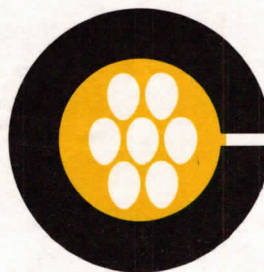


CRYSTAL EGG COMPANY

Authorised Agent
Victorian Egg
Marketing Board



Garsed Street Bendigo
Victoria 3550
Post Office Box 4
Phone (054) 431911

June 27, 1985.

Mr. K. Fitzgibbon,
Secretary,
Commercial Egg Producers Association
of Victoria,
Strathfieldsaye Road,
STRATHFIELDSAYE. 3551.

Dear Kevin,

Your letter of June 25, was handed to me by Richard Guy to answer, after I advised him that there were no grounds for ANY of the points raised in this letter. We are confused about your complaints, and wonder why someone who is unhappy about something just does not simply pick up a telephone, or call in and see me. Most problems can be sorted out straight away with a minimum of fuss, as often there is a simple explanation.

I am only aware of two instances when a producer (you are one of them Kevin, and Bert Gamboni the other) who has had to wait recently for his trolleys. Bert was not delayed as he took a couple of pulp trolleys, and left. You came earlier than normal by one hour. Your eggs were next onto the machine, and had you come at your normal hour around 3p.m. you would not have been delayed. Both instances occurred in the week following the Queen's Birthday holiday week, and we do take a while to catch up.

I dispute your accusation of an eight day delay before eggs are graded. If you include several days on the farm in your calculation of eight days, then this is hardly our responsibility. The FACTS of the matter are that all eggs received by Crystal Egg Company in any week (including yours received around 4.45p.m. Fridays) are graded by Tuesday lunchtime, or Wednesday lunchtime if a holiday falls in the meantime. Your letter suggests that we keep eggs here for up to eight days prior to grading. This is just not true, and I would appreciate it if you could inform your members of the real situation.

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I was very upset to read your comment about my staff, and I reject totally your statement that they are not competent. Five of our girls have been grading eggs for over twenty years, and their expertise and experience makes them equal to, or better than, anyone in the country. The men who help service the machine and the eggs, are with similar experience, and to question their competence I consider is just not accurate.

Your suggestion that our Staalkat is understaffed shows a total lack of understanding of the operation of the machine. It needs seven girls aided by three men before it can start. We have always had that many people and still do. To remove any one of these people means we run out of eggs, or we cannot remove the graded and packed eggs fast enough. The machine just could not cope at all.

Our grading throughput figures of late have not been unusual, either too high or too low, but at a satisfactory level. Any grading delays are caused by holidays, a phenomena over which we have no control. My calendar does not indicate any impending holidays in the near future, so you should not see any suggestions of delays for a while.

We are well aware of the requirements for market eggs to reach the shops quickly, to keep eggs fresh. We believe we do process them with a minimum of delay, and our carry-over volume has been unchanged for years. If I have missed the point of your letter, or there is something further you or your members wish to discuss, please phone me, and we can discuss it anytime. We are here to provide our valued producers with an excellent service. We want to know if we have done the wrong thing, so that we can correct it. However in this case, we consider the facts have been misconstrued.

Yours sincerely,



TOM EVANS
FLOOR MANAGER