

Tininga

2022 NEWSLETTER

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Managing Directors
Mr Pat & Mrs Margie Duckworth

2022 Wrap from our Managing Director

These are indeed exciting times for Tininga as it plays its role in assisting to develop Mount Hagen as the true centre of the Highlands !

As we approach Christmas and the end of the year 2022, Margie and myself consider it a privilege to be leading the Tininga team, now numbering more than 1, 000 into a new age, with developments in so many areas cementing our place as one of the leading businesses in the highlands. Along with Nicholas, Sarah and their families we often wonder how time passes so quickly.

2022 has been a year of great contrast, with the effect of the election period providing a very strong first half of the year and then the second half of the year from August onwards being much quieter post elections.

The Supermarket Division under the direction of Sorogo Mills remains the biggest contributor to the company's success and with the introduction of Atrakt and a continued focus and commitment to quality we look forward to another strong contribution in 2022.

Our venture into the Wholesale business has been an enlightening but ultimately successful one with many learning steps since we opened at Kimininga in March. 2023 will see it reporting along with Dobel W/S Freezer and the Distribution Warehouses under Michael Debrouwere's area of responsibility.

The Hardware Division, despite the amount of competition in the market has maintained its quality standards and been a significant profit contributor to the company under the guidance of our General Manager Phil Kelly.

The Manufacturing Division also under the guidance of Phil Kelly has seen possibly the greatest changes of 2022 and with the addition of Rob Hill to the team provides some of the most exciting opportunities for 2023, pushing its Highlands Butchery, Highlands Bakery and Hilans Fres brands.

Property investments continue as we look to continue the general Dobel development which has started with the construction of the BSP Bank building due for completion mid 2023.

As we close on 2022 some key members of the Tininga team will be moving on and we'd like to take this opportunity to welcome Ron Kumar to the team as our new CFO. Danny Wyatt, Jessica Mawa and Peter Laka are all about to take the next steps in their lives. We thank them for their contributions and wish them well for their futures while noting the significant opportunities presented for others to assume increased responsibilities in their places.

The young brigade ably aided by the Administration teams in Accounts, Audit, Inventory and Logistics play an ever more important role in the direction and future of the company utilising the Pronto system to provide ever more precise and accurate information to guide them.

In summary the diverse company that is now Tininga, ends 2022 in a strong and stable position, well equipped and excited for the potentials of the future and I would like to take this opportunity to thank each and every one of you for your hard work and efforts which have made this possible.

Merry Christmas to you and your families and best wishes for a happy and prosperous New Year.

Pat & Margie



**From our General Manager
Mr Phil Kelly**

2022 Wrap from our General Manager

As we near the closing of another successful year for the company that including further development of our people, development of specialty teams and the continuation of Pat and Margie investing into the physical growth of the company.

There has been a number of key structural developments , Highlands Butchery constructed and commissioned a new bast chilling facility early in the second quarter of 2022 and commissioned the new Boning & Smallgoods facility in November, these two major capex items have resulted in improved efficiencies and product quality and positions this business in readiness for the development of the smallgoods category under the very skilled and experienced Rob Hill.

Company continues to invest in the future with the commencement of construction of a major freezer facility that will deliver enormous efficiency and quality gains.

Bakery production has gone up a notch with the development of its external business, this has presented challenges to the business which have been met with a will to win attitude that has ultimately resulted in significant growth and also positioned strongly to develop the business to another level in 2023.

Hardware is a extremely crowded category these days with strong rumours of more players on their way, just have to continue to drive continued improvement in our business to remain amongst the top contenders.

The entire business is recognising the value of the installation of the Pronto system with much improved management visibility of key indicators. Two of the key drivers in the implementation of Pronto , Kris Halal moved on end November and Danny Wyatt who project managed the installation and implementation leaves us at the end of January, both recognised for their significant contribution of setting up pronto and their broader contributions.

We welcomed Ron Kumar into the role of CFO replacing Kris in October and all very confident the overall Finance & Administration is in professional hands .

I am departing to head down south to spend Christmas with family and on that note from Myself and my family we wish each and everyone of you a safe and enjoyable Christmas and bring on 2023!

Best wishes
Phil

In 2022 we welcomed to the team



Ron Kumar
Chief Financial
Officer



Rob Hill
Group Freezer Manager



Roger Kissing
Audit Manager



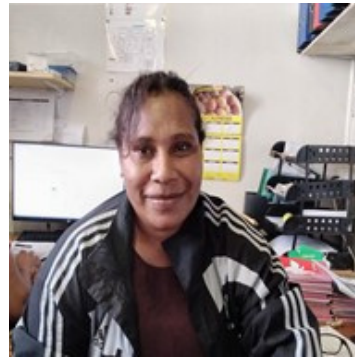
Kuasiune Sam
Stocktake Manager



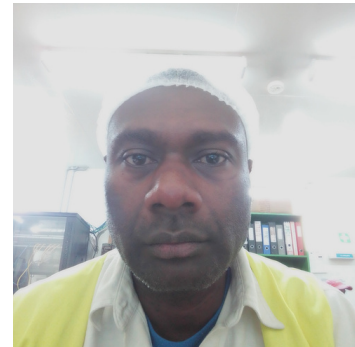
Ditui Balele
Kofi Kai Manager



Lisa Kopi
Quality Assurance
Manager



Ruby Kale
Quality Assurance



Lui Albert
Quality Assurance



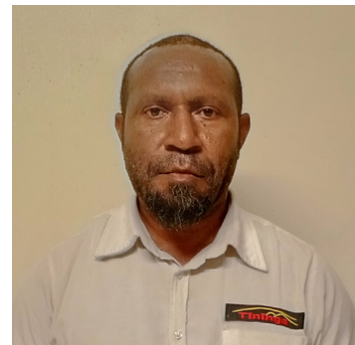
Kevin Kila
Stock take
Coordinator



Joshua Wahute
Stocktake
Coordinator



Nick Budiara
Stocktake
Coordinator



Paul Toimpa
WH2 Manager

WE OPENED A WHOLESALE



Roadside Signage at Tininga Wholesale - can't miss it!

When one door closes another one opens

When one door closes, another one opens. Following the closure of Dae Wan earlier this year there came an opportunity for Tininga to further expand its operations into the Wholesale game.

Whilst the industry is similar, opening a wholesale business has been a steep learning curve and one that we are successfully climbing. The decision to open the wholesale came in early 2022 and by 10th March 2022 we were fully operational under the close management of Michael Debrouwere.

The wholesale team lead by Max Alex is servicing many Western Highlanders as well as many other Highlands centres, it has seen increased business over the months it has been operational.

Located just after St Pauls Catholic Church along the Highlands Hi Way, Tininga Wholesale is one busy business!



ATRAKT



WE ALSO OPENED

We opened up Atrakt! Located within Tininga Best Buy is a modern finished fashion boutique we named Atrakt. Many of you may be thinking "what a strange name for a fashion store!" well in fact ATRAKT is an acronym for the first letters in the first names of our Managing Director and Director's 6x grandchildren.

Since opening, Atrakt has been a trendy new spot to buy the latest in tactical fashion and accessories showcasing brands such as Kuti Sox, Safetoe and Zebra Boots.

HIGHLANDS BAKERY SELLS EXTERNALLY

In 2022 Highlands Bakery has seen no boundaries! Under Sammy Bruttomesso's leadership, they have continued to soar after opening the centralised facility in April 2021.

Highlands Bakery is now selling to external customers around the city, the wider province as well as into Jiwaka, Wabag and Goroka.

With the introduction of local scones this year the bakery has seen a huge increase in demand.

In 2021 the bakery introduced a flow wrapping machine to individually wrap bakery items. This has been a great initiative for the bakery and has successfully aided in the increased sales for 2022.

This year they also launched their premium white 700g loaf that is located in our Tininga Supermarkets in the black packaging.



Farmer Incentive Program



80% of our fresh produce is provided by these 34 lead farmers and their teams of 600+ out grower farmers!

Earlier this year we recognised 34 of our lead contract farmers by rewarding them incentives for hitting their quality and quantity targets from 1st Jan 2022 to 30th June 2022.

Incentivising farmers for consistently delivering contracted produce volumes over a period of time is a key initiative undertaken by Hilans Fres



We first rolled out our incentive program in the last half of 2021 where we rewarded six randomly selected farmers.

Given the success of the program an expanded list of 34 lead farmers were included for the second contract growing and incentive program. The incentive program is a recognition and measure of the collaborative effort of our lead farmers and the technical support from Hilans Fres' extension team to ensure consistent volumes at premium quality is delivered to our customers across the country.. from supermarkets, institutions and resources camps around the country. Attached are some photos from the celebrations today at Kofi Kai Restaurant.



Visit from NZ Foreign Affairs Minister



HON. NANAIA MAHUTA, MP

Hilans Fres were honoured in September this year to host the New Zealand Foreign Affairs Minister Hon, Nanaia Mahuta, the New Zealand High Commissioner Phillip Taula and their delegation.

The visit came after a successful 3 year partnership between Hilans Fres and New Zealand Ministry of Foreign Affairs and Trade had ended and the Minister wanted to stop by and see the success story. The Minister took interest in the two farmers, Patrick Jacob and Mama Rosa who both attended on the day to represent the Hilans Fres Farmers. She was intrigued by the different challenges faced by the farmers and methods in which they could be overcome in the future.

Hilans Fres is very grateful for the teachings and positive contributions from MFAT.



TININGA ASSISTANCE WITH PORGERA FEMALE VICTIMS

Earlier this year Tininga along with Brian Bell, Mt Hagen combined together to supply foods, fuel and homewares such as blankets, mattresses and pillows to the women and children trapped in a church during serious tribal warfare and election related violence in Porgera. All were accepted by grateful women and Tininga is proud to be a part of such a worthy cause.

MD PRESENTED WITH KUMUL NIXON PUTT'S JERSERY



In November this year, Nixon Putt, Kumuls Number 11, proudly presented his World Cup game jersey signed by fellow Kumuls players to our Managing Director Pat Duckworth for his commitment to Western Highlands. Putt is a proud Western Highlander and was appreciative of the obvious difference Tininga is making to Western Highlands Province.





Transformation of Best Buy

Our pioneering store Best Buy Supermarket located in the heart of Mt Hagen underwent a major make over in the variety section in late 2022 and now is home to a brand new range of home and office furniture & living.

It is an exciting renovation that will be complete with air conditioning and a point of sale system providing shoppers with extensive furniture options and a comfortable shopping experience.

This is another step in Tininga's drive to deliver quality to Western Highlands and its surrounding provinces.



Transformation of Hagen Kofi

Hagen Kofi, our flagship hardware store also under went a renovation to include 3x store within a store concepts. Each store specialising in a particular department - the Safetoe Store specialising in Safety capped shoes and hi-vis safety jackets, overalls & pants and the Home and appliance store displaying quality home appliances from brands such as Panasonic and Tefal.

The additional store within a store concept gives shoppers a premium range displayed in a premium clean, pleasant shopping environment.

Hagen Kofi also expanded to include a new paint and didiman section and a Kofi Kai Express that was completed in 2021. The renovations are a point of difference that our stores offer to our customers.





Highlands Butchery Update:

In 2022 the name we know and love continued to gain increased momentum by broadening its HB Premium Saveloy customer base into Arawa in Kieta. In 2023 Highlands Butchery will also be distributing into Buka Town as well as looking at expanding it's Premium saveloys into Kimbe.

Highlands Butchery already has distributors all around the highlands including Goroka and Kundiawa and is now broadening to the rest of the country. They currently also have distributors in Kokopo

Since joining the team, Rob Hill has extensively developed the small goods offerings provided by Highlands Butchery to include Boerewors Sausage, (South African Sausage), Pork Sausage Spicy Chorizo (Spanish Sausage), PNG Knackwurst/Bockwurst, HB 1/3 Leg Ham, HB 1/2 Leg Ham and Continental Frankfurt. The small goods range is another door opening up for HB to supply mining camps, hotels and retail shops through out the country.



The Highlands Butchery facility saw a massive upgrade in 2022 extending to a chilling and boning facility which will be fully operation in 2023, this will see an increase in staff number to a total of 78 people.



From the Accounts Department

A big congratulations to Sammy Kuri from the Tininga Accounts department at Head Office who has passed all his subjects and is now a Certified Practising Accountant! This is testament to Sammy's dedication to the course. Congratulations Sammy!

Dorish Koim and Naomi Ignas are both still undergoing their Study and have passed all their subjects this far. Dorish also being sponsored by Tininga.

Congratulations Team.



Gideon, Sammy, Dorish and Jess at Kofi Kai for Dinner

Wrap up from the Quality department

The main quality initiatives being driven in 2022 in the Supermarkets was focused on quality and freshness of products particularly perishable products in the retail freezer, fresh produce and the bakery. Specifically trying to monitor and improve temperatures of refrigeration units and freshness monitoring of perishable products to maintain a high standard of quality products on display. In the grocery we were focused on product expiry and eliminating the sale of expired goods with better monitoring and stock rotation. Lastly and not the least is improvements in Hygiene in terms of training staff on cleaning and sanitation and better pest management techniques.

In our manufacturing arms of the Butchery and Hilans Fres we were focused on strengthening our Food Safety HACCP system so that our production processes are better managed to produce safe and quality products. In the Highlands Bakery we were working on building up our food safety management system in order to achieve HACCP certification in 2023.

FROM THE TRAINING DEPARTMENT



From the Training Department

Tininga Staff Training & Development Key Highlights for 2022 - Training Department.

March to May, 2022

Tininga Internal Leadership Training Program (Batch 7 and 8) – 23 staff from respective business units or activities areas within Tininga have completed the Internal Leadership training course in two batches this year. Batch 7 saw 13 strong young men and women completed the 2-month program (03rd March – 14 May, 2022) and have been awarded certificates of completion by the Tininga Managing Director Mr Pat Duckworth on the 23rd May, 2022. Batch 8 saw another 10 staff who completed the 2 months course (29th Sep- 10th Nov) as well and certificates will have awarded soon once all assessments results are completed. Since the inception of this program in November 2018, over 90 staff have completed the leadership program and have transited smoothly into their existing roles or have been appointed to new challenging roles. This initiative is all part of Tininga's approach to 'Building Teams' within the company through Recruiting, Training, Mentoring and commitment to strengthening the supervisory and managerial capacity.

May to October, 2022

Trainee Supervisor Program – This program was initiated in May, 2022 with the aim of identifying and developing staff at the floor level who showed potential to assistant supervisory and supervisory roles. 8 x staff were put through the 3 months trainee supervisors' program which was closely monitored and evaluated weekly and turned out to be very successful. 6 out of the 8 trainees who have completed their 3-month program have been appointed to key supervisory and acting assistant manager roles within the company.

August to September, 2022

Kofi Kai Service Standard Staff Trainings – 31 staff from KofiKai Outlets and Restaurant underwent 2 hours of intensive training weekly for 6 weeks which started on 24th Aug till 22nd Sept. The aim of the training was to re-enforce the standards required of the KofiKai as a brand and for everyone to uplift the standards and wear it daily. The 6 key best practice standards covered as topics were Personal Presentation & Customer Service, Importance for being ready for the day, Food safety & Hygiene, Respect for equipment (Operating a grill), Workflow and ordering process, Consumer behaviour and standard orders.

October – November, 2022

HACCP Food Safety Training – Tininga sponsored 23 staff who are Quality Assurance Managers, Quality Assurance Coordinators, Quality Assurance Officers and managers/supervisors from Manufacturing, Fresh produce and Supermarkets. The training was facilitated by National Institute of Standard and Industrial Technology (NISIT) and was delivered over 5 days (3rd -7th October) covering topics on HACCP pre-requisite program, Understanding & Implementing HACCP and Internal Auditing on Food Safety systems. Certificates of attendance were presented to participants by Tininga Managing Director Patrick Duckworth and Mr Benzamin Zairo, Trainer and Executive Manager Certification and Training Division of NISIT. 9 staff have completed the competency assessments and sent to NISIT in November to qualify for Competency certification on HACCP implementation should results turn favourable



BSP Ground Breaking Ceremony at Dobel

Speaking at the groundbreaking ceremony on Wednesday 28th September 2022, in Dobel, Western Highlands Province, BSP Chairman, Sir Kostas Constantinou said BSP is pleased to be part of the ceremony and looks forward to the construction of the new BSP Dobel Branch which is set to open its doors in July 2023.

The new BSP Dobel Branch will be the second fully serviced branch that will gain the privilege of servicing Western Highlands and its neighboring provinces.



In his speech, Rupert Bray, the Managing Director of Steamships stated, "Steamships is very pleased to be teaming up again with the Duckworth family and Tininga to develop the Dobel project. The Dobel BSP branch forms the first phase of a larger development that will help transform the region and Tininga and Steamships are pleased that such an iconic company as BSP is our first customer."

Hon. Wai Rapa, Governor for Western Highlands said, "The Dobel development by the Steamships and Tininga joint venture will bring significant employment and growth opportunities for the people of Mt. Hagen and the greater Western Highlands Province."

A QUICK WRAP UP ON KOFI KAI



Kofi Kai continues to grow from strength to strength under the guidance of Ditui. Now offering a new menu as well as a catering menu for functions and events Kofi Kai is truly the secret gem of Mt Hagen, tucked away in Hagen Central.

This year Kofi Kai was featured in a number of customers social media feeds as well as in the Air Niugini Paradise magazine as 1 of the 100 must visit places in PNG as well as in the Post Courier as a must see spot!

We say goodbye to..



Kris Halai &
Jessica Mawa



Danny Wyatt



Peter Laka

and wish you all the very best .. Thank you to your contribution to Tininga.