

# Chairman & CEO Update

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20 October 2021

Dear Members,

In this Chairman & CEO's Update, we provide an overview on the following.

1. Business Update
2. IGA Training Academy
3. Staff Changes
4. Key Events
5. Member Survey

## Business Update

Members should have noticed our new monthly SIW sales performance reports, which provide insights into current trading conditions. These updates appear in Friday's IGA Daily Updates after the monthly period ends.

The most recent report for September shows continued growth for SIW purchases which gives us confidence that the market share we gained during peak COVID remains intact. Record sales for Island Fresh Produce are also very encouraging as more members return to supporting our fresh produce operation and its more competitive pricing profile.

We congratulate all members on the positive results being attained, along with the ongoing commitment by many with ongoing store improvements and refurbishments – Well Done.

## IGA Training Academy

We are also pleased to advise that the Metcash / IGA Training Academy will be made available to members at no charge. TIR has also chosen to waive any prior fees due from members relevant to this decision.

This represents an annual saving of \$250 (GST Inc.), which in conjunction with the free subscription to Master Grocer Australia (MGA), now provides comprehensive industry support and training platforms for you and your team members at no cost.

The Metcash / IGA Training Academy is a one-stop training facility with 100 top-line courses for IGA owners, management, and staff members. Currently, we have 66 stores (inclusive of single and multiple store operators) within the state that are signed up and using this facility to train their teams on all types of courses, from store induction to level 3 food safety.

If you are interested and have not yet subscribed to the training academy, don't hesitate to contact your TIR Operations Area Manager.

## Staff Changes

### New Financial Accountant Appointed

After the previously advised departure of Stuart Main in September, we are pleased to announce the appointment of **Mitchell Kay** to the role of Financial Accountant for TIR. Mitchell has a demonstrated history of working in the fast-moving consumer goods industry (FMCG), including food manufacturing, agribusiness, and retail.

After qualifying in public practice at Crowe Horwath Australia for eight years, he was approached to join TasFoods by their Chief Financial Officer (CFO), whom he knew from working with her during a prior secondment. Mitchell has been with TasFoods (as the only qualified Accountant - outside the CFO) for the last five years during a highly acquisitive growth phase. This experience will be beneficial for our operations.

Mitchell will join the TIR team on Monday, 8 November. We look forward to welcoming him to the team.

### Official Retirement of Ron Barker

This month we will farewell Ron Barker as he officially retires from the role of Head of Merchandising and Supplier Engagement.

Ron has been working tirelessly over the last few months to hand over his role and responsibilities to the new Head of Merchandising and Supplier Engagement, Joel Zamek. It has been a challenging exercise with Joel unfortunately unable to

physically move to Tasmania due to COVID restrictions, with most engagement being by video conferencing. However, we are confident that the changeover has been successful, and we are hopeful Joel will move to our state very shortly.

Ron has been a tireless campaigner for our member network during his 21-year association with TIR since January 2000. His retirement will see his 53-year association with the Tasmanian Grocery Industry come to an end.

Members will have an opportunity to personally farewell Ron at the post Channel Meeting function in Launceston on 8 December 2021 (details to follow).

We congratulate and recognise Ron's substantial contribution to the independent sector, along with the wider Tasmanian Grocery Industry, and wish him all the best in retirement. Ron's last day in the office will be Friday, 29 October 2021.

### **Pending Retirement of Chester Willcock & Resignation of Glenn Rainsford**

We also note the pending retirement of Chester Willcock in late February 2022 and the pending resignation of Glenn Rainsford – with Glenn's date yet to be confirmed.

We will formally acknowledge both Chester's and Glenn's achievements and contribution to TIR and our member network in a future update, with this advice simply flagging their decisions to depart TIR in the next 3-4 months.

We can confirm that TIR will soon recruit for an IT Specialist to provide I.T. & host management support to both TIR Corporate and our member network, along with the further recruitment of a dedicated Area Manager.

## **Key Events – Save The Date**

Members are advised to 'save the date' for these significant upcoming events.

### **TIR Annual General Meeting - Wednesday 24 November 2021**

This year's TIR Annual General Meeting (AGM) will be held at the SIW Regional Distribution Centre in Western Junction (Launceston) at 3.00 pm on Wednesday, 24 November 2021.

Members will be formally advised of the meeting in due course from the TIR Company Secretary John Devine.

Long-serving board member and former chairman Peter Aulich (IGA Bicheno) has decided to step down this year. This vacancy will be filled at the upcoming AGM via the already circulated nomination of directors' notification process.

We acknowledge Peter's long and outstanding service to the Co-Operative via his Chairman and Board positions since being elected to the board in November 2005. During this period, Peter has represented the joint interest of TIR and our member network with vigour and passion. He also played a crucial role on the SIW Board in developing the new SIW Distribution Centre. Peter's contribution to our co-operative cannot be underestimated. He chaired the TIR board and members through difficult trading periods, coupled with notable change and solid growth and expansion of our members' network and corresponding wholesale operations.

On behalf of all TIR Board Members, TIR management and staff, along with all member retailers, we express our gratitude and admiration for Peter's efforts and dedication to strengthening the TIR network and the Tasmanian retailing industry.

### **IGA Channel Meeting and End of Year Function – Wednesday, 8 December 2021**

Our second IGA channel meeting for 2021 will be held at the Peppers Silo Hotel on Wednesday afternoon, 8 December 2021. Following the presentations, we invite members to celebrate another successful trading year with a Christmas Cocktail Function. Members will also have an opportunity to catch up and farewell Ron Barker during this event.

A formal invitation and agenda will be forwarded to members in mid-November to ascertain attendance and catering requirements. Members wanting overnight accommodation will have access to business rates across our corporate partners within Launceston.

### **Tasmanian IGA and TIR State Conference and Study Tour (Noosa) 2-5 May 2022**

Earlier in 2021, TIR announced that the 2022 Tasmanian State IGA Conference and Study Tour would be held between 2 and 5 May in Noosa, Queensland. Planning is well underway, with accommodation and function venue bookings in place. We can also advise that the 2022 Awards of Excellence will be presented at a spectacular dinner function during the conference.

The official launch will be presented to members at the 8 December Channel Meeting, so stay tuned and come along to hear what we have planned.

## Member Survey including State Conference Content Feedback

This Friday, 22 October 2021, Right Lane Consulting, our strategy consulting partner, will send out a link to the bi-annual member survey. We strongly encourage all members to take some time to provide your feedback and comments via this strategically important process.

There are two sections to the survey, each asking for your meaningful feedback:

### Section 1: Your assessment of TIR's and IFP (Island Fresh Produce) 's performance

TIR regularly reports to the board on the organisation's performance and progress. As part of this, TIR is evaluating how it has tracked against several performance measures the board developed during the strategic planning process in 2019.

Some of these performance measures require your perspective and satisfaction indications on how well TIR and IFP have delivered their core services. Even if you are satisfied with how TIR supports your business, you should supply feedback regardless. Good or in-different, all feedback is utilised to tailor how we can continue improving members' retailing opportunities.

### Section 2: 2022 Tasmanian IGA State Conference Feedback Survey

To help us tailor some business content at the upcoming May 2022 State Conference and Study Tour (and other similar) events, we want your feedback and suggestions on what you want to hear about or include during business sessions at the conference. We're also keen to hear from all members about their expectations for the conference and study tour, and, specifically, we'd like to get feedback from those members that joined us at the State Conference in Adelaide in 2018.

Right Lane Consulting is administering this online survey. This survey will provide all members with the opportunity to share their input/feedback through a series of multiple-choice and open text questions.

This survey should take ~10-20 minutes to complete, and your responses will be completely de-identified. If you have any challenges completing the survey or have questions about the content, do not hesitate to contact Richard Waid from Right Lane Consulting at [richard.waid@rightlane.com.au](mailto:richard.waid@rightlane.com.au).

The survey will close at 5:00 pm Monday 1 November 2021.

Regards to all and good trading.



Michael Baxter  
Chairman Of the Board



Grant Hinchcliffe  
CEO

A copy of the TIR Contact List is attached for your reference.