



NEWSLETTER



IN THIS ISSUE

Tininga graduating class of 2020

On Tuesday 30th June, the above graduates received their BSB42015 Certificate IV in Leadership and Management through the IEA College of TAFE. This certificate is an internationally recognised qualification, which the graduates should be very proud to have achieved.

- Tininga Graduating Class of 2020
- Employees of the Month
- Introduction of Quality Control Officers
- Tininga Now on Social Media
- Opening of Tininga Training Centre
- Second Blast Freezer for Highlands Butchery
- In House Safety and Risk Training
- Tininga Group Supports WHPHA with its COVID-19 Preparations
- COVID-19 Update



Opening of Tininga Training Centre pg.6.

Support for WHPHA pg.8

TININGA GRADUATING CLASS OF 2020

By Sarah Duckworth



**"Nothing gets done without people."
Pat Duckworth**

Back Row: Peter Laka, Lekson Billy, Rebecca Tondop, Doreen Suponduo Sariko Kipi

Front Row: Japhet Noma, Ben James, Peter Mapi and Luke Puri. Apologies: Essrom Wakandi

On Tuesday 30th June, the above graduates received their BSB42015 Certificate IV in Leadership and Management through the IEA College of TAFE. This certificate is an internationally recognised qualification, which the graduates should be very proud to have achieved.

During the graduation ceremony, our Managing Director challenged the graduates, to firstly better themselves - wholly and selfishly better themselves in their future careers and in doing so to take the company forward and be the pathfinders for future groups to follow in their footsteps.

Achieving this qualification was no easy feat as the graduates juggled full time manager roles within Tininga and a demanding study schedule. It was however, through their determination, dedication and some guidance from Training & Development Manager, James Nentepa, that they reached the finish line. Head of IEA PNG, Chris Jones commented on how rare it was to have a 100% pass rate in a group, something that the above group was proudly able to achieve- "Leave no man behind" became the groups motto.

Opportunities like the above mentioned IEA TAFE course exist within Tininga for those interested in learning and bettering themselves with education. It is part of Tininga's commitment to the training and development of leaders and the managers of the future.

Nothing gets done without people, Mr Duckworth concluded.



Ben James, Doreen Suponduo and Japhet Noma



Lekson Billy and Luke Puri



Peter Laka and Peter Mapi



Rebecca Tondop and Sariko Kipi

A MESSAGE FROM THE MANAGING DIRECTOR

In the spirit of Tininga, so close behind the issue of the first newsletter we have the new improved second newsletter. Thanks to David and Sarah we have a more colourful edition with even more exciting stories reflecting the diversity of our young, improving and ever growing company.

The second quarter of 2020 started in April with the threat of the Covid 19 Virus, with tight but necessary lockdown measures.. Our stores led the way in setting an example of implementing precautionary measures and as a company we were prominent in assisting both the WHPHA and the Police as they struggled with a lack of finances and resources to deal with the situation.

May and June saw the company continue with several new and exciting projects all designed to strengthen and expand our position in the many markets we operate. The Pronto project by remote communication to Brisbane has been a particularly challenging but exciting one.

But probably the most exciting projects are in the fields of HR, Training and Development with a new training centre, internationally recognised External Training courses and the second round of our Internal Leadership Program. Tininga remains dedicated to the training and developing all of its 850 employees and encourages you all to take advantage of the opportunities available.

Thanks to everybody for all your hard work and dedication which keep Tininga in its position at the forefront of retailing in Mount Hagen as we welcome in the new City Commission which we hope will herald a new era of prosperity in our mountain home.

Best Wishes to you and your families.

Pat & Margie Duckworth



Owners, Pat & Margie Duckworth



General Manager, Phil Kelly

A MESSAGE FROM THE GENERAL MANAGER

Here we are already pushing out issue # 2 after the inaugural newsletter, while doesn't seem that long ago since # 1 was released a lot of hugely positive achievements have happened inside the business during the period.

Danny Wyatt and his team are progressing rapidly through the design stage of Pronto through remote communication with Pronto in Australia, to date all is going to plan, a great achievement through improvisation to make this happen.

There were two hugely significant events in the month of June. Firstly, our MD officially opened the state of the art Tininga Training Centre on Saturday 27th June, it was pretty much an internal affair with a motivating speech to Tininga employees from the MD, then some light refreshments, the senior employees in attendance welcomed the facility with lots of appreciative comments with all of us acknowledging the company's commitment to Training and development of its people.

Second most significant event in the period was the graduation of ten Tininga Managers having successfully completed a certificate 1V in Leadership & Management held at the Highlander hotel's new modern conference facility. Attended by the CEO of the Mt Hagen City Authority, IEA executives, Tininga Executive and Senior Management and spouses of the graduates, a truly significant occasion that formalised and rewarded the efforts of the graduates whose success was underpinned by the tireless efforts and dedication of our Training & Development Manager, James Nentepa and Human Resources Manager, David Katu, great work gentlemen!

EMPLOYEE OF THE MONTH

David Katu

Recognising employees within the Company is an integral part of work place performance in achieving excellence and most importantly maximising productivity. It gives employees a sense of recognition for the job they do and also being valued for their efforts and contributions.

Congratulations to these 16 hard-working staff for being the April Staff of the Month:



Best Buy: Kini Abraham



Best Buy: Goma Ponda



Dobel: Carolyn Kewa



Dobel: Moses Piam



Central: Fiona Tepra



Central: Wesly Mark



Renbo: Everlyn Andrew



Renbo: Emmanuel Doring



Hagen Kofi: Christina Samuel



Town Hardware: Solomon Puri & Macklin Iso



Hilans Fres: Stephanie Kalang



HB: Amos Nere



Hilans Fres: Lipi Kakapi



Jason Poli



Hagen Kofi: Justin Neki

INTRODUCTION OF QUALITY CONTROL OFFICERS

by: Philip Kaupa



Beverley Atepe Best Buy



Mali Empti Dobel Supermarket



Naomi Gabriel Renbo



Johnny Nandawa Central

The Quality Control Officers under Tininga Quality Management Department are responsible for the quality, food safety as well as the cleaning and sanitation monitoring of Tininga Supermarkets.

They are tasked to monitor on set processes and ensure strict compliance to good manufacturing practices (GMP), food safety practices, Safe Quality Food (SQF) standards and product quality standards.

The QC officers are further tasked to closely monitor pest control activities and ensure waste materials are appropriately collected and disposed according to schedule.

Tininga is totally committed to ensure high standards of product quality is prepared in a clean and sanitised environment.

This in the long run is what will set us apart from our competitors. People will want to shop with us and buy our bakery, freezer or kai bar goods, because they know our range of products have been prepared in a clean and sanitised environment and that all health and safety procedures have been followed

The introduction of Quality Control Officers is a huge step in the quest for high quality standards and that Tininga Quality Management is determined to achieve.

Thus, we ask that your full support is given to our QC's Beverley, Mali, Naomi and Jonny.

What they're saying on Facebook

Nathaniel John Bitt

Like I always tell my people Tininga is here to change the mind set of all the Highlands people. Thanks to Team Tininga

Atuwani Mo

Tininga supermarket needs to be expanded to other centres in the country especially to road links provinces. Goroka need Tininga supermarket to be built in Goroka

*Serah Koi
Always giving back to the community and now this.
Well done Tininga*

Many thanks for empowering and growing our local human resource through your work ethics and prudent leadership in Tininga Supermarkets

TININGA NOW ON SOCIAL MEDIA

It is with much excitement that we announce that we are now active on social media!

We have pages across a number of platforms for different parts of the business and would appreciate everyone's help in liking and sharing our pages please. Below you can find the links to all our pages.

We would also love your input, so if there is any content you would like to see across our pages, please email me through your suggestions - sarah.duckworth@tininga.com.pg



@tiningasupermarkets
@tiningahardwares
@hilansfres
@highlandsbutchery



<https://www.facebook.com/tiningasupermarkets>
<https://www.facebook.com/tiningahardware>
<https://www.facebook.com/hilansfres>
<https://www.facebook.com/highlandsbutchery>



OPENING OF TININGA TRAINING CENTRE

by James Nentepa

Our newly opened state of the art Tininga Training Centre will host all company training and conference activities at one centralised location - Hagen Central upstairs. The new facility is proof of Tininga's commitment to develop its human resources and to better our employees both professionally and generally in life - as learning is key. In the words of our MD "Nothing gets done without people" therefore, for Tininga to remain ever competitive and successful, the step to developing our own employees in a modern learning environment was a huge one, but one that was necessary. The training centre is laid out to be a stimulating learning environment and is equipped with the following.

Mini Library – fitted with bookshelves, comfortable couches, coffee table, fridge and two workstations the library is comfortably a quiet place to digest information. The workstations are similar to the internet café' concept, where staff can research on-line and to also can be utilized by managers and staff to response to work queries or check in on Pronto in-trays while away from work but within the new facility for training or meetings. The Library will be resourced with books for staff to access whilst in the facility.

Kuri Training Room – fitted with wireless data projector, transportable tables, foldable chairs, whiteboard and pulldown projector screen. This room is classy and has been designed to accommodate Point of Sales (POS) Training when Pronto is rolled out across the business. All in-house training will be run in this room. This room is also resourced with 12 new laptops which can be used for online-learning, Pronto and in-house basic computer training for all staff. The room can accommodate a maximum of 20 people at one time.

Paraka Conference Room – Fitted with the latest technological conferencing kits to host video conferencing complemented with a smart Samsung 80-inch TV screen which enables a presenter to project anything from his laptop wirelessly onto the big screen. This room can accommodate 25-30 people at one time. With Covid-19 predicted to be around for a while, The Training Centre has been set up for Covid safe business communication - video conferencing.

This state of art new facility is another milestone achievement by Tininga. Opening of The Training Centre shows the companies commitment to developing our employees. This facility pushes the company a step closer to register all its in-house courses with National Training Council (NTC) in achieving a Registered Training Organisation (RTO) status.

Learners learn well in a well setup training room equipped with appropriate resources to cater for different learning styles having this well equipped facility dedicated to training purposes is a great step forward for Tininga.



SECOND BLAST FREEZER FOR HIGHLANDS BUTCHERY

by: Doreen Suponduo

In small goods manufacturing, quality is key. Competing against a well established brand like Prima, was initially a challenge for the HB brand.

In order to boost our own brand, we wanted to improve and ensure our quality compliance control. To do this the company bought a new blast freezer and installed it in November last year. The blast freezer ensured accurate results time and time again.

As demand for our saveloys increased, we needed to maximise production and one blast freezer did not have the capacity to keep up and produce enough stock to supply demand.

We are now excited to announce we have a second blast freezer! With the installation of the second freezer we are now able to significantly increase production and sales levels.



Second blast freezer



The packing team

IN HOUSE SAFETY AND RISK TRAINING

by: Peter Mikmik



Front row: Paul Ken-Renbo, Dee Bilip-Renbo, Joe Joesph-TH, Jacob Pini-HKH, Piandui Sam-BB, Timothy Jacob-HF
 Middle row: Brian Tom-HC, Mike Okil-WH3, Daniel Abel-HKH, Stallone Marle-TH, Tom Yawisa-Renbo, Jeffery Andy-Dobel Super, Tonny Tom-BB, Amos Koi-WH2
 Back Row: Solo Kunzil-HB, Daniel Pora-Renbo, Justin Neke HKH, Max John-HC, Peter Ponoto-TH



Basic Fire Safety training was conducted on the 11th June with a total of 19 staff members attending.

The training covered:

1. Three Elements of Fire
2. Fire Hazards & Risks
3. Fire proactive Prevention Measures
4. Fire detective systems
5. Firefighting equipment (Fire Hose Reels, Fire Blanket, Fire Extinguishers and Smoke Detectors, Emergency Glass Breaking Tools).
6. How to use Fire Fighting equipment
7. Fire Hazards and Risks

The training also included a practical element where staff had to demonstrate how to use firefighting equipment to actually fight fire. All participants demonstrated skills and techniques learnt in theory to fight a diesel fuelled fire which was imitated in two open drums and all were assessed competent.

More training sessions of Basic Fire Safety Training will be conducted in the coming months for all staff.

TININGA GROUP SUPPORTS WHPHA WITH ITS COVID-19 PREPARATIONS

by Western Highlands Provincial Health Authority

Tininga Group of Companies has played a major role in the preparations to combat the spread of the corona virus in the Western Highlands Province. The company has supported the Western Highlands Provincial Health Authority (WHPHA) in both cash and kind to build necessary facilities at Mt Hagen Hospital and buy essential personal protective equipment (PPEs) and medical equipment to be well prepared for the onslaught of the virus.

Tininga together with other partners such as the International Committee of the Red Cross (ICRC), Australian Department of Foreign Affairs and Trade, Lesfordlati Health Promoting Foundation Inc, National Department of Health through HSIP, WH Provincial Government and the Member for Tambul/Nebilyer have provided much needed assistance in both cash and kind towards what is already on the ground.

Tininga has continuously assisted the WHPHA in past years by meeting a number of its financial needs including sending paediatric patients to Port Moresby for open heart surgery and this time it has met the cost of purchasing and airlifting PPEs from China to Mt Hagen and also donated three tents to be used for quarantine and testing. On top of this the Company has also donated tins of paint to mark the pathways showing where COVID-19 patients should be wheeled or walked to such as from the testing area to the quarantine centre and then to the isolation unit. Despite the lack of funding from the National Government and the Members of Parliament from the province, contributions from these kind hearted companies, organisations and individuals, have helped the WHPHA to set up and complete an isolation unit, two quarantine centres, a cough clinic, a triaging centre, an open waiting shed and two tents for testing.

The Chief Executive Officer for WHPHA, Mr David Vorst is very happy with all those who have assisted and has thanked them for doing this. The Managing Director of Tininga, Mr Pat Duckworth said his company had assisted because he and his family and the general Tininga team regarded Mt Hagen as their home and they believed in giving back to the community. He said assisting the WHPHA was a way to help everybody and not just individual groups. Mr Duckworth said the assistance was also because Tininga believed and had confidence in the leadership of the WHPHA that under its control, the assistance it gave would be wisely used for the benefit of the whole community. He went on to say "As we all know a team depends on leadership for its direction and I'd like to commend you for providing this during these most difficult and challenging times." "Without you pulling everything together I doubt we would have achieved everything we have".

"As we all know a team depends on leadership for its direction and I'd like to commend you for providing this during these most difficult and challenging times." "Without you pulling everything together I doubt we would have achieved everything we have" - Pat Duckworth



COVID-19 UPDATE

by David Katu



Hagen Kofi COVID-19 Masks On!



Best Buy and Hagen Central COVID Prevention Officers



Since the start of the global COVID 19 pandemic the company formed a COVID -19 Committee headed by the General Manager Mr. Phil Kelly as Chairman and our Group Risk Manager as person in charge to drive all COVID-19 safety and hygiene practices throughout the company. The COVID-19 Committee started off by putting in place a COVID-19 Policy to guide the implantation of all safety and hygiene practices. Training of key staff members in all business units was an integral part of the plan to ensure employees were given adequate training and information to carry out COVID-19 safety and hygiene practices. The Committee also conducted series of COVID-19 awareness program in all stores and activity centres informing everyone about the importance of keeping safe through social distancing, washing of hands with soap and water or hand sanitisers, wearing of masks and to stay home if any employee develops symptoms of flu and cough.

The company has put up COVID-19 posters and banners to inform its customers and the public about the spread of COVID-19 and what measures people can take to prevent them from COVID -19 infections. and has started installing hand washing basins starting with Best Buy Supermarket.

It is a requirement that all customers and Tininga employees must sanitize their hands and have their temperatures check with infrared guns before entering all stores.

The COVID-19 Committee holds meetings twice every week to provide COVID-19 global updates and provide guidelines to carry out COVID-19 initiatives through an Action Register. This has been ongoing and Tininga stand is to ensure all its employees are protected from the spread of COVID-19 during working hours and also customers when shopping in all its stores.