



NEWSLETTER



Butcher's Training with Bruce

1st Quarter 2021 Newsletter



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Hilans Fres Farmer Story: Philip Mopa

A MESSAGE FROM THE MANAGING DIRECTOR



Owners, Pat & Margie Duckworth

It's exciting to be writing to you as the first quarter of 2021 has closed and we look forward to the dry season and the start of the coffee season which usually brings with it a peak period for sales.

Unfortunately the COVID-19 virus has presented new problems for the entire country, Mount Hagen and Tininga itself with the first cases from within the company being reported mid March. As usual Tininga has taken a lead role within the community with intensive precautionary measures being introduced to all areas of Tininga operations to protect our staff and our customers along with extensive support provided to the Mount Hagen Hospital in its efforts to combat the virus.

At the time of writing we're relieved that there have been no incidences of cases requiring hospitalisation of any of our staff.

Despite the restrictions placed by COVID it has been business as usual with our hard working team working away on many positive initiatives including the Pronto Go Live schedule, opening the new Highlands Bakery, the acquisition of the Oilmin yard facility at Warakum and plans for a new Restaurant at Hagen Central.

We've also had some new additions to the company and I'd like to welcome George Leahy who has joined us as Business Development Manager with an initial role at Hilans Fres which has seen great progress for that business and Bruce Scott who has joined the team from New Zealand as a Group Freezer & Butchery Manager emphasising Tininga's commitment to improving standards at Highlands Butchery and throughout the Retail Freezer business.

These are difficult times for our country and the business but I am convinced that we are a healthy, strong, established company, well positioned to take advantage of brighter times that we are confident are ahead.

Take care everybody, follow social distancing measures and stay safe

Pat & Margie Duckworth

A MESSAGE FROM THE GENERAL MANAGER



General Manager: Phil Kelly

The challenges certainly keep coming at us testing our ability to remain resilient, take on challenges as they present and even progressively develop new areas of the business. It was a wonderful achievement to transition the Hardware's and Warehouses to Pronto, big thanks to Danny and the Pronto team for making this happen, next challenge is to transition the Supermarkets commencing with HC mid May.

Despite the current uncertain times with Covid we are continuing to build and expand creating opportunities for employment, opportunities for local contractors and suppliers, our outlook remains positive on the back of taking opportunities, hard work and a desire for success.

While the impact of Covid is highly visible and experienced we are fortunate to be part of a company that takes the welfare of its people as its number one priority, important we all comply with the processes and procedures the company has implemented as if for our own safety and the safety of our customers.

Unfortunately Covid is not going away anytime soon so vitally important we all remain vigilant both at the workplace and at home.

Keep safe everybody- Best wishes!

TININGA COVID-19 UPDATE



images above of our Managing Director and General Manager getting vaccinated against COVID-19

The first four Covid-19 cases within the company were known after testing on the 16th of March 2021 at the Mt Hagen Hospital. Following this Tininga swiftly organised with the Mt Hagen General Hospital for a COVID Surveillance team to carry out testing at our Dobel Warehouse 2 on Friday 19th and Saturday 20th of March for 152 staff.

Of the 152 staff tested, 6 staff tested positive. That pushed the total number of cases within Tininga to 10 as of the 20th of March.

The Company has continued to encourage and support staff who have flu-like symptoms to go get tested at the hospital. We continue to monitor and check-in on staff who have tested positive on a daily bases whilst under self-isolation. As of 30th of April the Covid-19 statistics for company stand at:

- Number of positive cases in the Company = 38**
- Number of staff recovered and returned to work = 30**
- Number of staff still under 14 days of self-isolation & recovery = 8**

Total number of Tininga Staff that have gone for COVID testing = 206

The Company through its HR department provides counselling and advice to staff who have tested positive and continues to track and monitor individuals on a daily bases on recovery whilst they are under 14 days self-isolation period. So far, the 8 who are still under 14 days of self-isolation and recovery are doing well and are expected to resume duties by Wed 05th May.

The company will continue to track and monitor cases within the business and at the same time will continue to encourage and educate everyone to get vaccinated.

Above images of our Managing Director, Pat Duckworth and General Manager, Phil Kelly who got vaccinated at the Mt Hagen Hospital on Saturday 24th April.

Reports from both Mr Duckworth and Mr Kelly were that they experienced no side effects following the vaccine.

Common side effects following the vaccine can include, mild headache, tenderness where the injection was administered and in some cases fever. These are common symptoms experienced with any vaccine.

The company has provided the opportunity for all staff members over the age of 50 wanting to get vaccinated the ability to do so at the companies expense. At this stage, Tininga has vaccinated 10 employees. It is not mandatory to be vaccinated as this is a personal choice for employees.

Tininga strongly recommends that eligible employees get vaccinated particularly those in the older age group.

DR PAULUS RIPA ON COVID VACCINE



Images of Dr Ripa addressing our Senior Management Team

On Monday 26th April at the Tininga Management Meeting, our Senior Management team had the pleasure of listening to Dr Paulus Ripa who addressed the group on all things COVID-19.

Dr Ripa commended Tininga on their fast acting response to COVID-19 in their stores and also the strict preventative measures that have been maintained throughout our stores. Thank you to all involved and all for your continued support here.

Dr Ripa briefed the group on the current COVID climate in PNG, but the focus of his discussion was on the AstraZenica Vaccine which has recently become available in Mt Hagen.

Dr Ripa mentioned that there is a 1 in 10 chance of contracting COVID on the Streets of Mt Hagen today. This risk ever growing as the public shows no interest in social distancing, wearing masks and sanitising. When asked about the side effects of the vaccine, Dr Ripa responded telling the group that there is a 1 in 1 million chance of contracting a blood clots from the vaccine.

Our senior management team is now expected to filter this same message down through each of their departments. The chat was very informative and well received by all.



Opening of Highlands Bakery



Images of within Highlands Bakery

In the ever present bid to improve quality and service, Tininga made the huge investment into a centralised bakery in 2020. Bringing in equipment from overseas capable of producing huge volumes of different products which include up to 1000 loaves of bread per hour!

The equipment also includes provers, commercial bread makers and purpose crafted bread and pie tins. The facility is state of the art and designed to eventually wholesale our sought after bakery items to the Highlands of PNG.

Highlands Bakery commissioned in 2021 is now in full production, supplying our 4 supermarkets with bread, scones, pies, sausage rolls, torpedo buns, lamingtons, muffins and so much more.

For anyone who hasn't had the chance to have a look into the bakery, the smell of freshly baked bread is what hits you first! then its the vast space and busy bakers that fill the space carrying out their daily routines.

Under the guidance of Bakery Manager Sammy Bruttomesso and Jock Turner, our baker's are getting first hand training on how to operate the commercial equipment as well as learning new techniques and new recipes that we hope to introduce to the range. These include specialty artisan breads like ciabatta and sourdough.

In the near future we hope to see the Highlands Bakery name across a number of product packaging in our Tininga stores as well as to wholesale customers.

Hilans Fres Flying to New Heights



Hilans Fres continues to show solid steady growth, achieving record sales in the month of March. In addition, the gross profit percentage for the business has been revised up by some 23% over the original budgeted figure – no small achievement during these often challenging times. A true team effort from all the great team at Hilans Fres. All of which sets the business up for continued strong growth for the balance of 2021. The growth is due to new customers in Lae and Port Moresby as well as increased air freight orders as customers throughout PNG seek fresh healthy fruit and vegetables in response to greater awareness to eat healthily.

The first quarter of 2021 also saw Hilans Fres commit to the roll-out of Lead Farmer Supply & Incentive Agreements – whereby Lead Farmers are financially rewarded for meeting agreed production targets. This is just another way that the business is working with its partner farmers to further entrench on-going improvements that helps farmers to improve quality and yields.

The business has made significant improvements to its website and Facebook pages, providing the general public, customers and potential aid partners with far greater diverse content. Please everyone follow us on Facebook and comment on your favourite post! All of which will drive awareness of the Hilans Fres brand throughout the country. The team will continue to make improvements in these areas, with the aim of having an industry-leading social media profile.

This strong growth will be aided by some great new initiatives that will be rolled out over the months ahead. These initiatives will see improvements to warehouse processing, improved transportation and general overall process efficiencies. In addition, Hilans Fres has secured new aid funding to help facilitate some of these business improvements both at Hilans Fres and with our partner farmers.

In staff news - George Poe has been appointed to the important role of Quality Assurance Coordinator on an initial three month probationary period. George has thrown himself into the new role and looks to have a great career ahead for himself in the quality assurance field. Upon the successful completion of his probationary period, George will start his on-going training to ensure that Hilans Fres maintains the strictest possible quality standards. It's great to see staff promoted for these types of roles from within and that hard work can lead to career advancement.

Looking ahead to the rest of 2021, Hilans Fres is excited to soon start introducing new varieties of fruits and vegetables that will enable us to expand our offerings to our customers. These new varieties will be combined with innovative new packaging that will be a PNG first – so look out for that in your favourite Tinging supermarket before year-end.

Regards from Peter and the team at Hilans Fres.

Hilans Fres Partner Farmer: Philip Mopa



This is Philip Mopa from Kenta, Hagen Central. He is our Hilans Fres Lead Pineapple Farmer who has 7 hectares of land dedicated to pineapple farming. Philip has 2 wives and 6 children and is able to support them all solely on his income from selling to Hilans Fres and any surplus to the Mt Hagen market.

Philip Employs 8 Southern Highlanders on a contract basis to help him with labour challenges such as seed sowing, weeding and then the harvesting of the pineapples. Thus giving opportunity and funds to others in the community.

Philip is one of our pioneer farmers and has been with Hilans Fres since the very beginning. Since partnering with Hilans Fres he has seen some huge changes to his personal life and has also done a lot for his community. Through his partnership with Hilans Fres he has cleared the way and brought road access from the hi-way through to his farm approx. 7kms. He has bought a Land Cruiser which he uses to transport his pineapples to and from Hilans Fres. The road services the wider community who plant pineapples and need access to vehicles to take their produce to the market. Philip also assists other growers by hiring out his car to them to use in order to take their produce to the market.

He is a strong believer in education and therefore has sent all 6 of his children to school in the local AC schools and community school. His generosity does not stop there. Philip has recently finished building 2 double classrooms for their local community school as well as a teacher's house for the resident teacher. He is now in the process of furnishing these buildings.



Butchery Training



images from butchers training on value adding products

Another move towards improving quality, We welcome Bruce Scott as our Group Freezer and Butchery Manager.

Bruce has been busy both at Highlands Butchery and also in the Freezer Department of our supermarkets working closely with our butchers on improving techniques, hygiene and range.

The above images are from a training session run with the supermarket butchers on value- adding. Inhouse training has been held 2 days a week for 3 weeks. There were various topics covered like value adding mentioned above, whole and half carcass carving to name just a few.

You may have already seen a difference in the freezer displays in our supermarkets. A total of 14 new lines have been introduced these including crumbed chicken snitzel, beef snitzel, honey soy chicken, chicken steaks and swiss rolls.

Premium cuts of Ramu beef available now include Porter-House steak and T-bone steak.

What they're saying about the new additions to butchery on Facebook

 Markus Jungen

 Like · Reply · Message · 3d

 Markus Jungen
 Saw them bought themfirst was in the slow cookersweet n sour pork....put it on came home from work this arvo and.....just about all goneoh when someone had a day off

Love · Reply · Message · 3d 

 Peter Parker Sameli
 Kailani Kaisa 

Like · Reply · Message · 3d

↳ 1 Reply

 Charlie Rush
 Yum! Can't wait to see it all at Tinga Dobel.



Pronto: where it started where we're at now



Australian Pronto team joining our Tininga Team for a discovery session pre-COVID

Above an image from when it all begun. When the Australian Pronto team joined us in Hagen, pre Covid-19, to do a discovery session.

Now fast forward to the closing of the first quarter of 2021 and we have 2 hardware stores live and 3 warehouses also live!

Hagen Kofi and Town Hardware were our very first stores to officially go live on Pronto on 15th February. This was no easy feat as a lot of man hours and effort was put in by the Pronto team as well as the hardware teams to ensure the success. Thank you all for your efforts here! Then it was the warehouses turn.

Taking learnings from the hardware stores go live, this set up was also no easy feat, but it wasn't uncharted territory.

There is no rest for team Pronto as the next Go Live for Hagen Central is on 15th May followed by Dobel Supermarket on 29th May, Renbo on the 05th of June and Best Buy on the 12th of June.

Highlands Butchery, Highlands Bakery & Hilans Fres will complete the Go Live roll outs on the 26th of June.

Pronto is yet another example of the company's commitment to quality and growth.

Tininga QC presses on as Tininga Expands



Welcome new Quality Control Officers - Tupe Aipe and Brendon

“Quality is all that matters to make a difference,” are the words that Tininga MD Pat Duckworth says week in, week out. These are mighty words that always echo in the Tininga Quality Control department and is the core value that we thrive to uphold and satisfy our faithful customers.

Not only words come our way but, MD’s support in pushing Quality control in terms of human resource and equipment’s were consistent. Recently with the opening of Tininga Highlands Bakery as given the QC department new demands and challenges to evolve and adapt and thus the department was boosted with a new QCO Brendon. He has industrial experience in the role and seemed to cope well in Highlands Bakery QC program.

The QC department would also like to announce two new QC officers acting in vacant existing positions, Aipe in Hagen Central supermarket and Tupi in Ware House 1. They are under close observation and mentoring to meet required expectation before occupying the QC positions permanently.

With commitment and dedication, the QC team is determined to maintain quality standards in the highly perishable goods departments like Freezer in controlling temperature and maintaining freshness of meats, dairy products, ice cream etc. and also in the kai bar and bakery departments in keeping ingredients and ready to eat hot foods in the safe temperature zones.

Having seen the importance and need for thermometers, our good MD purchased 10 new digital pocket temperature probes with a temperature range of -50°C up to +300°C to support the QC program.

The QC department wishes to thank the good MD and GM for their wisdom and the supermarket Managers for continuing to support the Quality control initiatives and the QC officers around the business.

Thank yu tru...

Regards,

PHILIP G KAUPA
Quality Assurance Manager

Tininga A Logistics Partner for Project Yumi



The School supplies being stored in our newly acquired Oilmin yard.

Project Yumi Inc is an Australian registered charity and PNG not for profit, that aims to be a beacon of positive change by enriching the lives of those in need, in all provinces of Papua New Guinea.

Earlier this year, Project Yumi Director Renee Mero approached Tininga and asked if we could along with The Brian Bell Foundation and Oilmin Holdings, assist in being a logistics partner for them in the Highlands - to which we agreed. The project we are supporting is their Project Skul.

Project Skul aims to deliver new and quality used educational resources to schools across rural areas of Papua New Guinea, so that students have access to the necessary tools to participate actively in quality education. The resources Project Yumi deliver are also aimed at encouraging and empowering educators to confidently deliver a variety of measurable lessons and outcomes. Resources provided to schools include desks & chairs, whiteboards, bookshelves, reading & texts books, stationery and teaching resources.

Tininga assisted Project Yumi by monitoring the safe arrival of a donated 20 foot container full of school and stationery supplies destined for 30+ schools in the Highlands. We then have helped the project by storing the items in our newly acquired shed in the Oilmin yard until the schools across the Highlands are able to come pick up the items.