



NEWSLETTER



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A MESSAGE FROM THE MANAGING DIRECTOR

It's a pleasure to be writing to you all in our third and further improved "Tininga Newsletter". As is the culture with our young company we always strive for better quality. This third newsletter is yet another example. Thanks to Sarah for driving this.

Our country is going through difficult economic times with the combined effects of the continuing COVID 19 pandemic and those brought about by the governments position mining, oil and gas licenses in the country all affecting disposable income.

But we should all take note of the fact that opportunities lie in times of adversity and challenge. With Tininga's commitment to achieve higher standards of quality in everything we do, we are a vital part of keeping Mount Hagen in its position as the centre of the highlands and at the same time we raise the bar for the rest of the market to follow. The number of projects we currently have underway including Pronto, a centralised Bakery production facility, growth initiatives at Hilans Fres, plans for an extension at Hagen Kofi, along with many initiatives and courses within the HR and Training departments are proof of this and we hope to reap the rewards of all this hard work and effort in coming months.

As always we balance our corporate role with our social responsibilities and continue to assist the WHPHA in several areas including Covid and assisting in the long overdue reopening of the Hagen Market.

As we move into the busiest period of the year we'd like to take this opportunity to thank you all for your hard work and efforts that combine to keep Tininga well positioned to take advantage of future growth opportunities.

May you and your families all stay safe and well.

Pat & Margie Duckworth



Owners, Pat & Margie
Duckworth



General Manager, Phil
Kelly

A MESSAGE FROM THE GENERAL MANAGER

Its been another period of major initiatives and general improvements and sustained focus on development of our people. We all agreed the Mentorship and Coaching workshop presented by Jerry Wamin was of great value for our senior management to give them additional skills.

Couple of exciting projects with the next Kofi Kai opening in Dobel soon and the opening of the Central Bakery facility before the end of the month. A significant day on this day of writing with Finance going "Pronto" live, great preparation was put in place so expect all to go well.....good luck Kris & the Finance Team under Danny's watchful eye, sure there will be learnings for all of us as this progresses, remember we have other parts of the business going live on 13th February 2021.

We are coming into a busy trading period and will need to be on our toes to make best of every opportunity, all in our planning! I will be departing 15th November to Mackay via Cairns for quarantine so will be active on email until end November, returning end January so I take this opportunity to thank everyone for your committed efforts throughout 2020 and look forward to an even better 2021 with you all.

To everybody and your families a very happy Christmas and a great New Year from Sal and myself.

TAKING HILANS FRES ON THE ROAD

By Sarah Duckworth



Hilans Fres staff standing proudly with the branded container.

"from farm to plate"

Hilans Fres recently had the exciting opportunity to brand one of Consort's refrigerated container's with our very own logo. The effort was made for an upcoming video we are currently shooting for Hilans Fres in partnership with New Zealand Aid, which will be played at our upcoming Farmer Workshop held at the Highlander Hotel. The video will also be used across social media platforms, our website and for other promotional material in the future.

The staff were incredibly proud to see the container pull into the yard, stating that now our brand will be seen to all along the Highlands Hi-Way!



Some images from the container's journey from Mt Hagen to Lae along the Highlands Hi-Way.

SENIOR MANAGEMENT MENTORSHIP PROGRAMME

by James Nentepa



images above from Day 1 of the programme

Tininga's commitment to developing its staff is paramount. After seeing 10 of our managers graduate and receive their certificate 4 in leadership and management, through a partnership with PNG IEA College of TAFE in June this year, the company took a further step to sponsoring 24 of its senior managers to undergo a 3 day Coaching and Mentorship workshop in September. The aim of the workshop was to enhance the managers with coaching and mentoring skills so they can be able to build our teams at their respective workplace as leaders.

The company was privileged to engage Jerry Wemin, a very profound and experienced man who is well known in the business sector, he is an academic and the current president of the PNG Human Resource Institute (PNGHRI).

During the official opening of three-day workshop, Managing Director, Mr Patrick Duckworth recapped on the history of the company, where we are aiming to go and why we believe the training side of the business is entirely key to our future successes. He stated that, Tininga's journey began in 2005 when himself and Margie decided they would take this business on. It's now a major trading house in the Highlands. "We've built between us something that we can all be very proud of." He said. Tininga is a widely diverse company that has quality standards and key principles across the different businesses. Of paramount importance are the range of products carried in the stores and above all, is team building. People are everything in our business and without people we are never going to achieve the goals that we want to achieve.

Teams need leaders, people who are going to galvanise a team, pull them all together and direct them. Leaders have to lead by example another ethic that we've all talked about at many meetings and we have to set examples. You have to practice what you preach whether that's at home or in workplace is equally important

In order to boost people's quality of leadership, everyone requires knowledge. At Tininga, Margie and Pat recognised this quite a long time ago and thus set-up our HR department which led to a Training Department and its new facilities - The Tininga Training Centre and the internal and external leadership courses. All of which are about empowering people within the company to develop their talents and to go forward and take on additional responsibilities.

Mr Duckworth encouraged everybody to embrace what they hear over the next three days, take it all onboard, and then after they acquire all these great skills, we would like to see what they can do to bring it back into the business, bring it back into their home and their own life to develop their personal life, develop that of the company and the people that work with them.

The 3 days workshop concluded on Thursday 10th of September and managers were given take home assessment to complete in a month time to complete certification.

TININGA SPONSORS 50+ PAEDIATRIC HEART PATIENTS

Sarah Duckworth



Images above of some of the children with heart complications and their guardians

On Thursday 17th September Tininga Owners/Managing Director Pat and Margie Duckworth, visited the Mt Hagen General Hospital to meet the 50+ children with cardiac complications who they will sponsor to travel down to Port Moresby for treatment. The sponsorship will also cover the guardians for the paediatric patients along with a nurse and a Dr from the Mt Hagen Hospital.

Pictured above is Dr Kilalang and Dr Olita'a who made the trip up to Mt Hagen from Port Moresby to be part of the Paediatric Program sponsored entirely by Tininga. The doctors screened all the patients initially here in Mt Hagen to ensure they are safe to fly and ensure that they have conditions which will be treatable in Port Moresby.

This program is something Tininga is proud to have been a part of for 14 years now.

Through Tininga's firm confidence in the Hospitals Management and Board, this is one of the many programs Tininga helps with at the hospital, other initiatives include the Women's Wellness Clinic and the Covid-19 triage facility.



TEAM TININGA CONQUERS MT WILHELM

By Sorogo Mills



Our journey began on the 14th of August with our voyage to Simbu Province and first stop at Betty's Lodge. Within the group of 7 there were 5 Tininga team members – Pat, Phil, David, James and Sogs. The overnight's stay at Betty's was filled with a nice warm meal, storying around the fire, trying to get as much info about the climb from anyone who knew and Sogs attempting to test run Pats drone which resulted in flying it into a wall (sorry again Pat!).

The night tapered off with txt messages to loved ones and all the weather gurus in the group forecasting the likelihood of rain for the weekend. Saturday morning began with a leisurely rise at 7am and a full spread breakfast – the calm before the storm. After brekky, the team numbered off with their guides and porters and, with a feeling of half excitement/half nerves, set off on the first part of the weekend's walk to base camp, aka "The Lakes".

Although the rain didn't quite hold off, our spirits were not dampened with the singing, jokes and stories from a Mr Mark Jungen keeping everyone's energy levels high. It was great experiencing the natural beauty this country has to offer and taking in the vast scenery that most people would only have seen through a television screen. At 11,483 ft and after 4 hours of trekking, we arrived at base camp. Once settled in, we decided to go exploring and check out the surrounding area. We wandered down to the have a look at the lakes and after egging each other on like a bunch of school kids we all had stripped off and jumped in the icy cold water. James probably lasted the longest at around 2 minutes before getting out! The rest of the afternoon was spent mulling around camp and ended with an early night before the big climb...

Alarms were set for 12:30am and by 1:30am, all equipped with 3+ layers on, head torches and in the dark – the team set off. The trek started off at a reasonable pace but soon the walking turned into climbing and the breathing turned into panting, and we realised this was not going to be an easy one. After what seemed like forever and a day of solid climbing the lead guide turned around and said "Yes, we're probably 25% of the way there now". It was confirmed this was not going to be an easy one.

As we continued on following the leader we would occasionally be instructed to "Lean left" or "Lean Right", and because it was still dark you just assumed you were avoiding a muddy puddle or something minor. It wasn't until the sun started to come out that we realised that when we had to "Lean left" it was to avoid falling down a 50 ft sheer drop to the right that was only half a metre away! At about the 75%-mark things started to get really tough. The air was getting thinner, altitude sickness was kicking in and the slopes were not getting flatter. My mind and body were both telling me this is enough, just turn back, but managed we pushed on through to the top. At 9:30am Pat, James and Sogs made it to 14,793 ft above sea level – the peak of Mt Wilhelm.

As much of an accomplishment it was for everyone to put in the efforts they did, the trip itself was a great bonding experience and brought everyone closer together as a team. I think everyone came back with fond memories of the trip and definitely some long-lasting stories. Overall was a great trip and couldn't have asked for a better bunch to do it with!

Thanks for reading.

THE BIRTH OF KOFI KAI



No doubt at some stage everyone has visited Hagen Central and seen the newest feature - Kofi Kai! a grab and go style eatery with great coffee and food options.

Kofi Kai's very first customers on opening day

The cafe is doing very well thanks to all involved and we are always looking for ways to improve.

The next next step for Kofi Kai is to expand into Dobel Supermarket!

The ladies serving in Kofi Kai came with no experience of operating a barista specialised coffee machine, but have done a sensational job and are now serving delicious cups of coffee. We have even expanded the range to include hot chocolates and mochas in the short time the cafe has been operating.

The set-up will be much the same, except we will be able to offer a limited number of seating options.

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



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UPCOMING CRAFT MARKET DAYS

by Sarah Duckworth

We are the proud hosts of the Tininga Craft Market. An initiative to support our local craftspeople as well as introduce alternative activities to the township. To date we have hosted two markets at Hagen Central which have been successful and seen a good variety of crafts displayed. The general concenus from market goers is that the event is appreciated and supported.

We have also received great support from other businesses around town for the event with tent donations that the artisans can use as shelter and also entertainment from Coca Cola with their Powerpack truck and jumping castle.

We are now taking the Craft Market to Dobel Supermarket and would appreciate all your help with spreading the word. Please inform your families and friends of the event and encourage them to come shop or display their items so the initiative can continue to be successful.



TININGA HARDWARE MONTHLY PROMOTION!

by Nixon Jurino



From Left to Right – Jason Whant(Plumbing Supervisor), Felix Garu(Winner) and Nixon Jurino(HK Mgr.)

During the months of August and September, Tininga Hardware ran a promotion for all its customers who spent of K500 to go into the draw to win a 5000L TUFFA TANK.

The promotion was a success with a lot of customers taking part, but in the end there could only be one winner and that lucky winner was announced on the 30th of September - Mr. Felix Garu from Pangia in SHP.

Mr Garu was very happy to be the winner of the Tuffa tank and he mentioned that he is a regular customer with Tininga Hardware when it comes to purchase his building materials and he will continue to shop at Tininga Hardware. Mr. Flex even further mentioned he likes our services and thanked the staffs who always help him.

We looking forward to doing another promotion in the next coming months. The promotion brings some excitement to the store and most importantly gives something back to our customers.

NEW POTATO SORTER FOR HILANS FRES

by Peter Laka



HF staff Reuben demonstrating potato sorting

Manual handling of potatoes at Hilans Fres is a thing of the past with the purchase and installation of a used potato sorter shipped in from New Zealand. The equipment is up and operational greatly relieving a tedious manual task and thus improving operations.

At this stage we are mainly using it for sorting potatoes and it has assisted to speed up the work load of sorting, grading and repacking.

We are now able to handle up to a ton of potatoes per hour with a team of three processing. A considerable improvement considering hand sorting could take up to two days to complete.

Prior to the installation of the sorter, handling processes were not as effective whereas now we are able to grade based on five main variables; size, mechanical damage, greening, scabs and rotting. Graded products then go into bags and are weighed into approved kilos.

Sampling is also quicker now, we are able to sample up to 20% (normal 10%) of the total volume and can make a decision whether to reject or grade, whereas before we weren't able to do that effectively. Reject weights are now worked out and taken off prior to payment.

On the hygiene and personal safety front, it has reduced dust exposure and also reduced manual handling of heavier weights. A end of day wash down program ensues the equipment is clean and ready for next use.

Displays at our stores are looking better and I'm sure is the same with our customers which we have started supplying last week. Trials will also be conducted on handling other produce lines such oranges and bulb onions.

Apart from requiring spares chains and rollers as backup, it's a good buy.

PRONTO UPDATE

by Danny Wyatt

Pronto Xi Implementation Project is now into Stage 3 – BUILD which runs till February 2021 where we move to Stage 4 – DEPLOY which is when our 1st Cutover will take place. We are intending to get our 2 Hardware stores plus Warehouse 2 to cutover on the 13th of February. If all goes as plan these 3 business units will be on Pronto Xi as at Monday the 16th of February 2021.

Our Finance department will actually be the 1st to be using Pronto Xi. Finance will Go Live as of 02nd November 2020. That will be followed by our HR Payroll who will be moving over from the ABLE Payroll and into PRONTO Payroll as at 01st of January 2021.

For Operations we are currently in Stage 3 conducting User Acceptance Testing (UAT). The goal of User Acceptance Testing is to assess if the system that has been built will support our day-to-day business and ensure the system is adequate and correct for Tinginga business operations.



Above photo from one of our very initial sessions with team Pronto

After UAT comes Business Simulation Testing (Bus Sim) - Business simulations allow our team to interact with a realistic version of their work environment. A simulation plan mixes elements of cooperation, competition and decision making with feedback and repetition.

Our Operations will at this stage should be ready to move in Stage 4 – DEPLOY by February 2021. The CLOSE OUT is the last stage of the project whereby the project will be handed over and closed out.

SAFETY OFFICERS

by Peter MikMik

We have now appointed permanent safety officers from within each Store/Business Units. The Safety Officers role is to cover

1. General daily safety coverage at their respective Stores and Business Units;
2. Conduct safety tool box talks weekly/daily in their respective locations;
3. HSE Weekly and monthly reporting;
4. Doing Hazard Identification and reporting;
5. Following up on corrective actions and ensure they are completed;
6. Any other safety programs and activities directed by the management.

As part of the safety coverage in their respective locations, they do daily hazard identification and come up with corrective actions for preventing incidents. Any hazards and unsafe acts are identified and corrected immediately so as to keep the respective work locations safe always.

We have now taken a next step by having a regular weekly safety officers meeting at Hagen Central Head Office on every Thursdays at 2pm to discuss: -

- o any safety issues noticed during the week
- o Corrective actions updating
- o Progress on Hazard Identifications
- o Safety inspections weekly
- o Safety tool box meetings weekly
- o Incident updates weekly
- o Weekly and Monthly HSE Reports
- o Discuss on other new safety initiatives

Below are the Safety Officers that we have in our Stores.



L-R: Sam Piandui Best Buy, Ezekiel Imbu WH1, Jeffery Andy Dobel Super, Mawa Ulg Hagen Central, Mawa Ulg Renbo



L-R: Justin Neki HK, Thomas Liria WH3, Seko Aniseya HB, Daniel Peter HF, Mark Bek WH2



Bruce John Town Hardware

WHAT'S GOING ON IN TININGA QA DEPARTMENT?

By Philip Kaupa

Always focusing on quality standards and compliance, Tininga QA Department is grateful MD has decided to bring in Oilmin QA & Catering Manager – Jock Turner as a consultant to inspect, assess and train bakery staff to standard catering and manufacturing practices. His efforts were outstanding as he came in with a lot of experience and thus helped a lot in Kofi Kai coffee preparation and other decorated cakes and pastry recipes. Jock has assisted in developing a weekly bakery QC inspection schedule which is a vital tool that will keep check and balance in quality control compliance. Jock's weekly Quality control report has also helped very much in improving bakery personal hygiene practices, cleaning and production.

The QC officers were not only given a new role to play, they were also given an increment to go with it which was a boost, thank you tru! In return the QA team is totally committed to maintain Quality control standards and compliance. Without the support of the Supermarket Managers, QC officers would not have done what they did so far. Please continue to support in checking and ensuring that the QC officers are on top of all quality control initiatives and use them, they are here to make a change.

Tininga QA department believes that quality control standard practice is everyone's responsibility, which includes our suppliers, contractors, staff and most importantly the valued customers. Leading by example, maintaining consistent quality product, excellent range and display is a culture the QA team is aiming to develop and maintain on a daily basis. Tininga Quality assurance department is happy to receive views, suggestions, opinions and even criticisms from within the company and the general public, as it will be the basis to always change, always improve and always adapt to provide the best quality control standard.

So far no punches coming in from the key board warriors, team QA remains vigilant and looking forward to support in the Christmas peak sales period.

Merry Christmas everyone!



WISHING EVERYONE A
HAPPY AND SAFE
CHRISTMAS SEASON