

# Goterra Business Management Plan

## Wetherill Park

### Plan Management

<b>Date last updated</b>	01/04/2023
<b>Person responsible</b>	Volant Wills
<b>Position</b>	Head of Operations

### Business details

#### Registration details

<b>Business name</b>	Goterra Pty Ltd
<b>Australian business number (ABN)</b>	<a href="https://abn.gov.au/abn/97612974688">97 612 974 688</a>
<b>Australian company number (ACN)</b> If a company.	612 974 688

## Contact details

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<b>Position</b>	CEO
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## Leased premises and Landlord details

Land Lot 11 in deposited plan 747795 being folio identifier 11/747795 known as

132-136 Newton Road, Wetherill Park, NSW

Premises Unit 3, 132-136 Newton Road, Wetherill Park, NSW having an area of 2,749.8 square metres

### Landlord details

Landlord name: Arrow Evolution SIRE 4 Pty Ltd ACN 644 013 301 as trustee for

SIRE Australia Property Trust 9 ABN 71 463 958 424

Landlord's notice address :C/- Arrow Capital Partners, Level 2, Pomeroy House, 9 Barrack Street , Sydney NSW 2000

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## The management plan

This plan outlines how Goterra is prepared for, and will respond to any daily operations, emergency or disruption.

Our management plan identifies essential areas of our business and how we'll keep the business functions operational in an emergency situation

### Our key products/services

#### 1. Waste Reveal Services

General solid waste (putrescible) The following wastes (other than special waste, liquid waste, hazardous waste or restricted solid waste) have been pre-classified by the EPA as 'general solid waste (putrescible)':

Def: Food waste means waste from the manufacture, preparation, sale or consumption of food but does not include grease-trap waste.

#### 2. Waste Processing and Insect Feed Conversion

Screening of waste post initial receipt in an enclosed concrete bunker system. The transfer of organic matter through conveyors, pumps, tanks and bespoke Modular Infrastructure of Biological service units using established containerised methods with controlled environmental and biological procedures established in 4 states in Australia.

#### 3. Protein Manufacturing

The drying of BSF (Black Soldier Fly) insects retrieved from the waste conversion process.

#### 4. Frass Manufacturing

The separation of live larvae, insect manure through mechanical separation equipment.

## Operational Hours

The facility hours is drafted alongside a review of the waste receival activities and truck movements within the Wetherill Park industrial area.

Hours	Days of the Week	Operational Type
All Day	Mon - Fri	Internal Production and Processing
12H00 - 22H00	Mon - Fri	Waste Receival
14H00 - 20H00	Sat - Sun	Waste Receival

## Waste Truck / Traffic

	No of Front Loading Truck (HR) (6.4t)	No of Rear Loading Truck (MR) (4.7t)	Daily tonne
Mon-Fri	2	2	22.2
Sat	1	2	15.8
Sun	1	2	15.8

### Biological Material Vehicle / Traffic

	Hiace Toyota Courier Vehicle (C)	Daily Weights kg
Mon-Sun	1x Alternate Day Delivery	300 - 340 kg

### Despatch Vehicle / Traffic

	Isuzu 8 tonne Flatbed (MR)	Product	Weights
Fri	1x Despatch Load per week	Insect Protein	6000 kg
Mon - Fri	3 x Despatch Loads per week	Insect Frass	6000kg

### Facilities - Waste Management (Receival)

Essential jobs/people			
Position	Operations Management	Service Technicians	Waste Operators
<b>Task details</b>	<p>Overseeing the day-to-day operations of the facility and waste processing function.</p> <p>Overseeing the servicing, repair and management of plant and machinery at the Wetherill facility, including planned and reactive maintenance.</p> <p>Maintaining Data accuracy using the management Dashboard and targets process</p>	<p>Conducting regular service inspection of robotic units and supporting mechanical infrastructure.</p> <p>Operating robotic machinery via PLC / user interface.</p>	<p>Manual handling of solid organic (food)waste material, manually removing contaminants from the waste stream e.g. glass, soft plastics and metal, and managing the processing of waste from receipt through depackaging, maceration and delivery to storage units.</p> <p>Recording of the total input and output quantities using the Goterra Manufacturing Execution system MagOps.</p>
<b>Training/skills required</b>	<p>Operational management skills and a detailed understanding of Goterra processes, procedures and methodology</p>	<p>Detailed understanding of operations and servicing of Goterra's Waste receipt system</p> <p>Some experience with mechanical systems, pumps and/or hydraulics, PLCs.</p>	<p>Possession of a Forklift License.</p> <p>Ability to undertake routine cleaning and machinery operations tasks.</p>
<b>Current arrangements</b>	<p>Operations Manager based in Wetherill with oversight of remote teams currently</p>	<p>We have service technicians at our sites trained to operate, maintain and repair our equipment, as well as troubleshooting and providing input to engineers on process improvements.</p>	<p>2 Operators trained and licensing is provided on use of forklift and depackager units.</p> <p>Processes are described in detailed Standard Operating Procedures which are constantly updated as processes are refined and used as a training resource for new hires.</p>



<b>Contingency (Human)</b>	<p>4 Tier Management Level Competence within the Organisation.</p> <ul style="list-style-type: none"> <li>• CEO - Founder / Insect Industry Leader in Australia</li> <li>• HOO - Executive - Large Scale operations expert in 2 other BSF Business + FMCG and Pharma</li> <li>• Site Manager</li> <li>• Senior Service Technician</li> </ul>	<p>Service technicians are employed as mobile employees being able to be deployed as operationally required.</p> <p>Manufacturing / Maintenance Technicians perform the operational level function to ensure both technical and operational support</p>	<p>Waste receival and operational processes provide continuity and quality of operational output and transfer of skills and knowledge across the team and to new hires.</p> <p>Processes are described in detailed Standard Operating Procedures which are constantly updated as processes are refined and used as a training resource for new hires.</p> <p>Goterra conducts on-going recruitment, training and development.</p> <p>Waste Operators from Hume Facilities team are able to provide support short term support to back fill gaps.</p>
<b>Back up options</b>	<p>Senior management can step in to support waste operations as required. Senior technicians are trained and capable of stepping up into the Manager responsibilities.</p>	<p>The Engineering and Manufacturing team are available to provide support if required eg specialist skills including electrical or PLC programming; design-driven advice</p>	<p>A pool of trained and experienced casual labour is maintained.</p> <p>Farm Hands from the Production team are able to provide short term support to back fill gaps in capability.</p>

Essential services/supplies			
<b>Task details</b>	Receiving waste	Processing waste	Maintaining plant and equipment
<b>Current arrangements</b>	<p>Site Manager, leads a team of waste operators.</p>	<p>Access to Excavators, conveyors and depackaging &amp; macerator equipment and storage tanks</p> <p>1 Forklift units to ensure pallet movement.</p> <p>1 Excavator to tip Waste into Hopper that feeds the separation and Depackager unit</p>	<p>Each site is supported by a Service Technician who undertakes planned and reactive maintenance.</p> <p>All scheduled maintenance activities are contracted out to external parties with support from HQ ( Hume) as subject matter experts.</p>

<b>Back up options</b>	Senior management can step in to waste operations as required. Senior technicians are trained and capable of stepping up into the Manager responsibilities	Incoming food waste can be stored for short periods.  For longer outages alternative sites can be used. ( Canberra , Sydney Lendlease MIB)	Ongoing relationships with local suppliers (plumbing, electrical, air conditioning) mean external capability can be resourced.
<b>Essential equipment/systems</b>			
<b>Task details</b>	Waste bunker storage of incoming food waste and materials handling equipment	Conveyor system and depackager	Food storage tanks and Feed Systems
<b>Current arrangements</b>	Undercover concrete bunker and front loading tractor that is a standard piece of equipment.	Standard equipment used to convey materials from the bunker to the depackager.  Single large depackaging unit	On site storage acts as a buffer tank to absorb fluctuations in waste processing of insect feed stock.  ~A maximum of 50 000 Liter capacity is maintained at a time in the buffer tanks.
<b>Back up options</b>	When a site is unable to accept waste, we will, at our expense advise the waste company Cleanaway to transport the waste to an alternative location to process the waste. This arrangement is contractually binding	In the short-term staff can be deployed to manual handling, sorting and depackaging.  Longer term objectives would be to include a secondary depackager unit to ensure operational continuity in organics and non organics separation	An inventory of critical spare parts are held on site and non-stocked items are readily available from OEM dealers for quick supply as equipment is standard models.  Skills to repair and fit are on staff or can be accessed through the approved dealer networks.  If the site is inaccessible but is operational, the feed systems can be remotely operated to ensure the existing organic waste can be fed to MIBs..

## Processing - Waste Conversion

Essential jobs/people			
Position	Operations Management	Service Technicians	Waste Operators
<b>Task details</b>	<p>Overseeing the day-to-day operations of the facility and MIB operations.</p> <p>Overseeing the servicing, repair and management of plant and machinery at the Wetherill facility, including planned and reactive maintenance.</p> <p>Maintaining Data accuracy using the management Dashboard and targets process</p>	<p>Managing the operations and conducting service inspection of robotic units and supporting mechanical infrastructure.</p> <p>Operating robotic machinery via PLC / user interface.</p> <p>Performing biological service exchanges every 10 days.</p> <p>Recording of the total input and output quantities using the Goterra Manufacturing Execution system MagOps.</p>	<p>Assist in the service schedules and movement of the live insect and frass by ensuring equipment is operational during the remote operation of the units</p>
<b>Training/skills required</b>	<p>Operational management skills and a detailed understanding of Goterra processes, procedures and methodology. Policies and SOPs</p>	<p>Training plans of operations and servicing of Goterra's MIB units and feeding systems and access to all SOP's via Goterra Home page within its software system.</p>	<p>Basic MIB / sifting separation procedures.</p> <p>Possession of a Forklift License.</p> <p>Ability to undertake routine cleaning and machinery operations tasks.</p>

		Mechanical systems, pumps and/or hydraulics and PLC's training with Maintenance Manager as well as access to OEM manuals.	
<b>Current arrangements</b>	Site Manager based in Wetherill with oversight of remote teams currently	3x Service technicians at our site trained to operate, maintain and repair our equipment, as well as troubleshooting and providing input to engineers on process improvements.	<p>Basic operational training and licensing is provided on use of insect, frass removal from machines. Use of Forklift aligned to current role.</p> <p>Processes are described in detailed Standard Operating Procedures which are constantly updated as processes are refined and used as a training resource for new hires.</p>
<b>Contingency (Human)</b>	<p>4 Tier Management Level Competence within the Organisation.</p> <ul style="list-style-type: none"> <li>• CEO - Founder / Insect Industry Leader in Australia</li> <li>• HOO - Executive - Large Scale operations expert in 2 other BSF Business + FMCG and Pharma</li> <li>• Site Manager</li> <li>• Senior Service Technician</li> </ul>	<p>Service technicians are employed as mobile employees being able to be deployed as operationally required. This means any service technician located in Hume, Albury, Melbourne is able to assist.</p> <p>Manufacturing / Maintenance Technicians perform the operational level function to ensure both technical and operational support</p>	<p>Standardised Mib Servicing processes provide continuity and quality of operational output and transfer of skills and knowledge across the team and to new hires.</p> <p>Processes are described in detailed Standard Operating Procedures which are constantly updated as processes are refined and used as a training resource for new hires.</p> <p>Goterra conducts on-going recruitment, training and development.</p> <p>Waste Operators from Facilities team are able to provide support short term support to back fill gaps.</p>
<b>Back up options</b>	Senior management can step in to support waste operations as required. Senior technicians are trained and capable of stepping up into the Manager responsibilities.	The Engineering and Manufacturing team are available to provide support if required eg specialist skills including electrical or PLC programming; design-driven advice	<p>A pool of trained and experienced casual labour is maintained. ( Randstad Labour Services)</p> <p>Farm Hands from the Production team in Hume are able to provide short term support to back fill gaps in capability.</p>

## Processing - Protein Drying and Frass Separation

Essential jobs/people			
Position	Operations Management	Process Technicians	Service Technicians
Task details	Overseeing the day-to-day operations of the facility and MIB operations.	<p>Managing the separation and holding of live larvae prior to the drying system.</p> <p>Ensuring ethical practices of the slaughter/killing process and establishing safe biological controls using SOP's and established GMP / Feedsafe practices ( See EIS)</p> <p>Recording of the total input and output quantities using the Goterra Manufacturing Execution system MagOps.</p>	<p>Assist in ensuring larvae are transported and separated using the technology provided.</p> <p>General daily housekeeping to ensure biological controls are maintained.</p>

	<p>Overseeing the servicing, repair and management of plant and machinery at the Wetherill facility, including planned and reactive maintenance.</p> <p>Managing the facility in accordance with Feedsafe (SFMCA) guidelines.</p> <p>Fundamentals:</p> <ul style="list-style-type: none"> <li>• Hazards and Risk Assessments</li> <li>• Premises and Building Management</li> <li>• Personnel</li> <li>• Plant and Equipment</li> <li>• Raw Material - Recieveal / Dispatch</li> <li>• Manufacturing Instructions</li> <li>• Labelling of Product</li> <li>• Delivery and Transport</li> <li>• Inspection and Testing</li> <li>• Records</li> <li>• Customer Complaints</li> <li>• Product Recalls</li> </ul>		
<b>Training/skills required</b>	<p>Operational management skills and a detailed understanding of Goterra processes, procedures and methodology. Policies and SOPs</p>	<p>OEM commissioning of the Vibratory screen system to ensure effective separation of the two products.</p> <p>Following Clear SOP's for the control and operation of the microwave conveyor drying system including the bagging machine.</p> <p>Using this data collection against theoretical yields to establish conformity and adherence to Process controls.</p> <p>Utilizing the mass balance sheets for reference.</p>	<p>Basic Sifting separation procedures.</p> <p>Understanding of Input and output quantities</p> <p>Possession of a Forklift License</p> <p>Ability to undertake routine cleaning and machinery operations tasks.</p>

<b>Current arrangements</b>	Site Manager based in Wetherill with oversight of teams operating on a 7 day shift system.	2x Process technicians at our site are trained to operate, maintain and repair our equipment, as well as troubleshooting and providing during the commissioning phase and input to engineers on process improvements through our breakdown log system.	Basic operational training and licensing is provided on use of insect, frass separation.  Processes are described in detailed Standard Operating Procedures which are constantly updated as processes are refined and used as a training resource for new hires.
<b>Contingency (Human)</b>	<p>4 Tier Management Level Competence within the Organisation.</p> <ul style="list-style-type: none"> <li>• CEO - Founder / Insect Industry Leader in Australia</li> <li>• HOO - Executive - Large Scale operations expert in 2 other BSF Business + FMCG and Pharma</li> <li>• Site Manager</li> <li>• Production Manager (Hume)</li> <li>• Process Technician</li> </ul>	Manufacturing / Maintenance Technicians perform the operational level function to ensure both technical and operational support	<p>Goterra conducts on-going recruitment, training and development.</p> <p>Waste Operators / MIB service technicians from the Facilities team are able to provide short term support to back fill gaps.</p>
<b>Back up options</b>	Senior management can step in to support waste operations as required. Senior technicians are trained and capable of stepping up into the Manager responsibilities.	The Engineering and Manufacturing team are available to provide support if required eg specialist skills including electrical or PLC programming; design-driven advice	<p>A pool of trained and experienced casual labour is maintained. ( Randstad Labour Services)</p> <p>Farm Hands from the Production team in Hume are able to provide short term support to back fill gaps in capability.</p>

## Engineering and Process Design and Commissioning

Essential jobs/people			
Position	Head of Engineering	Engineers	Technicians
<b>Task details</b>	Responsible for developing and implementing engineering strategy, policy, and process. Provides guidance and oversight of the engineering team, and acts as the delegated approval authority for Goterra.	Responsible for the design of technology and infrastructure from initial business case and concept, through to prototyping, and commercialisation. Work closely with the Head of Engineering to ensure the delivery of products through manufacturing, training, implementation, testing and maintenance.	Work alongside engineers to help design, manufacture, test and service robotic machinery as well as provide support to the maintenance and operations of the plant and its machinery.
<b>Training/skills required</b>	Tertiary qualification in Engineering CPEng	Tertiary qualification in Engineering	Trade qualifications or industry experience as Technician or equivalent
<b>Current arrangements</b>	1 FTE	4.5 FTE	5 FTE
<b>Back up options</b>	Goterra have implemented a remote/hybrid work policy and process and can quickly transition to this model.  Engineering Managers based at HQ in Canberra are able to support day to day activities guided by senior management	We have implemented a remote/hybrid work working policy and process and can quickly transition to this model.  Where required external contractors can be effectively utilised to provide additional engineering and design capacity.	Where required external contractors can be effectively utilised to provide additional engineering and design capacity.



Essential services/supplies			
<b>Task details</b>	Designing MIBs and feed systems	Device construction of MIBs	Maintaining existing equipment
<b>Current arrangements</b>	<p>In house design team, being expanded.</p> <p>Detailed (component level) CAD drawings held in the cloud</p> <p>Device designs are curated and maintained in house with only component drawings shared with outsourced providers and manufacturers</p>	<p>In house build team assemble devices using outsourced manufactured components that are relatively standard.</p> <p>Team is being expanded to recruit further technical assembly skills</p>	<p>Inventory of critical spares held on each site for the equipment at each site.</p> <p>On-site Technicians trained in essential maintenance activities. Technicians able to access design, build and engineering skill sets remotely or they can visit onsite if required.</p> <p>Detailed SOPs, maintenance schedules and scheduled checklists are used to maintain equipment.</p>
<b>Back up options</b>	<p>Senior management can provide continuity short-term.</p> <p>Not a time critical activity but in the event of staff turnover roles can be re-recruited over time</p>	<p>The team is currently being expanded to provide greater continuity and cross training of skills to ensure there is resilience in the manufacturing process with regards to skillsets</p>	<p>The design and construction team are able to step in and maintain equipment and perform break fix as required.</p>
Essential equipment/systems			
<b>Task details</b>	Design	Manufacture	Maintenance
<b>Current arrangements</b>	<p>CAD software and cloud hosting of core design drawings</p>	<p>Undertaken on site in Hume</p> <p>Device construction is undertaken in house keeping the IP and skills within the business and available to provide training and support as required</p>	<p>Performed locally on equipment where the infrastructure is deployed</p> <p>Device maintenance and repair is in house with training and support provided on going during operations.</p>

<b>Back up options</b>	<p>Role can be performed remotely</p> <p>Systems have been designed with remote monitoring, management and ongoing support in mind to provide quick and flexible response to issues and continuity of operations</p>	<p>Could be relocated to an alternative location in the event of the current build facility being unserviceable</p>	<p>Staff can be transferred from alternative sites to maintain equipment as required</p> <p>Outsourced OEM trained technicians could be contracted to perform maintenance</p> <p>Systems have been designed with remote monitoring, management and ongoing support in mind to provide quick and flexible response to issues and continuity of operations</p>
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## Performance Management

Goterra uses internal Productivity tools managed through the following software systems.

- MagOps - Internally developed software program which captures all operational records through IOT and user / operator inputs.
- Asana - Project management and tasking tool for Maintenance and Project alignment
- Confluence (Atlassian) - Our Work space which captures How we work and has index / wiki to all the policies, processes and procedures
- Google Drive - Stores all content, records etc and linked to confluence.

## Goterra Dashboard

KPI classification	KPI
<b>Health, Safety, and Environmental / KPA</b>	
LTIFR	No of Lost time Injuries
Environmental Incidents	No of Recorded out of Spec Results lined to Min Regulatory Requirements
Environmental Plan	Schedule of Registered Bodies and Documented Compliance program in place
Work Health Safety Audits	Schedule Internal Audits completed per dept
Corrective Actions Identified	Repeated HSE actions identified during Internal Audits
EPA Compliance	EPA by site compliance register % completion
14001 Plan	Populate Enviromental Impacts and Registrations
<b>Quality</b>	
MIB Quality Conformance Rate (%)	Percentage of Mibs Fed to design Capacity
Process SOPs	No of SOP's completed for Processes by site
Customer Complaints	Customer Complaints less than X Value per Category
Quality Assurance Alerts	No of Internal Non conformance Rasied Per dept closed with CAPA
Feed Safety & Quality Internal Audits	Internal Audits conducted against certification checklist
Feedsafe Certification	Percentage Compliance to Certification Target End March 2023
HACCP Plan Progress (%)	Percentage of HACCP plan completed by site

Maintenance & Engineering	
Breakdown Time (Hours)	Break down Hours per dept / Mib populated in percentage of available Hours
MIBs Manufacturing Time	No of New MIBS Deployed
Preventative Maintenance Work Orders	No of orders generated vs completed within month
PM Work Order Completion (%)	Percentage linked to Scheduled Work
MIB Quality Conformance Rate (%)	No of Job cards Raised by Other departments for Equipment Service
Utility Cost (R/MT MM+MO)	Cost of all Utility Services in Relationship to Manufactured Volumes
Maintenance / Engineering Cost (\$/m)	Cost of Maintenance per Month / Broken up into Breakdown / Planned / Capex
Statutory Compliance	Percentage Compliance to Equipment Inspections and Certification
Operations	
Facilities Plant OEE (%)	
Production Process OEE (%)	
Processing Plant OEE (%)	
OPE - Overall Plant Effectiveness (%)	
<b>Facilities</b>	
Gate Volume (MT) Actual vs Planned (%)	Waste Tonnage Received vs Planned Waste Required
Gate Revenue (AusD \$)	Actual Rand Value of Waste Feed supplied
Waste Feed Disposed (AusD \$)	Percentage of Disposed Fee vs Gate Revenue
Batch Traceability (%)	No of Batches Documented 100% as per Procedure
Feed Plant Inorganic Waste (MT)	Percentage of Inorganic to Waste Received
Feed Plant Oil Volum (MT)	Oil Retrieved in liquid Phase as a percentage of Waste
Dry Bin Conversion %	Percentage of MIBs serviced with Bins at below 50% Frass moisture
Substrate Production (MT)	FPS produced that's usable for Bin setting
<b>Processing</b>	
Larvae Mass	Mass of Larvea at Harvesting (MT)

Bin Performance	No of Bins per hour through Process
Protein Output (MT)	Daily Batch Production rate (Kilograms Daily - MT weekly)
Oil Output (MT)	Daily Batch Production rate (Kilograms Daily - MT weekly)
Frass Output (MT)	Daily Batch Production rate (Kilograms Daily - MT weekly)
Protein Yield (%)	Recovery of Protein to Waste conversion rates
Oil Yield (%)	
Product Passed by QC	% of Batches Released for Sale to Dispatch QC Released
Sales / Procurement	
Inventory Value	Total inventory Value as a percentage to Total Ops cost
OTIF	Percentage of Product Delivered On time in full as per customer Dates and volumes
Out of Stock	No of items out of stock
Raw Material Cost	Raw Material Cost report for Processing / Biology
Ops HR /Finance	
Dept Labour Recovery	Labour Cost vs Positive Product Volume generated by Department
Total Operations Cost (R/m)	Cost Linked to Volume of Product x Estimated Cost/ T

## Our main customers

The key customers we need to notify in the case of an emergency.

Customer/Business Name	Product Services	Contact Name and Position Held	Contact Method and Details
<p>This information is commercial in confidence.</p> <p>Key customer information including contacts is maintained on Goterra's cloud hosted CRM</p>	All	The CEO and Customer Success Manager will work through the client communication protocol to contact key stakeholders in the event of an incident and provide ongoing updates.	Directly via phone and email
Cleanaway	Waste Receiving	Leigh Newman ( Business Unit Manager) NSW/ACT	Directly via phone and email

## Insurance Policy Details

Insurance type	Property & Contents Insurance	Worker's Compensation Insurance	Management Liability	Public/Product Liability	Vehicles
<b>Policy coverage</b>	Accidental Damage Fire (explosion or otherwise) Lightning Attempts by civil authorities to prevent spread of fire Storm, wind, hail etc. Liquid discharge from fixed systems Explosion Earthquake/Tsunami Aircraft impact Riot <b>Contents (inc. cash and glass) against:</b> Burglary	Cost of support for injured/ill worker might need	D&O Liability Organisation Reimbursement Coverage Legal Representation OH&S Pollution Defence Crisis Expenses Prosecution and Reputation Protection Tax Investigation Attendance Compensation Deprivation of Assets Pension Administration Employment Practices Employment Theft Premises Coverage In Transit Forgery Coverage Computer Fraud Funds Transfer Fraud Counterfeit Currency Credit Card Fraud Client Coverage Expense Social Engineering Fraud Statutory Liability	Compensation claims arising from our business or products.	Comprehensive insurance

<b>Policy exclusions</b>	Unoccupancy Construction and Demolition Territory Consequential Loss Intentional Damage Wear & Tear Flood War & Terrorism Communicable Disease International Trade Controls Pollution Radioactive Contamination Biological (Pathogens and Poisons) and Chemical Materials Microorganisms Electronic Data Recognition Cyber and Data Overhead Transmission and Distribution Lines				
<b>Insurance company</b>	Pen Underwriting	iCare (NSW) QBE (ACT) Allianz (WA) EML (Vic)	Chubb Insurance Australia Limited ABN: 23 001 642 020 AFSL: 239687	Wellington Underwriting	QBE
<b>Contact name</b>					



<b>Phone number</b>	claims.au@penunderwriting.com		Grosvenor Place Level 38, 225 George Street Sydney NSW 2000 O +61 2 9335 3200 F +61 2 9335 3411 www.chubb.com/au		
<b>Date product disclosure statement reviewed</b>	Enter Date				
<b>Payments due</b>	NSW Annual; 30th Dec ACT 1 July WA 3 Dec	NSW - 30 June ACT - 1 June WA - 3 Dec	8th Jan	30th Dec	22nd May

## Property and Data Infrastructure

Goterra has a lease agreement in place for Unit 3 136 Newton Street, Wetherill Park for a period of 10 years commencing in April 2023.

The property is maintained by **COMMERCIAL PORTFOLIO MANAGEMENT PTY LTD** , Level 4, 2 Barrack Street, SYDNEY NSW 2000

General Building maintenance will be conducted using the Goterra maintenance program.

Goterra extensively utilises on line technology solutions with minimal physical storage of documentation to ensure that the business can be maintained remotely.

Physical infrastructure is protected appropriately to the perceived risk.

How we protect our property and infrastructure.

Goterra has infrastructure and equipment on client premises, at partner premises and on our own rented property.

On third party sites Goterra complies with the property managers instructions for access, security and ongoing maintenance.

At our own property we ensure that buildings and property are secure at the end of each day and protected as appropriate. The building fabric is maintained by the landlord and Goterra ensures that cleaning and ongoing routine maintenance is undertaken and that security precautions are maintained.

## Relocation options

Temporary business or other accommodation we can quickly access in an emergency situation.

Type	Office workers	Farming	Waste Processing
Location	Hume, remote workers	Production team	Facilities / Waste team; Service Technicians
Address (and name if a business)	Working from home	Staff could be deployed to the interstate farms to provide additional capability.  Short-term current BSF colonies could be relocated to other areas onsite to keep the colony alive.	Waste can be diverted to alternative processing facilities.  Staff could be deployed at alternative waste processing sites
Resources and equipment available	Managers have laptops that are taken home each evening and can be utilised immediately at any location.  Office and design staff have laptops / desktops that can be used for working at home.  Business information is maintained in the cloud so is accessible from wherever an internet service is available or data on their mobile phones.	Mid to longer term alternative facilities could be built on new, alternative sites.  Goterra holds existing designs meaning that the lead time to commission new permanent facilities in a replacement location is driven by construction and material supply lines.	Capacity at alternative locations to process waste.  MIB devices can be relocated as they are containerised and can be moved quickly and easily by standard truck. They can be operated indoors or outdoors.  In the event of having to permanently replace infrastructure OEM manufacturers stock Goterra used standard equipment.  Specialist manufacture of hoppers can be undertaken by a wide range of metal fabricators to Goterra-held designs

<b>Resources needed</b>	Access to the internet only - via wifi or mobile phone	<p>Short-term farming operations could be located in a site without capability to take incoming waste to maintain viability of colony</p> <p>Goterra building requirements are relatively standard for industrial / warehouse facility in terms of size and services and therefore finding alternative permanent premises is not expected to be unusually challenging.</p>	<p>Alternative sites would need to be obtained in an industrial zone in a location that could receive incoming waste.</p> <p>Connectivity to three phase power, telecommunications for remote control (not necessary); water for cleaning; sump for managing waste water.</p>
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## Other continuity arrangements

Other ways we will keep our business going in an emergency.

### Remote/Hybrid working

All business records are 100% maintained on cloud infrastructure provided by Amazon Web Services, Microsoft Azure and Google - therefore they can be accessed from anywhere with an internet connection - either wifi or mobile phone connected. This gives Goterra the ability to maintain operations completely remotely

Goterra's finance and processing team are outsourced, located in Melbourne, Victoria therefore geographically diverse from the ACT Head Office. Banking is entirely internet based using a recognised, domestic high street bank.

Goterra directors are located in Canberra, Sydney and Melbourne.

## Staff training

### How we maintain staff skills

How we document and regularly review staff skills to make sure we maintain required skills

We maintain a staff skills and training register which is reviewed periodically (set up as a recurring task in our project management system ASANA).

All role descriptions include assessment of skills and qualifications required.

Goterra continues to undertake a company wide skill assessment and gap analysis to identify and map skills required at the level of company, team and role.

#### The Goterra Learning and Development Policy:

##### 1. Policy purpose

1.1 The Goterra Learning and Development Policy aligns with our Value 'We are Learning', and our commitment to cultivating an ongoing company culture of learning. Goterra recognises the importance of developing its staff and understands that our employees are key to our success as an organisation. We encourage our staff to continually improve their skills and abilities through both on and off-the-job training.

1.2 Goterra acknowledges that training and development of staff provides benefits both to employees in terms of their overall career and prospects for advancement within the organisation, as well as being central to the success Goterra is able to achieve as a business.

##### 2. Application and Scope of policy

This policy applies to all staff. It does not form part of any employee's contract of employment.

##### 3. Policy statement

At Goterra, we believe that any training and/or learning and development undertaken should enhance their professional development and result in employees having the knowledge and skills to fulfill the requirements of their role. We encourage employees to participate in the process and highlight any gaps they believe may exist in their own skills and/or knowledge.

Goterra will provide employees adequate training to do their job safely and competently, including internal on-the-job training, written instructions such as standard operating procedures, coaching, and external training and courses. Safety training takes precedence.

Goterra may offer any of the following opportunities for staff development:

- an induction program when you join, to help you to understand how we operate, including the contributions you are expected to make;
- various degrees of support as you develop the competence and capability for which you have been employed;
- the opportunity to develop new competencies and capabilities relevant to your employment with us and which enhance your career prospects and lifelong learning both within and outside Goterra;
- the opportunity to develop and extend your skills through project work and collaboration across teams within Goterra;
- the opportunity to participate in Goterra's learning and development Process with your line manager, including identifying opportunities for ongoing training and/or support,
- an annual review of your previous development programs and identification of plans for the future;
- Paid/unpaid leave days when completing an approved course of study;
- financial support with meeting higher education costs through Goterra's Employee Education Assistance Program, and
- an exit interview when you leave Goterra, so that your comments may be incorporated into the development programs of other members of staff.

## 5. Mandatory Training

5.1 Goterra may require you to undertake specific training necessary to perform the duties of your current position, or, as a prerequisite for performing a different position e.g. if you are promoted to a higher position.

5.2 Mandatory training will be organised and managed by Goterra and may be carried out either at our premises or externally.

5.3 All mandatory training costs will be borne by Goterra.

## 6. Learning and Development

6.1 Goterra encourages employees to propose suggestions for employment-related training to assist in developing their learning and development plan.

6.2 Individual staff training and development needs should be discussed during the annual learning and development review meeting with their line manager.

6.3 The review process is designed to:

- encourage constructive dialogue between staff members and managers;
- enhance the staff member's professional development;
- clarify job responsibilities and performance goals/expectations;
- establish appropriate development and performance objectives;
- help staff identify a possible career path for themselves;
- identify ways in which Goterra might enable individuals to improve their performance;
- ensure that information on employee job performance and achievements is recorded;
- provide a basis for discussions on remuneration.

6.4 You are required to have the permission of Goterra prior to either signing up to or attending a training course during work time. If you fail to obtain permission, Goterra, at its discretion, may decide not to reimburse you for any course fees you have paid, and/or discipline you for any unauthorised time you have taken off work (up to and including termination of employment).

## 7. Time off to attend courses during working hours (training/study leave)

7.1 Employees enrolled in a company-approved course of study may be entitled to paid and/or unpaid time off to attend courses, lectures, exams, and/or complete assignments, as agreed in their learning and development plan. Any additional Training or Study leave requests will be assessed on a case by case basis.

7.2 Training undertaken must meet the eligibility criteria above, and assessment of application for training and/or leave should consider factors including but not limited to:

- cost;
- time away from work required to attend training ;
- how much additional work is expected outside working hours and how this will be managed;
- whether training is for core requirement of role, team or company;
- likely outcomes and impact on skills and competencies

7.3 Where training and/or time off is approved, the following information must be discussed with the team member, and recorded in their learning and development plan:

- how time off will be accounted for (paid Leave / unpaid leave / time in lieu / personal time)
- cost sharing
- how the team member will ensure learning outcomes are shared with the wider team

7.4 Where study leave is approved, a study leave plan should be developed which includes how time off will be accounted for (paid leave/ unpaid leave / time in lieu / personal time); payback periods; cost sharing

## 8. Goterra Employee Education Assistance Program (Goterra EEAP)

8.1 Employee Education Assistance Programs are tuition assistance programs that help employees with higher education costs (e.g. tertiary, diploma, and certificate level courses) and offer full or partial reimbursement of tuition costs either at enrollment or after the course is completed.

8.2 From time to time, and subject to budgets/etc, Goterra may elect to fund an Employee Education Assistance Program in a financial year/period, applications for which may be initiated by either employees or Goterra

8.3 If an application is approved, the employee will be required to enter into a Employee Education Assistance Plan Agreement with Goterra

8.4 Eligibility will be determined according Clause 9.2 below

## 9. Principles - Eligibility

9.1 To be eligible for paid training, study leave, and learning and development programs, the following expectations apply (excludes mandatory training):

- employee must have successfully completed probation;
- there must be at least 6 months ongoing contract from the date of completion of training -OR- the employee has permanent ongoing employment status
- the training will develop skills and capabilities which are aligned with Goterra's strategy at the appropriate level, e.g. company, team or individual;
- the proposed training delivery has been assessed as delivering required outcomes and value for money
- the training forms part of the employee's Learning and Development plan;
- it is the employee's first attempt to complete the training;
- the employee demonstrates Goterra's Values, behaviours, and desired level of performance;
- it takes into consideration the amount of training already provided to the employee in current [year/period]
- it is within the training budget for the team and company

9.2 To be eligible to apply for Goterra's EEAP, the following further conditions apply:

- the employee must have permanent ongoing employment status service
- the qualification has been assessed as meeting an identified skills/knowledge gap in Goterra's Talent Acquisition and Risk Management Plan
- the employee will develop skills and capabilities which are necessary to Goterra's strategy at Company, Team, and Individual level
- the proposed course is accredited and has been assessed as delivering required outcomes and value for money

## 10. Procedures

10.1 Study and Training Leave

10.2 Non-attendance/Cancellation

10.3 Leaving Goterra

10.4 Professional Memberships

10.5 Determining Learning and Development needs

10.6 Developing Learning and Development programs

10.7 Assessing and approving training requests

10.8 Evaluating training

10.9 Recording training

## 11. Roles, Responsibilities, and Reporting

11.1 Staff are responsible for:

- keeping a record of their Learning and Development activity
- participating in the Learning and Development review process in partnership with their line manager, including an annual review of past Learning and Development and identification of future plans;
- taking personal responsibility to update their specific expertise on a regular basis, as appropriate to the nature of their job;
- identifying any training and/or Learning and Development opportunities and raising these with management for consideration;
- contributing to the development of team training plan where appropriate

11.2 Management is responsible for:

- keeping a record of employee Learning and Development activity
- participating in the Learning and Development review process for employees
- conducting an annual review of past team members Learning and Development and identification of future plans;
- Determining Learning and Development needs
- Developing Learning and Development programs
- Assessing and approving training requests
- Evaluating training
- Recording training

## Data Information back up

All business records are 100% maintained on cloud infrastructure provided by Amazon Web Services and Google - therefore they can be accessed from anywhere with an internet connection - either wifi or mobile phone connected. This gives Goterra the ability to maintain operations completely remotely

Information type	How often	Who's responsible Name and mobile number.	Procedure
Operational records are maintained in a web accessed cloud environment which is password protected	continuously being backed up by the cloud provider	Ryan Woodcock - Lead Software Engineer tel:0473 533 828  Outsourced to Amazon Web Services and Google	Automatically undertaken by outsourced cloud provider
Financial records are accessed by web interface and requiring password dual factor authentication	continuously being backed up by the cloud accounting system provider	Kartik Iyer tel:0420 894 510  Outsourced cloud based Accounting system provider	Automatically undertaken by outsourced accounting system and their cloud provider
Customer records	Continuous (multiple times per day)	Matthew Woloszuk (Customer Success Manager), tel:0435 508 115.  Matthew is responsible for ensuring all customer data is securely stored in our CRM. Once the data is in the application, all backups are managed automatically by the outsourced CRM provider.	Our contact lists and customer documents are managed using a cloud based CRM. Our data is backed up automatically and prevents loss of information due to hardware failure at Goterra. Data in Hubspot is stored in AWS, a world leading cloud service for reliability and disaster recovery.



Information type	How often	Who's responsible Name and mobile number.	Procedure
Employee records are accessed by web interface and require multi-factor authentication for users.	Continuous (multiple times per day)	Sal Capelli (People and Culture Manager),  Sal is responsible for ensuring all employee records are stored in an outsourced online HRIS system.	Automatically undertaken by the outsourced HRIS system and their cloud provider.
Goterra's files	Continuous (multiple times per day)	Outsourced to Amazon Web Services and Google as cloud based storage providers.	Goterra uses cloud based storage for all files. This comes with built in backup and information security capabilities.

## The emergency action plan

This plan outlines **what to do in an emergency** and who to contact.

### Communication methods

e.g. How will we communicate in an emergency situation? What method will we use to contact staff? Will one person contact all staff or will the responsibility be divided? Examples of communication methods include telephone, 2-way radio or social media.

Post on the **Office** Slack channel and communicated directly with the CEO by phone call and text.

Establish an Incident Response team based on site at Wetherill Park where possible or remotely from Hume if Wetherill Park is unserviceable

CEO will coordinate external stakeholders, media, public facing communication along with Board updates

Head of Operations will coordinate internal incident management to restore normal operations in the shortest possible time, including technology

Head of People will coordinate all employee communication and workforce management

## Escalation Framework

### Level 1

This is the highest level of crisis escalation and should involve an all-hands-on-deck approach. Describe this situation as immediate to your customers, partners, employees, and/or all stakeholders.

Examples: Potential PR crisis i.e. spillages, natural disaster, violence, executive misconduct, or a long-term threat of damage to customers, Goterra and/or our stakeholders. Negative online feedback that is gaining traction.

Person #1: Escalate immediately to CEO, Olympia to determine comms to stakeholder

Person #2: Head of Operations, Volant to respond accordingly and inform anyone necessary in his teams

Person #3: Brief Customer Success Manager, Matthew with the information required to proactively manage customer

Person #4: Brief Marketing Manager, Jess to manage media and respond accordingly

Person #5: Brief Compliance Officer, Michael to manage communication with government and council where applicable

### Level 2

Level 2 presents a moderate potential risk or impact on business operations, customer success, and/or company reputation.

Examples: These may include the risk of immediate major customer churn, or significant legislative changes that affect end-product markets, and odour complaints.

Person #1: Escalate immediately to CEO, Olympia

Person #2: Inform Head of Operations, Volant to respond accordingly and inform his team

Person #3: Brief Customer Success Manager, Matthew with the information required to proactively manage customers

Person #4: Brief Marketing Manager, Jess to manage media and respond accordingly

Person #5: Brief Compliance Officer, Michael to manage communication with government and council where applicable

### Level 3

This is unlikely to pose a long-term risk to or impact business operations, customer success, and/or company reputation, but the team should still be on the same page for responding.

This is where most “crises” will fall into. They tend to be slightly bigger versions of day-to-day issues that may need a bit of extra effort to be fully resolved or addressed.

Examples: A moderate customer impact that can easily be (or already has been) remedied, breakdown of MIBS, delayed pick up or deliveries

Step #1: Brief Customer Success Manager, Matthew with the information required to proactively manage customers

Step #2: Inform Olympia, Volant, Michael and Jess if/when necessary

## Emergency contacts

### Local and State emergency services numbers

Organisation name	Phone number	Contact	Website
Emergency services – triple zero	000	Fire, police, ambulance	
State Emergency Services (SES)	132 500	For help in floods and storms	<a href="#">SES ACT</a> <a href="#">SES NSW</a>
Poison information line	131126		<a href="#">Poison Information</a>

### Employees and their emergency contacts

Employee Name	Emergency Contact Name	Emergency Contact Number	Emergency Contact Relationship
<p>The CEO will coordinate communication to staff</p> <p>All records are held online</p> <p>Goterra makes extensive use of instant messaging applications and would be an accepted means of contact, backed up by mobile phone and email as appropriate</p>			

## Emergency procedures

List our emergency/evacuation procedures for events such as fires or storms. Attach a copy of detailed emergency procedures and floor plan with the location of emergency exits, emergency kit and safety equipment clearly marked. Our emergency procedures should also include a map of evacuation locations for all emergencies.

Emergency procedure	What to do	Evacuation location	Where to find the full procedures	Supporting documents
Fire and emergency evacuation procedure	<ol style="list-style-type: none"> <li>1. Alarm raised and relevant emergency services authorities contacted.</li> <li>2. Wait for the evacuation signal.</li> <li>3. Follow fire warden instructions.</li> <li>4. Calmly evacuate the premises from the nearest emergency exit.</li> <li>5. Arrive at evacuation location.</li> <li>6. Locate and account for all staff.</li> <li>7. Contact FIRE. NSW Fire and Rescue (NSWFR) - 9265 2988 to report the incident and, if necessary, closure of the premises.</li> <li>8. If necessary, contact clients via phone to inform them of the closure and provide details of alternative waste sites.</li> </ol>	<p>Assembly Point 1: Front of Unit 3 next to Fire water storage tanks</p> <p>Assembly Point 2: Rear exit of Unit 3 at Emergency exit door to Unit 1.</p>	The Fire and Emergency plan is in Confluence under "WHS Fire & Emergencies".	<p>A map of Arnott St facility including location of exits and assembly points is displayed on the wall in all work areas.</p> <p>Maps of third party customer sites where units are located are displayed on site.</p>
Pollution/spill procedure	<ol style="list-style-type: none"> <li>1. Contact NSW EPA and Fairfield City Council to report the incident, and, if necessary, closure of the premises.</li> </ol>	<p>Assembly Point 1: front of 14 Arnott St Hume</p> <p>Assembly Point 2:</p>		Goterra Environmental Management Plan

Emergency procedure	What to do	Evacuation location	Where to find the full procedures	Supporting documents
	<p>2. If necessary, contact clients via phone to inform them of the closure and provide details of alternative waste sites.</p> <p>3. Ensure all appropriate PPE is worn (eg. goggles, gloves, and masks).</p> <p>4. Place a barrier of sand around the spill.</p> <p>5. Use a shovel to collect and return the spill to a bin.</p> <p>6. Shovel sand into the bin.</p> <p>7. Wet the affected area and cover again with sand.</p> <p>8. Allow the sand to soak the water.</p> <p>9. Shovel sand into the bin.</p> <p>10. Sweep the area clean.</p>	across road from back entrance to 14 Arnott St Hume		

SUSTAINABLE RESOURCE CENTRE	DETAILS	CONTACT NUMBER
Group Manager Assets and City Operations	Margaret Diebert	0419 411 965
Manager City Operations (24 hours)	Glenn Meehan	0419 606 967
EXTERNAL EMERGENCY NUMBERS		
EMERGENCY SERVICE	CONTACT NUMBER	
Fire and Rescue	000 & 112 (Mobiles only)	
Police	000	
Ambulance	000	
Public Health Unit – South Western Sydney and Sydney Local Health District	(BH) 9515 9420 (AH) 9515 6111 ask for ask Public Health Officer on call	
Environmental Protection Authority (EPA)	131 555	
SafeWork NSW	13 10 50	
Poisons Information Centre	131 126	
State Emergency Service	132 500	
Emergency Muster Area	Site entry gates	
Endeavour Energy (power line emergencies)	131 003	

### Emergency action plan drill schedule

Procedure type	How often	Position/person responsible
Fire drill	Every three months	Chief Fire Warden and Fire Wardens

Procedure type	How often	Position/person responsible
Fire warden drill training	Every six months	Chief Fire Warden

## Emergency Kit Location

Our emergency kit is stored in the office at Wetherill Park and is clearly visible and labelled.

## Emergency kit contents - documents are held online, not physically in a 'kit'

Object	Check/review schedule	Person responsible
Emergency management and recovery plan	Every six months	Head of Operations - online
Emergency and recovery contacts	Every six months	Head of Corporate Service - online
Insurance documents	Every six months	Compliance Officer - online
Financial documents	Every six months	Head of Corporate Service - online
Torch	Every three months	First Aid Officer / Office Manager
First-aid kit	Every three months	First Aid Officer / Office Manager
Plastic bags	Every months	First Aid Officer / Office Manager
Spare batteries	Every months	First Aid Officer / Office Manager
Adhesive tape	Every month	First Aid Officer / Office Manager
Pen/pencil and notepad	Every month	First Aid Officer / Office Manager

Object	Check/review schedule	Person responsible
List of employees and contact details	As changes occur	People and Culture Officer - online
Other		

### Emergency team roles and responsibilities

Role	Details of responsibilities	Person responsible	Email	Phone numbers
First Aid Officer	<ul style="list-style-type: none"> <li>Administer first aid support in an emergency</li> <li>Contact ambulance services when necessary</li> <li>Attend regular first aid training courses</li> </ul>	Tyler Jefferies	tyler.jefferies117@gmail.com	0435203024
Chief Fire Warden	Communicate procedures to all staff <ul style="list-style-type: none"> <li>Supervise and action emergency evacuation procedures</li> <li>Attend relevant training courses</li> <li>Conduct regular drills</li> <li>Update procedures regularly</li> </ul>	Volant Wills	<a href="mailto:volant.wills@goterra.com.au">volant.wills@goterra.com.au</a>	0426 613 512
Fire Warden	<ul style="list-style-type: none"> <li>Attend relevant training courses</li> <li>Help evacuate staff according to evacuation procedures</li> <li>Assist with regular drills</li> <li>Assume Chief Fire Warden duties when required</li> </ul>	Michael Brewer	<a href="mailto:michaelb@goterra.com.au">michaelb@goterra.com.au</a>	0429 665 916



## The Recovery Plan

We complete this plan **after an emergency** happens to help recover our business

### Business impact assessment

*Based on our assessment of the damage to the business*

Damage	Impact to business	Severity	Action	Recovery steps	Resources needed	Actioned by	Estimated completion

### Recovery contacts

The key people who will help us recover.

Contact type	Organisation name	Contact	Title	Phone number
Regulatory Agency	NSW EPA	<i>Various</i>	Pollution incident	131 555
Council	Fairfield City Council	TBA	TBA	TBA

## Insurance claims

Insurance company	Contact details	Date of contact	Details of conversation/claim	Follow up actions
<i>WA Workers Comp</i> <i>Property</i>  <i>Public/Products Liability</i>  <i>Management Liability</i>  <i>Commercial Motor</i> <i>Airside Liability</i>  <i>ACT Workers Comp</i> <i>Vic Workers Comp</i>  <i>NSW Workers Comp</i>	<i>Allianz</i>  <i>Pen Underwriting Group Pty Ltd</i>  <i>Wellington Underwriting Agencies Pty Ltd</i>  <i>Chubb Insurance</i>  <i>QBE Insurance</i>  <i>360 Aviation Pty Ltd</i>  <i>QBE Insurance</i>  <i>EML</i>  <i>iCare</i>			

