

# GrainCorp: AgForce Performance Guidelines



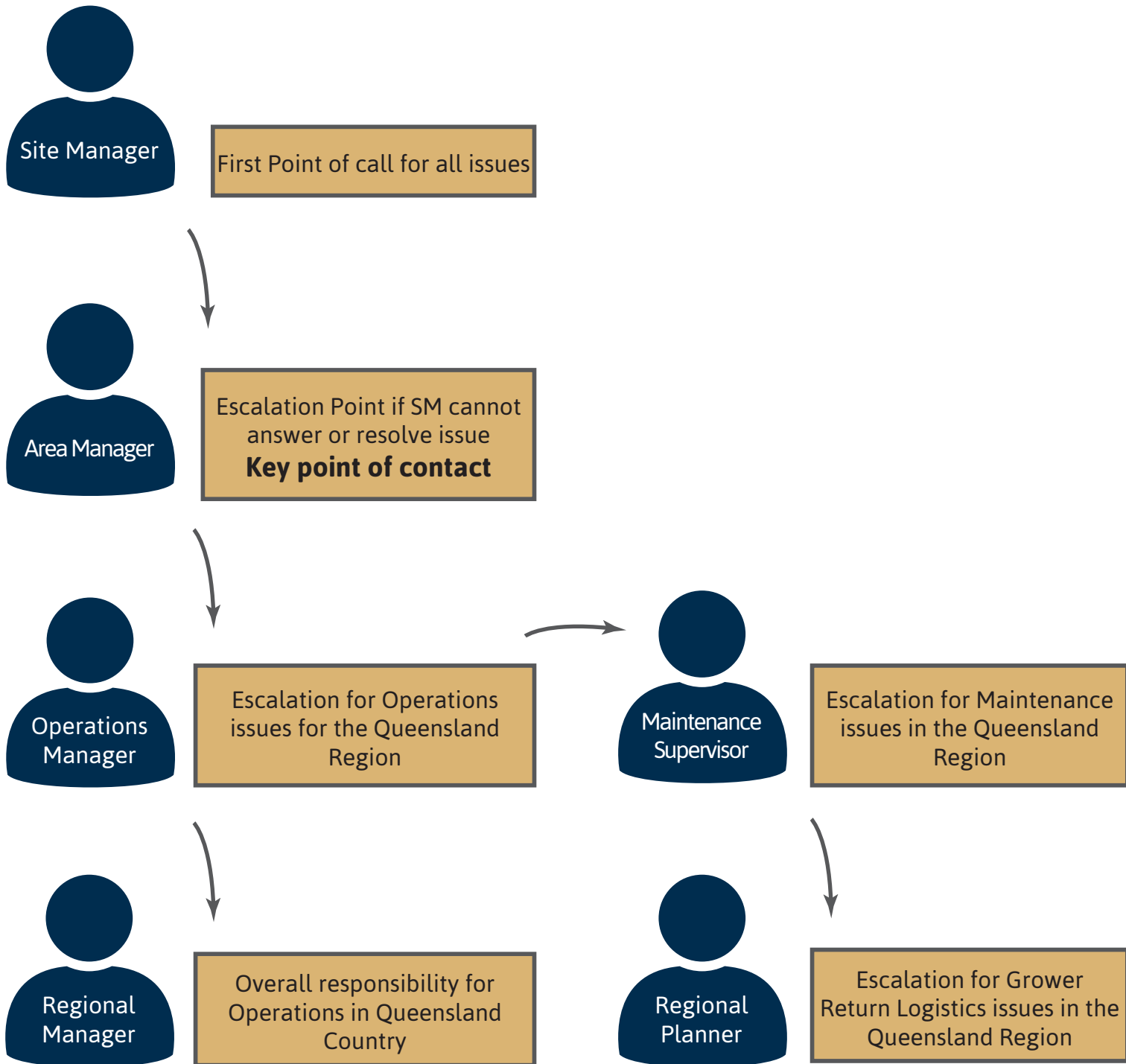
AgForce Grains and GrainCorp have been working together to improve the service GrainCorp provides to growers. To help track GrainCorp's performance this harvest, AgForce and GrainCorp have developed a number of Key Performance Indicators (KPIs), along with agreed minimum service levels to help track, improve and resolve issues quickly.

GrainCorp has also provided an updated escalation matrix with key site and regional contact details to direct you to the right person who can resolve your issue quickly. This is good news for growers because now, when you deliver to a GrainCorp site and you notice an issue you will have a straightforward process to follow towards a resolution.

Any reported issue will be documented over harvest for further review. AgForce members are asked to provide issues or concerns to AgForce, so they can be documented on AgForce's website along with GrainCorp's resolution.

KPI	Measure	Comment
Safety	All Operating Sites to have at least one First Aid Trained Staff Member on site.	All people on site including customers and contractors receive medical treatment in the event of an incident.
Turnaround Times	Target <1 hour in harvest period.	Escalation Process to occur when outside target.
Maintenance	All preventative maintenance (PM) to be complete prior to harvest at operating sites.	PM list to be available to local Grower Working Group.
Capital	Consultation for Capital Planning at a local site level.	Local Grower Working Group kept in communication with capital initiatives for site.
Breakdowns	Site to have contingency plans in place. Guarantee truck will unload with same commodity for short term breakdowns.	GrainCorp absorb risk of short term breakdowns (<8 hrs).
Samplers	All staff who sample grain are trained and assessed as competent by obtaining certificate.	Grower has right to request certificate on load assessment.
Communication	Hierarchy identified at each site, e.g. Site Manager, Area Manager.	Escalation Process to occur where answer cannot be given locally.
Responsiveness	Suggestions Box to be implemented at Site.	Commitment by GrainCorp to formally reply to constructive suggestions within three (3) Working Days.
Outload	Growers to have access to Regional Planner where issues arise with Grower Returns.	Storage and Handling Agreement conditions apply, e.g. Fumigation Plans affect availability.

# GrainCorp: AgForce Performance Guidelines



# GrainCorp: AgForce Performance Guidelines



Site	Site Manager /Area Manager	Site Phone No.	Site Fax No.
Inner Downs Cluster (Brookstead)	Michael McMahon: 0419 913 987 [Area Manager]	07 4693 9108	
Brookstead	Grahame Sutton: 0417 737 609	07 4693 9126	07 4693 9242
Millmerran	Roxanne Chetwynd: 0427 986 305	07 4695 1251	07 4695 1737
Clifton	Jay Marriage: 0408 757 925	07 4697 3355	07 4697 3599
Malu	Eddie Potter: 0419 723 492	07 4692 2286	07 4692 2101
Dalby Cluster	Glenn Neale: 0408 700 913 [Area Manager]		
Natcha	Not opening for winter crop: 0458 482 672	07 4662 3997	07 4662 6097
Dalby West	Lisa Pomroy: 0447 218 732	07 4662 2989	07 4669 6027
Kupunn	Not opening for winter crop: 0408 700 913	07 4663 8138	07 4663 8138
Jandowae	Merv Abbot: 0447 440 030 Not opening for winter crop	07 4668 5201	07 4668 5201
Macalister	Site Phone: 0409 640 746	07 4663 5120	07 4663 5120
Warra	Cassandra Wassell: 0427 362 670	07 4668 1169	07 4668 1201
Western Downs Cluster	Nigel Barham: 0418 724 047 [Area Manager]		
Miles	Ken Lloyd: 0458 251 421	07 4627 1466	07 4627 1729
Roma West	Michael Lowe: 0419 709 423	07 4622 6126	07 4622 4462
Wallumbilla	Michael Lowe: 0419 709 423	07 4668 1201	07 4623 4135
Meandarra	Amanda Blackburn: 0428 730 921	07 4678 5500	07 4665 6300
The Gums	John Wilson: 0458 294 835	07 4665 9174	07 4665 9228
Mt McLaren Cluster	John Geary : 0428 989 778 [Area Manager]		
Mt McLaren	John Geary: 0428 989 778	07 4983 5147	07 4983 5197
Capella	Dan Bruton: 0419 779 761	07 4984 9676	07 4984 9768

# GrainCorp: AgForce Performance Guidelines



Site	Site Manager /Area Manager	Site Phone No.	Site Fax No.
Emerald Cluster	Phil Duynhoven: 0459 147 422 [Area Manager]		
Biloela	Scott Seagrott: 0408 095 406	07 4992 1161	07 4992 2082
Dingo	Phil Duynhoven: 0459 147 422	07 4935 9192	07 4935 9275
Emerald	Kevin Dalton: 0409 329 552	07 4982 1033	07 4982 4548
Gindie	Kevin Dalton: 0409 329 552	07 4982 2171	07 4982 3923
Goonoo	Phil Duynhoven: 0459 147 422		07 4984 5102
Koorngoo	Peter Stelfox: 0408 719 584	07 4996 5203	07 4996 5334
Moura	Peter Stelfox: 0408 719 584	07 4997 1419	07 4997 1944
Goondiwindi Cluster	Brad Clark: 0408 702 116 [Area Manager]		
Bungunya	Site Mobile: 0400 681 247	07 4677 1205	07 4677 1208
Boggabilla	Site Mobile: 0409 472 042	07 4676 2274	07 4676 2292
Goondiwindi West	Tim Corbett Mobile: 0438 251 645	07 4677 8900	07 4671 3982
Goondiwindi East	Site Mobile: 0400 569 710	07 4671 4988	07 4671 5995
Toobeah	Site Mobile: 0427 457 570	07 4677 5121	07 4677 5190
Yelarbon	Site Mobile: 0427 821 781	07 4675 1154	07 4675 1394
Thallon	Darren Kelly: 0427 741 308	07 4625 9156	07 4625 9298
Tallwood	Site Mobile Number: 0427 457 570		
Talwood	Site Mobile: 0407 460 631	07 4677 1128	07 4677 1013

Gemma McNickle	Operations Manager	0417 670 005	07 4639 9284
Chris Doherty	Regional Planner	0419 022 265	07 4639 9262
Craig Bainbridge	Maintenance Supervisor	0438 813 294	07 4636 2128
Brad Foster	Regional Manager	0428 861 781	07 4639 9260
Peter Levido	QLD Customer Manager	0422 996 305	
Eric Williamson	Quality Services Manager	0428 659 570	