

# INTOUCH

Issue 2: January 2009



Arch Wood Protection

As you get into the swing of a brand new year, we at Arch Wood Protection would like to wish you every success for 2009. In this issue of INTOUCH we share insights into Arch's workplace safety progress and monitoring program. Community Projects have been a focus for Arch over the last year; read about our involvement in supporting a local soccer team and help bringing the joy of Christmas to pre-schoolers in our community.

Meet MFUNDO, the mascot of our plant operator training program which was launched in 2008.

In closing then, we bid farewell to a stalwart, not only in our business, but also well known in the wider timber industry, DAVE SNOWDOWNE, who retired at the end of December.

Stay INTOUCH

A handwritten signature in black ink that reads "Gerard Busse".

**Gerard Busse**  
Marketing Manager

RESPONSIBLE CARE®

The  
Goal  
is Zero

## WORKPLACE SAFETY IN THE INTERESTS OF ALL

Arch Wood Protection in South Africa is heavily committed and involved in a global programme of workplace safety. In keeping with its commitment to constant improvement in this respect, the local company shares in its multinational parent's programme under the call to action of *The Goal is Zero*.

The ultimate objective is zero recordable safety incidents and accidents across the entire organisation which has 3 000 employees and manufacturing and customer

***"We take the question of internal and external workplace safety extremely seriously"***

support facilities in North and South America, Europe, Asia, Australasia and Africa.

"We take the question of internal and external workplace safety extremely seriously" says Operations Manager, Dave Snowdowne. This commitment is backed by stringent and involved series of inspections, controls, report-backs, analyses and actions.

It's all part of the Arch view that we are an integral part of the communities and various other stakeholders with which we interact on different levels.

"It's fair to say that the results are proof that the system works in that during the third quarter of 2008, across the entire global group, the number of safety incidents fell sharply with only one recorded in September and five overall.

"That's clearly an impressive performance for any industry and it's difficult to imagine that there are too many other businesses that can match it.

"The goal, however, is indeed zero. No amount of injuries to employees is acceptable so as our group head office has indicated, we will continue to do our utmost to remain vigilant about our own safety and the greater constituency that we serve.

"To facilitate this goal, we encourage a culture of all embracing workplace safety and performance across every facet of the many Arch activities.

***We encourage a culture of all embracing workplace safety and performance.***

"Further proof of our dedication on the safety front is our membership of the Chemical and Allied Industries Association 'Responsible Care Initiative' and our compliance with ISO9001 and 14001 Safety Health and Environmental (SHE), accreditation in South Africa.

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## **BEHAVIOUR & SAFETY MONITORING LEADS TO GREATER WORKPLACE SAFETY**

As part of our greater commitment to the community, Arch constantly monitors workplace safety at every level from the offices to the factory floor and beyond.

Compliance manager, Denise Conradie is tasked with managing a detailed series of procedures and protocols, a key element of which is 'Behaviour Observation Programmes' (BOP's) and Management and Safety Representative Safety Inspections.



*Denise Conradie, Compliance Manager, attending to one of her many inspections*

Says Conradie: "The outside world, essentially all our stakeholders, will only ever see the tip of the iceberg in terms of these activities and other aspects of our workplace safety protocols.

"However, we regard these functions as absolutely critical in ensuring a safe working environment for all Arch employees irrespective of their responsibilities within the office, factory, distribution, handling or in terms of any other aspects of the company's activities.

### ***Workplace safety is not limited to the factory floor***

"That in turn benefits everyone we deal with at the various points of interaction we have with the Arch 'constituency' as it were."

"Central to this thinking is that we are dealing with potentially hazardous materials and every precaution has to be taken to avoid impacts on people and the environment. It's a responsibility which we take very seriously.

"Specifically, our Behaviour Observation Programme involves employees monitoring other employees and according to a detailed schedule of checks to identify safety issues, thus pointing the way to pre-emptive corrective action.

### ***Rigorously analyzing and monitoring the safety implication of whatever an employee does***

"Safety Inspections are done by one of the members of the Management Team accompanied by a Safety Representative. The inspections involve safety checks of all equipment and areas of the facility and site on a monthly basis. In this way, preventative actions can be identified before serious injuries or incidents occur. At Arch Wood Protection we practice the proverbial saying— *Prevention is better than cure.*

"Moreover, workplace safety is not limited to the factory floor as may be thought. In the office environment for example, there are critical aspects to take into account, inclusive of good 'housekeeping', working positions (basically the ergonomics of the workstation), the use of electrical apparatus, etc.

"Then, in terms of the factory checklist of some 40 items, there are numerous aspects to take into account ranging from wearing the correct protective equipment, to the safe use of mechanical/electrical tools, chemical/electrical hazards, good housekeeping and so on.

"Essentially, it's a matter of rigorously analyzing and monitoring the safety implication of whatever an employee does at any stage of the company's operations. There is not a single area or activity that escapes the scrutiny. It's that intensive!

### ***The results are constantly recorded and reviewed at local (country) level and international level***

"The results are constantly recorded and reviewed at local (country) level and international level at the group's headquarters in Atlanta Georgia, USA and the results speak for themselves that we have an excellent safety and environmental record." ■

## **ARCH WOOD PROTECTION SPONSORS NUMEROUS COMMUNITY PROJECTS**

The promising young soccer team from Port Shepstone's Bethani community has been given a boost with the donation of brand new playing kit by Arch Wood Protection of Port Shepstone as part of a wider series of social responsibility initiatives by the company.

Graham Ponter, Finance Manager at Arch, says the company believes in a multi-faceted approach in this respect, to embrace community needs from crèche level through to high school and beyond.

*Cont. on Pg 3*

## ARCH WOOD PROTECTION SPONSORS NUMEROUS COMMUNITY PROJECTS (Cont.)

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“Arch sees the contributions as their way of giving something back to the local community. As a corporate citizen, we are very much part of Port Shepstone and we believe our assistance in this respect is only right and proper” says Graham.

“At crèche level the company’s involvement includes Nakakele, Vulingqondo and Bethani crèches. The crèches provide support for children in vulnerable rural areas. Many are orphans in desperate need of help and we have stepped in to provide the likes of learnership aids and sport and playground equipment for what will eventually amount to some 270 children” he adds.

The intention is to broaden the support at crèche level with soccer coaching along similar



Above: Graham Ponter, Arch Financial Manager, with the proud team members wearing their new TANALISED® kit.

### **Giving something back to the local community**

lines to that provided at high school level where, for example, the company recently donated playing kit to the Bethani community’s promising young soccer team.

At junior schools level the company as yet does not have an involvement but this will change in the New Year when soccer coaching also begins at a number of schools.

“We are now looking at broadening our involvement still further, possibly into running and rugby, tying up where appropriate with other social responsibility initiatives such as the new Sharks Rugby field project in the Ugu area.

“There are already tangible benefits to be seen from the company’s involvement, notably in terms of the Arch backed soccer team which has performed well in the local league over the past season.

“These boys can really play and they have the potential to go far” says coach Wellington Bhengu enthusiastically. ‘Baby steps’ is his policy and the first objective is to win the league. ■

### **Many are orphans in desperate need of help**



### **Involved across the entire educational spectrum in terms of our long term commitment to the community**

## ARCH WOOD PROTECTION NOW OFFERING TRAINING COURSES TO TIMBER TREATMENT PLANT OPERATORS

Much excitement and enthusiasm has been generated by Arch Wood Protection, who have launched a new formalized Tanalith® Operator Training Certificate course.

### ***The need has been driven by a greater need in the market for formal training***

Customers have expressed their delight and appreciation of this initiative as they see great value in the formal training of staff members. The course has been developed to fill a need in the market for formal training of treatment plant operators. This need has been driven by a greater focus on safety, health and environmental issues, waste management and product cost efficiency. The course provides a formal, structured programme for which Arch will issue a certificate upon successful completion of each level. The course is endorsed by SABS and SATAS as it assists customers businesses in meeting the requirements of permit conditions.

#### Course Structure

The course is comprised of 3 levels - each level consisting of 10 modules. The course will take approximately 3 years to complete – one year per level with each level getting progressively advanced.

The modules will consist of a half hour training session on-site, given by Arch's Customer Account Managers at the treatment plant on a monthly basis.

### ***A delightful character called "Mfundo" has been introduced***

#### Training Notes

Operators who have been identified by the customer and who are willing to undergo training will be given Training Notes in the language of their choice, namely . English, Afrikaans or Zulu.

To add interest to the learning material, a delightful character called "Mfundo" (A Zulu word meaning "Keen to Learn") has been introduced. Mfundo has been created in many different poses to illustrate relevant to work done by operators especially for this Training Campaign and will, no doubt, become a familiar and much talked about character at treatment plants. The whole idea of Mfundo is to motivate and encourage learning and training in the workplace.



### ***Development of professionalism and pride will be inevitable***

In addition to the valuable learning experience, which the course will no doubt provide, the development of professionalism and pride in the treatment operations area will be an inevitable outcome of this training program", says Doug Sayce, Business Manager. ■

### **FAREWELL TO DAVE SNOWDOWNE - A STALWART IN THE TIMBER INDUSTRY**

Our Operations Manager, Dave Snowdowne, retired at the end of December 2008. Dave has been involved in the timber industry for many years, including working for the Department of Forestry, Hickson, Woodline, Thesen and in recent years Coastchem, Koppers Arch and now Arch Wood Protection. Dave is one of those whom one can say that sawdust flows through his veins, so we are sure that he will not stray too far from us.



Our sincere thanks and appreciation go to Dave for his invaluable contributions made during the 11 years with our company. Our very best wishes go to Dave, Margee and their son, Scott, in all their future endeavours.

Doug Sayce has taken over the role of Operations Manager and has handed over the reins of the Sales Department to Darren Marillier, who is the new Sales Manager. ■

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The key principles driving this process are: compliance with applicable regulations, conservation of energy and natural resources, continual improvement of the environment through pollution prevention, health and safety performance and communication and openness with our internal and external stakeholders.

"Within those essential platforms the aim is to meet or exceed the requirements of applicable legal regulatory and responsible care requirements, formulate objectives and targets that identify aspects of the business that could have significant impact on the environment, health, safety, distribution, security and product stewardship of our business and continuously improve our responsible care performance. ■

