



BritishSugar

**Grower
Handbook
2021/22**



Welcome

Campaign handbooks are produced every year to equip you with all essential information you require for the upcoming Campaign.

For 2021/22 we would like to, again, draw your particular focus to the Health & Safety sections on pages 4 - 13, in particular the section on siting beet clamps in relation to overhead powerlines.

Don't forget your British Sugar Contract Manager is your primary contact regarding to all matters relating to your contract and can be reached via email or telephone. Available throughout the year your Contract Manager will be able to offer guidance on topics such as seed orders, drilling, establishment, weed, pest & disease issues. Your Contract Manager will also be able to help if you wish to take advantage of

LimeX backloading opportunities during Campaign.

British Sugar Grower Services are also on hand to provide you with support when it comes to invoices and payments as well as navigating the online sugar beet account portal My British Sugar. You can find more details towards the back of the handbook.

Should you wish to contact a member of the NFU Sugar team or the BBRO team their details and roles are also included in this handbook.

We hope you find the following content both informative and constructive if you would like to see further content adding in for future years please get in touch.



Peter Watson
Agriculture Director



Michael Sly
Sugar Board Chair



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Covid-19

British Sugar continues to actively monitor its people for the impact of COVID-19, in line with our goal of protecting our workforce, customers, contractors, industry partners and other visitors as far as we possibly can.

If you are visiting any of our sites we request that you take a lateral flow test on the day and record a negative result before arriving.

While we continue to follow official guidelines we would ask if you have any of the following you refrain from coming on site:

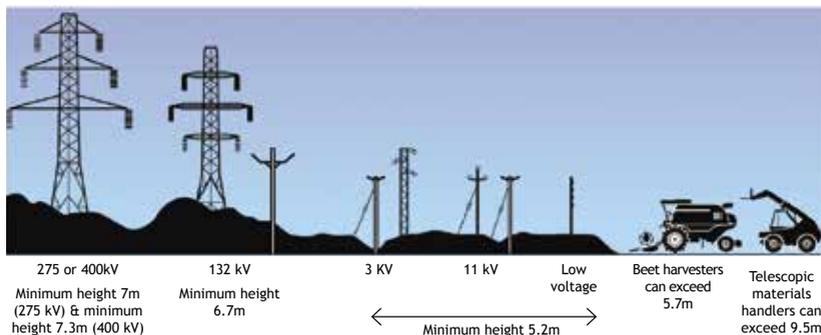
- A high temperature - this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- A new, continuous cough - this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- Experienced a recent loss or change to your sense of smell or taste.

Thank you for your continued support as we do our best to mitigate against the on-going impacts of the COVID-19 pandemic.

Please note that we reserve the right to amend or add to this guidance as the campaign gets underway and circumstances change.



Overhead Power Lines (OHPLs)



Please see HSE documents at www.hse.gov.uk

- AIS8 (rev3). Working safely near overhead electricity power lines
- GS6 (edition 4) Avoiding danger from overhead power lines.

To shut down power in an emergency call **105**.

Farmers / Landowners

The location of potential loading sites should be agreed with your harvesting and haulage contractors before the start of campaign.

Please provide your harvesting and haulage contractor with information on the location of OHPLs including their height and minimum vertical clearance distances. The distribution network operator can help provide this information and precautions to take.

“Every year workers are killed or injured on farms following contact with OHPL’s. Planning your work to avoid working close to and under OHPL’s is essential to minimise the risk of injury on farms. Knowing the height and location of your powerlines and the height of machinery that you or your contractors will use, and sharing this information with workers and contractors will prevent you becoming one of our statistics.” **Dr Andrew Turner, Head of Agriculture, Health and Safety Executive**

“UK Power Networks owns and operates 46,000 kilometres of overhead power lines across the East and South East. Contact with high voltage electricity can result in serious injuries or even death. To avoid this we support British Sugar in reminding people to avoid working with high vehicles and equipment within ten metres of overhead power lines. Bad habits, rushing to get the job done, distractions and taking shortcuts can all impact on your safety.

During busy times please do stop and think about safety - what could be more important than going home safe to your family and friends? GS6 safety advice is available free from the Health and Safety Executive. We can help businesses to plan works safely around our equipment by providing advice and guidance www.ukpowernetworks.co.uk/safety/around-power-lines/i-need-advice-about-working-near-overhead-power-lines. In an emergency call us on 105.” **Craig Short, Operational Safety Manager, UK Power Networks**

HSE recognised best Practice is:- Keep at least 10m from overhead power lines when undertaking high-risk activities such as loading beet.

Wherever OHPLs are present in a field, avoid passing underneath where possible. Where this cannot be avoided, follow the guidance the HSE publication GS6 to warn operators.

DO NOT travel with loading arms extended

Follow the guidance in the HSE Agricultural Information Sheet (AIS8):

www.hse.gov.uk/pubns/ais8.htm

Further useful online resources:

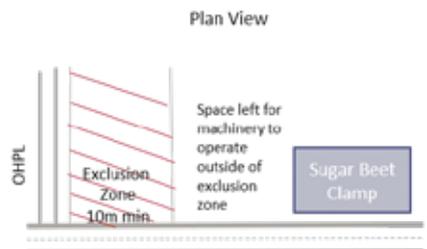
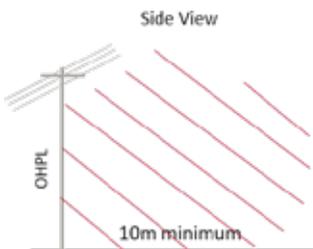
www.hse.gov.uk/workplcetransport/index.htm

www.hse.gov.uk/agriculture/index/htm

Relevant guidance can be viewed and / or downloaded.

Alternatively consider providing a list of relevant publications e.g. Farmwise: Your essential guide to health and safety in agriculture.

www.hse.gov.uk/pubns/books/hsg270.htm



Pedestrian Safety

The most common cause of serious and fatal injuries in agriculture involves moving vehicles.

When on a loading site, pedestrians must make themselves known to a loading operator, and follow their guidelines.

Never approach or walk behind a reversing vehicle. If you must approach a vehicle, attract the driver's attention first and wait for them to stop, especially if you need to speak to the driver or mount the machine.

Do not get on or off vehicles when they are moving.

Minimum PPE should include high-vis upper body clothing, safety footwear, light eye protection and a hard hat.

Under no circumstances are unauthorised passengers allowed access to the factories. If drivers are found to be carrying unauthorised passengers they will be excluded from the factories. It is not acceptable to leave children unattended at site entrances and exits.

Be aware of members of the public in uncontrolled areas.

Assess the site for public footpaths.

Vehicle Safety

Ideally lorries must not be reversed for long distances down roads or tracks. If the site is situated where this can't be avoided it will be necessary to provide an experienced banksman.

Routes must be properly maintained for a 44 tonne articulated vehicle for any weather conditions experienced during the campaign.

It's the grower's responsibility to apply adequate amounts of grit or salt to farm roads and tracks to permit scheduled collection in icy or snowy conditions.

Warning

A haulier may reserve the right to refuse to load a clamp if they consider that the situation or entrance is unsafe.

If a lorry was to get stuck due to unstable conditions the grower is responsible for providing suitable machinery to resolve the issue.

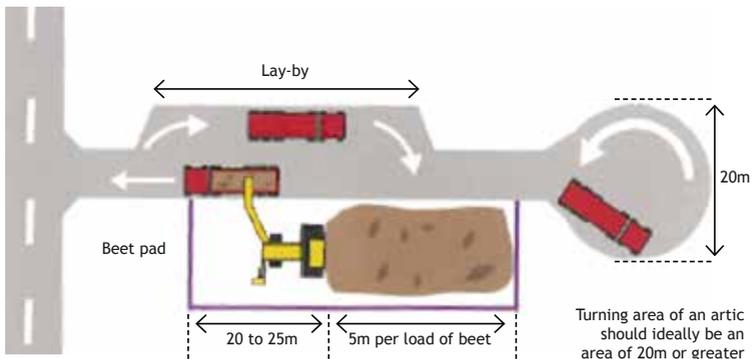
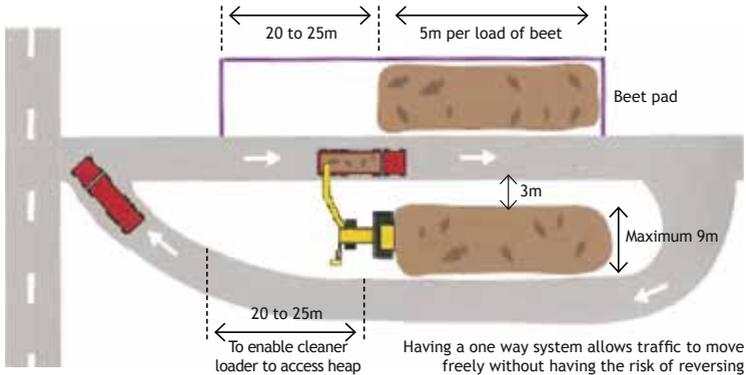
Clamp Location

Complete a risk assessment for each loading site taking in to consideration:

- Access and egress (e.g. highways, public footpaths, bridleways, one-way systems and minimising reversing operations.)
- Hazards or obstructions (e.g. powerlines, trees, telegraph poles)

- Loading site is level and suitable for use in winter conditions
- Control of any mud on the road
- Any other site-specific considerations

Loading sites for each field should be agreed with your harvesting and haulage contractors before use, and ideally situated on level terrain.



For a clamp: ideally a firm, well drained site which will be suitable for loading and unloading.

The loading site must have good access and be situated:-

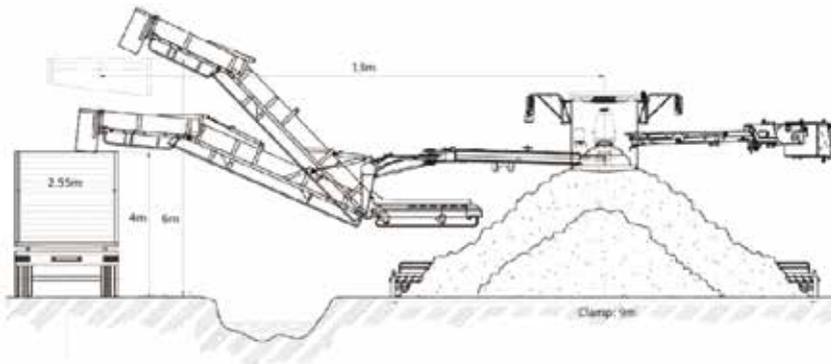
- More than 200m away from bends in the road
- More than 100m away from roundabouts
- More than 10m from overhead power lines, ensuring that machinery can operate safely in the vicinity
- On even ground, in order to stabilise loading equipment and maximise beet recovery
- At a minimum distance of 2m - 3m from the edge of the roadway
- Away from public footpaths

BE AWARE

The loading reach of a self-propelled cleaner/loader will change when the loading site and the lorry are on different levels. Please contact your harvesting / haulage contractor for specific dimensions.

Please ensure all lorries are loaded safely before leaving the loading point. There should be a minimum ullage of 125mm around the inside of the lorry body, to contain any beet that may move during transport.

DO NOT TRAVEL WITH LOADING ARMS EXTENDED.



Mud on Road

SUMMARY

As well as being illegal, excessive mud on the road has led to some serious and fatal accidents and it is essential that we all take steps to minimise its impact.

Background - the law

Farmers and vehicle operators who deposit mud on the road are potentially liable for a range of offences. While there is a range of powers available to the police and highways department the primary powers fall under the Highways Act 1980.

Section 148 of the Highways Act makes it an offence to deposit mud etc. on the highway that would interrupt other users of the highway.

Section 149 of the Highways Act 1980 gives the highways authority the power to clean the road and recover its expenses from the person causing the obstruction.

Section 161 Highways Act 1980 “if a person, without lawful authority or excuse, deposits anything whatsoever on a highway in consequence of which a user of the highway is injured or endangered, that person is guilty of an offence.

Civil action may also be a possibility where the mud contributes to a personal injury, damage to property or any loss or inconvenience. The presence of mud can constitute a public nuisance and loss or injury can result in a claim for negligence. It’s highly likely that a land owner will be liable despite a contractor making the deposits under the law of nuisance and/or negligence.

It’s highly advisable that a plan is discussed and documented with a contractor prior to any works being carried out. It should clearly state who should be responsible for the clear up operation as well as who will take the measures such as signage in order



to minimise any deposits and risk. If necessary a contractor should give an undertaking to this effect.

What you must do!

- Do everything possible to prevent mud being deposited on the road. This includes cleaning mud from vehicles, as far as practicable, before they are taken on to the road
- If there is a danger of mud being accidentally deposited on roads use 'Slippery Road' signs with a 'Mud on Road' sub plate to alert other road users. Check with your local highways authority their requirements for warning signs at the side of the road



- Clean the road as necessary during the working day and always at the end of the working day
- Ensure that labour and equipment is available and is suitable for the soil and weather conditions present
- Where a contractor is used, ensure that prior agreement is reached on who is responsible for mud on road issues (signage, cleaning etc) and ensure that adequate public liability insurance is in place

What you should do!

- Be prepared to hire equipment - check availability in advance
- Keep to your own farm roads and minor roads wherever possible
- Keep to low speeds - especially when travelling a short distance - to help retain mud on the vehicle
- Keep a written record of your decisions on whether or not to deploy signs and/or to clean the road



Tailgate release mechanism & reversing camera requirements

Beet Deliveries - All British Sugar sites

At British Sugar we are committed to supporting the safety, health and mental wellbeing of our employees and partners working across our supply chain by providing safe and healthy workplaces and working conditions, to prevent injury and ill health. Whilst complying with all legal and regulatory requirements we are continually striving to improve our occupational safety and health management systems, by providing a secure work environment, eliminating hazards and ensuring risks are assessed and effectively managed using proportionate risk-based principles.

As part of our ongoing commitment we have several initiatives including an objective to

remove all personnel from the flat pads for the start of 2023/24 campaign. With a view to achieving this all trailers will be required to have a tailgate release mechanism with the capability of being operated remotely (auto-open or in cab) as well as a reversing camera located to the rear of the trailer giving a clear view of the area behind. The flat pad will be managed from the perimeter and drivers will continue to not be permitted out of the vehicle cabs.

A summary of requirements and timelines is outlined below:

Transition period		New Requirements
2021 / 22 Campaign	2022 / 23 Campaign	2023 / 24 Campaign
All vehicles permitted to unload on the flatpad		All trailers to be equipped with a remote tailgate release mechanism and a reversing camera located at the rear of the trailer. Alternative arrangements will be in place for non-compliant vehicles
From 1st September 2021	From 1st September 2022	From 1st September 2023
British Sugar to work in conjunction with all hauliers in an advisory capacity offering technical support & identifying individual financial support packages		Technical support and advice to continue. Financial support to be ceased.

After September 2023 vehicles without remote tailgate mechanisms will still be permitted on sites; but unloading will be restricted to the Elfa wash areas at Cantley and Wissington factories. Provision will be made for separate safe unloading areas at Bury St. Edmunds and Newark factories. These will be away from the main unloading areas and vehicles will be held until a banksman is available and there is a pause in the traffic flow.

Tailgate zones will remain in place to prepare for unloading prior to entering the flat pad.

Please note vehicles without remote release tailgates and cameras may experience longer turnaround times on our sites post 2023.

We recognise that these requirements will need a level of investment which

we are committed to supporting. During the transition period British Sugar will work in conjunction with haulier's providing technical expertise through an approved network of partners and identifying individual financial support packages. These will be in line with clearly defined parameters which include the manufacturer, specification and age of trailers along with your individual business needs and fleet replacement plans.

A member of the Beet Delivery Service Team will be in touch to discuss this in more detail.

In the meantime should you have any further questions please feel free to contact Clare Beaumont, Beet Delivery Service Manager on 07514 626340 or clare.beaumont@britishsugar.com.





Key Facts

Contract prices for Contract Tonnage Entitlement (CTE) and Surplus Beet

CTE beet delivered will receive a fixed base price plus market-related bonus according to the contract(s) you have taken out:

2021 1-year contract £20.30 adjusted, as paid on a zero-crowned basis

2020 3-year contract £21.18 adjusted, as paid on a zero-crowned basis

2021 3-year contract £21.18 adjusted, as paid on a zero-crowned basis

The sugar beet market-linked bonus will be paid in accordance with the information shown on pages 16 to 19.

For 21/22 British Sugar has guaranteed a minimum market bonus of 80p for 1 year contracts and 82p for 3 year contracts

For growers participating in the Futures linked pilot, they will be settled for their beet by Czarnikow.

Any surplus beet delivered in addition to CTE will receive a minimum £20.30 per adjusted tonne.

Levies

All levies based on a zero-crowned basis in 2021/22

The following levies will apply for this campaign:

R&E (BBRO) - 14p per adjusted tonne (+VAT)

NFU - 11p per adjusted tonne (+VAT)

Payment dates

Payments will be made weekly with BACS transfers being made on the fourth Tuesday following the week of delivery. For example:

Delivery

Week ending 19 September 2021

Automatic Bank Transfer (BACS)

12 October 2021



Late Delivery Allowance

Delivery Date	
26 December	£0.03 plus £0.0356 per day after 26 December
e.g. 30 December 2021	£0.17
10 January 2022	£0.55
20 January 2022	£0.89
30 January 2022	£1.24
10 February 2022	£1.61
28 February 2022	£2.23
10 March 2022	£2.57

2021/22 Transport Allowance (TA) Table (£/clean tonne)

These are INTERIM rates based upon 20/21 final TA, with a 20p inflationary increase included towards haulage pressures. Although rates per clean tonne are lower under new payment basis, more tonnes per load are being paid per load, meaning the overall Transport Allowance payment is unchanged by Crown tare removal. There is no difference to final payment as a result of this.

Newark Mileage is capped at 55 miles for 2021, all other factories remain at 60

Miles	Interim 21 - 22	Miles	Interim 21 - 22	Miles	Interim 21 - 22
1	£3.05	21	£5.15	41	£7.24
2	£3.15	22	£5.25	42	£7.35
3	£3.25	23	£5.36	43	£7.46
4	£3.37	24	£5.46	44	£7.56
5	£3.47	25	£5.57	45	£7.66
6	£3.57	26	£5.67	46	£7.77
7	£3.67	27	£5.78	47	£7.88
8	£3.78	28	£5.88	48	£7.98
9	£3.89	29	£5.98	49	£8.08
10	£3.99	30	£6.09	50	£8.18
11	£4.09	31	£6.20	51	£8.30
12	£4.20	32	£6.30	52	£8.40
13	£4.31	33	£6.40	53	£8.50
14	£4.41	34	£6.51	54	£8.61
15	£4.51	35	£6.62	55	£8.72
16	£4.62	36	£6.72	56	£8.82
17	£4.73	37	£6.82	57	£8.92
18	£4.83	38	£6.93	58	£9.03
19	£4.93	39	£7.04	59	£9.14
20	£5.04	40	£7.14	60	£9.24



Sugar Market Bonus

The market-linked bonus allows growers to share in the upside when the sugar market is favourable. A bonus payment is paid when a trigger point is reached.

Both the 2020 and 2021 3 Year Contracts provide a 25% bonus payment once the minimum sugar market price of €400/tonne is triggered, up to a maximum market price of €700/tonne.

The 2021/22 1 year contract provides a 10% Bonus payment once the minimum sugar market price of €375/tonne is triggered, up to a maximum market price of €700/tonne.

The reference price for sugar market bonus is based upon an independently audited process detailed on page 19.

Due to our exit from the EU, UK prices are no longer reported into the EU market published price.

The bonus payment will be paid post audit review with an interim payment post campaign and then a final payment post end of marketing year in late 2022.

The following tables show example calculations of the sugar market bonus for the 2021/22 contract year. All prices are purely for purposes of these examples, and an exchange rate of 0.90 £/€ is used.

Note: For 21/22 British Sugar has guaranteed a minimum market bonus of 80p for 1 year contracts and 82p for 3 year contracts. Any value calculated above these values will be also paid as per the mechanism.

2021/22 Market Bonus and Beet prices (three-year contracts)

Example at an exchange rate of €1 = £0.90	3 YEAR CONTRACT	
% share of sugar	25% bonus	Full Payment
% per tonne of beet	3.8%	
Trigger	€400	
Sugar Price (EU published, bulk ex- factory, rebased to UK equivalent)	Guaranteed minimum bonus	
€375	£0.00	£21.18
€400	£0.00	£21.18
€425	£0.85	£22.03
€450	£1.70	£22.88
€475	£2.55	£23.73
€500	£3.40	£24.58
€525	£4.25	£25.43
€550	£5.10	£26.28
€575	£5.95	£27.13
€600	£6.80	£27.98
€625	£7.65	£28.83
€650	£8.50	£29.68
€675	£9.34	£30.52
€700	£10.19	£31.37

2021/22 Market Bonus & Beet Prices (one year contract)

Example at an exchange rate of €1 = £0.90	1 YEAR CONTRACT	
% share of sugar	10% bonus	Full Payment
% per tonne of beet	1.6%	
Trigger	€375	
Sugar Price (EU published, bulk ex- factory, rebased to UK equivalent)	Guaranteed minimum bonus	
€375	£0.00	£20.30
€400	£0.34	£20.64
€425	£0.68	£20.98
€450	£1.02	£21.32
€475	£1.36	£21.66
€500	£1.70	£22.00
€525	£2.04	£22.34
€550	£2.38	£22.68
€575	£2.72	£23.02
€600	£3.06	£23.36
€625	£3.40	£23.70
€650	£3.74	£24.04
€675	£4.08	£24.38
€700	£4.42	£24.72

Sugar Market Bonus

The sugar market bonus is calculated when the published price exceeds the trigger. The trigger and bonus are linked to the published EU price of sugar.

When the trigger is reached, it is multiplied by the relevant bonus rate. One twelfth of the figure is taken as the monthly bonus, paid in Euros. The average £/€ exchange rate for each month will be used to convert

the bonus paid in Euros in to Pounds Sterling. This can be viewed online via:

https://www.ecb.europa.eu/stats/policy_and_exchange_rates/euro_reference_exchange_rates/html/eurofxref-graph-gbp.en.html

If the price in any given month falls below the trigger, whilst no bonus would be earned that month, it will not affect any previous month's or any future month's bonus.



Sugar Bonus Mechanism Post Brexit



As UK Sugar sales are no longer reported to the EU the following mechanism has been agreed between British Sugar and NFU Sugar:

- NFU Sugar would appoint an independent third-party auditor to calculate the bonus in a manner that reflects the existing method but uses actual British Sugar sales information.
 - The monthly bonus amounts would be accumulated in the same manner as today (i.e. a bonus earned in any month the price exceeds the 'trigger' levels), but paid in two instalments instead of one at the end of the year.
 - As pricing information is commercially sensitive, the auditor would make two calculations each year, disclosing only the bonus they calculate.
 - The steps agreed with the NFU to ensure the auditor sets the correct bonus are a little complex, but this is necessary to ensure accuracy. IN agreement between British Sugar and NFU, the auditor will:
 - review the historic prices British Sugar submitted to the European Commission. This determines any small difference between British Sugar's prices and the EU's prices.
 - calculate the average historic monthly volume of white sugar British Sugar sold to other EU countries
 - analyse British Sugar's UK sales book
 - analyse the current average price of British Sugar's export sales
 - calculate the weighted average of both British Sugar's UK and export sales
 - compare the difference between the price calculated and the EU average price
- Where the comparison shows that the difference has changed, this would then be added or deducted from the published EU market price to give a rebased UK equivalent price to be used each month to calculate any bonus, as per the current agreed formula.
- The auditor's costs are shared equally by British Sugar and NFU Sugar.

Weekly Beet Invoice Explained

WEEKLY BEET INVOICE

NUMBER BW/ XXXXXXXXXXXX

Date (TAX POINT)

Farm Name & Address

Post Code

1	2	3	4	5	6	7	8	9	10
Rec Fac No	Date	Serial Number	Dirty Beet Tonnes	Tare %		Total Clean Beet Tonnes	Amino N	Sugar %	Adjusted Total Tonnes
				Crown	Dirt				
17	2812	000556Y	29.38	0	1.2	29.0	74	18.90	34.29
05	0901	000321Y	28.50	0	6.9	26.5	86	17.50	29.02
17	0901	000900N	30.00	0	6.9	27.9	86	17.50	30.55
Enquiries relating to this invoice should be addressed to British Sugar Grower Services 0800 090 2376							TOTAL DEBTS AND		

20

21

Miles	Transport Rate	Todate Total Dirty Beet Tonnes	Average Crowns	Tares Dirt	Todate Total Clean Beet Tonnes	Average Amino N
28	5.85	87.88	0	5	83.5	82



British Sugar Plc
 1 Samson Place
 London Road
 Hampton
 Peterborough
 PE7 8QJ

Tel: 0800 090 2376

VAT Registration 289 7298 79

GROWER'S VAT:	DEDUCTIONS	PRICES & LEVIES
GROWER'S ACCOUNT NO: 17/46/123456		One year contract - £20.30 Three Year Contract 2021 = £21.18 Three Year Contract 2020 = £21.18 Surplus Price = £20.30
Entitlement (Tonnes) ONE YEAR 2021 - 2000 THREE YEAR 2021 - 0 THREE YEAR 2020 - 500 TOTAL 2500		NFU LEVY = 11P R & E LEVY = 14P

VAT RATES>>	Zero 11	Zero 12	Zero 13	Zero 14	20.0% 15	20.0% 16	20.0% 17	Zero 18	19
Today Adjusted Tonnes	Value of Beet	Transport Allowance	Delivery Bonus	NFU Levy	R & E Levy	Deductions VAT	Deductions Non VAT	TOTAL	
33.69	696.06	158.59	3.77	3.8	4.8	0.00	0.00	849.85	
61.94	614.67	144.96	15.96	3.2	4.1	0.00	0.00	768.33	
91.68	647.02	152.57	16.80	3.4	4.3	0.00	0.00	808.75	
CREDITS	1957.74	456.12	36.53	-10.32	-13.14	-0.00	-0.00	2426.93	
VAT	0.00	0.00	0.00	-2.06	-2.63	-0.00	-0.00	-4.69	
TOTAL	1957.74	456.12	36.53	-12.39	-15.77	-0.00	-0.00	2422.24	

Average Sugar %	22 Today Total Loads	23 % Loads Sampled	Today Total Value of Beet	24 TOTAL VALUE OF THIS INVOICE Credit (Less Invs Due) To Bank on DD/MM/YY
17.99	3	67	2016.92	2422.24

Weekly Beet Invoice

Pages 20 and 21 of this document shows a typical Weekly Beet Invoice. The numbers shown in the row immediately above the headings (In red) are explained in the following pages.

Example data from three loads has been used to generate the example weekly beet invoice.

1	Rec Fac No	The figure shown in this box is the receiving factory number which is taken from the first two characters of the unique serial number - the numbers for the sites are as follows 04 for Bury, 05 for Cantley, 12 for Newark and 17 for Wissington
2	Date	Abbreviated to the day and month
3	Serial Number	This is the unique serial number of the load. The first two characters are dropped from the serial number as well as the last letter. Either a Y or an N is suffixed on the end of the remaining number to signify a sampled load (Yes) or a non-sampled load (No).
4	Dirty Beet	This is the difference between the gross and tare weight of the vehicle expressed in tonnes to two places of decimal.
5	Tare % - Crowns	This is the jointly agreed figure for whole beet sampling. This is known as the Fixed Crown Tare, set at 0%.
6	Tare % - Dirt	This is the weight of dirt measured in the sample expressed as a % of the dirty weight.
7	Total Clean beet tonnes	Total clean beet tonnes are calculated by deducting the % crown and % dirt from the total dirty beet tonnes (4)
8	Amino - N	This is calculated as follows: $Amino\ N = Amino\ blue\ number\ (ABN) \times 100 \div Sugar\ \%$ (9) The final figure is quoted as a whole number. Please note that the ABN figure is measured independent of sugar percentage but the final figure for Amino N is expressed as milligrams / 100 grams of sugar which means that for every value of ABN then having a different sugar level will change the final Amino N level on a grower's Weekly Beet Return. Please note that only the Amino value is shown on a grower's Weekly Invoice. The levels of sodium and Potassium are also measured but only shown on a grower's online account. It is only shown for the interest of the grower.
9	Sugar %	The sugar % quoted is as measured in the tarehouse. (now with no single bladed saw adjustment). This figure is accurate to two decimal places.
10	Adjusted Total Tonnes	This is calculated as follows: $Adjusted\ Total\ Tonnes = \{total\ clean\ beet\ tonnes\ (7) \times (sugar\ factor)\}$ (rounded to 4 places of decimal) where the sugar factor is the value taken from Appendix 1 in the present IPA (Refer to appendix 1 in the current IPA header Inter professional agreement 2021). In the typical example data quoted the sugar % was 18.90% and 17.50% which has a sugar factor of 1.18125 and 1.09375.
11	Todate Adjusted Tonnes	The Todate Adjusted Tonnes quoted is a cumulative total for the campaign to date of the Adjusted Total Tonnes.
12	Value of Beet	This is calculated as follows: $Value\ of\ Beet = Adjusted\ Total\ Tonnes\ (10) \times Price$ Where the price is the appropriate price for the type of beet being delivered i.e. one year, three year or surplus beet price as shown under the section headed Prices and Levies in the weekly beet invoice. For Futures linked pilot note the value of beet on your invoice from British Sugar will be nil. Czarnikow will invoice and pay based on values agreed via Czapp.
13	Transport Allowance	The transport allowance figure quoted is calculated by multiplying clean beet tonnes (7) x transport rate (21) and is rounded to two decimal places
14	Late Delivery Allowance	The LDA is an annually negotiated and agreed figure. The LDA is a payment made to growers to account for losses attributed to the storage of beet. The figure is calculated by multiplying adjusted tonnes (10) x LDA agreed figure appropriate to the date of delivery. For the 2021/22 campaign the rate agreed increases daily from the 26th December 2021 until the end of campaign at rate of +0.162% / day.
15/16	NFU and R&E levy	The levies are calculated by multiplying the figure shown in prices and levies by the figure shown in adjusted tonnes (10)

17 / 18	Deductions VAT / Non VAT	These deductions are not part of the Beet Delivery Service (BDS) It's a private arrangement that British Sugar operates on behalf of contractors. Deductions are shown at the top of the weekly beet invoice under 'deductions'
19	Total	The total figure shown is the calculation of all the figures shown in columns 12,13,14,15,16,17 & 18.
20	Miles	Transport allowance is calculated based on this figure.
21	Transport Rate	The transport rate (including cleaning and loading) is agreed annually. Please note each year an interim transport allowance is paid during campaign based on the costs incurred under the Beet Delivery Service (BDS) during the previous campaign. This means that the interim allowance set each year has to be reviewed at the end of the campaign and any difference between the rate paid and the actual BDS costs then adjusted. All figures are rounded to two decimal places. If a grower 'opts in' to the BDS the figure shown here will be £0.00
22	Todate Total Loads	The Todate Total Loads is quoted as the total number of unique loads supplied for the campaign to date.
23	% Loads Sampled	The % Loads sampled is the number of Y serial number (refer to point 3) entries delivered during the campaign todate ÷ figure shown in todate total loads (22) x by 100 to give it as a %.
24	TOTAL VALUE OF THIS INVOICE	The total value of this invoice is the total of all credits minus all debits, including VAT. Each payment period shall be made on the fourth Tuesday following the week in which a delivery was made (or, if a statutory holiday intervenes, the next day of business after said fourth Tuesday.

REMITTANCE ADVICE EXPLAINED

British Sugar will send you a remittance advice before any payment is made to your bank account. This will be received via post or email. If you manage your account online, it will be made available to your My British Sugar.

You will receive payment on, or close to, the date shown on the remittance advice.

An example remittance is explained below.

	Invoice Date	Invoice Reference	Voucher Number (internal reference only. This does not appear on your invoice)	Amount (to be paid / deducted)
13	02/04/2019	BWXXXXXXXX	GAXXXXXX	456.12
12	02/04/2019	BWXXXXXXXX	GAXXXXXX	1872.07
14	02/04/2019	BWXXXXXXXX	GAXXXXXX	34.44
15	02/04/2019	BWXXXXXXXX	GAXXXXXX	-12.11
16	02/04/2019	BWXXXXXXXX	GAXXXXXX	-15.40
			TOTAL	2479.97

The weekly beet invoice is split over five lines on your remittance advice. Each line relates to a credit or a deduction detailed on your invoice. The numbers in red show which section of the Weekly Beet Invoice (pg 18-19) relates to each line on the remittance advice.

Invoice numbers have a prefix code to determine the invoice type. These prefixes are explained below:

BQ	Beet quota (transport allowance, adjustment etc.)	MI	Manual invoice (individual detail on invoice)
TA	Transport allowance adjustment	MC	Manual credit (individual detail on invoice)
BW	Weekly beet	GF	Grower Finance (advance payment, currently on trial)
GS	Seed		
RI	Co-products (LimeX, soil sampling etc.)		



Frost Insurance

Frost insurance is paid for by British Sugar and is unique to sugar beet. The policy is provided by the NFU, through NFU Mutual, as a safety net for significant losses if a severe frost event occurs. It applies to all sugar beet CTE.

What does this cover?

Only the contracted beet CTE is covered for losses caused by an insured frost event, provided adequate area is planted. If the area planted multiplied by the grower's five-year average yield is lower than the contracted tonnage, then the insurer will only cover this lower insured tonnage. For growers that have not grown sugar beet for over five years, cover will be based on the factory five-year average yield.

What does the cover relate to and what are the conditions for paying out?

The cover is designed for early and severe frosts, such as those experienced in 2010/11 when a damaging frost event occurred early in the season. The insurers have defined a severe frost event as the average minimum temperature of -4°C or lower for a rolling 10-day period up to and including 30th January. Once a 'trigger' frost event has occurred, payout under the policy for each beneficiary will be calculated following the end of the campaign.

In order for a payout to be made, the farmer has to have incurred a loss that is higher than the deductible which is set at 15% of the Insured (Approved

Tonnage. This is in order to filter out the natural and normal volatility in yield. This deductible should avoid potential for many small losses and reduces the administrative costs and the insurance premium.

Is this a voluntary scheme? I always lift my beet and deliver it before the risk of frost occurs so why do I need insurance?

The scheme would only be operated by the insurers if all growers participated. As risks of campaigns are spread by some growers delivering late, allowing others to deliver early, then the NFU considers it reasonable for all growers to participate in the scheme and the policy has been designed on this basis.

Does the policy only cover beet which has not been lifted?

The cover payable in the event of a frost occurrence will be calculated on the total beet not delivered by the end of the campaign under your contracted tonnage CTE. There is no requirement for losses to have occurred in the ground only, and stored beet is also covered. Equally, once the frost trigger has been reached, any damage from subsequent frosts, in the same campaign, will also be covered.

How is the cost of insurance covered?

The NFU have contracted the insurance using NFU Mutual to administer the scheme. British Sugar pays the premium with no cost to growers.

New in 2021 - Crown tare removal & linear sugar scale



Paying growers for the entire sugar beet root

The 2021 contract sees growers being paid for the entire sugar beet root - from the tip to the crown - in a clear and transparent model agreed between British Sugar and NFU Sugar.

The new 'entire root' approach means growers are now paid for the entire crop they deliver to our factories. Previously, a blanket crown tare deduction of 6.61% applied to every root of beet, with growers paid on the remainder of the root.

The new model sees growers paid the equivalent sum of money but spread across 100% of the root. This makes the beet price *appear* lower, but that's because it accounts for the *entire* root, and not just part of it.

Sugar scale changes, too

A new linear sugar scale is being introduced in 2021 which sees growers paid in direct proportion to the sugar in their beet. **This will affect all growers differently, depending on your sugar content.**

Unlike the previous sugar scale, there are no hidden penalties or bonuses. Instead the new scale converts clean tonnes into adjusted tonnes in direct proportion to a benchmarked 16% sugar content.

One way to think of it is that you are now being paid for the sugar you grow, regardless of how many tonnes of beet it took to make this. For every tonne of sugar you deliver, you'll be paid for 6.25 adjusted tonnes of beet.



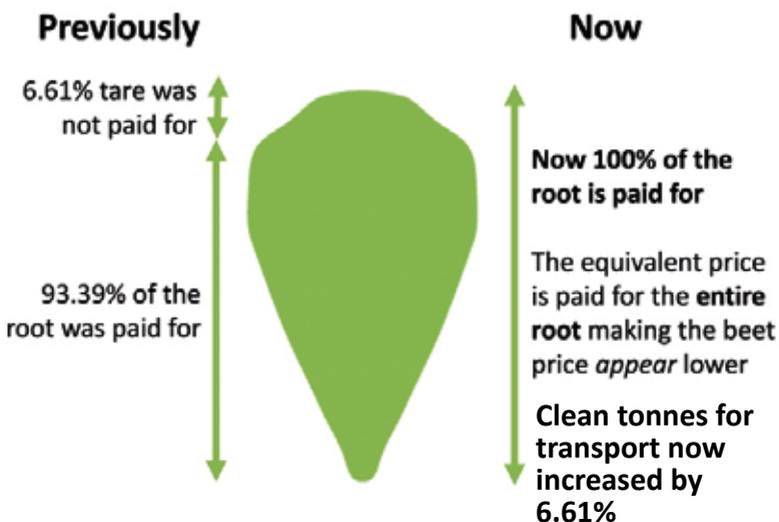
New in 2021 - Crown tare removal & linear sugar scale cont.

Growers are paid for more adjusted tonnes under the changes

Paying growers for *all* of the beet they deliver increases the number of tonnes they will be paid for.

Whilst this is offset to some extent by the change to the sugar scale, on average growers are overall being paid for 3.4% more adjusted tonnes as a result of the changes. However, the amount your tonnage changes

will depend on the sugar content of your beet. In conjunction, the changes mean that growers with a sugar content above 17% will lose out, while growers up to and including 17% sugar will gain. Previously sugar beet delivered with a content over 17% were paid for more sugar than they delivered.



Harvesting best practice with new zero crown agreement

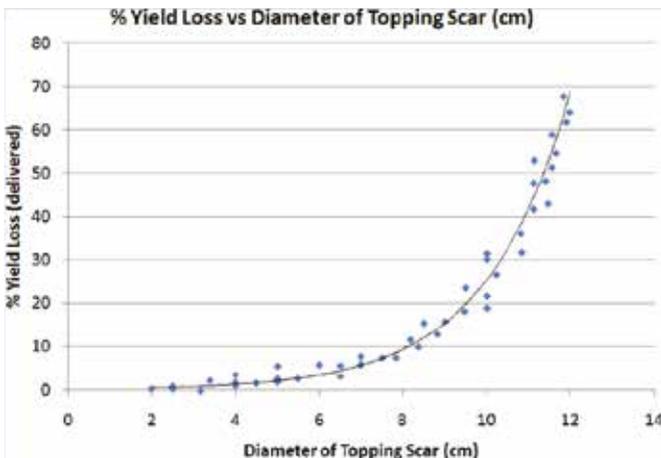
The 2021 contract sees growers being paid for the entire sugar beet root - from the tip to the crown - in a clear and transparent model agreed between British Sugar and NFU Sugar.

The agreement provides all growers with an incentive to maximise yield and to deliver all beet of suitable quality to process.

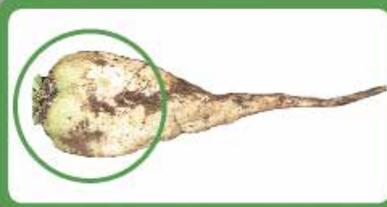
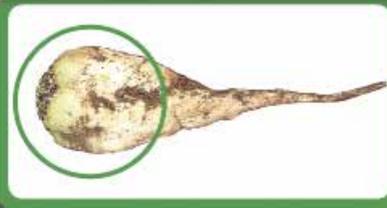
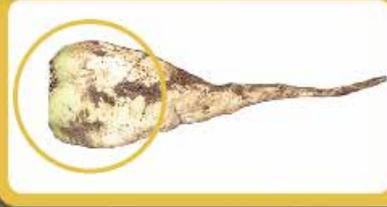
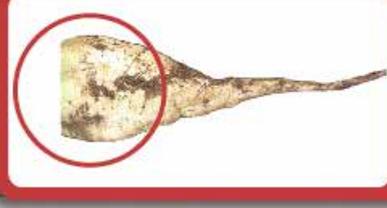
Harvesting practice should be to remove the minimum crown material possible to help avoid loss of yield in the field.

Aim for a crown scar of 3cm (the size of a two pound coin)

Use this chart to identify potential yield loss based on leaf scar and the impact of over crowning.



Whole Beet Delivery Guide

Potential issue for factory ONLY IF TOO MANY		Too much green material. Will be tolerated if not too many in loads.
ACCEPTABLE		Acceptable. No issues with receiving beets of this standard.
OPTIMUM		Optimum defoliation. All leaf material removed and root fully in-tact. Yield maximised.
LOSS OF DELIVERED YIELD		All green material removed and some root material. Loss of potential yield. Adjust harvester to remove less root material.
LOSS OF DELIVERED YIELD		Large amounts of root material removed. 1cm slice of root material removed from all the beets can typically result in a 12% yield loss. Adjust harvester to remove less root material.

Compensation if you suffer yield losses from Virus Yellows

At British Sugar we're committed to supporting you, our growers, through the challenges of Virus Yellows.

That's why we're providing a £12m fund over three-years to compensate growers for losses of yield suffered by Virus Yellows.

There is no fee or levy for this crop assurance - you are simply compensated for the loss of yield according to a transparent compensation calculation which will be carried out by British Sugar if you have registered the presence of the virus.

Individual growers with a valid claim will be compensated for a yield loss of up to 35%. The first 10% of lost yield acts as an excess and is deducted from the total yield loss. British Sugar will pay 45% of the remaining loss of yield at your agreed contract price.

There are a few things you need to do to be eligible for a claim:

1. Plant enough area to fill your total CTE when multiplied by your Virus Yellows 5-year average yield (your 5-year average yield before the 2020 crop)^{1,2}. If you have planted a lower area, you will still be covered but your covered CTE will be reduced in proportion^{1,2}
2. Deliver all the beet contracted and grown on the fields you declared to us

3. Be contracted to grow beet for the following year and not in breach of your contract obligations
4. Register the presence of Virus Yellows in your crop by the 31st August 2021.
5. If requested, provide evidence (e.g. invoices or spray records) of the aphicide sprays applied if aphid thresholds reached in accordance with BBRO recommended practice

You cannot claim compensation under the scheme if you have not suffered any loss. For transparency of this compensation scheme, we're setting up a joint appeal process with NFU Sugar.

British Sugar reserves the right to inspect fields with a Virus Yellows claim, as well as to request evidence of crop management. If a grower, or anyone acting for the grower, makes a claim which is fraudulent and/or intentionally exaggerated, British Sugar reserves the right to recover any compensation paid, cancel participation in the scheme in future years, or cancel CTE in future years.

For full details of the Virus Yellows Compensation Agreement please visit My British Sugar; email: agriculture@britishsugar.com. Or visit NFUOnline.

¹ Note that if you are a new grower, this will be the contract factory 2015/16 -2019/20 average. If you have only grown for one year, then the factory's five-year average has been used, but with an adjustment to reflect the percentage of the factory average you achieved in that one year.

² Area planted may be replaced where crop damage has resulted in plant population dropping below 80,000 plants per hectare.

Virus Yellows Appeals Process

Here is a brief overview of how to make an appeal, as well as how it will be dealt with.

Making a claim for Virus Yellows:

- By ticking the relevant box on the Crop Health screen in MyBritishSugar (or on the paper form) you have declared that you have Virus Yellows in your field(s)
- Once you have done this, you will have submitted a claim on the Virus Yellows Assurance Scheme, and you don't need to take any further action unless notified by British Sugar

British Sugar will then be inspecting a sample of fields with claims, to check the presence of the virus in the crop.

As the Virus Yellows assurance scheme depends on you having virus in your fields, if we cannot find any Virus Yellows in any of the fields on a contract with a claim, we will notify you that we have rejected your claim.

When we do this, we will also supply a detailed list of the steps you will need to take if you wish to appeal. We have included an overview below:

Appeals Process:

1. British Sugar will notify the grower of the rejected claim and provide any evidence we have gathered for the rejection.
2. You then have the option to appeal. This will need to be in writing and submitted by the 31st of October. (The address to send it to will be included in the Appeals Pack you'll receive).

3. The NFU will confirm that your appeal has been registered.
4. The Appeals Panel, made up of an equal number of representatives from British Sugar and the NFU, will meet to discuss the appeals submitted.
5. The results of the appeal will be communicated to the grower.

If the appeal is successful, the Virus Yellows claim will be reinstated, and you will receive a pay-out dependent on your yield as per the terms of the scheme.

If the appeal is unsuccessful, the you will not be considered for a Virus Yellows pay-out this year.

(This does not affect your ability to claim in future years, but, if we suspect fraudulent behaviour British Sugar reserve the right to bar growers from the Virus Yellows Assurance Scheme)

It should be noted that only fields where you have a genuine belief that there is Virus Yellows present should be considered for appeal.

All appeals should be submitted by the 31st of October, along with any accompanying evidence.

British Sugar Environmental Policy

Updated September 2021

British Sugar believes that protection of the environment is everyone's responsibility and is committed to:

- Fulfilling its compliance obligations for all appropriate environmental legislation and other regulatory requirements relating to the activities of the company
- Protecting the environment through the prevention of pollution
- Enhancing its environmental performance through the continual improvement of the Environment Management System and a process of monitoring, measuring and reviewing its significant environmental impacts
- Minimising the environmental impact of our energy use across our operations, and implementing a responsible energy purchasing policy
- Consuming resources responsibly, including the reduction of our end-to-end supply chain CO₂ footprint, water usage and plastic packaging

This policy statement is communicated to all of British Sugar's employees and contractors.





Sugar Beet Growing: Key Measures to Reduce the Impacts of Wet Winters on Water Quality

With our most recent winter being confirmed as the third wettest on record, and Norfolk recording its wettest day since records began on the 3rd October 2020, it is clear that we are experiencing the impacts of climate change.

This is leading to challenging conditions across the region, and as a result, there are high numbers of water pollution events occurring, with significant quantities of surface run-off - containing sediment, nutrients and pesticides - being washed from fields and into our fragile watercourses.

Our team of Water Sensitive Farming (WSF) advisers have identified various issues for farmers - especially those growing late-harvested crops such as sugar beet. Frequently, these include: substantial areas of soil compaction; mud left on roads following harvest and the loading of beet lorries; and run-off flowing freely overland and into ditches and drainage systems (where it will eventually reach a watercourse). Breaches of 'Cross-Compliance' and the 'Farming Rules for Water' regulations have also been observed, and non-compliance of these can lead to financial penalties.

Key measures to reduce the impacts

The key to success is to start preparing now. Below are some key opportunities that our WSF advisers have identified during farm walkovers and river

catchment assessments to increase farm resilience and protect the wider water environment:

Surface run-off and soil compaction

- Sow and establish a cover crop after the preceding crop to beet, to build healthier, “spongier” soils. Leave this in as late as possible to prevent bare soil.
- Ensure that margins, headlands and buffer strips are of an adequate width (10-20m is the minimum for high-risk fields, including those that are sloping or have high connectivity to a river). These should be seeded, and can be enhanced with a pollen and nectar mix - with the added benefit of attracting beneficial insects to the field.
- Prevent all driving on margins and buffers by implementing a controlled traffic farming plan.
- Do not damage buffer strips to release run-off.
- If using irrigation, choose the right equipment for the situation and ensure that it is set-up correctly. Use soil probes to assess soil moisture level in-field before turning on.
- Bund field corners, create silt traps and install cross drains to prevent run-off from leaving the site.
- Consider using an inter-row hoe for weed control during early establishment - this can reduce



A channel has been dug through this buffer strip



Bunded field corner



Track cross drains (concrete ramp)



Track cross drains (simple cut out gravel strip)

pesticide use, break up capping of soil, and promote nitrogen mineralisation for crop use.

- Use a tramline disruptor in wheelings to break up and divert run-off flow back to the crop after rainfall. Results show that this can reduce water loss by more than 90%.
- Reduce tractor and trailer trafficking during harvest, and always use correct tyre pressures when on soil.
- Look at moving to a reduced tillage system - such as strip tillage - so that less soil is disturbed. This will build organic matter and stabilise soils.

Harvest

- Locate temporary clamps away from points of drainage and flow pathways including gateways, drains and ditches.
- Ensure that field access points are not located at field low points when harvesting, and bund redundant gateways. If this is the only option, raise gateway entrances with a wide hardcore base and install track cross drains to prevent water and soil reaching the road.
- Sweep roads following beet removal.

Further information

This advice was provided by Norfolk Rivers Trust as part of their Water Sensitive Farming Initiative - which seeks to improve the quality and resilience of the water environment.

For more information, please contact Norfolk Rivers Trust on 01263 711299 / info@norfolkriverstrust.org, or visit norfolkriverstrust.org/our-work/water-sensitive-farming/

Storage Strategy

When building a clamp aim to handle the sugar beet as gently as possible to minimise sugar losses, as bruising and breakage will increase respiration and sugar loss.

Poor ventilation is associated with overheating and is often the result of excess soil, weeds or leaf material and leads to sugar loss. Beet harvested in very muddy conditions should be in a clamp for five to seven days to allow the soil to dry, but no more than two to two and a half weeks in store as overheating risks are increased.

To minimise sugar losses our guidelines would be:

- Operate a 'just in time' harvesting and delivery approach for as long as practical and monitor the weather forecast as the season progresses
- Minimise beet storage early in the campaign. Short-term storage using single tipped or Maus clamps are the preferred methods
- Clamps should be built in an open area to aid ventilation and cooling, with the capability to protect from frost damage
- Don't push beet up the face of the clamp
- Operate a 'first in, first out' system, so older beet is delivered first



Clamps

Short term clamps

Maintain beet at ambient temperature

Beet should be in a clamp for no more than a few weeks

- Clamps should not be pushed up, but left as individually tipped loads of no more than 2m high
- For conventional loading, allow a space of at least 4m surrounding the clamp for movement of the loading shovel

Long term clamps

Maintain ambient temperature and protect from frost

- Level the surface to reduce frost pockets in which beet will start deteriorating
- Only use clamp sheets if the ground temperature is forecast to be below -3°C .

Please ensure clamp sheets are removed prior to beet collection. Inspect and discard any frost deteriorated roots prior to loading

- Clamps should be built using straw retaining walls, ideally placed on pallets for ventilation
- Please ensure when straw has been used as frost protection it has been adequately removed before collection

A-Shaped clamps

Create an optimal storage site

- Width of clamps for self-propelled cleaner loaders should be suitable for contractor's machinery, e.g. 9m for Maus-4, Kleine/Grimme and 7m for Maus-3
- There should be enough space at the end of the clamp to allow access for the machine
- Ideally on a flat un-rutted surface to minimise whole beet losses
- Please be aware, do not place beet on a headland with a plough furrow as this will collect whole beet, increasing beet losses and decreasing yield
- If beet is placed too wide for a self-propelled machine to collect, please ensure that the remaining beet are collected and delivered to maximise crop yield.



Red Tractor Assurance

It is a contractual requirement to hold at all times a valid, Combinable Crops & Sugar Beet, Red Tractor Farm Assurance number.

If a valid Farm Assurance number is not held at the start of campaign, contracts will be rendered inactive. You will not be able to bring any beet into the factory until British Sugar is informed by Red Tractor that the number is valid.

Red Tractor memberships will become invalid if subscriptions are not renewed, or if there are any kind of major or minor, non-conformances.

If your Farm Assurance does become invalid during campaign your British Sugar Contract Manager, or a member of the Grower Services team, will contact you to help resolve the issue as quickly as possible.

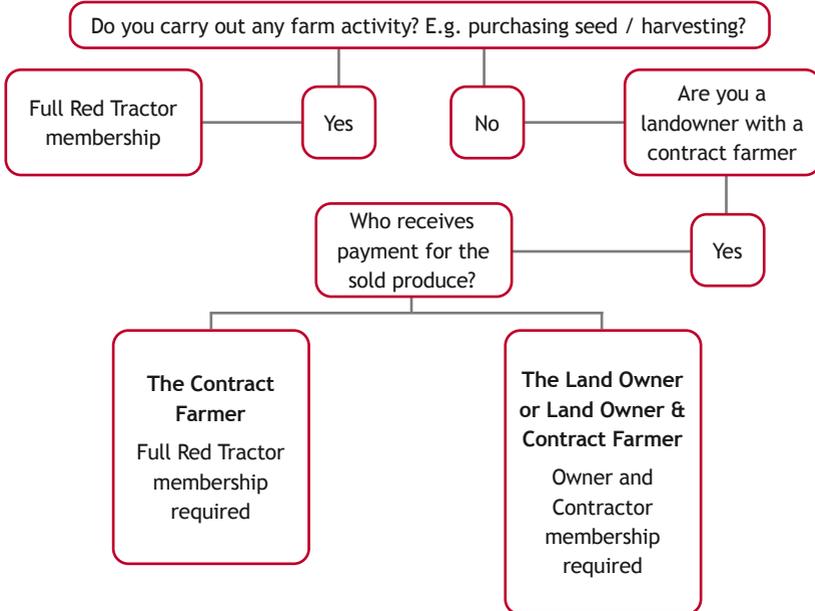


NEW CONTRACT FARMING RULES

It is the grower's responsibility to liaise directly with their contractors to ensure they know when to harvest and deliver the crop. If unassured beet arrives at the factory, it will be rejected, and any costs associated will be between the contractor and grower.

Growers either need to hold a full valid Red Tractor membership or an Owner membership which is then associated to a valid Contractor membership. If you hold an Owner membership, your contractor must hold a valid Contractor membership, if either go invalid the grower becomes unassured and is unable to deliver beet into factory.

Red Tractor Assurance decision flow diagram



Tarehouse

RULES OF POPULATION

The following are the basic rules used in deciding the values given to loads where a load is not sampled

- Where a load is not sampled for payment then it is populated with data (i.e. given the same result) from the nearest sampled load
- Wherever possible a load will be populated from a sampled load taken on the same day
- All loads will be populated from the nearest sampled load
- Where two sampled loads are equidistant from a non-sampled load then the load will be populated from the load delivered before it rather than after it
- All loads have to be cleared for payment at the end of each week on a Sunday night. It is therefore impossible for a load to be populated from a load delivered in any subsequent week, even if this is nearer than a load delivered earlier in the campaign
- Due to these sampling rules, it is possible that some sampled loads may not populate any un-sampled loads. However, some sampled loads can populate up to twelve un-sampled loads
- Loads should NOT be populated from a rejected sampled load or a sampled load of sliced beet

To help understand the above comments, here are some specific examples:

On a grower's Weekly Invoice a letter Y after the Serial Number indicates a load has been sampled e.g. 002129Y.

A letter N after the load serial number indicates no sample has been taken e.g. 002198N.

In simple terms the Y means Yes it is a sampled load and an N means No it is a not a sampled load.





RULES OF POPULATION

Samples are taken on a random basis according to agreed rules and are dependent upon contract size. Sampling is carried out in accordance with the table shown below.

Contract Size	% Sampling
Up to 1000 tonnes	100
1001 - 1200	75
1201 - 1500	66
1501 - 2500	50
2501 - 3300	33
3301 - 4500	25
Greater than 4500	20
Sample the first load - growers 1001 - 1250. Sample the first two loads - growers above 2500 tonnes	Less than 300 tonnes contract double sample if load size is greater than 15000kg



Tarehouse

POPULATED LOADS ON REDUCED SAMPLING

Examples of population of non-sampled loads (Loads delivered in one day)



Sampled first and last,
even number of non-sampled loads



Sampled first and last,
odd number of non-sampled loads



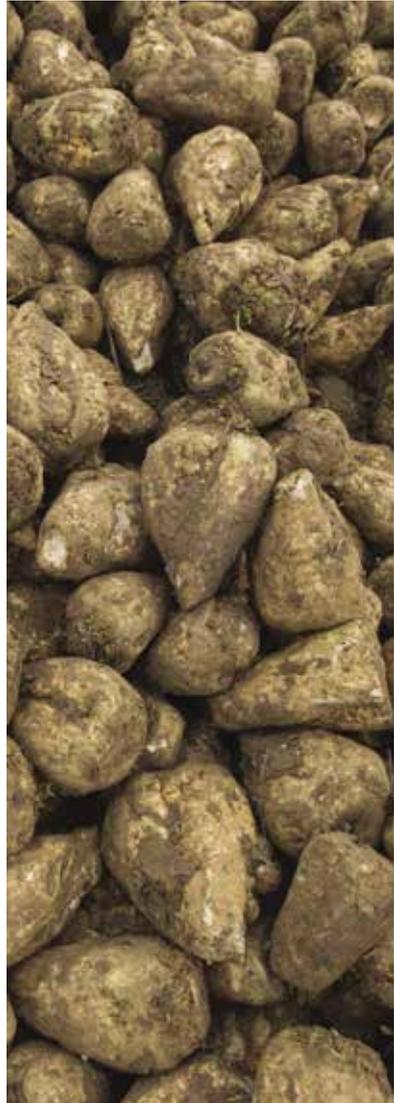
First load sampled



One load sampled



Last load sampled





Day of the week	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
Non-sampled load delivered									N						
On Monday - no sampled load; Look back 1 day for a sampled load															
On Tuesday - no sampled load; Look back 3 days for a sampled load															
On Wednesday - no sampled load; Look back 5 days for a sampled load															
On Thursday - no sampled load; Look back 7 days for a sampled load															
On Friday - no sampled load; Look back 9 days for a sampled load															
On Saturday - no sampled load; Look back 11 days for a sampled load															
On Sunday - no sampled load; Look back 12 days for a sampled load															
If no sample 12 days back then must look back to the last sampled load. Refer to rules of population (pg 28)															

Failing the above, at the end of the week if no other sampled load has been found, the last sampled load that was delivered will be used to obtain a payment data. All loads have to be cleared for payment at the end of each week on a Sunday night.

It is therefore impossible for a load to be populated from a load delivered in any subsequent week, even if this is nearer than a load delivered earlier in the campaign.

Beet Reception Complaints Procedure

Here are details on how sugar beet growers may raise a complaint on a sampled, delivered load, who to contact, how the complaint is dealt with and an explanation of certain terms.

How to make a complaint about a delivered load:

Sugar beet contract
(title and number)

Telephone number

Serial number and delivery date
of sampled load(s) in question

Details of complaint
(see 'Types of complaint')

Flag status (see 'Flags')

Any other relevant information (see
'Relevant information' for examples)

It should be noted that only loads which are outside your normal range load values should be considered for complaint. All complaints should have been raised before the last two weeks following the last factory close date.

It should be noted that only loads which are outside your normal range load values should be considered for complaint. All complaints should have been raised before the last two weeks following the last factory close date.

What happens next?

Step 1:

The NFU representative will complete a complaint form with details of your complaint and send it to the NFU Beet Intake Manager (BIM);

Step 2:

The BIM will confirm to you in writing (by postcard, letter or email) that your complaint has been registered. This notification will also contain a reference number, which you should quote in all future enquiries. A communication will be sent explaining how the complaint will be dealt with on your behalf and an approximate time frame within which you will receive a



reply from the Complaints Panel. If you do not receive a communication within two weeks of raising a load complaint then please consult with your NFU Representative at your delivery factory.

COMPLAINTS PANEL

The complaints panel is made up of an NFU representative and a British Sugar representative.

The first meeting of the panel is normally held during November and then at regular intervals during the campaign.

When considering your complaint the panel will follow agreed guidelines and study the results of other loads delivered before and after the load(s) in question.

Tare complaints will be statistically analysed to see if they fall outside individual grower limits.

OUTCOME OF COMPLAINT

The NFU Beet Intake Manager will write and inform you of the outcome of the complaint. The statistical analysis will sort out those loads which are considered to be **uniquely different** from the rest and an adjustment will be made. Where no adjustment is made then the statistical analysis has not indicated that the loads are uniquely different.



What happens if the complaint is upheld?

You will receive confirmation of the decision including:

- Complaint load reference

- Previous and revised values

- Any populated loads will also be adjusted to the same values as the load that has been adjusted

- British Sugar will send you an amended Weekly Beet Invoice confirming the changes

What happens if the complaint is declined?

You will receive confirmation that your complaint has been declined.

- Queries that you may have on this decision may be raised with the NFU Beet Intake Manager. You may wish to pursue the complaint further. (see 'Appeals')



Is there an appeals process?

An appeals process exists. You may find it useful to discuss the reasons for a complaint having been declined together with the NFU Beet Intake Manager, Greg Brighthouse on 07968 321 792, before taking your decision on whether to make an appeal. The appeals process is outlined below.

All appeals are considered at the end of the campaign, or earlier if possible, by the Appeals Panel, which comprises of:

NFU representative

This person will be different to the complaints panel representative

British Sugar Representative

This person will be different to the complaints panel representative

How to make an appeal (MUST BE MADE IN WRITING)

Firstly, you must write to the NFU Beet Intake Manager indicating clearly why, in your opinion, you believe that the load in question is uniquely different from the other loads delivered.

Appeals must be raised within one month after the final factory closing date.

The panel will consider your appeal based on your letter of appeal and review all relevant data before reaching a conclusion. British Sugar will write to inform you of the outcome of your appeal. The decision of the panel is final.

Grower identity card (GIC)

The NFU cannot stress too strongly the importance of growers ensuring that the correct GIC is used in connection with the correct delivery of beet. Any error or mis-match that is made between GIC and load of beet can have a direct financial implication for you the grower, can be difficult to unravel once it has occurred and significantly hampers any complaint that you may choose to make regarding a load. Please make sure that the person responsible for delivering your beet also understands the importance of the correct GIC being used and the ramifications of mistakes.



Explanatory Notes

Pre-delivery guidelines

Adopting the guidelines below may reduce the need for raising a complaint:

- Check the beet harvester settings
- Be present when the beet is being loaded and ensure a cleaner loader is used and set correctly, using a picking off table where appropriate
- Contact your NFU representative to raise a flag when you commence beet deliveries from a new farm, field or beet variety
- It is worth noting that your complaint is likely to be declined if you have delivered other loads in a similar condition

Central tarehouse visits

Both the NFU and British Sugar encourage growers to visit the Central Tarehouse at Wissington Sugar Factory to see how their beet samples are processed. To arrange a visit to the Tarehouse, please contact Greg Brighthouse. It is wise to contact the NFU representative before you intend to visit to ensure that any health and safety requirements, whilst on site, can be catered for. Tarehouse operates between 19.00 and 07.00.

Types of complaint

Complaints can be raised for results on sugar or dirt percentage.

Relevant information

Please discuss any information that you believe is relevant as to why your complaint should be upheld with your local NFU representative (see 'Local NFU Representative')

Populated loads

A populated load is a non-sampled load that is given the same value as a sampled load, in accordance with the random beet sampling procedure.

Flags

The flag procedure allows you to notify your NFU Representative when you change farm, field or beet variety. Raising a flag will provide additional information for the complaints panel to consider if you later raise a complaint. Raising a flag does not change the sampling procedure, it only records that a change has occurred.

To initiate the flag system you should notify your NFU Representative exactly when you will deliver the first load from a new farm, field or beet variety. The NFU Representative will register a flag to the specific load and record the reason. Please note that a flag can only be requested before the delivery is made.

Local NFU representative

To contact your local representative please call the appropriate number below.

If you so wish you can send an email to: greg.brighthouse@nfu.org.uk

Bury St Edmunds	01284 703 263
Cantley	01493 700 016
Newark	01636 706 279
Wissington	01366 377 481

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certification body

Customer service **0800 090 2376**

limex@britishsugar.com

LimeX is a business of British Sugar plc

Contacts - Bury St Edmunds



Andrew Dear
Head of Agriculture - Bury
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Richard Smart
Contract Manager
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Patrick Barraclough
Agricultural Operations Manager
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Andrew Atherton
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Tom Coulter
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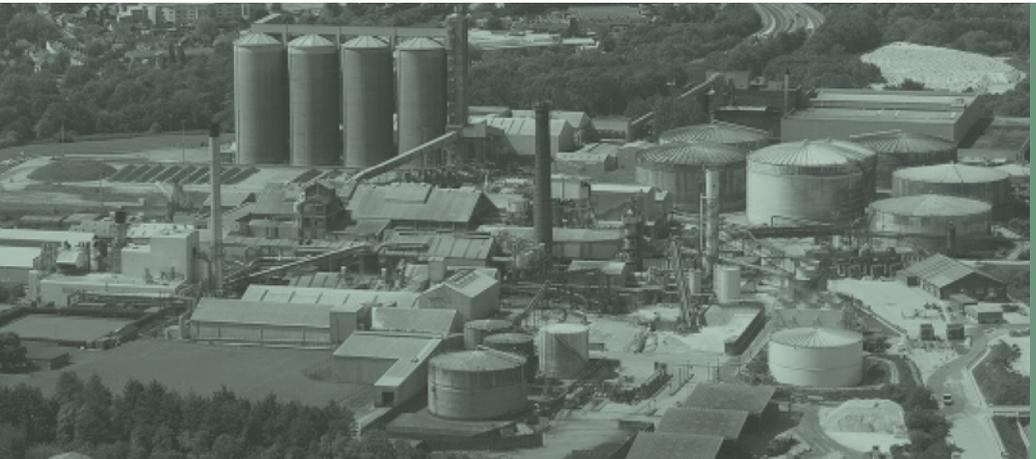


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Stephanie Hendy
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Contacts - Cantley



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Sam Summers
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Henry Passmore
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Charlotte Alexander
Contract Manager
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Sarah Bebb
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Cantley factory
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Contacts - Newark



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Matthew Evans
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Newark factory
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Contacts - Wissington



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Wissington factory
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Prof. Mark Stevens
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Dr Simon Bowen
Head of Knowledge Exchange
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Stephen Aldis
Head of Field Operations
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British Beet Research Organisation
Centrum
Norwich Research Park
Norwich
NR4 7UG
01603 672 169





NFU Sugar Contacts at the Factories

- **Bury St Edmunds**
Peter Gillard 01284 703 263
Mark Bilbe
- **Cantley**
Alan Jeary 01493 700 016
Bogdana Strugariu
- **Sugar testing**
Bridget Heffernan
Diane Eales
Sigita Marcinkeviciute
Kaia Thompson
- **Newark**
Ian Foxwell 01636 706 279
Geraldine Bruce-Draghi
Paul Baggaley
- **Wissington**
Chloe Sealy 01366 377 481
Alex Banham
Sarah Rose

Beet Reception Committee

- **Co chairs**
Chair: Andrew Ross, NFU, 07889 958 008
Co chair: Tom Clarke, NFU, 07957 543 265
- Dan Downs, British Sugar, 07714 159 327
Darren Thorpe, British Sugar, 07850 369 775

The Beet Reception Committee (BRC) meets in order to engage formally with key British Sugar Agriculture Operations and Factory staff on beet related issues at least twice a year. The committee comprises of NFU, British Sugar and invited growers from each factory area. The BRC’s role is to support on all matters relating to the purchase of the sugar beet crop. This includes:- incoming beet, ABS sampling, sugar & dirt testing and processing through to crystal sugar storage. The committee also covers factory repairs and maintenance (planned and

unexpected), together with investment in plant, technology and staff. Confidential issues can be raised and discussed as well as matters raised at the factory forums.

FACTORY FORUMS

Each site has a factory forum which discusses local issues relevant to that factory. Any grower is eligible to attend their factory forum. If you wish to register for a particular forum please contact the main office nfu_wissington@nfu.org.uk to register as places are limited.

NFU Sugar Board Contacts



Michael Sly
Sugar Board Chair
07860 688 287
michael@parkfarmthorney.co.uk



Simon Smith
Vice Chair
07831 142 406
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Tom Clarke
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Paul Harper
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NFU Sugar Staff Contacts



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Greg Brighouse
Beet Intake Manager
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For any general sugar beet enquiries phone the NFU Sugar Helpline on 0370 066 1974
NFU Sugar Online: www.nfusugar.com



my BritishSugar

MyBritishSugar is our online Grower portal and once you're signed up you'll find all the information you need to administer your sugar beet account. You can access it from your desktop computer, laptops and tablets.

A straightforward tool My British Sugar is intended to improve and simplify the experience for users and is where you can complete the online forms for various transactions i.e.

- Crop declarations
- Seed Orders
- Contracting

You can also access all the latest news from British Sugar and associated industry partners, BBRO Advisory Bulletins and updates, the latest publications relating to the Campaign and the most recent edition of Beet Review.

My British Sugar has been tailored for both growers and hauliers and this is reflected in the tailored menu options and information available to you.

If you're having any trouble logging in to the portal or have any questions relating to My British Sugar please contact British Sugar Grower Services on freephone 0800 090 2376.





British Sugar

British Sugar Grower Services

is dedicated to assisting our growers & partners with:



British Sugar
Log in Support



British Sugar
User Guidance



Invoice queries



Grower Finance



Seed orders



Contract support



Millage payments



Lincolll orders



Farm insurance



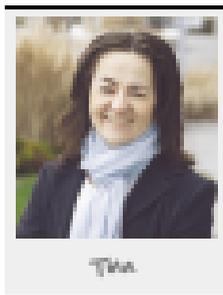
General enquiries



Fleur



Helen



Tina

Get in touch...

britishsugar.com

0800 090 2376 | agriculture@britishsugar.com

All calls to British Sugar Grower Services are free of charge, including from mobiles.



BritishSugar

Grower Services

(Freephone) 0800 090 2763

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