

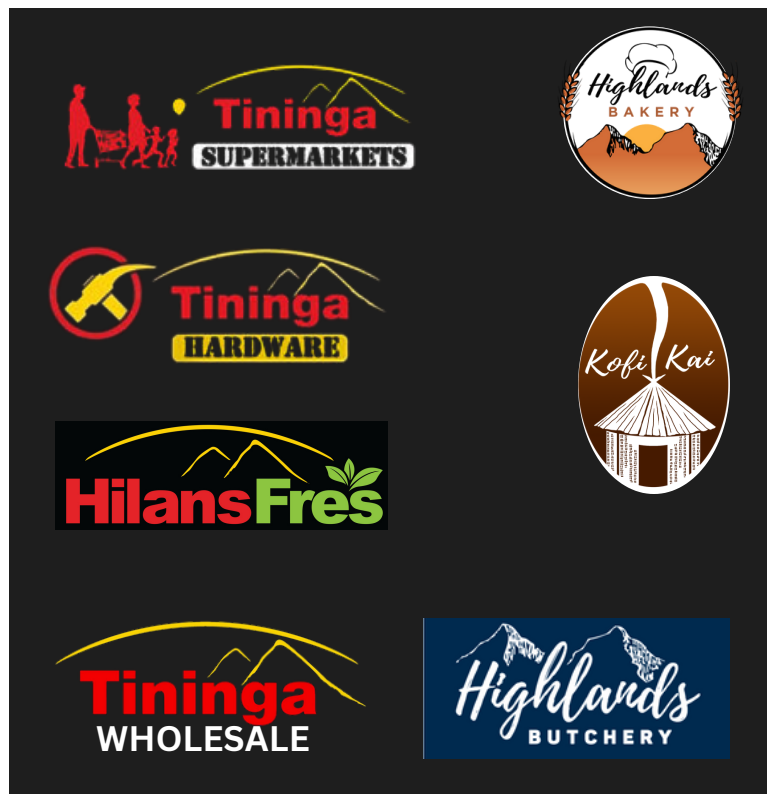
Dec 2023

# NEWSLETTER



## 2023 Tininga's Year In Reflection

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Managing Directors  
Mr Pat & Mrs Margie Duckworth

## 2023 Wrap from our Managing Director

Growth in 2023 against an election supported year in 2022 was always going to be difficult but as 2023 comes to a close we reflect on another year of significant progress and transition for Tininga as we continue to evolve, expand and play a leading role in the development of Mount Hagen as the centre of the Highlands.

As we set ourselves for the future including the departure of our highly experienced and respected General Manager Phil Kelly there have been both new faces joining the company and also positional changes within the existing company structure, all of which leave us well prepared to take advantage of the opportunities that the future presents.

The “young team” ably headed by Ron Kumar, Sorogo Mills who was recently appointed to the position of Assistant General Manager and Michael Debrouwere are being assisted by many new faces including Pierre Taljaard, Ettienne Nell, Derriann Ketegu, Richard Omi and more recently Stephen Shannon who join the existing core group to drive the company forward.

Notable achievements during 2023 have been the refinement of our use of the Pronto system, particularly in enabling improved reporting and control of Margin Loss through our Audit Manager Roger Kissing. Our Wholesale business under Max Alex and Albert Kane continues to grow market share and we have started another property venture with the formation of Wonye 2, Stage 1 and the opening of BSP Bank at Dobel. The Dobel Wonye 2 project also necessitated the move of Warehouse 1 from Dobel to the new and recently completed purpose built Highlands Freezer warehouse at Warakum.

Our commitment to Mount Hagen and the Highlands remains unwavering as evidenced by the Dobel project and as we approach the conclusion of this dynamic year, myself and Margie would like to express our heartfelt gratitude to each and every member of the Tininga team. Your hard work, dedication, loyalty and support have made 2023 truly memorable.

Wishing you and your families a prosperous New Year



**From our General Manager  
Mr Phil Kelly**

## 2023 Wrap from our General Manager

**Hepi Nui Yia everybody ....where did the last one go??**

**Almost like the blink of a eye the years gone but on reflection a lot has happened in 2023, mostly positive resulting in general business while meeting the challenges that naturally come with growing.**

**We constructed a major freezer facility at Warakum that would rate amongst the larger facilities of its type in the country, its now totally operational as we continue to refine operations to maximize its efficiencies, we proudly announce that our commercial centralised Bakery achieved HACCP 2020 accreditation audited by internationally renown TQCSI auditors, we are excited on the development of Bakery product ranges that will extend on the existing range of offerings. Our Manufacturing and Hilans Fres operations have been significantly bolstered with industry experts joining our family.**

**Investment in our people (+ 1000) and business opportunities remains a high focus going into 2024 in what will be another challenging year ahead, saying this we go into 2024 with a positive outlook with a culture of driving continued improvement across all areas or our business, take this opportunity to offer my best wishes for you and your families for a blessed 2024.**

# COMMISSIONING OF HIGHLANDS FREEZERS

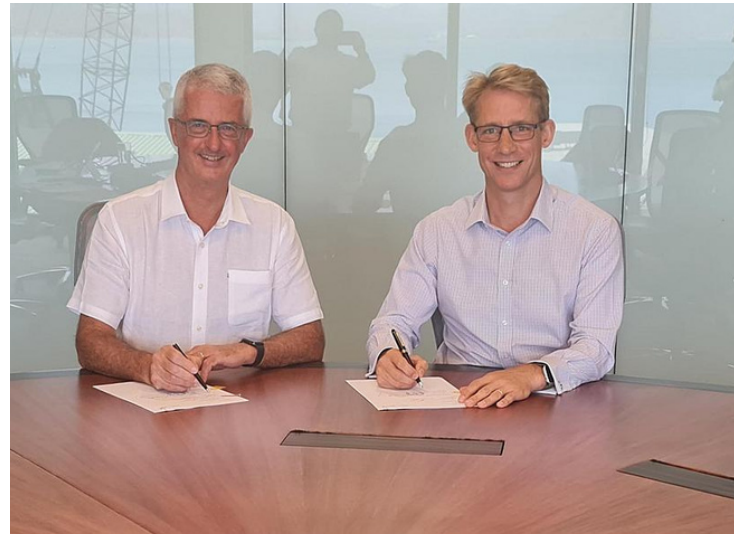


Over the past eighteen months, our dedicated teams have been tirelessly working around the clock to bring to fruition a cutting-edge freezer facility located in Warakum. We are thrilled to announce the completion of this state-of-the-art establishment, boasting an impressive 1200 pallet capacity. Leveraging the latest advancements in refrigeration technology, our facility is designed not only for efficiency but also to minimize energy consumption.

Currently serving as a top-tier storage facility, we are excited to share that our doors have opened to the public as we unveil Highlands Freezers.

This freezer wholesale distribution centre will cater to customers from all corners of the Highlands, providing them with unparalleled services and access to a diverse range of frozen products.

# WONYE DOBEL COMING SOON!



In the year 2023, a momentous collaboration unfolded as Tininga's Managing Director, Patrick Duckworth, and Steamships Trading Company Director, Rupert Brays, joined forces to formalize a significant property joint venture – Wonye Dobel. Building on the success of their first venture, Hagen Central on Wonye Road in Mt Hagen town, this partnership signifies a continued commitment to transformative property development in the region.

Currently in the design stages, Wonye Dobel is poised to become a retail-centric shopping mall, redefining the landscape of commercial spaces in the area. The mall is set to feature a Tininga Supermarket, offering a comprehensive range of products and services. Adding to the diverse offerings, BSP Bank has already opened its doors in 2023, bringing financial services to the heart of the community.

Wonye Dobel is designed to be a dynamic hub, not only accommodating essential services but also enhancing the shopping experience with a variety of food outlets and clothing stores. This venture stands as a testament to the visionary collaboration between Tininga Ltd. and Steamships Trading Company, aiming to contribute to the economic growth and convenience of the local community.

As the project progresses from the design stage to reality, we eagerly anticipate the unveiling of Wonye Dobel and the positive impact it will bring to Mt Hagen and beyond.

# Hilans Fres Farmer Incentive Program



Pictured above are our Lead Contract Farmers along with Tininga Managing Director: Patrick Duckworth and Director: Margie Duckworth

To ensure a robust and sustainable supply chain, these 34 lead farmers, along with their extensive teams of 600+ outgrower farmers, play a pivotal role in providing a staggering 80% of Hilans Fres' fresh produce which is supplied across PNG.

This proactive approach of incentivizing farmers for consistently delivering contracted produce volumes underscores Hilans Fres's commitment to fostering strong and mutually beneficial partnerships within our agricultural ecosystem. By encouraging excellence and dedication, we aim to ensure a continuous and reliable source of high-quality fresh produce.

Earlier this year, Hilans Fres staff and management met to celebrate the exceptional achievements of these 34 lead contract farmers. Through their unwavering commitment and hard work, they not only met but exceeded quality and quantity targets set for the first half of 2023. To recognize and appreciate their outstanding contributions, we rewarded these farmers with well-deserved incentives.

Mi Bank Branch Manager was also present on the day and spoke to farmers about the loan opportunities for them with Mi Bank. Lead Farmers are encouraged and paid directly into their MiBank accounts on the same day they deliver their produce to our depot. We look forward to the continued success and growth of our collaborative efforts with these dedicated farmers.

In the latter half of 2021, we inaugurated our incentive program, initially rewarding six randomly selected farmers. Encouraged by the program's success, we expanded its scope to encompass a commendable group of 34 lead farmers for our second contract growing the incentive initiative. We have now completed our fourth farmer incentive program in 2023. This program stands as a testament to our appreciation for the collaborative efforts of our lead farmers, coupled with the invaluable technical support provided by Hilans Fres' extension team. Together, they ensure the consistent delivery of volumes at premium quality to our esteemed customers nationwide, spanning supermarkets, institutions, and resource camps.



## *FROM THE QUALITY TEAM*



In March of this year, we conducted a Refrigeration Basics and Best Practices Training aimed at enhancing our cold chain management, specifically for freezer goods, notably meat. The training involved supervisors, managers, and QA officers.

Key topics included fundamental principles of refrigeration systems, best practices, and guidelines for effective cold chain management. Everyday examples of both poor and exemplary refrigeration practices from our four supermarkets were shared through visuals. Additionally, the training covered basic troubleshooting and emphasized the impact of high temperatures on product quality.

As a result, supervisors and managers were entrusted with the responsibility of disseminating this knowledge to shop floor staff, aiming to minimize product damage and ensure the delivery of high quality products to our customers.

Highlands Bakery undertook comprehensive measures to attain HACCP Certification this year. The entire bakery team, comprising over 70 employees, participated in Food Safety Training and an assessment to demonstrate their understanding of food safety principles. The training focused on classifying various types of contamination and strategies for prevention. Topics covered included Good Hygienic Practices, Good Manufacturing Practices, and the implementation of Critical Control Point (CCP) Monitoring throughout the production process. These measures aim to minimize product contamination and mitigate any potential food safety risks, aligning with the bakery's commitment to achieving and maintaining HACCP Certification.

Following the completion of the Food Safety Training, the Highlands Bakery team successfully initiated the full implementation of the food safety program. From July to September of this year, they underwent the 1st Stage and 2nd Stage HACCP Food Safety Audit conducted by TQCSI International, an accredited third-party certification body.

We are pleased to announce that Highlands Bakery has passed both audits and has received a recommendation for certification to the HACCP 2020 Code for Food Safety. The bakery will soon be receiving its certificate. This achievement signifies a significant step towards ensuring the quality and safety of bakery products.

With the implementation of this Food Safety Management System and the forthcoming HACCP 2020 Certificate, Highlands Bakery customers and consumers can have confidence in the safety and quality of the bakery products they purchase. The ongoing challenge is to sustain the implementation of the food safety program and continuously enhance the quality standards and consistency of our bakery products.

## FROM THE QUALITY TEAM



Hilans Fres Extension and Quality teams doing on site training

### **Hilans Fres Update: Agricultural Practices and Hygiene Initiatives**

**Agri-Chemical Application Monitoring:** While the majority of produce at Hilans Fres may not be purely organic, we are actively addressing concerns related to agri-chemical application. Our Quality team collaborates with the Extension team to collect information from farmers, who are tasked with maintaining spray diaries. This data helps us ensure that chemical applications adhere to withholding periods and use safe concentrations.

In cases of non-compliance, our Extension team conducts training sessions for farmers, with ongoing monitoring to reinforce proper chemical application. We are currently in the process of data collection from all farmers, leveraging the Farm Force Application for effective management of the produce supply chain, traceability, and chemical monitoring. Attached are pictures from training sessions conducted by QA Manager Ruby.

**Hygiene & Sanitation:** In June, Everth Wai joined the QA Team as the Hygiene Supervisor, focusing on elevating cleaning standards, particularly in our stores. We are in the final stages of developing Standard Operating Procedures (SOP) for the cleaning of all store floors.

Everth has introduced practical approaches, such as "back-to-back cleaning," where one cleaner uses a wet mop followed immediately by another with a dry mop. This ensures cleanliness during the day without creating wet floors or causing congestion in the aisles, enhancing the overall shopping experience for our customers.

# Visit from US Charge' De Affaires



Pictured: Hilans Fres Staff and US Charge De Affaires Katherine Monahan

Hilans Fres were honoured in November this year to host the United States of America Charge De Affaires: Katherine Monahan at the Dobel depot.

The Charge De Affaires met with our Hilans Fres team along with lead partner farmer: Patrick Jacob and Rosa George 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.

The Charge left with a greater understanding and appreciation for Farming in the Highlands of PNG.



# Bilum Meri – Florence Jaukae Kamel at Kofi Kai



In November of this year, the Kofi Kai Restaurant team curated a memorable event – "Afternoon Tea with Bilum Meri," featuring the remarkable Florence Jaukae Kamel.

In an intimate setting, Florence shared her inspiring journey with the bilum, captivating a diverse group of 30 guests. During the event, Florence painted a vivid picture of her personal connection with the bilum—unveiling the roots of her inspiration, recounting the transformative journey she embarked upon, and outlining the profound destinations the bilum has taken her. She also dared to dream aloud, sharing her aspirations for the future.

The gathering served as a powerful platform for guests to gain insights into the intricate world of bilums, fostering a renewed appreciation for the craftsmanship and artistic expression embedded in each creation. Attendees were enlightened about the talent inherent in bilum making and gained a deeper understanding of the logistical challenges faced by many in bringing these cultural treasures to the market.

Florence Jaukae Kamel emerged not only as a custodian of tradition but also as a beacon of inspiration for Papua New Guinean women. Her story resonated deeply, reminding us all of the resilience, creativity, and strength embodied by those who contribute to the rich cultural tapestry of Papua New Guinea.

In celebrating Florence's journey, the Afternoon Tea with Bilum Meri event fostered an appreciation for cultural heritage and the indomitable spirit of women in Papua New Guinea.



# TININGA STAFF CERVICAL CANCER SCREENING



Some of Tininga's female staff pictured after cervical cancer screening at Mt Hagen General Hospital

In December of this year, Tininga took a significant step towards prioritizing the health and well-being of its female staff members by organizing cervical cancer screenings at the Mt Hagen Hospital. Recognizing the severity of cervical cancer as a leading cause of mortality among women, Tininga's commitment to proactive healthcare has been unwavering.

Several years ago, Tininga made a substantial contribution to the Mt Hagen Hospital by donating the state-of-the-art geneXpert machine. This equipment has since played a crucial role in enabling the hospital to conduct screenings for cervical cancer, making Mt Hagen General Hospital the sole facility in Papua New Guinea equipped for such screenings.

Understanding that prevention is always preferable to a cure, Tininga's initiative underscores the company's dedication to the health and welfare of its female workforce. We extend our heartfelt appreciation to the Human Resource team, whose meticulous planning and coordination ensured that our female staff members could undergo these vital screenings successfully.

By taking proactive measures and providing the necessary resources, Tininga strives to contribute to the well-being of its employees and the broader community, fostering a culture of health-consciousness and prevention.

Thank you for your ongoing support and commitment to the health of our Tininga family.

## Fireworks Light up the Skies

After a five-year hiatus marked by unforeseen COVID-related delays, Tininga is thrilled to announce the triumphant return of our annual tradition of lighting up the Mt Hagen skies with a spectacular fireworks display. The event was nothing short of spectacular, illuminating the night and visible from every corner of Mt Hagen.

At Tininga, our commitment to Mt Hagen runs deep, and the fireworks extravaganza was a vibrant expression of our dedication to the community. More than just a dazzling spectacle, it served as a heartfelt gesture to show our gratitude and appreciation to the town that has been an integral part of our journey.

As we usher in the return of this cherished tradition, it symbolizes Tininga's unwavering commitment to the continuous improvement and development of Mt Hagen. Our dedication extends beyond the visual spectacle of fireworks to a steadfast commitment to upgrading the town and enhancing the services offered to its residents.

We look forward to many more years of celebrating together, fostering a sense of community, and contributing to the vibrancy and prosperity of Mt Hagen.



## From the Risk Dept.

All our stores and Business Units are equipped with essential fire safety gear, including Fire Extinguishers, Fire Hose Reels, and Fire Blankets. Monthly checks are conducted to ensure these equipment are in optimal condition and readily available for immediate use during a fire emergency.

Additionally, our Business Units and Stores have well-trained staff who undergo regular in-house basic fire safety training. This ensures they are capable and confident in promptly addressing small fires as they arise.



# Highlands Butchery Update:

Our diligent team at Highlands Butchery has dedicated significant effort to broaden our small goods range. The latest additions include Pineapple-infused legs of ham, boneless picnic hams, smoked chicken drumettes, spicy chorizo, and a delectable variety of fresh sausages featuring flavors such as fresh pork, chardonnay, garlic, and herb. Notably, our newly introduced corned beef log has resonated well with our customers.

This year, Highlands Butchery proudly maintains its HACCP and ISO accreditation, reaffirming our standing as a world-class facility committed to stringent quality standards. The savoloy range remains exceptionally popular, with retailers now extending across Papua New Guinea, including locations in Goroka, Kundiawa, and Buka.

In a significant development, we welcomed Jethro Webb as Country Sales Manager and Stephen Shannon as Group Manufacturing Manager this year. Their expertise contributes significantly to our operational excellence.

Additionally, our butchery facility has seen advancements with the opening of the chilling and boning facility. This strategic move enhances storage capabilities, elevates product quality, and improves processing speeds. Centralizing all boning activities in one location further streamlines our operations.

Highlands Butchery continues its trajectory of success, achieving milestones in product diversification, accreditation, and operational efficiency. We remain committed to delivering exceptional products and services to our valued customers.



# Highlands Bakery Update:

In a year marked by remarkable growth, Highlands Bakery has demonstrated exceptional progress, solidifying its market presence and successfully expanding into neighboring provinces. One of the standout achievements this year was the introduction of innovative packaging for our traditional meat pie, which resonated strongly with local consumers, becoming an instant hit.

Diversifying our product offerings, Highlands Bakery proudly presented the Uncle Sammy's Made with Love range. This collection features eight distinct flavors of cookies available in three different pack sizes, alongside the well-received Uncle Sammy's Famous banana bread range—a local favorite.

In a testament to our commitment to quality and safety, Highlands Bakery achieved HACCP accreditation earlier this year, attaining recognition as a world-class facility. This milestone reflects our unwavering dedication to ensuring the highest standards in our production processes.

As we reflect on the successes of the past year, Highlands Bakery looks forward to continued growth and the opportunity to bring more innovative and beloved products to our valued customers.

