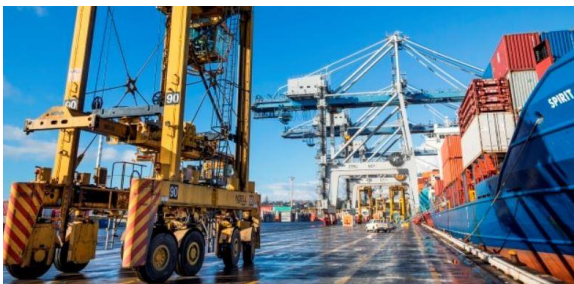




NEWSLETTER: 26 October 2018

## FGC Hosts Greg Foran, President & CEO of Walmart US

Welcome to the last newsletter before the annual conference. While registrations for that have closed, there are still a few places available for the Greg Foran event on November 7 at Villa Maria in Auckland. This is an exclusive once-in-a-lifetime opportunity to hear one of New Zealand's foremost retailers talk about his life and career leading up to his elevation to the top of global retail as President and CEO of Walmart US. My pick is that we'll also be treated to his view of global retailing trends and how New Zealand is tracking. This event is going to be a little different from the norm, in that it's not going to be Greg simply speaking to us – rather he'll be answering questions put to him onstage by premier New Zealand broadcaster Duncan Garner, host of Newshub's A.M. Show, and former radio drive-show host, and TV3 political editor. I believe we'll be treated to something unique, so come along, and then enjoy a bit of networking, including with some of our retail partners, over a good lunch. [Register on the FGC website here.](#)



**Container trouble in Auckland?** I'm keen to hear from importer members having trouble getting containers through the Ports of Auckland. I've had reports that things are a little slow there of late, with suggestions of a bottleneck getting containers cleared by MPI. The obvious concern is that delays will cause issues with getting goods to market in a timely fashion, especially in the run-up to the busy season.

**Farewell to a grocery legend.** I'd like to pay a short tribute to a legend of the food industry. John Hall, who died recently aged 94, was the driving force behind two of our iconic food companies, James Crisp and Tasti Products. Though his true influence on the companies was through the 50s, 60s, and 70s, his legacy will live on in the culture he established, and in his sons, who work in the



businesses today: Richard and Henry as joint managers of James Crisp, and Simon as Executive Chairman of Tasti. John started as he meant to go on, from 15 years of age working by day and studying book-keeping at night to work his way into a career that spanned companies including Bing Harris and Wright Stevenson. He set up his own food broking company before being lured by his uncle, James Crisp, to his company. He soon became a driving force behind its transformation into the brand specialist in promotion, high performance sales, merchandising, logistics, warehousing, and forecasting that is today. After taking over Tasti in 1965, he built it into our biggest

maker of muesli bars. This quote best sums up an attitude that took him to the top of our industry: "I worked out that it was better to spend 30 shillings on another carton of beer and consume it with people of good standing and good company, rather than hike off to the savings bank with it, then mope in my spare time".

*Kamorie Fitch*

## Members in the spotlight



FGC members have been in the spotlight again. The Pic's Peanut Butter team, led by Nikki Neate, won the Food Safety Award at the NZ Food Awards, while Earthwise, Whittaker's, NZ King Salmon, and T&G Global were all recognised at the TVNZ Marketing Awards run by the Marketing Association. Congratulations also to former FGC board member Kevin Bowler, CEO of My Food Bag, who was admitted to the Marketing Hall of Fame. The food at the Food Awards apparently hit the spot, with Katherine Rich tweeting it was the best ever at a corporate event - "seriously" (get the name of that caterer!). Congratulations also to natural cosmetics manufacturer MIX Limited, who won the Deloitte Fast 50 Auckland region Master of Growth Award recently. This came after success with its online sales into China saw it win an Alibaba Group supplier award.

## Welcome to our Newest Members

We're pleased to welcome three new companies to the FGC membership:

**Dairyworks**, led by new Chief Executive Tim Carter is a Timaru-based family-owned producer of branded dairy products for both the retail and foodservice trade. Brands include Alpine, Rolling Meadow, Dairyworks, and Deep South.

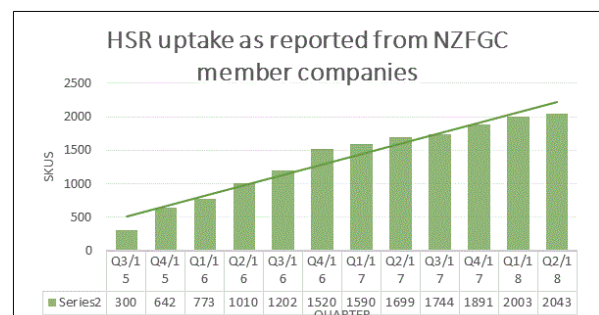
**Freshpork NZ**, led by Managing Director Lynden Glass, is a Christchurch-based family-owned supplier of about a third of New Zealand's pork products. Plants in Timaru, Burnham, Levin and Auckland produce brands that include Perfect Pork, Bees Knees, and Freedom Farms, as well product for retailers to rebrand.

**Nexus Logistics**, led by CEO Mike Lightfoot, is an Auckland-based integrated container logistics company with hubs in South Auckland, Mt Maunganui, Feilding, Lyttleton, with one planned for Hamilton.



## Health Star Rating Forum 16 November

A reminder that the New Zealand forum on the comprehensive five-year review of the HSR system will be held on 16 November in Auckland. The forum is being undertaken by independent consultants mpconsulting. A consultation paper on the issues to be discussed at the forum has been released and will be available for written comment till 7 December. Details of the review are available [on the MPI website](#), as is [the consultation paper](#). If you haven't registered to attend, you must do so by 9 November by [emailing MPI](#).



## The Food Act: Getting All Food Sectors on Board

A number of sectors across the food industry still need to lodge a Food Control Plan or a National Programme under the Food Act, and they must do this by 30 November in order to be registered to operate by 28 February next year. The sectors are: extractors and packers of honey, transporters or distributors of food products, producers of horticultural food and horticultural packing operations, and grain processors. If your company is not yet registered under the Act, you need to move now! Check out the sectors that still [need to lodge a plan](#). For further information on the registration process and the deadline, [email MPI](#) or call them on 0800 00 83 33.



## Country of Origin Legislation a Step Closer



The Consumers' Right to Know (Country of Origin of Food) Bill is a step closer to being passed after it completed its Second Reading last week. The bill seeks to provide a mandatory labelling system that provides consumers with accurate information about the country of origin of single component foods. Section 27 of the Fair Trading Act 1986 allows regulations to be made that prescribe consumer information standards for goods or services. Rather than creating a permanent standalone Act for a single issue, the Select Committee considered that the requirements of the bill should be contained in a consumer information standard under section 27 of the Fair

Trading Act. This would avoid the confusion of having the legal requirements for country of origin labelling for consumer goods spread across several Acts. It would also give access to the existing enforcement regime under the Act. The bill [can be read here](#), and the transcript of the Second Reading debate [can be read here](#). The late addition of bacon to the bill is something smallgoods members need to have a look at. While a lot of the implementation is left to regulation, members need to get in touch with FGC to let us know your views so we can make sure we advocate for workable regulations.

## Team Baden on Deck This Sunday

A reminder that this Sunday, Team Baden is taking part in the John West 12km Traverse section of the Auckland Marathon to raise money to support the Lung Foundation, and it's not too late to help. The team was formed to raise funds after former senior Foodstuffs executive Bagen Ngan Kee was diagnosed with lung cancer despite never having smoked. They have created a fundraising page and are seeking support from individuals and companies. Baden decided to support the Lung Foundation when he discovered that many of the drugs he needed were not funded by Pharmac, opening his eyes to the current inequalities that exist in funding for lung cancer patients. He is now working with the Lung Foundation to raise awareness of its lobbying to address this issue. You can help Team Baden by taking part in the traverse - individually or as a team - setting up your own Everydayhero fundraising page, and supporting 'Team Baden'. Or you can [donate directly to the cause via the fundraising page](#).





## L'Oreal Pushes Importance of Culture



With staff wellbeing now a big part in most companies' priorities, it was timely to hear L'Oreal's global Head of Ethics, Emmanuel Lulin, talk on the subject at a public service conference in Wellington last week. He told the conference, which was titled Wellbeing at Work, that having the right culture was critical to the success of companies such as his, with its nearly 90,000 staff selling products in 130 countries. He said ethics relate to every aspect of business, from HR and advertising claims, to

supply chain sourcing and staff conduct, and everything in between. Some countries have different norms, which can make business complicated, but L'Oréal ensures it maintains its (often higher) standard of conduct through training, discussion and its network of ethics leaders. His key point was that ethics is never just about compliance, it's about the culture of the whole organisation and its ability to deal with all the variations faced in life and business.

## Record Attendance at Supply Chain Forum

A record 120 members attended the Supply Chain Excellence Forum on 27 September, where FGC hosted the Foodstuffs Supply Chain Team. John Mullins, GM Supply Chain and Kris Lancaster, Supply Chain Development Manager from Foodstuffs South Island opened the session with a South Island update. They shared their progress on key projects, including Chilly Bin – their new chilled and frozen warehouse – along with other network development projects. They shared supply performance from their members participating in Vendor Managed Inventory (VMI) and encouraged all suppliers to get involved with the programme. FSSI, like all our retail partners, is very committed to health & safety, and the team presented their driver passport initiative which is currently in roll-out phase. We encourage members to support this programme. They encouraged enhanced supplier collaboration and thanked the FGC working group for initiating the event with the ambition to improve supply chain efficiency. Johnathan Box is the new GM Supply Chain for Foodstuffs North Island, and being new to the role he focused his update on Foodstuffs' Plan on a Page, New World and PNS brand positioning and his vision for the role. Members appreciated the opportunity to meet him, and many stayed behind to introduce themselves. Shannon Kelly, Supplier Liaison Manager for Foodstuffs NI, challenged the Sales and GM audience members to engage more with the Retailer Supply Chain team, and highlighted some of our joint working programmes, including Winning in Summer and VMI to optimise in stock.



## Attention Golfers – Last Few Places



There are still a few places available for the Cardinal Logistics annual Child Cancer Golf Tournament at Whitford Park Golf Club, Auckland, next Friday, 2 November. Last year the tournament raised an amazing \$50,000 to fund the Child Cancer Foundation's Christmas

party for children, as well as frozen meals and grocery vouchers for the families of affected children. In the 27 years the tournament has been running it has raised more than \$650,000. If you and your team can help this worthy cause, [email Cardinal Logistics](#).

## Safety 2.0 – What is it?

You may have heard the expression Safety 2.0, but what exactly is it? This table shows how it represents a significant mind-change:

	<b>SAFETY 1.0</b>	<b>SAFETY 2.0</b>
<b>Definition of Health &amp; Safety</b>	As few things as possible go Wrong	As many things as possible go Right
<b>Health &amp; Safety Management Principles</b>	Respond when something goes wrong or is categorised as an unacceptable risk (reactive)	Continuously try to anticipate developments and events (proactive)
<b>View of Humans</b>	A problem to be managed or fixed	Necessary for adaptability and resilience
<b>Risk Assessment</b>	Identify the factors that contribute to malfunctions and failures	Understand the conditions where performance variability is difficult to control

### Leadership in a Safety 2.0 world looks like this:

- Be curious – and suspend judgment – about performance variability in everyday work
- Spend time in the field to (i) understand everyday work, and (ii) verify impressions gained from other information sources
- Inquire about what helps – and what hinders – everyday work
- Take steps to support, augment, and facilitate everyday work
- Regularly reflect on – and refine – H&S leadership practices

### Understanding and Learning from Everyday Work

- Things go right much more often than they go wrong
- We miss many learning and improvement opportunities by focusing on adverse outcomes
- Every day work is a rich, often untapped, source of learning
- Focus on identifying what helps and hinders performance
- Adopt the attitude of learner not expert
- Be curious and open to different perspectives
- Ask open questions that draw out a story
- Avoid “why” questions – they make people defensive
- Listen without judgment



### Some questions to help you learn from normal work:

• What helps you get your work done successfully? • What day last week was work done the best? What happened that day? • When is your work particularly difficult? What do you do then? • What are you most dependent on to be successful in your work? What happens when that resource isn't available in the way you need? • What do you need from other people in order to get your work done successfully? • Tell me about a time you helped someone out – or they helped you out – to get work done? • When does the standard way of doing things not work? What do you do then? • Is there another way to do this job? When is that the best way? • What solutions have you come up with to help get your work done? • What do you wish the people who wrote this procedure – or who designed this equipment – knew about your work? • What sometimes stops you from finishing your work? • What frustrates you most about your work? • What most surprised you when you started doing this work? • What do you do differently now than when you first started working here? • What have you learned recently about this work? • What do you know about how to do this work that others could learn from? • If you had \$50,000 (or some other sum) to make this a better place to work, how would you spend it?

## Tips for a Safer, Healthier Workplace



Be careful where you put your 'but'. That's one of five tips for improving health and safety from Professor Tim Marsh, a UK-based world expert on behavioural safety.

If someone tells us "I want it done safely, but by Friday", we believe what the person really wants is for it to be done by Friday, Prof Marsh says. We ignore the part of the sentence before the word 'but'. So it's really important where you put the 'but' in a sentence when you are talking about health and safety. It you want people to make health and safety the priority, talk about it after the 'but'. (e.g. I want it by Friday, but I want it done safely). Prof Marsh's four other tips for improving health and safety can be seen in an entertaining video made by the Business Leaders' Health and Safety Forum.

The video is worth watching just for the funny 'candid camera' clip about how people behave when others start acting strangely in a lift. The clip is a great example of how peer-pressure can affect health and safety in a workplace.

### Prof Marsh's 5 tips for building a safety culture:

1. Leaders get the safety performance they deserve.
2. This is the best question you can ask workers about health and safety: is there anything slow, uncomfortable or inconvenient about doing this job safely?
3. What you say is powerful, so be careful where you put your 'but'.
4. Praise and questions are 20 times more powerful in changing behaviour than criticism.
5. You can't eliminate all mistakes. So focus on reducing the consequences of mistakes.

[Watch the video on YouTube](#)

*(article courtesy of Cardinal Logistics)*

## Health & Safety Online Tool Launched

WorkSafe has launched part 3 of its new voluntary, health and safety performance improvement toolkit for businesses. SafePlus defines what good health and safety looks like, above minimum legal compliance, and is a performance improvement initiative that is not a traditional compliance audit type product. Part 3 is a free online self-assessment tool that will help small-to-medium-size businesses improve their workplace health and safety policies. It will allow for an assessment of what is happening across all aspects of a business and attain key insights from workers about health and safety mitigation. The service will provide recommendations based on companies' anonymous response and direct them towards making the right choices regarding health and safety policies. SafePlus is a joint initiative by WorkSafe NZ, ACC and MBIE. More information about the new Online Self-Assessment Tool and other SafePlus initiatives is on [the WorkSafe website](#).



## Food Innovation Challenge Looking Towards 2019



The winners of the NZIFST/CREST Food Innovation Challenge were announced recently after considerable input from FGC members, and the organisers are now looking for support for the 2019 version. This is a secondary schools competition for teams of year 11-13 students developing new consumer food products, and is designed to introduce students to the world of food product development and career options in food science, technology and engineering. It's run by the NZ Institute of Food Science and Technology in partnership

with the Royal Society's CREST international awards scheme, the Department of Food Science at Otago University, and other tertiary institutes offering degrees in food science and technology, and the food processing industry. This year, judging was conducted in September in Wellington (for the lower North Island and Nelson) and Auckland (including Hamilton), where the judges said the products were inventive and compliant. FGC member companies involved either as sponsors (donating funding and ingredients) or mentors (donating time) included Greenmount Foods, Sealord, Goodman Fielding and Fonterra Brands, while Frucor Suntory, Griffins, Hansells, Hubbards, Tegal and Whittaker's provided volunteer judges. Winners in the Lower North Island were Nelson College for Girls and Wellington High School (joint first), and Waikato Diocesan School for Girls (Auckland, pictured). For information about how to get involved in 2019, email [Jenny Dee at NZIFST](#).

## Accessibility Tick Programme Seeking Support

A programme designed to help employment opportunities for people with accessibility needs was launched this month and it's looking for FMCG companies to join its membership, including one to be one of 10 foundation members. The aim of the Accessibility Tick Programme, designed by Access Advisors (an initiative of the Foundation for the Blind), is to help organisations become more accessible and inclusive. It concerns people with all



sorts of disabilities, from physical, cognitive, learning, sensory and neurological impairments to chronic health and mental health conditions. The programme works with employers to help them make tangible improvements so when its disability sector partners make employment placements with them, those placements are successful. The cost of membership is \$5000 +gst per year and includes, annual high-level assessment/gap analysis, report and help with creating objectives and an action plan in order to achieve them; advice on best practice and setting standards; support for managers and team leaders responsible for implementing action plans; training modules for management and personnel to achieve best practice; membership in the Accessibility Tick Employers Network; access to resources, guidance material and training modules; support with implementing new policies and practices. For further information [go to their website](#), or for further information, [email Access Advisors](#).



## Foodstuffs' Peak Season Price & Product Moratorium Nears

A reminder that Foodstuffs is again seeking cooperation from suppliers on its proposed List Price/New Product Moratorium for the approaching peak season. It's asking that list price changes and product launches be

planned to occur outside the moratorium periods, and confirms that the price moratorium doesn't apply to the normal mutually agreed promotional pricing. List Price Adjustments: Moratorium begins 26 November and runs till 3 February. That means the last effective date for changes is 19 November. The latest date to confirm any pricing adjustments is 5 October. New Product Moratorium: begins 3 December and runs till 13 January. Any new products should be presented/discussed in September or early October, at the latest. Suppliers needing further clarification are advised to talk to the relevant category manager. If suppliers do launch new products during the proposed moratorium period, they need to approach individual Foodstuffs businesses for special review and consideration.



## Singapore Retail Market Validation Guide Available



Food and beverage exporters targeting Southeast Asia may be interested in a market validation guide into the Singapore market developed by Asia market specialists Incite. The company says Singapore is a mature market with a sophisticated retail sector and consumers with purchasing power in excess of New Zealand and

Australia. But it's an expensive place to do business, where brands from all over the world compete, meaning retailers charge substantial listing fees for shelf space. Incite says it has been working for New Zealand and Australian companies across in Southeast Asia, Hong Kong, Taiwan and Korea for almost a decade, clients including Kraft Heinz, Sealord, The Asahi Beverage Group, Chobani, Tasti, SPC Ardmona, The Collective, and Sunrice. Incite's '4 Step Market Validation Guide' draws from their experience negotiating retail listings for clients in Singapore supermarket groups to help companies determine if the market is a good fit for their products. [Go to the guide here.](#) For more about Incite, [go to their website.](#)

## Barnardos – NZ's Leading Children's Charity

Barnardos New Zealand is interested in hearing from FGC member keen to become a corporate partner. Barnardos is New Zealand's largest children's charity and provides a wide range of services to families and children. It's a great opportunity for companies to give back and work with a charity that makes such a difference to Kiwis' lives. Please contact Katherine Rich directly if you would like an introduction for further information and discussions.





### Stuck for Christmas Gift ideas?

It's coming up to that time of year again – time to think about, organise, purchase, and send corporate Christmas gifts for staff, customers and supporters. Choosing good gifts can be hard, and companies are increasingly looking for giving options that are sustainable or contribute to social causes. Now, a Wellington-based social enterprise, the Good Registry, has come up with a great way for companies to simplify their Christmas giving, reduce waste and help good causes. They've created Good Gift Cards – an online voucher that is a pre-paid charitable donation that allows the recipient to choose which cause to give to. The Good Registry has 60 charities on its platform, which means choosing who will receive the goodness is fun for Good Gift Card recipients. You can purchase and redeem Good Gift Cards through [www.thegoodregistry.com](http://www.thegoodregistry.com), or by [contacting them](#).

