

The Mix

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wilmar

Proserpine Mill first past the post

Two of Wilmar's eight sugar mills have finished their 2020 crushing seasons.

General Manager Operations Mike McLeod said Proserpine Mill processed its last cane at 2.34am on Friday, 13 November.

Invicta Mill in the Burdekin finished second for the Wilmar group, finalising crushing at 8.22am on Sunday, 15 November.

Mike said Wilmar's eight mills had collectively processed about 95 per cent of the total 15 million tonne crop.

"Barring major rain disruptions, we expect to finish crushing at all of our mills before the end of November," he said.



Proserpine Mill's Production team - Senior Technical Assistant Tom Badger, Production Superintendent Damien Kelly and Assistant Production Superintendent Jamie Bell.

Lockdown comforts spark sales surge

A surge in demand for alcohol and confectionary products this year has underpinned strong sales volumes for Sugar Australia.

General Manager Sales and Marketing Dallas Reid (pictured) said sales of industrial sugar into the alcohol and confectionary manufacturing sectors had increased significantly since COVID restrictions were introduced in late March.

"Confectionary and alcohol have been a go-to category for consumers, and our sales volumes have reflected this," Dallas said.

"There are a couple of thoughts behind this. One of them is that, during lockdown, people tend to focus on the smaller luxuries.

"They can't dine out or meet their friends at a bar, so they treat themselves with a glass of wine or a piece of chocolate."

Dallas said sugar sales into the alcohol and confectionary sectors had increased by seven per cent, year-to-date.

"We started seeing a rise in April, and have sustained those high sales figures since then because of the extended restrictions in Victoria.

"Sales volumes to confectionary manufacturers is up by nearly 7,000 tonnes year-to-date, and we've supplied an additional 3,000 tonnes into the alcohol manufacturing sector."

Dallas said sales figures traditionally peaked just before Christmas, but volumes had been strong for several months.

"We usually expect to see a rise in sales around now, but we experienced our Christmas peak in April."



Toolkit full of sugar facts



Did you know that one gram of sugar equals 17 kilojoules of energy, while one gram of fat equals 37 kilojoules?

How about that factors like genetics and socio-economic status can contribute to obesity - not just how many kilojoules people consume?

Facts like these feature in the Wilmar Sugar ANZ Nutrition team's new Sweet Facts Toolkit.

The toolkit aims to help people brush up on the facts about sugars and nutrition.

Nutritionist Michelle Gale, from the Wilmar ANZ Nutrition team, said the resource also promoted the team's Sugar Nutrition Resource Centre website and the large amount of information it contained about sugars and nutrition.

"The toolkit is being distributed to our key stakeholders, including wholesale customers and food and drink industry peak bodies, with an invitation for further discussion on sugars and nutrition," Michelle said.

"We encourage employees to have a read and share what they've learned with colleagues, family and friends."

The Sweet Facts Toolkit is available on Sweetspot at [Find information about > Nutrition](#) or visit the Sugar Nutrition Resource Centre website - www.sugarnutritionresource.org.



New digs for Sydney team

Wilmar BioEthanol National Key Account Manager David Podesta at his new desk.

All of Wilmar Sugar ANZ's Sydney-based office employees are now back under the one roof, just not all at the same time.

Goodman Fielder has opened a new head office at the Fujitsu Building in Macquarie Park, four months after vacating its former North Sydney home.

Situated over two floors, the new office is large enough to accommodate all employees previously housed at North Sydney, as well as the North Ryde-based Research and Development team.

It means the Wilmar ANZ Nutrition team of Dr Mary Harrington and Michelle Gale are working in the same office as their Wilmar and Sugar Australia colleagues for the first time in more than a year.

But with the office now home base to

more than 370 people, GF Facilities & Commercial Manager Nicole Messenger said a rotating A and B team roster was in place for the foreseeable future to comply with COVID restrictions.

"Team A worked in the office for the first time in the week beginning 2 November and Team B had their first week from 9 November," Nicole said.

"Working from the office is open to everyone during their allocated week."

The office includes an automated temperature screening unit on each floor as well as a range of other COVID safe measures.

The new address is Level 3, 118 Talavera Road, Macquarie Park NSW 2113. All office phone numbers remain the same.



Glebe gateway to Sydney market



Depot Manager Scott Donnelly (left).

Sugar Australia's Glebe Island Terminal processes about 175,000 tonnes of sugar annually.

Nestled in the heart of Sydney, Sugar Australia's Glebe Island Terminal is ideally located to supply sugar to the busy city and all of New South Wales.

Glebe Island, which has not technically been an island since the 1920s, when it was joined to the mainland, is located between Rozelle and White bays.

The island is home to 30 tall, heritage listed concrete silos that were used for bulk grain handling from the 1920s through to 1990.

Sugar Australia refurbished 14 of the disused silos in the early 1990s and constructed additional sugar handling, liquid sugar production and packing infrastructure.

Depot Manager Scott Donnelly said bulk

sugar from Racecourse Refinery was shipped from the Mackay Port to Glebe aboard the cargo vessel, *MV Pioneer*, and unloaded at wharf facilities on the Parramatta River.

The *Pioneer* is one of only two specialised food-grade bulk refined sugar vessels in the world, with sugar stored in insulated, air-conditioned holds that are lined with stainless steel.

"The ship will deliver a load of bulk sugar to Glebe, to be fully discharged into the silos, then heads back to Mackay to be reloaded with a shipment of sugar bound for our major customer in Singapore," Scott said.

"There are about five loads scheduled for

Singapore next year, so the *Pioneer* will do a back-to-back shipment to Glebe in-between Singapore deliveries."

Scott said Glebe's 13-person team processed about 175,000 tonnes of sugar annually.

"We package about 40,000 tonnes of CSR Sugar-branded white, caster, graded and manufacturers sugar and the rest is bulk sugar," he said.

"We predominantly supply New South Wales but we also supply into Victoria, Tasmania, Western Australia, Queensland and South Australia in different formats, including containers and IBC bags.

"Glebe supplies CSR-branded 1kg and 500g caster sugar nationally."

Supply chain safeguards

As part of Wilmar Sugar's strong commitment to corporate social responsibility, it has been working on a number of initiatives to ensure compliance with the Commonwealth *Modern Slavery Act 2018*.

Modern slavery describes situations where offenders use coercion, threats or deception to exploit victims and undermine their freedom. It can occur in every industry and sector.

The Global Slavery Index 2018 estimates that, on any given day in 2016, there were 15,000 people living in conditions of modern slavery in Australia.

Chair of Wilmar Sugar's modern slavery steering committee, Corporate Counsel Nadine Domalewski, said this year's compliance training for employees had, for the first time, included a module on the Act to help ensure people were familiar with modern slavery obligations.

"We've also asked some of our suppliers to help identify

and address risks of modern slavery in our supply chain by completing a questionnaire about their policies, processes and other activities related to modern slavery and sustainability," Nadine said.

"Over the next few weeks we'll be rolling out a new Supplier Code, which clearly outlines what we expect of any supplier or third party engaged in providing goods and services to Wilmar.

"Namely, suppliers must ensure there is no exploitation of peoples' rights within their operations, and that they respect the natural environment and local communities."

This coincides with a change in the on-boarding process for new suppliers, which will soon include screening for modern slavery risks in their supplier chains.

"We've also introduced a Modern Slavery Policy and Employee Standards, as well as updates to our whistleblowing policy, business code of conduct and precedents," Nadine said.



Sugar Australia Commercial and Supply Chain Manager Tim Seletto

Savings a gas for Yarraville

Some savvy negotiations have secured Sugar Australia a saving of almost 40 per cent on Yarraville Refinery's gas bill for the next two years.

The business will save a total of \$5.5 million over the life of the new contract, offsetting some but not all of the financial pain experienced in recent years due to high gas prices.

Commercial and Supply Chain Manager Tim Seletto said Sugar Australia conducted a tender process to find the best deal for Yarraville's gas supply.

"We had five suppliers in the mix and held an e-auction on 17 September to determine the successful supplier," Tim said.

"Our current gas supplier, Alinta

Energy, emerged as the winner.

"There are favourable market conditions for customers at the moment, so we took the opportunity to lock in prices for both 2021 and 2022.

"It was a great result for the business and everyone involved in the process should be congratulated."

Oleochemicals making their mark



Wilmar BioEthanol Business Development Manager Jenny Kings

pharmaceutical, healthcare, mining, lubricants and agriculture.

Most oleochemical ingredients have numerous every-day applications, from holding moisture, thickening and foaming, to dispersing and stabilising.

Glycerine is just as likely to be found in chewing gum or food wrap as in sunscreen or hand sanitiser. Likewise, MCT (medium chain triglyceride) can be found in the ingredients list for both dietary supplements and skin care products.

For Wilmar BioEthanol's Sydney-based Business Development Manager, Jenny Kings, marketing such multifaceted ingredients is all in a day's work.

Jenny has been managing the oleochemicals business since it was extended to Australia and New Zealand in 2013, leveraging Wilmar International's position as the world's leading oleochemical manufacturer.

Jenny said oleochemicals were a perfect complement to the existing Wilmar BioEthanol business, with the ingredients being sold into the same markets.

"The fit was good as it was mostly the same

customer base as our ethanol, solvent and specialty customers," Jenny said.

It's a value-add that seems to be working - the business has been growing steadily and is on track in 2020 to significantly increase sales volumes and profitability from 2019.

Wilmar's 100+ range of ingredients comprises primarily palm oil-based derivatives manufactured at Wilmar's plants in China, Indonesia, Malaysia and Europe, and imported for Australian and New Zealand customers.

With most of these ingredients being derived from palm oil, there has been a strong focus on sustainability.

"In recent years we've seen a notable increase in demand for RSPO (Roundtable on Sustainable Palm Oil) certified ingredients, which meet certain sustainable criteria," Jenny said.

"Many of our manufacturing customers operate in the FMCG (fast-moving consumer goods) space and are facing demands from supermarkets to supply sustainable products, which in turn comes back to us as an ingredient manufacturer."

Whether you are applying moisturiser, washing your hair, taking a vitamin, or doing the laundry, there's a good chance it involves a product containing a Wilmar ingredient.

Wilmar's oleochemicals are integral ingredients in products across a variety of industries, including food and beverage, cleaning, personal care, chemical,

Pick and pack targets tool time

A new pick and pack process implemented at Wilmar's sugar mills aims to reduce inefficiencies and maximise tool time for execution teams.

Macknade, Kalamia, Proserpine and Plane Creek mills adopted the system for this year's maintenance season after a successful trial at Victoria Mill during the 2019 maintenance season.

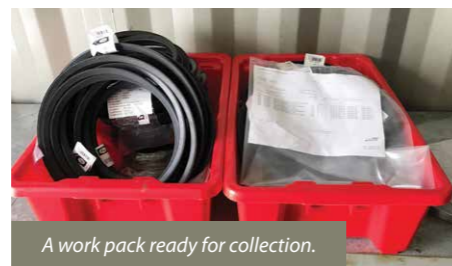
General Manager Operations Mike McLeod said the remaining mills - Inkerman, Invicta and Pioneer - would be on board for the 2021 maintenance season.

He said the pick and pack process aimed to improve workforce productivity.

"It's about creating more time on the tools," Mike said.

"It eliminates a lot of frustrations around not having the right parts to do the job."

Inventory Coordinator Ross Fieldsend, who is on the pick and pack project team, said materials were assembled at the site store for work scheduled in the following two weeks.



A work pack ready for collection.

The Work Execution Officer then consolidates all of the materials required to complete the job, as per the work order.

Consumables, like cable ties or sealants, are available from cupboards placed at strategic

locations around each site, eliminating the need to go back to the store once a job is under way.

"To be successful, the pick and pack process requires end-to-end alignment, from planning through to execution," Ross said.

"It's a significant change in the process from the way it was done in the past."

Herbert Work Execution Manager Eric Girgenti, who led the Victoria Mill trial, said the process was a positive change for the site.

"We'll soon enter our third maintenance season of pick and pack at Victoria Mill," he said.

"We've continued to make incremental improvements in the way we support our frontline workers to have the right materials for the right job, delivered where and when they need them."

Mark's long wait for family reunion

When Mark Carter kissed his family goodbye in South Africa in early March and boarded a plane to Australia to take a new job with Wilmar Sugar, he thought he would be reunited with his wife and two sons later that month.

"The plan was that I would fly to Australia first, find a house in the Burdekin and get things sorted, and they would come out about three weeks later," he said.

But three weeks have become eight months after COVID-19 prompted the Australian Government to close its borders to non-residents, leaving Mark's wife and boys, aged 5 and 9, stranded in South Africa with only the possessions they intended to bring with them.

Mark, a Design Draftsperson at Pioneer Mill, wrote multiple letters to Australian authorities seeking an exemption to allow his family to join him but all were declined.

He eventually had success a couple of months ago, with the help of Wilmar Sugar's

HR team, only to discover that his next challenge would be securing flights that wouldn't be cancelled at short notice.

"We booked a total of six flights with three different airlines," he said.

Mark's persistence has finally been rewarded, with his family touching down in Australia last week.

He is now excitedly counting down the days until they can be reunited.

"The family made it to quarantine in Sydney late on 11 November," he said.

"They are set up in a nice little room and so far so good.

"They'll do their mandatory 14 days of quarantine there and will then fly to Townsville on 25 November.

"I'm very ecstatic to finally get the family over here after a strenuous process."

Mark was previously working for Wilmar South Africa, at an edible oils and fats



Pioneer Mill Design Draftsperson Mark Carter is looking forward to seeing his family again soon.

manufacturing facility.

He said while he would have preferred to settle into Australian life with his family alongside him from the start, he was still enjoying his new home.

"For me, it's been brilliant," he said.

"I like the rural living. I've joined the golf club and have done a bit of fishing.

"Wilmar's been very good. Everyone is supportive and the job's going well."

More raw sugar to market

Grower support for Wilmar's sugar marketing offer continues to grow.

The 2021 Marketing Nominations period closed on 31 October, resulting in more grower nominations to Wilmar and a modest increase in raw sugar volumes for marketing.

Grower Marketing and Pricing Manager PJ Gileppa said the Grower Marketing team had done a great job at increasing Wilmar's share of grower economic interest (GEI) sugar, in a challenging environment.

"COVID restrictions meant we weren't able to hold the grower engagement events we had planned for this year, but we did a lot of one-on-one farm visits and small-group



The Grower Marketing team, from left, Tania Dalton, David Burgess, Shirley Norris, Angus McKerrow, Yolanda Hansen, Menno Bokma, Franco Zaini and PJ Gileppa.

meetings," he said.

"We also facilitated several videoconferences between Senior Sugar Trader Peter Bingham in Singapore and growers in the Herbert, Burdekin, Proserpine and Plane Creek regions."

PJ said a 12-week marketing and communication campaign leading up to nomination day had focused on Wilmar's

straightforward pooling and pricing options, and complete transparency.

Meanwhile, Wilmar AgServices Sales Agronomist Menno Bokma is currently transitioning into the Grower Marketing team.

From 1 January 2021, Menno will work as a Grower Marketing Consultant in the Burdekin, alongside Yolanda Hansen.

Blends business bulks up



Blends Export Manager Peter Macadam and Export Co-ordinator Branka Brkovic.

A recent move to intermediate bulk containers (IBCs) for exports to Japan is expected to open new markets for New Zealand Sugar's Blends business.

The Chelsea factory's new IBC packing line, commissioned in June, will pack 260 metric tonnes of blended product by the end of December.

Blends Export Manager Peter Macadam said product was previously only available in 25kg bags.

He said many Japanese customers wanted to automate the receiving and unpacking of ingredients to reduce their reliance on labour, which was difficult to source.

"Feedback from our first IBC customer, Suntory, has been excellent so far," he said.

"There are a number of potential customers in Japan that source part or all of their blend requirements in IBCs.

"We will be targeting all potential customers who are able to source blends in IBCs to fully utilise our facility as soon as possible."

Peter said the new packing line was flexible and able to handle various-sized IBC bags, from a few hundred kilos to just over one tonne.

"We will also continue to sell blends in the original 25kg bags," he said.

The Blends business currently produces three different types of powdered mixtures: a milk/sugar/flavour blend for products like ice-cream, yoghurt and beverages; a milk/sugar/salt blend, used predominantly in baked goods; and milk/sugar/dextrin blends, used mostly in canned coffee.

Despite the negative impact of COVID-19 on blend volumes into Japan, Peter said the business continued to grow in 2020 and there remained many new markets to explore.

"We have still managed to sell just over 1,000 tonnes more product more product this year than we did in 2019," he said.

"There are a number of blends opportunities we plan to target during 2021 and beyond, particularly medium heat skim milk powder blends, and potentially fat-filled blends.

"It takes a long time to develop new business in Japan but we have had good success in getting various dairy approvals in place to enhance our pricing competitiveness.

"Different blends have been approved for different dairy companies, and we have made a concerted effort to get as many different dairy companies approved as possible for all blends, to mitigate risk and facilitate our pricing platform."



IBCs ready for export.

Countdown to Christmas

The Australian Sales & Marketing team for retail sugar is braced for another busy festive season.

CSR Sugar Brand Manager Natalie Boleda said the CSR Sugar range would be marketed alongside White Wings products in an exciting Bake Christmas Magic campaign. The campaign will feature baking influencers Alisha Henderson and Charlotte Ree, celebrity chef Matt Moran and more.

"We also have a six-month partnership with celebrity chef Donna Hay that includes festive season recipes and video tutorials featuring CSR Sugar products," Natalie said.

The ever-popular CSR tins are also back in time for Christmas, with raw and white sugar tins at Woolworths and brown and caster at Coles.

"We want to inspire shoppers to create and bake at home during the Christmas period," Natalie said.



Procurement/Supply Manager Vaughan Jones with Aimee Prytherch from Eat Up.



Inventory Coordinator Ross Fieldsend loading the Eat Up van.

Helping hungry kids Eat Up

A simple cheese toastie can significantly improve learning outcomes in kids who show up at school hungry.

Supply and Finance employees from Wilmar's Townsville office and Burdekin mills hope the more than 700 cheese sandwiches they made last month make a big difference to local students who need a feed.

The team partnered with Eat Up Australia for a mass sandwich-making event at the Ayr Motorcycle Club at Brandon, in the Burdekin. It was the first Eat Up event held in the Townsville region since COVID began.

Procurement/Supply Manager Vaughan Jones said the individually wrapped cheese sandwiches were delivered to seven Burdekin primary and secondary schools to be frozen.

"The sandwiches are available for staff to toast and hand out to children who they identify as coming to school hungry and without lunch," Vaughan said.

"According to Foodbank Australia, one in eight Australian kids arrives at school hungry every day, directly affecting their ability to concentrate, engage and enjoy school."

Vaughan discovered Eat Up through some targeted Googling and said he was looking at other ways that he could assist the not-for-profit organisation.

"All of the Wonder White bread used for Eat Up sandwiches made across Queensland, New South Wales and Victoria is donated by Goodman Fielder," he said.

Wilmar prize stays in the family

This year's UQ Wilmar Sugar Prize in Chemistry winner knows more than most about her award's sponsor, and she should, because her Dad has worked there for 36 years.

Cane Products Manager Technical Services Russell Kirk was chuffed to learn that not only had his eldest daughter, Alicia, won the prestigious university prize but that Wilmar Sugar funded it.

The prize is awarded annually to the student who attains the highest standard in the field of chemistry in their honours year at the University of Queensland. Alicia completed her honours last year and is currently undertaking her PhD in chemistry.

Wilmar's sugar mills have supported the Prize in Chemistry for more than 50 years, with CSR Limited establishing the award in 1964.

The prize is traditionally presented during the annual School of Chemistry and Molecular Biosciences Awards Ceremony at UQ. COVID forced this year's ceremony to go virtual for the first time.

Russell and his wife, Linda, tuned in for the Zoom ceremony from the Burdekin, while Alicia watched on in Brisbane.

He said they had to settle for virtual cheering to show their support.

"There's a clapping hands option in Zoom, so we used that when Alicia was announced."

Fostering Foodbank partnership

Sugar Australia has continued its strong association with Foodbank throughout the COVID-19 pandemic.

Commercial and Supply Chain Manager Tim Seletto said a significant donation of Whole Earth natural sweeteners was made to Foodbank, via Goodman Fielder, earlier this year.

He said Sugar Australia also supplied Foodbank with CSR Sugar products at cost price in multiple states.

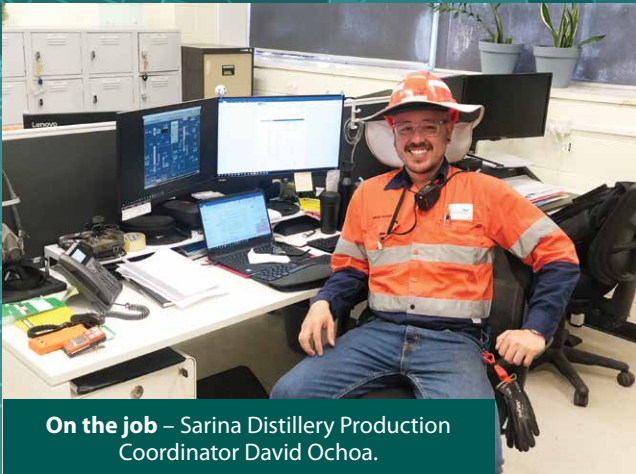
"We would normally also have teams pack hampers at the Foodbank warehouse at Yarraville during the year," Tim said.

"Unfortunately, we haven't been able to do that this year because of COVID restrictions and it may be some time before we're able to get back there."



Russell Kirk with his daughter, Alicia, at her graduation.

In the Mix



On the job – Sarina Distillery Production Coordinator David Ochoa.



Community support – Bandi Bear, from the Brighter Lives Foundation, dropped in to say hi to the team at Wilmar Sugar's Townsville office. Bandi is pictured with Jodie MacKenzie and Adam Woodward. The Brighter Lives Foundation will hold a Giving Day on Thursday, 19 November. Wilmar Sugar is sponsoring the event to help raise vital funds to help North Queenslanders gain access to better local health services.



Peddling for a cause – Yarraville HSE Manager Shaun Francis participated in eight rides over five days, between 30 October and 3 November, to support the Melbourne-based Love Me Love You Foundation. The foundation provides interactive and engaging programs that challenge the views and stigmas surrounding mental health. Shaun and his partner have raised nearly \$1,800 for the cause so far and donations can still be made at

<https://www.friendsofmlly.org.au/my-fundraising/702/northern-cycling>



Who wore it best? – Dave Zeller, Paul Trayner and Rohan Geyser share a work space at Wilmar Sugar's Townsville office and have begun to share their fashion sense too.



Sandwich express - Supply and Finance team members from Wilmar Sugar's Townsville office and Burdekin mills made more than 700 cheese sandwiches for Eat Up Australia to help feed hungry Burdekin school kids.



Service milestone – Racecourse Refinery Operator Kevin Schaefer (left) recently celebrated 15 years of service with Sugar Australia. Kevin scored his first job in the sugar industry when he was just 13. He is pictured with Racecourse Refinery's Production and Technical Manager Rob Jurg.

Editorial by Kylie Newman, Leanne Oliveri and Megan Tait.
Photography by Cameron Laird, Gavin Jowitt, Jodie McDonald and supplied.
Story ideas and photographs can be sent to info@au.wilmar-intl.com.

