

Product Performance Enquiry (PPE)

2026/27 Agency Protocol and Enquiry Proforma

Purpose. This proforma provides a consistent process for CSD Agents, CSD Commercial Agronomists (Sales & Marketing), Technical Agronomy and the CSD Laboratory to capture, investigate and resolve product performance concerns fairly, promptly and with clear evidence.

CORE RESPONSIBILITIES | Who owns each part of the process

Party	Primary responsibility	Key requirements
CSD Agent	Own the initial grower enquiry and information collection. The grower is the Agent's customer, so the Agent is responsible for obtaining the complete facts and evidence needed to commence the investigation.	Notify the CSD Commercial Agronomist promptly; complete this proforma; obtain grower/consultant confirmation; supply photographic evidence; arrange retained/carryover seed samples where available; retain relevant records; remain impartial.
CSD Commercial Agronomist (Sales & Marketing)	Coordinate the PPE from notification to resolution and support the Agent with the process and grower communication.	Register the enquiry; confirm information requirements; coordinate internal resources; maintain communication and actions; track progress against the 30-day resolution target.
CSD Technical Agronomy	Lead the detailed agronomic investigation where the matter requires technical assessment.	Review field evidence and production history; conduct site inspection where required; assess agronomic and environmental factors; document technical findings and recommendations.
CSD Laboratory	Undertake seed testing required to support the enquiry in a timely manner.	Receive and record samples; retrieve the original Auslot germination result at release; conduct retained/carryover seed testing and other agreed tests; report results promptly to the PPE coordinator; retain test records.

GOVERNANCE AND OVERSIGHT | Joint technical and commercial accountability

Governance role	Oversight responsibility	Governance requirement
Technical Agronomy Lead	Owns the technical integrity of the PPE process. Ensures investigations use sound agronomic and scientific principles; the necessary field, management, environmental and seed-quality evidence is considered; testing or specialist input is commissioned where required; and technical conclusions are supported by the available evidence.	Reviews and approves the technical conclusion before closure. Identifies significant or recurring technical issues requiring broader investigation or corrective action.
Sales & Marketing Lead	Owns commercial and customer governance. Ensures the Agent remains central to the grower relationship; communication and timing are appropriate; proposed resolutions align with CSD policy and commercial obligations; and any settlement, compensation or exceptional response receives the required approval.	Reviews and approves the customer/commercial resolution before closure and ensures the decision and approvals are recorded.
Joint governance	The two Leads jointly review significant, complex, disputed, high-value or recurring PPE matters so technical findings and commercial resolution are considered together while remaining clearly distinguished.	May escalate to the CEO, relevant Executive, legal adviser, insurer, supplier, technology provider or independent expert where appropriate. Outcomes must be evidence-based, fair, consistent and auditable.

SERVICE STANDARD Target resolution within one month		
Timing	Owner	Expected action
Within 72 hrs	Agent	Notify the CSD Commercial Agronomist of any substantive product performance concern and provide the available initial facts.
Initial triage	Agent + Commercial Agronomist	Complete the core information, provide photographic evidence, confirm whether retained seed is available and agree next actions.
Investigation	Technical / Lab	Undertake field investigation and/or seed testing as required. Additional information may be requested from the Agent, grower or consultant.
Findings	Commercial Agronomist + Technical	Collate evidence and prepare the technical conclusion and proposed resolution. Technical findings are reviewed through Technical Agronomy governance before final communication.
By Day 30	PPE team + Governance Leads	Aim to reach and document a fair and just resolution within 30 calendar days of CSD notification, including the required technical and commercial governance approvals, subject to timely information, samples and site access.

Important. No party should make assumptions, admit liability or communicate a final conclusion before the relevant facts have been gathered and the investigation is complete. If all parties cannot agree that the outcome is fair and just, an independent third-party technical resource may be engaged to review the evidence and adjudicate the unresolved technical issues.



1. ENQUIRY REGISTRATION | Agent completes and notifies CSD Commercial Agronomist (Sales & Marketing)

PPE reference no. (CSD/CRM)	Auto-generated on registration	Date first reported to Agent	
Date CSD notified		CSD Commercial Agronomist	
Agent business / branch		Agent contact	
Grower / business		Current CSD Grower Agreement in place?	☐ Yes ☐ No
Farm / property		Grower contact	
Agronomic consultant		Consultant contact	
Paddock / field		Farm map / location attached	☐ Yes ☐ No

NATURE OF CONCERN | Select all that apply

☐ Damaged packaging
 ☐ Seed appearance / contamination
 ☐ Seed quality / germination
 ☐ Crop establishment
 ☐ Crop performance
 ☐ Other

Other / details: _____

Summary of concern / grower report

Describe what has been observed, when it was first observed, the area affected and how performance differs from expectation.

MANDATORY INITIAL EVIDENCE | Agent checklist

Evidence / action	Complete
Photographic evidence supplied with initial PPE notification (mandatory).	☐ Yes ☐ N/A
Photos identify the paddock/context and clearly show the issue; include affected and unaffected comparisons where practical.	☐ Yes ☐ N/A
Close-up photographs of relevant seedlings, roots, plants, seed, packaging or symptoms supplied as applicable.	☐ Yes ☐ N/A
Farm map / paddock identification supplied where relevant.	☐ Yes ☐ N/A
Retained / carryover seed availability confirmed and sample arranged if requested.	☐ Yes ☐ N/A
Relevant grower, consultant and Agent notes / records retained and available to CSD.	☐ Yes ☐ N/A

Photograph file names / links / description

Record where the images are stored or attached. Include dates if they are not embedded in the file metadata.

2. SEED AND PLANTING INFORMATION | Agent gathers from grower / consultant

Variety		Sample dispatch date	
Seed treatment		Tracking / consignment no.	
Auslot number		Seed storage prior to planting	
Bag / label ID		Was seed overtreated?	☐ Yes ☐ No
Seed purchase / delivery date		Overtreated by	
Bags / quantity affected		Products used	
Retained / carryover seed	☐ Yes ☐ No	Rates applied	
Sample sent to CSD	☐ Yes ☐ No	Packaging damage noted	☐ Yes ☐ No

PLANTING AND ESTABLISHMENT

Planting date		Soil temperature at planting	
Field / paddock		Seedbed moisture	
Paddock history		Target plants / metre	
Soil type		Observed plants / metre	
Stubble load / type		Establishment %	
Planting rate		Establishment method	
Planting depth		Water-up / pre-irrigated / rainfall	
Row spacing		Irrigation / rainfall date	
Planter / system		Plants outside plant line?	☐ Yes ☐ No
FastStart field / bed score (irrigated cotton)	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5	Photo / evidence of bed condition	☐ Yes ☐ No

FastStart field score guide: 1 = ideal, firm and clean seedbed; 2 = generally good with some 2-3 cm soil particles; 3 = 3-5 cm particles, some stubble and reduced firmness; 4 = 5-8 cm particles, increasing trash and poor firmness; 5 = very cloddy/residue-affected bed with poor structure, air gaps and high risk of patchy establishment.

Planting conditions and emergence observations

Include soil condition, crusting/compaction, rainfall after planting, emergence timing, patchiness, planter issues and any comparison areas.

IN-FURROW / FERTILISER / CROP INPUTS AROUND PLANTING

Input / product	Rate	Date / timing	Notes

3. AGRONOMIC FACTORS AND FIELD OBSERVATIONS | Agent records initial facts; Technical Agronomy expands as required

Pest / disease / issue	Present?	Severity / incidence	Evidence / comments
Wireworm / soil insects	☐ Y ☐ N		
Thrips / seedling insects	☐ Y ☐ N		
Black Root Rot	☐ Y ☐ N		
Pythium / Rhizoctonia	☐ Y ☐ N		
Fusarium / Verticillium wilt	☐ Y ☐ N		
Other pest / disease	☐ Y ☐ N		

OTHER POSSIBLE CONTRIBUTORS

Factor	Present?	Timing / severity	Comments / evidence
Crusting / compaction / waterlogging	☐ Y ☐ N		
Herbicide / fertiliser injury	☐ Y ☐ N		
Hail / frost / heat / sandblasting	☐ Y ☐ N		
Other environmental / management factor	☐ Y ☐ N		

Previous herbicide / crop protection applications relevant to the enquiry

Grower / consultant feedback and expectations

Agent observations / recommended next investigation steps



4. CSD TECHNICAL AGRONOMY INVESTIGATION | Completed where detailed agronomic investigation is required

Technical investigator		Site visit date	
Who attended		Additional samples taken	☐ Yes ☐ No
Comparison area / benchmark available	☐ Yes ☐ No	Follow-up visit required	☐ Yes ☐ No

Technical observations and investigation undertaken

Document crop/paddock observations, comparisons, counts, symptoms, relevant measurements and evidence reviewed.

Agronomic assessment / likely contributing factors

Separate observed facts from interpretation. Note any factors that can or cannot reasonably be excluded.

Additional information / testing required

5. CSD LABORATORY TESTING | Completed when retained / carryover seed or other seed testing is required

Item	Date / details	Result	Comments
Sample received			
Sample condition			
Original Auslot germination at CSD release	Test date / release record	Germination: _____ %	CSD Laboratory to populate from Auslot release records
Carryover / germination test			
Additional seed test			
Laboratory report issued			

6. FINDINGS, RESOLUTION AND CLOSE-OUT | Commercial Agronomist coordinates; governance approval required before closure

Evidence considered

List the key Agent information, photographs, site observations, laboratory results and other records used in reaching the outcome.

CSD findings / technical conclusion

Proposed resolution / agreed actions

Record actions, responsibilities, timing and any follow-up commitments.

Close-out item	Status	Owner	Date
Findings discussed with Agent / grower	☐ Complete		
Agreed actions completed	☐ Complete		
PPE closed in CRM / records stored	☐ Complete		

INDEPENDENT THIRD-PARTY REVIEW | If a fair and just resolution is not agreed

Escalation. If, after the CSD investigation and discussion of the findings, all parties do not agree that the proposed result is fair and just, CSD may engage an independent third-party technical resource to review the relevant evidence and adjudicate the unresolved technical issues. The scope of review and material provided will be recorded before referral.

Third-party reviewer / organisation		Date referred	
Scope of review		Date outcome received	
Final outcome communicated by		Date closed	

CONFIRMATIONS | Information accuracy and close-out

Agent confirmation. I confirm that, to the best of my knowledge, the information supplied in this PPE is complete and accurate, that the grower/consultant information has been checked with them, and that the required initial photographic evidence and available supporting records have been provided to CSD.

CSD Agent	Grower / authorised representative	Grower consultant (if applicable)
Signature: _____ Name: _____ Date: _____	Signature: _____ Name: _____ Date: _____	Signature: _____ Name: _____ Date: _____



7. CSD INTERNAL CLOSE-OUT AND LEARNINGS | CSD use only

CSD close-out. The PPE coordinator confirms that the investigation has been completed, the findings and outcome have been communicated, and relevant documents and test results have been retained in accordance with CSD record-keeping requirements.

CRM / PPE reference		Date closed	
Records / evidence location		Laboratory report reference	
Primary outcome category		Repeat / trend issue?	☐ Yes ☐ No
Further internal review required	☐ Yes ☐ No	Owner / due date	

QUALITY AND CONTINUOUS IMPROVEMENT | Capture what CSD should learn from this enquiry

☐ Seed quality / testing ☐ Packaging / handling ☐ Agronomy / establishment ☐ Product communication ☐ Agent process ☐ Other

Other / classification notes: _____

Key learning / recurring trend

Record any learning that should inform product quality, market communication, extension, agent support or future PPE prevention.

Corrective / preventive action and follow-up

Record the action, responsible owner and timing. Link to another CSD action system if required.

CSD Commercial Agronomist / PPE coordinator	CSD Technical Agronomy (if involved)
Signature: _____	Signature: _____
Name: _____	Name: _____
Date: _____	Date: _____

GOVERNANCE APPROVAL | Required before final PPE closure

Technical Agronomy Lead - technical governance approval	Sales & Marketing Lead - commercial / customer governance approval
Technical conclusion reviewed and approved: ☐ Yes Comments / conditions: _____ Signature: _____ Name: _____ Date: _____	Proposed resolution and customer / commercial response reviewed and approved: ☐ Yes Comments / conditions: _____ Signature: _____ Name: _____ Date: _____

PPE Completion Instructions

Quick guide for CSD Agents - 2026/27

Agent responsibility. The grower is ultimately the Agent's customer. The Agent is responsible for obtaining and supplying the complete facts, records, photographs and other evidence needed to commence the enquiry. The CSD Commercial Agronomist will work with the Agent and coordinate the CSD response.

WHEN A PRODUCT PERFORMANCE ENQUIRY IS REQUIRED

- Use this proforma for any substantive concern relating to CSD product performance, including damaged packaging, seed matters, crop establishment or crop performance.
- Remain impartial. Do not make assumptions or communicate a final conclusion before the relevant facts have been gathered and the investigation is complete.

WHAT THE CSD AGENT MUST DO

- **1. Notify the CSD Commercial Agronomist within 72 hours of receiving a substantive grower or consultant concern.**
- 2. Complete the proforma in full with the grower/consultant, including seed, planting, paddock, crop input and agronomic information relevant to the enquiry. For irrigated establishment enquiries, record the FastStart field / bed score (1-5).
- **3. Supply photographic evidence with the initial notification** - include paddock/context images and clear close-ups of the issue, with affected and unaffected comparisons where practical.
- 4. Confirm retained/carryover seed availability and arrange a representative sample for CSD Laboratory testing when requested. CSD Laboratory will also record the original Auslot germination result from CSD release records for comparison.
- **5. Retain the supporting record** including emails, notes, photographs, maps, seed details and any grower/consultant records supplied.

CSD SUPPORT AND INVESTIGATION

Commercial Agronomist	Technical Agronomy	CSD Laboratory
Coordinates the PPE from notification to close-out, confirms information requirements, registers the enquiry and supports the Agent with communication and next steps.	Leads the more detailed agronomic investigation where required, including field inspection, assessment of contributing factors and technical findings.	Retrieves the original Auslot germination result at CSD release, conducts retained/carryover seed and other agreed seed tests in a timely manner, reports results to the PPE coordinator and retains testing records.

TARGET TIMING AND ESCALATION

- CSD aims to resolve PPEs within 30 calendar days of notification, subject to timely provision of information, seed samples and reasonable access for investigation.
- If all parties do not agree that the outcome is fair and just, an independent third-party resource may be engaged to review the evidence and adjudicate the unresolved technical issues.

BEFORE SUBMITTING - AGENT CHECKLIST

☐ CSD Commercial Agronomist notified	☐ PPE fields completed in detail
☐ Photographs attached / linked	☐ Farm map / paddock identified where relevant
☐ Auslot / seed details confirmed	☐ Retained/carryover seed status confirmed
☐ Current CSD Grower Agreement status confirmed	☐ FastStart field / bed score recorded where relevant

Governance close-out: Before the PPE is closed, the Technical Agronomy Lead reviews and approves the technical conclusion and the Sales & Marketing Lead reviews and approves the customer/commercial resolution. Significant, complex, disputed, high-value or recurring matters should be jointly reviewed and escalated where appropriate.

Submit the completed PPE and supporting evidence to the nominated CSD Commercial Agronomist. Use the CRM-generated PPE reference on related photographs, seed samples, laboratory results and correspondence, and retain a complete Agent copy.