

# What's hot!

Check out this incredibly funky new chair from UCI. It is called the Coral by Hare Chair of the Netherlands and was designed by renowned Dutch designer Prof. Ton Haas.

Coral is suitable for outdoor or indoor use and is a single moulded plastic chair manufactured from reinforced nylon. Coral represents a technological turning point as it is manufactured as a single piece that uses natural crystal structures to reduce the weight and increase durability.

The bright orange version of this chair featured in the winning WALDA design by Jenny Thomas at WA's Garden Week. The chair is a stunner and will complement any modern garden design.

Other wonderful features about these chairs are that they can be stacked at least 24 high and their clever design means that they do not blow around in strong wind. They are extremely sturdy and surprisingly comfortable.

They come in a variety of high fashion colours but I must say I have a soft spot for the orange, particularly when used in an Australian plant garden - it looks awesome! :- Andrea Whitely



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## New - NGIA crisis management protocol

Nursery & Garden Industry Australia (NGIA) has developed a Crisis Management Protocol to assist industry in the event of a crisis. This protocol is underpinned by crisis management guidelines and managed by the NGIA Crisis Support Team.

The Crisis Management Protocol provides a framework in preparing for, responding to, and recovering from, a domestic or international crisis situation that could possibly affect the Australian nursery industry.

A crisis is any event that adversely affects, or has the potential to adversely affect, the safety or health of consumers, employees or the general public, your industry reputation, products or assets, trust or confidence in your industry stakeholders and your financial position either immediately or over time.

An example might be a suspected case of Legionnaires disease in a member of the public after exposure to potting media.

As part of this protocol, NGIA has developed a communication procedure to assist businesses in the event of a crisis. This procedure has been put into a poster format and has been circulated to all members and can also be downloaded from the website [www.ngia.com.au](http://www.ngia.com.au). It should be placed in a prominent position in your business and followed at all times in the event of a possible crisis situation.

You will note that a 24 hour hotline (1300 905 885) is provided as the first step in handling a crisis situation. This number will connect you with NGIA staff members who will assist you in handling all aspects of the crisis situation. This ensures that the industry can maintain its sound 'through-chain' reputation and enable rapid response to a potential or actual threat that could result in an industry crisis.

Dr Anthony Kachenko, NGIA Environmental & Technical Policy Manager, said the guidelines will ensure the industry is equipped with a framework to handle critical incidents that may impact on the long term sustainability of the Australian nursery and garden industry.

"The guidelines cover communications to a broad range of stakeholders, including the media to ensure the right information is portrayed at all times."

If you have any questions in relation to this communication strategy or the NGIA Crisis Management Guidelines, please do not hesitate to contact Dr Anthony Kachenko, t: (02) 8922 7006 e: [anthony.kachenko@ngia.com.au](mailto:anthony.kachenko@ngia.com.au)



### What steps to take in a crisis situation

A crisis is any event that adversely affects, or has the potential to adversely affect, the safety or health of consumers, employees or the general public, your industry reputation, products or assets, trust or confidence in your industry stakeholders and your financial position either immediately or over time.

- 1 Phone 1300 905 885 (24 hrs)**
  - If you suspect a possible crisis
  - If you are experiencing difficulties that may become a wider crisis
  - If you aren't coping with a crisis
- 2 Wait for more information**
  - Wait for NGIA to issue you with the 'industry message'
  - Refer all enquiries to NGIA
  - Refer the media to NGIA
- 3 Support the industry message**
  - Maintain the industry's position at all times

NGIA - protecting the assets and wellbeing of the Australian Nursery Industry!  
[www.ngia.com.au](http://www.ngia.com.au)