

2020  
*Awards  
OF  
Excellence*



TASMANIAN

Overview of Process &  
Announcement of State Winners

# Welcome to the 20<sup>th</sup> Year of Tasmanian IGA Awards of Excellence!

The Tasmanian IGA Awards of Excellence Program (AOE) aims to recognise and reward stores for outstanding performance and commitment to the independent retail sector.

In this document, TIR provides a detailed overview of the AOE Program and relevant judging processes, along with the announcement of the 2020 Tasmanian AOE recipients, all of whom will now be eligible to participate in the IGA National AOE Program – details of the Tasmanian AOE Recipients are noted further within.

This year, the notification process is somewhat different to prior years given the COVID-19 Pandemic and the recent social distancing restrictions in place. All Tasmanian AOE recipients have now been duly notified by TIR, with store visits to follow to arrange both the presentation of trophies to the individual store winners along with also taking some 'socially distanced' photos of the same.

TIR congratulates all Tasmanian AOE recipients for 2020, along with the wider IGA TAS Member Network, for your collective successes and the ongoing support you all provide to Tasmanian Community – well done to you all as you all winners.

## Process Outline

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Stores are initially nominated and then judged at state level. All stores nominated for an award must meet "Overall Award Criteria" (listed below)

## Overall National Award Criteria – Eligibility to Participate

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For a store to participate in the 2020 awards of excellence, the following criteria must be met.

- 1) The nominated store must have been trading under the Supa IGA / IGA / IGA X-Press brand for the entire required trading period (being for the **12-month period from – 1st November 2018 to 31st October 2019**).
- 2) Only stores that have achieved **SILVER STATUS** or above in the Operational Excellence Program (OEP) will be accepted as a nominee. Status must be achieved in the **12-month period from – 1st November 2018 to 31st October 2019**.
- 3) Should the store's banner change in the nominated judging period (**12-month period from – 1st November 2018 to 31st October 2019**), then the store must be judged under the banner it was trading as for the largest part of this period.

## Tasmanian IGA Stores - General Information

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Tasmanian stores that have been nominated must achieve the silver status in the OEP Program and will be subject to the same checks and timelines to the mainland IGA Stores

The awards will only be judged and awarded if suitable candidates are nominated through consultation with the TIR Area Managers, (TIR AM) who must ensure that all stores meet the qualifying criteria.

The process of reviewing and assessing the nominated store/s must be consistent with AOE qualifying criteria as determined and set by Metcash, and advised to TIR.

Store and department sales are required during this process and the TIR AM will request the same from each store, however this will only occur when eligibility in the AOE process has been confirmed.

The awards categories and the store formats will be referred to throughout the document as one of the following;

- Channel 1, SUPA IGA, Large Store Format
- Channel 2, IGA, Medium Store Format,
- Channel 3, IGA Xpress, Small Store Format

## Scoring Structure for Awards

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Stores will be judged on the following;

### **Sales Performance (State & National)**

Sales Information for all nominated awards. If the store chooses **NOT** to provide sales information, they will not be eligible for an award. TIR AM will request this information from Nominated Stores.

### **Operational Excellence Program (OEP) Score (State & National)**

Scores will be sourced from the Operational Excellence Program (OEP) platform and will make up relevant department or total store scoring.

### **Open Text (Provide reason why store been nominated)**

This is premised on how the store is putting the Heart & Soul back into grocery shopping and delivering our IGA Purpose & making them the “Best Store in Town”, through using our 3 ingredients: all provided by the TIR AM.

- Individual Character
- Service with Soul
- Heart of the Community

### **Tasmanian Store Visits (Tasmanian Awards ONLY)**

The Chairman of the TIR Board of Directors, Michael Baxter and Craig Smith, Head of Member Services will visit and separately assess / judge each store that nominated for the 2020 Tasmanian AOE Program.

They will assess / judge the following areas;

- External Store Appearance
- Internal Store Appearance
- Brand Representation
- Merchandise Execution & Standards
- Team Engagement

# Scoring is based on a mixture of weighted questions that is to provide an overall result out of 100%.

## Tasmanian Store Participation in the National Awards of Excellence Program.

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All Tasmanian state winners are eligible to participate in the National IGA AOE program for any given year based on the equivalent award and subsequent criteria.

The National AOE program recognises outstanding achievement across the entire IGA Network. It also recognises individual achievements in many areas throughout the IGA store base.

The assessment criteria for the National AOE Program is identical to that used by TIR locally and our winners are separately assessed by Metcash.

The winners of each National award categories are announced at the IGA National Conference & Trade Expo which is normally held on the Gold Coast in July of each year however, the 2020 event has been cancelled due to the COVID Pandemic crisis.

## Tasmanian 2020 AOE Presentations

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Due to Covid-19 restrictions in Tasmania the presentation of the awards will take place as follows.

Executives from TIR will make contact with, and arrange suitable time to meet with the store owner, or its nominated representatives, to facilitate the following;

- 1) Photo to be taken at store level.
- 2) Store owner or the owners nominated persons to be available at time of photo.
- 3) Tasmanian Independent Retailers Senior management will make the presentation of the winner's awards at store level at that time.

## Eligible State & National Retailer Awards

The table below provides on an overview of the various State & National Awards.

IGA State & National AOE Overview			
No	Retail Award Name	State	National
1	SUPA IGA/ Foodland IGA Delicatessen Department of the Year Award	✓	✓
2	IGA Delicatessen Department of the Year Award	✓	✓
3	SUPA IGA/ Foodland IGA Meat Department of the Year Award	✓	✓
4	IGA Meat Department of the Year Award	✓	✓
5	SUPA IGA/ Foodland IGA Bakery Department of the Year Award	✓	✓
6	IGA Bakery Department of the Year Award (#1)	X	X
7	SUPA IGA/ Foodland IGA Fresh Produce Department of the Year Award	✓	✓
8	IGA Fresh Produce Department of the Year Award	✓	✓
9	SUPA IGA/ Foodland IGA Grocery & GM Department of the Year Award	✓	✓
10	IGA Grocery & GM Department of the Year Award	✓	✓
11	SUPA IGA/ Foodland IGA Dairy - Freezer Department of the Year Award	✓	✓
12	IGA Dairy - Freezer Department of the Year Award	✓	✓
14	Retail Transformation & Innovation Award	✓	✓
15	IGA Xpress Store Fresh Award	✓	✓
17	Community Award	✓	✓
18	Rising Star	✓	✓
19	IGA Xpress Store of the Year	✓	✓
20	IGA Store of the Year	✓	✓
21	SUPA IGA/Foodland IGA Store of the Year	✓	✓
22	National Retailer of the Year	✓	✓
23	Dr Thomas S Haggai IGA Hall of Fame	✓	✓

### Rising Star Awards

This award is to be offered at state level, with the winners becoming the nominees at National level. It may be awarded to a store manager or any store team member (non-owning). NOTE: This process may include a one-on-one interview.

### IGA Bakery Department #1

This Award is not being judged this year.

## Tasmanian Awards of Excellence Category Winners – 2020

TIR is pleased to announce the TAS Awards of Excellence Winners for 2020 for the respective Award Categories as noted below.

TIR congratulates all Award Nominees and subsequent winners, along with their ongoing endeavours to strive for retail excellence and for the continued successes attained within their collective businesses and the wider IGA TAS Member Network.

Store Number	Store Name	Category
30736	Supa IGA Prospect	Supa IGA Grocery / GM
30736	Supa IGA Prospect	Supa IGA Bakery
30736	Supa IGA Prospect	Supa IGA Meat
30467	Supa IGA Longford (HSG)	Supa IGA Delicatessen
30467	Supa IGA Longford (HSG)	Supa IGA Dairy / Freezer
30608	Supa IGA Latrobe (HSG)	Supa IGA Produce
30144	IGA St Helens Hilly's	IGA Grocery / GM
30144	IGA St Helens Hilly's	IGA Dairy / Freezer
30717	IGA Devonport (HSG)	IGA Delicatessen
30717	IGA Devonport (HSG)	IGA Meat
30434	IGA Blackmans Bay (HSG)	IGA Fresh Produce
30445	IGA X-Press West Hobart (HSG)	IGA X-Press Fresh Store of the Year
30440	IGA X-Press St Mary's Hilly's	IGA X-Press Store of Year
30717	IGA Devonport (HSG)	IGA Store of the Year
30736	Supa IGA Prospect	Supa IGA Store of the Year
30621	IGA Georgetown - Chris Barraclough	Community Award
30736	Supa IGA Prospect - Sam Grey	Rising Star

## Sam Richardson Perpetual Award

This is awarded to the retailer who has had longevity within the business and with strong support to his or her local community on a daily basis.

The Sam Richardson Perpetual winner for 2020 is 30366 IGA Penguin – Henk Brandsma.

TIR congratulates Henk on this year's Sam Richardson Perpetual award, whilst also recognising his extensive and ongoing commitment to independent grocery retailing in Tasmania, along with his wider support of our Co-Operative.

Year	Store Name	Store Owner / Contact
2006	Supa IGA St Helens	Ivan & Pam Walker
2007	Value Plus Rokeby	Jim & Alex Exarhakos
2008	Festival Orford	Chris & Phil Diamante's
2009	Festival Somerset / Wynyard	Deryl & Fiona Dowling
2010	IGA Everyday Triabunna	Mike & Maxine Duke
2011	Supa IGA Longford	Laurie & Judy Riener
2012	IGA Everyday Queenstown Evans	Phil & Carmel Evans
2013	IGA Everyday Richmond	Steve Tzortzis
2014	IGA Everyday Beaconsfield Wilkes	David Wilkes
2015	IGA Everyday Youngtown	Ted & Fulvia French
2016	IGA X-Press Latrobe Ritchie's	Stuart & Brenda Ritchie
2017	IGA Everyday Swansea Morris	Jim Morris
2018	Supa IGA Prospect	David Baxter
2019	No Winner 2019	
2020	IGA Penguin Henk's	Henk Brandsma