

premises will bring all our warehouses to an acceptable standard and increase the efficiency and service we offer to our customers. Through our computerised stock control system, we have daily access to full details of stocks on hand in all locations, not just the volumes on hand, but the precise composition, specification and characteristics of each item.

Although the volume of products sold increased substantially, effective computerised inventory systems assisted our production planning staff in providing an efficient balance between finished product, demand and raw material supplies.

During the course of the year there were very few delays in meeting customers' delivery requirements. A computerised order handling system was introduced in April and increased the speed with which sales enquiries are handled and orders executed. This was achieved with the same number of staff who handled the increase in transactions effectively and efficiently adding to the dignity and quality of the services provided.

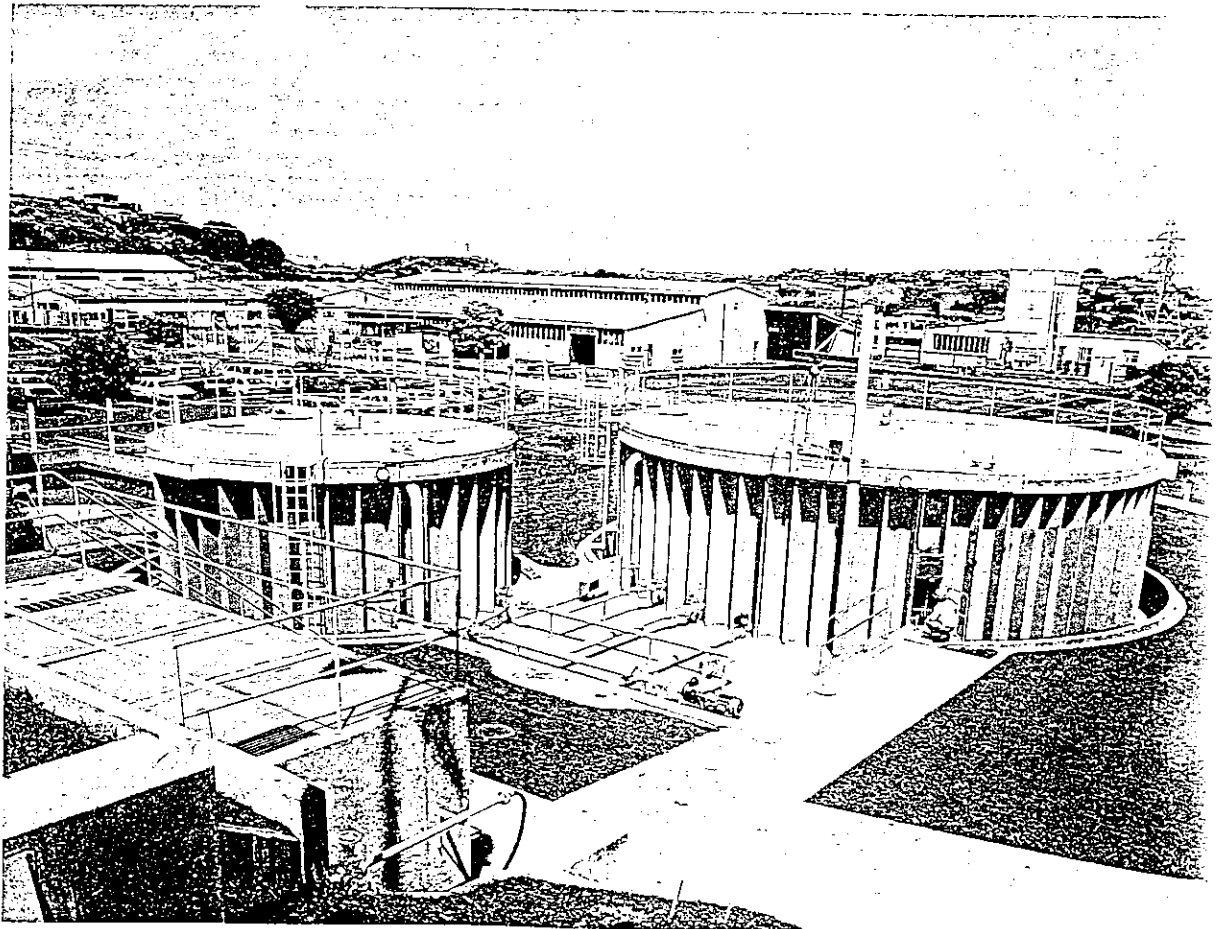
Over many years IWD, with assistance from Dow, has developed a comprehensive system and records, which ensure that at any time of the day or night Company staff can respond to any emergency request for information concerning its chemicals and the methods which should be used to deal with them. All labels provide appropriate statements regarding active ingre-

dients and precautions which should be taken. They all comply with the requirements of the Toxic Substances Regulations which came into effect in August 1984.

For many years IWD has been recognised as a leader in industrial safety and people have often questioned the amount of effort which we have put into this aspect of our operations. We realise that we need to be always alert and prepared to deal effectively with emergencies which may arise. Regular inspections and emergency drills are carried out by our own staff and in conjunction with the local Fire Brigade personnel with whom we have a close liaison. The safety of our employees has always been one of our top priorities and I am pleased to report that 1984 saw our Manufacturing operations complete two million working hours without a serious injury. This is the equivalent of over eight years of continuous safe operations.

Environment

In September 1984 the New Plymouth City Council started up its land based carousel sewage treatment plant and implemented by-laws with much greater constraints on the quality of trade wastes. When it came on line our effluents were comfortably within the statutory requirements. Over recent years we have spent hundreds of thousands of dollars on waste treatment plant to recover and recycle wherever possible and to provide treatment and monitoring of our trade wastes before they enter the city system.



A major milestone in upgrading of environmental protection measures at the New Plymouth plant was the completion of the site waste water retention tanks and their associated equipment. The large concrete tanks - of 100,000 litres and 480,000 litres capacity - enable treated waste water to be stored on site to absorb fluctuations through the day before being continuously monitored as it is discharged into the city sewers. This equipment prevents the accidental release of any contaminated water and is part of the company's ongoing programme to ensure control of any waste - either solid or liquid - from the manufacturing site.