

U.S. Citrus Season

After a challenging 2006/2007 season, largely in part due to a big freeze in the weather in the US, the 2007/2008 Citrus season has been the most successful season to date for Carter & Spencer's Fresh Direct Imports division. Our longest running season with successfully significant growth across all citrus category products in conjunction with one of our major customers.



Shipping Delite branded Clementines from Mulholland Citrus, in the US, for the first time was a major success with more orders than product programmed. Which will inevitably be an opportunity for next season, including shipping the earlier Sweetie variety. We will be working closely with our customers to build on this success for next year.



First Australian Kiwis Landed into Thailand.

The first ever container of Australian Kiwi fruit have been shipped to our Thailand office, a whopping 960 cartons in total. The container was pre-sold to some of our Thai customers, while our Australian team are



working to secure another shipment of Kiwi fruit to Thailand.

KIWI FACTS - Did you know:

- Kiwifruit are members of the genus Actinidia which includes over 40+ species. Actinidia species can vary from a 6m shrub to a vine that can grow up to 30m in length.
- Of the known species only about 6 cultivars are grown. The fruit of the Kiwifruit is actually an edible berry.

- Carter and Spencers Kiwifruit are grown in the Dandenong ranges approximately 65km east of Melbourne.
- Kiwi plants are either Male or Female.
- In Control Atmosphere storage and under ideal conditions i.e zero degrees and nil ethylene, kiwi can be stored for up to 12months



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Persimmons to Thailand

Carter & Spencer's Thailand achieved excellent sales results on Australian Persimmons in Thailand for the 2008 season. This would not have been possible without the support, dedication and high quality standards of Persimmons growers, Heinz and Angela Gugger of Mary Valley Orchards.



This is Carter & Spencer's second export season with Mary Valley and demands for their brand in Thailand is increasing each season.

Mary Valley Orchards is situated at Amamoor, near Gympie in the Mary Valley region of Queensland. The Orchard consists of 7,500 Persimmons trees producing two non-astringent varieties - Fuyu & Jiro, with a further 4,500 trees to be planted this year.

Heinz and Angela have grown these two varieties, due to the high demand by Exporters servicing markets in various Asian countries, the United Arab Emirates and domestic markets in Australia.



Carter & Spencer New Zealand

Exports to New Zealand a Success

Carter & Spencer has traded with New Zealand growers for many years and as such we have built up a good history here.

Recently, Tim Jacometti has taken on the role of Sales Manager with Carter & Spencer New Zealand, the last year has been an exciting period with an array of highs and lows.

Exports have been busy with an excit-



ing range of produce including parsnips, swedes, onions, apricots, apples, cherries, rhubarb, persimmons, capsicums and lemons exported by the Carter & Spencer division.

Imports recently secured the Victorian Packham pear programme for Foodstuffs in New Zealand proving to be the catalyst in getting Foodstuffs Fresh accredited for biosecurity clearances to be completed on site by New Zealand MAF. This is a major development for Carter & Spencer as it will assist in facilitating other imported lines on this programme. Landing containers directly from the wharf will increase our efficiency and competitiveness and in turn

assist Foodstuffs to grow their business.

PEAR FACTS - Did you know:

- 95 % of Australia's export pears come from the Goulburn Valley, located 187km north of Melbourne in Victoria.
- The main export varieties are William Bon Chrétien (known as Bartlett in USA), Beurre Bosc and Packhams Triumph.
- Packhams Triumph was bred in Australia in 1896 and is the most popular pear grown in the Southern Hemisphere.
- Packhams are the best pear to be eaten fresh.
- Fruit is sourced from the one of the largest and most respected pear packing sheds in Australia.
- Our export Packham Pears are all hand wrapped in tissue paper to protect their delicate skin.



Carter & Spencer Group Services

Quality is our Main Concern



After completing his Bachelor of Architecture studies in New Zealand and then continuing his studies in Quality Assurance, Anthony Jackson successfully managed and maintained certification at a number of high level food processing plants before his trip across the Tasman.

Anthony now manages and implements all legislation changes of the Quality Assurance for the Group. His role is to ensure all divisions achieve and maintain these requirements in all areas of food safety, along with this Anthony upholds the required training needed to keep our staff abreast of all current and future changes.



“Quality Assurance is very important” says Anthony. “Our customers are the major supermarket chains throughout Queensland and they rely on us for support and continuing quality service. “

With the recent growth of the Carter & Spencer divisions – Spencer Ranch, Bundaberg, Auburn Vale and Benverreen Transport, Anthony and a number of the supporting staff members have implemented the Quality Standards necessary for the Group to achieve their individual certification.

Group Health and Safety

Harassment Prevention Training

Equal Opportunity for Women in the Workplace has compiled a wealth of knowledge and expertise into a sophisticated training program that is designed to quickly and clearly present information on how to prevent bullying and discrimination in the workplace to which all employees will need to comply.

Nyssa Thomson has successfully completed her training and is now undergoing her new appointment as the Workplace Health and Safety Officer / Internal Auditor for the Group and will be forecasting all training within the divisions on Har-

assment Bullying and Discrimination. This training is an ongoing legislation requirement and must be upgraded every two years.

Nyssa Thomson stated her career with Carter & Spencer Group as our frontline reception and safety representative as well as our SMS Pallet controller. Nyssa is involved in a number of training and retraining activities within the Administration department and with her skills and knowledge has progressed into a more Senior Trainer and Safety Officer.

Group Training

Training plays an important part in the Group’s succession planning, for example all employees are encouraged to obtain a Certification in Administration, Warehouse and Logistics.



A number of Carter & Spencer warehouse Staff Managers and Supervisors participated in this training and development covering product knowledge and streamlined logistics and better the performance and awareness of their role. These are a competency based training program over an 18-24 month period and run by an outside registered training organization and is a notionally recognized qualification. All employees are encouraged to improve their skills and knowledge of systems and procedures.



U.S. Cherries

The first Cherries from the United States have landed into both Australia and China.

The season to date has been a challenge, with growing regions in the United States hit not only with 100 degree temperatures but followed by 30mph winds, causing major damage in orchards. *Damage to US cherry orchards pictured above & below*



Grape Vine Issue 14

Townsville Distribution Centre

It's that time of year when North Queensland's weather is the envy of the rest of the nation! One man who can now testify to that fact is Hugh Matthews, Brisbane's resident "go-to" man for all things construction, mechanical or otherwise.

Hugh recently spent three weeks completing a new dock enclosure project at Carter & Spencer's Townsville Distribution Centre. Our Townsville Distribution Centre can now maintain the all-important cool-chain when



loading & un-loading fresh produce, in all weather conditions. Previously partially exposed to torrential downpours and the tropical North Queensland heat, we can now boast state of the art docking facilities, which will provide cold room efficiencies and most importantly, improve the safety for staff and drivers. The project also incorporated a new office and computer room, to assist with the up-coming implementation of the new Warehouse Management System.

Website Re-launch

The Carter & Spencer Group website is soon to have a new look. A fresher, cleaner, easy to navigate website is due to go live at the end of June.

The revamped website will feature profiles on key Carter & Spencer staff along with contact details for all our divisions world wide.

Be sure to check it out at www.carter-spencer.com



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