada (Yarraville Headquarters)
May Paul Thomas (Chelsea Sugar Factory)

10 years

January Pieter Van Vuren (Sarina Distillery), Rodney Ryle (Macknade Mill)
February Anne Heathcote (Wilmar IT - Yarraville), Helen Burbidge (Townsville Services), Dominic McKeough (Burdekin Workshop), Brenden Aslette (Sarina Distillery), Brendan Wallis (Victoria Mill), Andrew Lazzaroni (Victoria Mill), Carlos Cabanas (Plane Creek Mill), Tom McAuliffe (Brisbane Office), Donald Jennings (Invicta Mill)
March Sharon Mondora (Victoria Mill), Inaki Albizu (Kalamia Mill), Ross George (Burdekin Workshop), Laurie Johnson (Proserpine Mill)



Victoria Mill under Milky Way
Wally Jaworski

This beautiful image of Victoria Mill under the Milky Way has a great back story.

About a month out from the start of the 2020 crush, Herbert Regional Operations Manager Adam Douglas was woken by a late night phone call.

It went along the lines of: "Hello, you don't know me and this might seem really strange, but my name's Wally and I'm a mad Milky Way buff..."

The stranger's name was Pastor Wally Jaworski. He explained that he was outside Victoria Mill trying to get the perfect shot of the sleeping factory, underneath the Milky Way.

The sky was clear, the moon was in the right position and Victoria Mill was perfectly framed by the Milky Way. But the fence was in the way.

Pastor Wally asked Adam if he would mind letting him on to the site so he could get the perfect shot.

Adam couldn't say no to such a reasonable and intriguing request.

Within 10 minutes, he was standing beside Pastor Wally, in complete darkness, on the grounds of Victoria Mill.

"It was cold and it was pitch black. I couldn't even see the mill," Adam said.

But Pastor Jaworski knew exactly what he was doing.

"It was completely black outside to the naked eye, but I used a 25-second exposure on a tripod to capture the available light," Pastor Wally said.

He got the perfect shot.

A few weeks later, Pastor Wally brought Adam a large, framed copy of the photograph to say thanks.

It's now proudly displayed in the reception area of Victoria Mill.



Paul with his retirement gifts from the Herbert mills - the Victoria cross and the Macknade star

Paul's parting project

Paul Menegon has delivered plenty of big projects during his time in sugar mills but Macknade Mill's boiler control system upgrade was one of the most satisfying.

The project was part of a rolling 10-year program to update and standardise the control systems at each of Wilmar's eight mills to improve safety.

Macknade was the third mill to receive the upgrade, at a cost of \$3.5 million.

As Senior Project Engineer for the project, Paul managed the installation of the new switchroom, the wiring, hardware installation, and commissioning.

General Manager Asset Management Russell Brown said the project was a huge success.

"You can tell Paul and his team did a lot of good work in the background because everything just ran so seamlessly," he said.

"Paul was a real asset during the project.

"His attention to detail is second to none and he's great at being able to motivate and manage his team."

The project was Paul's last before his well-earned retirement.

He started his career in the sugar industry in 1976 as an apprentice electrician at Victoria Mill. He managed many projects during his 44 years in the business but said the Victoria Renewable Energy Project at Victoria Mill was among the most memorable.

"It was one of the biggest and most complex projects I have ever worked on," he said.

"It was a new technology and a real challenge to get everything working smoothly to create that extra generating capacity and revenue stream for Victoria Mill."

Paul said he was looking forward to having time to travel around Australia (COVID permitting) with his wife, Leisa, and to spend time with their five grandkids and his twin brother in Brisbane.

In the Mix



Sugar Australia Customer Service Officer
Shipra Rai working at Yarraville



Wilmar Sugar Graduate Accountant Adam Woodward,
Invicta Assistant Production Superintendent Brendan Rich and
Invicta Technical Assistant Kristen Nel being photographed
for the 2020 Graduate recruitment campaign



Tammie Ball, Carlie Bevan, Melissa Cundy, Daniel Ellis and
Barb Page from the Townsville-based Payroll and HR teams



IT Service Delivery Manager Max Chriki



Sugar Australia Financial Analyst
Matt Tanios working from home



Sugar Australia Head of
Strategic Planning and Projects
Bernadette Cooper-Ellis
working from home



Pioneer Mill Design
Draftsperson Mark Carter

Editorial by Kylie Newman, Leanne Oliveri and Ben Johnson.

Photography by Grail Films, Cameron Laird Photography, Wricor Photography, Wally Jaworski, Gavin Jowitt, and supplied.

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

