



## HEALTH, SAFETY & ENVIRONMENT REPORT 2007 Regional Service Centres, Australia

Regional Service Centres are strategically located around Australia to service Nufarm's customers.

### Regional Service Centres

Nufarm Australia is continuing to invest capital into the key cropping areas of Australia in an effort to further develop its customer service offering. These centres also support our major storage facilities at the manufacturing sites of Laverton, Kwinana, Welshpool, Brendale and Lytton.

Regional Service Centres are located at:

- Merredin, Western Australia
- Esperance, Western Australia
- Geraldton, Western Australia
- Cummins, South Australia
- Adelaide, South Australia
- Kadina, South Australia
- Horsham, Victoria
- Wagga Wagga, New South Wales
- Dubbo, New South Wales
- Moree, New South Wales
- Toowoomba, Queensland

Nufarm opened its first centre in Dubbo ten years ago; many service centres have operated now for several years.

### Health and Safety Performance

We believe that safety is important in the operation of our regional centres; we are pleased to report that we have had no serious injuries in any of the locations between 2002 and 2006. Our last lost time injury was a back injury in 2001.

All of our people have Agsafe accreditation. In addition, as many of them as possible have attended the Nufarm five day safety course. When the occasion permits, our service centre people attend additional training on transport and storage of dangerous goods (DGs), usually courses provided by PACIA (Plastics and Chemicals Industries Association).

We work closely with local emergency authorities to make them aware of what we do and to involve them in our operations in case we ever need to call on them.

### Environmental Performance

We are very conscious of the need for good environmental performance. We handle a range of products which, if mis-used, can cause environmental problems.

We train our people in response to spills, both on our premises and in how to deal with spills that can occur due to transport accidents. All of the centres store our products on concrete. The storage areas are all bunded in case of spillage, as are the locations where trucks are loaded and unloaded.

Each location has additional bunding. Should we ever face a fire in a store, we believe we must have the ability to contain fire water, and we have made provision for this.

Our stores are audited by Agsafe, and all are accredited by them. In addition, experienced auditors in Nufarm regularly audit the operations of these centres, ensuring that there is a continual improvement in the standards of each location.

Safe transport of products is critical; our stores staff are trained in DGs transport regulations. They take seriously the responsibility that the carriers to whom we entrust our products are of a high standard.

### Esperance, Western Australia

Opened in April 2004, Esperance RSC services the "food bowl" of South East Western Australia. Added to this service area is an overnight "backloading" service to approximately a dozen towns along the two main routes back to Kwinana, some 760 kilometres away.

Esperance and the Esperance RSC survived the "Supa Storm" of January 2007 (Supa Storm - was a combination of a very deep low off the South East Coast combining with the remnants of Tropical Cyclone Isabella working down from the north of WA - dumped 225 mm of rain in 2 days) without damage to our operations, so we continue the steady annual increase in product throughput since opening in 2004.

Bulk storage and refill facilities, drive in pallet racking and more recently, a Territory Manager, have all been additions to the Service Centre since its opening, which reflects the confidence in the centre and the area it services.

### Geraldton

CBH (Co-Operative Bulk Handling Ltd) ran a Grower Quality Assurance course towards the end of 2006. The participants and course providers were invited to our service centre as a practical part of the course's safe product storage and transport chapters. Below is part of a thank you email sent to us by CBH after the event.

"The feedback from the growers was excellent - they loved to see so much chemical in one shed and found the safety information very helpful. Again, thank you very much for the opportunity of allowing us on site and getting some very important information out to the end users."





## Regional Service Centres, Australia

We aim to carry out our business with no adverse effects on our people, the community or the environment. We strive for sustainable development and continuous improvement.

### Dubbo

Our Nufarm Dubbo staff have embraced the policy that all staff, visitors and carriers coming onto the site will be able to leave the site in the same condition that they arrived.

Dubbo has pushed forward in this area, concentrating on forklift and pedestrian management. Driver safety zones and pedestrian exclusion zones have been incorporated in more detail without compromising efficiency, putting Nufarm Dubbo at the forefront in traffic management in Dubbo.

The site looks fresh and vibrant after a recent facelift. The staff continue to push for a safe and enjoyable workplace creating an atmosphere which Nufarm Australia Limited embraces.

Nufarm Dubbo strive to supply an order on the day it is placed, giving Nufarm the edge in the marketplace throughout this area by running with the 'can do' attitude.



### Moree

Moree Regional Service Centre, now has the second stage of drive-in pallet racking installed, in the new 1,000m<sup>2</sup> warehouse. We have the ability to store 832 pallets of 20 l drums and 360 pallets of 110 l Envirodrums in the new drive-in pallet racking,

Moree has also installed a suitable cabinet to store Fumitoxin and we upgraded our Dangerous Goods Licence, we now have the ability to fill orders for the supply and demand of Fumitoxin.

### Adelaide

Adelaide, being our largest service centre, is now looking to increase customer service levels. We have had a number of staff changes in the last twelve months and are now committed to provide customers with a faster delivery service. We believe we can set a new standard for Nufarm here in Adelaide.

### Toowoomba

Toowoomba service area has continued to grow over the past year and staff have completed the new advanced OH&S course. Toowoomba is an important link to customer supply in the Downs area.



### Horsham

4 Permanent staff on site are:

Territory Manager	Gerard Bardell
R & D Officer	Mark Slatter
RSC Manager	Darryl Morrison
Storeman	Jamie Beavis

Approximately 100 trees and shrubs have been planted. Due to drought conditions two x 31,000 L rainwater tanks are to be installed to water existing lawns, trees and to service office amenities. The store has a capacity to hold 1500 pallets.



### Kadina

Kadina had its official opening on the 6th February 2006 in front of a crowd of 120 people, including resellers and farmers. The RSC was opened by Doug Rathbone and attended by Lachie McKinnon, Peter O'Keeffe, Matthew Sargent, Paul Olinowski, David McMillan, Tony Button, Claire Daniel and Darrin Jocey-Prior.



### Wagga

Significant work has been done to reduce the amount of pedestrian and vehicle traffic at the Wagga Wagga site during 2006. Previously, there could be anything up to 25 transport operators through the site per day collecting customer orders. This number has effectively been reduced to nil with the introduction of a contractor to deliver customer orders to transport operators' depots within the Wagga Wagga township for on forwarding to the customer. This has also shown a major boost to the delivery times of customer orders and has allowed the Service Centre Manager and the Storeperson to focus on HS&E issues as they arise.

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