

CALL PRIORITyS

Priority 1 – urgent response required: High danger. People affected. Staff Call.

Priority 2 – prompt response required: Site queries. Customer complaints.

CALL HIERARCHY

Emergency and Incident Response

- All calls should be directed to the site team in the first instance.
- Escalation should only be implemented in the event of a critical matter where people and property are in danger.

Jalco Homecare and Laundry - Smithfield (JHC)		
1	Shane Roberts Operations Manager	0417 206 391
2	Michael Beaton GM NSW Operations	0418 456 418
3	Gaynor Daniels HSES Advisor	0438 345 802
Jalco Australia – Horsley Park		
1	Pat Omprakash Manufacturing Manager	0425 305 863
2	Rojli Rajon Operations Manager	0431 777 657
3	Christine Kazzi HSES Manager	0410 220 892
Pascoe's Fairfield (PF)		
1	Chris Cause Engineering Manager	0421 835 879
2	Shane Roberts Operations Manager	0417 206 391
3	Gaynor Daniels HSES Advisor	0438 345 802
Jalco Personal Care and Cosmetics Hornsby (JC)		
1	Paul Holland Site Leader	0478 050 034
2	Mark McMillan Maintenance Manager	0400 887 546
3	June Xu Production Manager	0404 818 703
Jalco Personal Care - Prestons (JPC)		
1	Elmer Diuco Operations Manager	0427 730 306
2	Michael Beaton GM NSW Operations	0418 456 418
3	Christine Kazzi HSES Manager	0410 220 892
Jalco Promotional Packaging (JPP) & Eastern Creek Distribution Centre (ECDC)		
1	Denis Popovic Site Manager	0438 732 397
2	Tina Nicolitsis HSES Division Manager	0417 261 939
3	Michael Beaton	0418 456 418

	GM NSW Operations	
Australian Pharmaceutical Manufacturers (APM) Keysborough,		
1	Zaman Haroon Acting GM	0433 657 136
2	Clinton Pereira Production Manager	0420 535 562
3	Nadia Gonzalez HSES Advisor	0434 859 227

ESCALATION	Contract Manufacturing Division	
1	Michael Beaton GM NSW Operations	0418 456 418
2	Gavin Garland EGM Contract Manufacturing	0499 304 700
3	Tina Nicolitsis Divisional Health, Safety, Environment & Sustainability Manager	0417 261 939

Customer / Product Complaints

Product/Customer complaints should be directed through to the following numbers:

SMITHFIELD	02 9757 6333
HORNSBY	02 9476 1900
ASH ROAD	02 8784 4920
PROMOTIONAL PACKAGING	02 8784 4920
FAIRFIELD	02 8889 4730
AUSTRALIAN PHARMACEUTICAL MANUFACTURERS (APM)	03 8787 0218

Staff issues

JHC SMITHFIELD	Michael Beaton	0418 456 418
JC HORNSBY	Paul Holland	0478 050 034
JPC PRESTONS	Elmer Diuco	0417 689 335
JPP & EASTERN CREEK DC	Denis Popovic	0417 689 335
PF FAIRFIELD	Shane Roberts	0417 206 391
CM HEAD OFFICE	Gavin Garland	0499 304 700
APM	Zaman Haroon	0433 657 136

Media Queries

Shamah Waters	0400 827 984
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Union representatives

All calls from Union representatives should be directed as follows (site agnostic)

Muhammad Khayum GM People & Culture	0429 400 243
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