The Mix
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wilmar

'Tis the season

It's beginning to look a lot like Christmas. Tinsel, Christmas trees and fairy lights abound in the Wilmar Sugar Townsville office in December, with Christmas shirts and Santa hats the standard dress on Fridays. The Finance team has set a high bar for commitment to the festive season, with their own Christmas tree, matching shirts, elf hats and glittery glasses. Meet the Finance Elves: Adam Woodward and Nicole Butler (back), and Neomi Butler and Taja Gray (front).

Plastic sugar packaging now *recyclable*

Both CSR Sugar and Chelsea Sugar plastic retail packaging will soon feature the official "Recyclable" labels of their respective countries, as the brands join up with soft plastic recycling schemes.

Sugar Australia Group Technical Manager Packaging Brian Ryles-Smith said CSR Sugar had partnered with REDcycle, which has collection bins at Coles and Woolworths stores across Australia.

"I would encourage people to bundle up and recycle their CSR-branded soft film packaging, along with any other soft film packaging that has the new Australian Recycling Label and the REDcycle messaging," Brian said.

"Work is under way to include the new labelling on CSR soft film packaging, and this should begin to appear on retail shelves in the first quarter of 2021."

CSR Sugar soft plastic packaging will soon feature recycling labels

Chelsea Sugar soft plastic packaging can be dropped into Soft Plastic Recycling collection bins located at selected retail stores across New Zealand.

New Zealand Sugar Safety, Health and Environment Manager Bob Russell said the New Zealand Packaging Forum had coordinated the Soft Plastic Recycling Scheme.

"Chelsea Sugar plastic packaging with the New Zealand Recycling symbol will start to be seen on retail shelves from about April 2021 onwards," Bob said.

The new recycling partnerships will allow used packaging to be transformed into a range of products, including outdoor decking, fence posts and road asphalt.

The majority of both the CSR Sugar product range and the Chelsea Sugar range is packed in paper, which is already recyclable through council kerbside collection schemes. However, paper packaging isn't suitable for sugars with a higher moisture content.

Long-awaited office return

Yarraville front office employees have been reunited in person for the first time since March.

After more than eight months working from home due to Victoria's COVID-19 restrictions, non-operations Sugar Australia, BioEthanol and Wilmar Group employees were finally allowed back on site in small numbers from 30 November.

A total of 18 people are currently allowed in the office each day but Caroline Fraser, who is the Sugar Australia National EHS Manager and Wilmar Sugar Group EHS Manager, said that number would double in the New Year.

"We've got a six-team rotating roster, with teams getting two days in the office each," she said.

"Two more teams, including mine, will have their two days in the office this week to complete the first full rotation of the roster."

Ahead of employees' return, Perspex was installed between desks and increased hygiene measures, as well as a number of other COVID safe controls, were put in place.

"All employees have to complete a daily health declaration when signing in and out through the Rapid Access system and also be temperature checked," Caroline said.

Yarraville employees (from left) Chris Scully, Karen Liu, Serena Andrews, Matt Tanios and Veronica Becker enjoying a socially distanced lunch together for the first time in more than eight months.

"They've also had to complete our updated site induction, which now includes a COVID-19 module."

Caroline said she had visited the office once since restrictions eased and was looking forward to spending more time there.

"It was just exciting to see people in person, not on a screen," she said.

Given the 2020 EHS plan had no mention of a global pandemic, Caroline said her year had certainly been turned on its head.

Caroline Fraser

"It's been all-consuming but it's also been good, in that what we've achieved together has ensured that we've all stayed safe," she said.

"We haven't had a confirmed case within the business and that's great.

"I've got leave coming up and I'm really looking forward to taking a break from COVID-19."

Wilmar maintains investment in mills

With the 2020 crush completed on 29 November, the teams at Wilmar Sugar's eight mills have turned their focus to the massive maintenance season program ahead.

General Manager Operations Mike McLeod said Wilmar was investing $150 million in capital and maintenance projects across the milling business in 2021, with the bulk of it being spent ahead of next year's crush.

"We're very fortunate that Wilmar has maintained this high level of investment in its Australian milling assets, despite the current low sugar prices," Mike said.

"We've got a comprehensive maintenance program planned for all of our mills, but on top of that, our crews carry out full inspections of all the equipment to make sure we add any discoverables to the work plan."

Mike said the major capital projects included the $10 million evaporator vessel being installed at Victoria Mill in the Herbert – the largest and most expensive piece of equipment ever manufactured in-house.

Proserpine Mill is getting a new No. 6 pan vessel – also built in-house – at a cost of $6 million.

Andrew Cox, Brendan Holland, Jeff Juides and Wes Seri with the top cone for Victoria Mill's new $10 million evaporator.

In the Burdekin, $5 million is being spent on a major upgrade to one of Inkerman Mill's bagasse conveyors.

Plane Creek Mill will get a significant upgrade to the bin handling station, at a cost of almost $1 million.

Mike said Wilmar's loco upgrading program would continue through 2021, with $5.3 million directed towards rebuilds of the Burdekin region's Kilrie and Rita Island locos, and the Herbert's Cairns loco.

Wilmar's mills processed a total of 14.93 million tonnes of sugarcane to make 2.09 million tonnes of raw sugar during the 2020 crushing season.

Tick of *sustainability*

Phoebe White at one of the new recycle pits that captures runoff from 160ha of farmland for recycling. Inset: The Bonsucro-certified consignment note.

Achieving Bonsucro's supply chain certification is a big deal. And it all starts with a small consignment note attached to a rake of cane bins at Wilmar's Burdekin farms.

Wilmar has held the Bonsucro Chain of Custody Standard for five years. It's an internationally recognised symbol of sustainable sugar production that covers every step in the sugar supply chain.

For Wilmar, it means its 3,800ha of Burdekin sugarcane, three of its four Burdekin mills, and Yarraville Refinery need to maintain stringent standards and pass annual audits.

General Manager Agriculture Ian Davies said Wilmar's farms and mills had recently passed the annual desktop audit process – a key step towards re-certification.

"Creating and maintaining the detailed records needed for Bonsucro certification is a big undertaking," Ian said.

"For our farms, it means holding data on everything from the amount of mill mud and ash applied to a particular paddock, to our total fuel and electricity usage over a year.

"For our mills and refineries, it means meeting technical performance standards, and maintaining records to prove it."

Farms Compliance and Administration Coordinator Phoebe White led the audit process for the farms this year, while Regional Production and Environment Coordinator Chris Hart led the audits for Invicta, Pioneer and Kalamia mills.

The next step for Phoebe and Chris will be to coordinate site visits from Bonsucro auditors in February next year.

Phoebe said she was proud of the high sustainability standards achieved on Wilmar's farms.

"More and more people across the globe are expecting that the products they consume are as environmentally friendly as they can be. This process goes some way to demonstrating this for the sugar that originates from our farms."

Bron a Chelsea *champion*

When volunteers are needed to help out at Chelsea Bay Visitor Centre events, Bron Potter is among the first to put her hand up.

Bron (pictured) has been New Zealand Sugar's Credit Controller in the Finance team for nearly 10 years but says she has always had an affection for the Chelsea Sugar factory.

"I was born and bred in Auckland and live only two minutes from the factory," Bron said.

"I've always been very proud of it; even before I worked here."

Her family connection to the site goes back to the 1880s, when her great grandfather and his three brothers were employed as sugar stackers.

These days, it's still a family affair at Chelsea, with Bron's husband, Graham, driving the Chelsea Bay factory tour train part-time, and her daughter-in-law, Melissa, working in the Visitor Centre on Sundays.

"I love the Visitor Centre; it's so well done and is in such a beautiful place," Bron said

"I'm so proud of it and am proud that I've got the family involved with it too."

As a keen baker of "anything that's a little bit fancy", Bron said she enjoyed helping out in Chelsea Bay's Edmonds Baking School during events like the recent 2nd birthday celebrations.

Chelsea Bay Manager Ginny Brocklehurst said Bron was "an absolute star", talking with customers, baking pancakes, and encouraging people to sign up for baking classes and go on factory tours.

"We had a constant stream of people coming up to the desk to book on the tour after speaking with Bron. What an amazing Chelsea Bay ambassador she was," Ginny said.

Bron said she had no plans to part with her beloved Chelsea site.

"I could retire but I don't want to. I still love my job."

Asset Management team members Rodney Roveglia, Chris Pickering and Leigh Frankish loading up the Eat Up van.

Charles Derlagen stacked the sandwiches, ready for delivery to Townsville schools.

Sharon La Spina, Paula Scarabel, Inez Larsen and Linda Reid packed personal care items into handbags to help women who are homeless or fleeing domestic violence situations.

Cheesy grins all-round as Wilmar Asset Management team members finish their sandwich-making in Townsville for Eat Up.

Christmas cheer continues

The Cane Products Asset Management team found new ways to spread yuletide cheer in the community this year after COVID-19 quashed pre-Christmas sausage sizzles usually held at local hospitals.

Only the Proserpine crew went ahead with an event for hospital staff but served pizzas, wraps and cupcakes, rather than a BBQ lunch.

Cupcakes will be delivered for staff at the Ingham, Ayr and Home Hill hospitals before Christmas.

Townsville and Burdekin-based Asset Management employees made and wrapped about 1,500 cheese sandwiches for Eat Up Australia at a sandwich-making event held in late November.

The sandwiches were delivered to Townsville schools to freeze and have ready to serve as toasties to children who come to school hungry and without food for lunch.

Meanwhile, at Pioneer Mill in the Burdekin, a group of ladies led by Asset Manager Systems Sharon La Spina assembled 20 bags to support Share the Dignity's "It's In The Bag" project.

The bags were packed with toiletries, feminine hygiene products, and some small gifts. They will be distributed in the lead-up to Christmas to women experiencing homelessness, fleeing domestic violence, or doing it tough.

Sharon said there were 10 adult bags packed, as well as five teen bags, and five mum and bub bags.

Rob De Florian, Michael Grigg, Elaine Riley, Jodie McDonald, Eric Campbell, Tracey Kostecki and Hayden Clair served lunch to Proserpine Hospital staff.

Festive fun

Yarraville's Christmas elf, AKA John Gilbert.

Ric Vivian and Charles Gil from the Sugar Australia Sales team.

Tom McAuliffe, Olivia Sinardi and John Carmody getting into the Christmas spirit at Wilmar Sugar's Brisbane office.

Jenny Kings and Anne Price from the Sydney-based Wilmar BioEthanol team.

Kellie Martin and Andrea Muddle feeling festive at Racecourse Refinery.

Chelsea angels help *Christmas appeal*

The team at New Zealand Sugar has embraced the season of giving – donating 12 boxes of gifts and non-perishable food to support those doing it tough this Christmas.

Employees were encouraged to "be someone's angel this Christmas" and bring a donation for the Auckland City Mission's Christmas appeal when they collected their annual Christmas gift from management.

Payroll Administrator Jo Cancare said it was the third year that Chelsea had participated in the Christmas appeal as part of the distribution of Christmas gifts to employees.

"Christmas is the season of giving; it's not just about what you receive. We say to our employees, when we give you our gift, we ask that you give something to someone less fortunate in return," Jo said.

She said the appeal was always well supported but attracted a stronger response than usual this year, in acknowledgement of the difficult times that many New Zealanders faced.

"Our employees have been really lucky; they all kept their jobs during COVID-19," Jo said.

"Our business was able to keep operating when a lot of others had to close.

"A lot of people lost jobs and a lot of people are doing it really tough."

Kim Chiew with the collection boxes

Auckland City Mission collected the donations on Friday 11 December and will distribute them in the lead-up to Christmas.

"The team at Auckland City Mission was very grateful for our donations. Thanks to everyone from the Chelsea team who so generously supported the appeal," Jo said.

CORES Queensland Coordinator Ross Romeo (left) accepts the donation from End of Harvest Golf Classic organisers, Wilmar employees Kelsey Shand, Ben Smith and Luke Aroney.

Classic end to season

Golfers of varied skill levels celebrated the end of the Burdekin's 2020 crushing season last week, raising $5,700 for suicide prevention along the way.

More than 200 golfers in 38 teams played the nine-hole ambrose in steamy conditions at the Ayr Golf Club on Friday 11 December.

This year's End of Harvest Golf Classic was the largest for many years, attracting a strong contingent of mill employees, growers, harvesting contractors and others associated with the sugar industry.

A number of fundraising activities were held throughout the day, with all proceeds donated to Community Response to Eliminating Suicide (CORES).

Ashley Hiscox, Tegan Goodchild, Kelsey Shand and Steph Webber (back) and Emily Carrara and Ashley Coppo (front) brought some old-school class to the green.

Service Awards

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

WILMAR SUGAR

Geoff Masotti receiving his 40 years of service award from EGM North Queensland John Pratt.

Sibby Tropea achieved 40 years of service in August.

40 years

August Sibby Tropea (Burdekin Cane Supply), Geoffrey Masotti (Townsville Services)

30 years

August Jeffrey Smith (Inkerman Mill), Bonny Smith (Burdekin Cane Supply)
September Stephen Hart (Herbert Rolling Stock)
October John Andrew (Plane Creek Mill)
December Warren McDonald (Burdekin Cane Supply)

20 years

July John Calligaro (Asset Management)
August Gino Ruggieri (Victoria Mill), Angelo Falconieri (Victoria Mill), Ricky Whittaker (Herbert Rolling Stock), Gregg Robins (Burdekin Cane Supply), Ben Elliott (Kalamia Mill)
September Russell Loring (Asset Management)
October Ian Willoughby (Sarina Distillery), David Trevor (Sydney office),
December John Moxon (Burdekin Cane Supply), Garry Walton (Pioneer Mill), Rick Yuskan (Proserpine Mill),

10 years

July Mario Giardina (Burdekin Workshop), Carl Morton (Sarina Distillery), Marina Bagnato (Yarraville Distillery), Jarrod Curtin (Invicta Mill)
August Josephine Gualtieri (Yarraville office), Bruce McAllister (Kalamia Mill)
September Simon Favale (Asset Management)
October Toni Powell (Kalamia Mill), David Brown (Kalamia Mill), Michael Grigg (Proserpine Mill), Rohan Whitmee (Yarraville office)
November Sibby Musmarra (Herbert Cane Supply), Bill Kinbacher (Herbert Cane Supply), Daniel Schultz (Asset Management)
December Scott Teale (Proserpine Mill), Paul Armstrong (Pioneer Mill)

SUGAR AUSTRALIA/ NEW ZEALAND SUGAR

Saviour "Sam" Buhagiar racked up 40 years of service in July.

40 years

July Saviour Buhagiar (Yarraville Operations)

30 years

December Mark Watson (Chelsea Sugar Factory)

20 years

July Robert Faltinsky (Mackay Port)

10 years

July Louie Cicerkofski (Glebe Operations), Nigel Stevenson (Chelsea Sugar Factory)
October Anthony Caris (Mackay Port)

Farewell for shift team leader

The Mackay Port team got together to congratulate and farewell Shift Team Leader Steve Logan, who retired this month after 18 years at the port.

Back: Rob Faltinsky, Phil Woods, Paul Roddy, Paul Sherry, Pat Gauci, Ken Shuttlewood, Kieran Seeto. **Front:** Bruce Hobbs, Tao Li, Mick Hodges, Steve Logan, Marni Jorgensen, Brett Miller.

Steve flies solo in *South Australia*

Steve Rowe's sales territory spans more than half of Australia and a whopping five million square kilometres.

Based in Adelaide, the Regional Sales Manager is Sugar Australia's sole South Australian employee.

He's responsible for managing the industrial customer base across South Australia, Western Australia and the Northern Territory for both the Sugar Australia and Goodman Fielder Ingredients businesses.

Steve is one of 12 members of Sugar Australia's Industrial Sales team, led by Yarraville-based Industrial Sales Manager Simon Robbins.

The team sells and distributes about 420,000 tonnes of sugar to customers annually.

Being a one man band representing two businesses' range of products brings with it a diversity that Steve says he enjoys most about his role.

"Within our industrial customer base, we supply sugar and ingredients to food and beverage manufacturers, as well as the water treatment sector, brick-making industry and agri-business customers for use in stockfeed, fertiliser and pest eradication," he said.

"Outside of sales, we also work to provide our customers with information on the global sugar market to support their buying strategies, and to improve efficiencies in delivery methods."

He said it was great to work with people across all functions of the Sugar Australia and GF businesses.

"Producing and sourcing sugar and ingredients, and transporting it across the country, takes an enormous effort, with all parts of our business working together," he said.

"In a role where we manage and support customers' efforts to grow their business in a competitive environment, it provides a level of comfort in knowing there is a great team of people working together to deliver on our commitments and make our business the best it can be."

Steve has worked for Sugar Australia since 2011 and was originally based out of the now-closed Regency Park depot. He moved across to Goodman Fielder's Adelaide distribution centre in 2015 after Wilmar acquired its first 50 per cent share of GF.

It means that while Steve's nearest Sugar

Australia colleagues are located more than 700km away in Melbourne, he gets to work alongside Goodman Fielder employees based at the West Richmond distribution centre.

Steve said COVID restrictions meant he had actually seen more of his Sugar Australia co-workers this year, albeit not face-to-face.

"I would normally have the opportunity to meet with my Sales team colleagues in person about half a dozen times a year," Steve said.

"This year has been difficult in terms of not being able to travel or experience face-to-face contact but, with those based in Melbourne also not being able to attend the office, we've moved to online video meetings.

"I've seen the faces of my fellow team members more this year than any other in my time with the business."

Nutrition hack for *festive season*

To round off the year, the ANZ Nutrition Team is delighted to bring you the best nutrition hack for the Christmas season.

It's called the "variety effect" and research shows it works.

We are all looking forward to enjoying good food and company after the year we've had. But is anybody thinking about where those kilojoules from extra sweet treats are going to end up? What if you could enjoy all the festive food without the extra weight gain?

Science can explain why we tend to over-indulge. Our body has a built-in system that tells us when to stop eating, called satiety. However, the more variety of flavours, textures and colours on offer, the more we continue to eat, even though we already feel full. This is called sensory-specific satiety, or the "variety effect".

Ordinarily we get bored of eating just one flavour, say milk chocolate, and this triggers satiety signals that reduce hunger. We feel full and stop eating.

But if there is a variety of different flavours, textures or colours on offer in the chocolate

Michelle and Mary

box, then we will just switch to eating the dark choc truffle and then the peppermint cream and so on. Switching between foods with different sensory properties interrupts satiety and we end up eating more overall.

Keep in mind the "variety effect" can also be helpful when we want to eat more fruit and vegetables. Having different flavours and textures of vegetables on offer gives us the push to eat a wider variety of these foods that are better for us.

So the take-home message this Christmas is to take control of the choccie bowl – keep it simple and you should finish eating sooner than expected.

You can also try:

- Limiting the variety of indulgent snacks that you have around the house at one time
- Providing less variety of indulgent foods at your Christmas party
- Increasing the choices of salads, veggie sides and fruits at your Christmas party

We wish everyone a happy and safe Christmas.

Dr Mary Harrington and Michelle Gale

In the Mix

Proserpine Mill-based IT Support Manager Peter Moore caught up with Executive Assistant Belinda Huffer during a recent visit to Wilmar Sugar's Brisbane office.

Chris Winship, Michelle Galipo, Michael Furlan, Lindsay Wheeler and Peter Luke from the Herbert's Cane Supply and Transport team added some tropical colour to this month's Cane Supply Leadership Team meeting.

The Wilmar AgServices team (from left) George Russell, Liana Lillford, Tina O'Hare, Vincent Fulton and Julie Raward.

Kalamia General Mill Worker Mick Allegri (left) and Production Superintendent Chris Scovazzi at the Kalamia Mill State School presentation afternoon with Principal Renee Cross. Mick mows the lawn for the school and Kalamia Mill provides other in-kind support throughout the year.

Pioneer Mill Design Draftsperson Mark Carter, featured in Issue 3 of The Mix, was finally reunited with his family in late November.

Wilmar BioEthanol Yarraville employees Michael Goncalves and Luke Tanner with bulk containers of ethanol filled for a customer order.

Media and Grower Communications Manager Leanne Oliveri and Manager Technical Services Russell Kirk at the Wilmar Sugar-sponsored Townsville Fire WNBL home game in November.

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SUGAR Australia

CHELSEA NATURAL CANE SUGARS EST. 1884 NEW ZEALAND

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