



The Hilans Fres Difference

Hilans Fres initially developed in response to Highland's vegetable and fruit growers needing improved access to major markets, and is now the PNG Highlands largest supplier of fresh produce to Customers throughout PNG





History of Hilans Fres

Hilans Fres is situated in Mt Hagen, in the Highlands of Papua New Guinea (PNG) which boasts some of the most fertile land globally, yielding exceptional fruits and vegetables.

Founded by Pat and Margie Duckworth 15 years ago under Tininga Ltd, Hilans Fres recognised that despite the region's superb fresh produce, local farmers lacked market access and logistical support to supply Highlands grown produce to all of PNG. Thus, Hilans Fres stepped in to create markets and develop air and sea freight logistical networks, aiding over 600 farmers and their families in the Highlands.

Today, Hilans Fres supplies major supermarkets, food manufacturers, mining camps, and hospitality businesses across PNG.

Starting from a small base of farmers in 2005, Hilans Fres has become an important part of the economical fabric of the area. When you purchase from Hilans Fres you are purchasing from a business that truly has the farmers interests at the core of everything that we do.

We continually strive to expand market opportunities for our farming community, empowering them to achieve their full potential.





The Hilans Fres Difference

Hilans Fres has an unequalled commitment to delivering quality produce to customers throughout PNG. This has been achieved through:

- **HACCP** - The Hilans Fres Mt Hagen depot is fully HACCP certified. But what exactly is HACCP? Hazard Analysis Critical Control Points (HACCP) is an internationally recognized method of identifying and managing food safety-related risk. When central to an active food safety program, HACCP acts to provide our customers with the assurance that our food safety program is well managed. To ensure the utmost transparency, we also subject our systems and performance to regular third-Party external audits by TQCS International, an Australian-based auditing and certifying firm.

HILANS FRES HACCP TEAM

To be HACCP certified there must be an HACCP team in-place, hence Hilans Fres HACCP Team consist of the management team, the extension rep & other members that will have contributed to the sustainability & implementation of the HACCP system.

The team meets twice a year to discuss any process improvements & developments that is of concern to the HACCP plan in place.

- **GPS Data Loggers** - Every Customer delivery of PNG Highlands produce that leaves the Hilans Fres Mt Hagen depot also travels with a unique single-use in-transit GPS logger that constantly monitors the shipping containers interior temperature. The Hilans Fres team can monitor deliveries from the time they leave our depot until they reach our customers, thus ensuring produce arrives in the best possible condition. Using internet cloud-based tracking, the Hilans Fres team can set up alerts that notify the team of any changes in temperature that might impact a shipment.

This is just part of the Hilans Fres team's commitment to delivering the best possible produce from farm to plate.





Our Processes

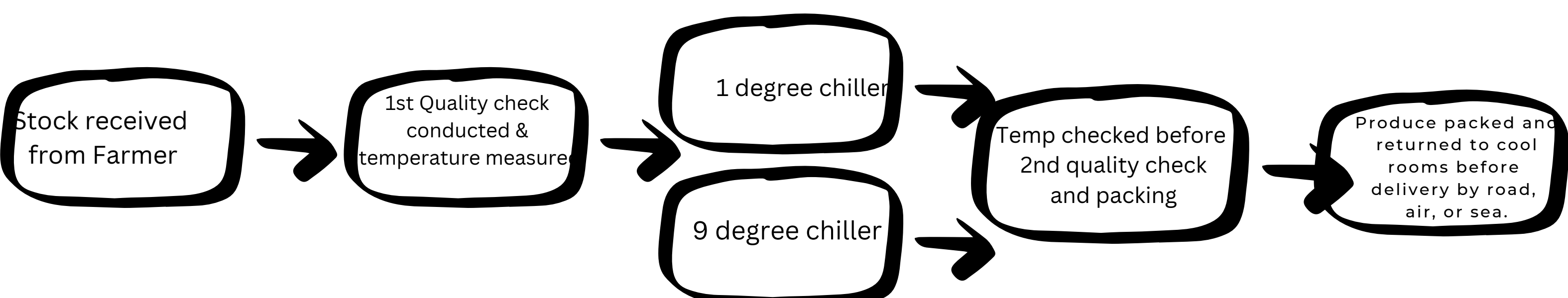
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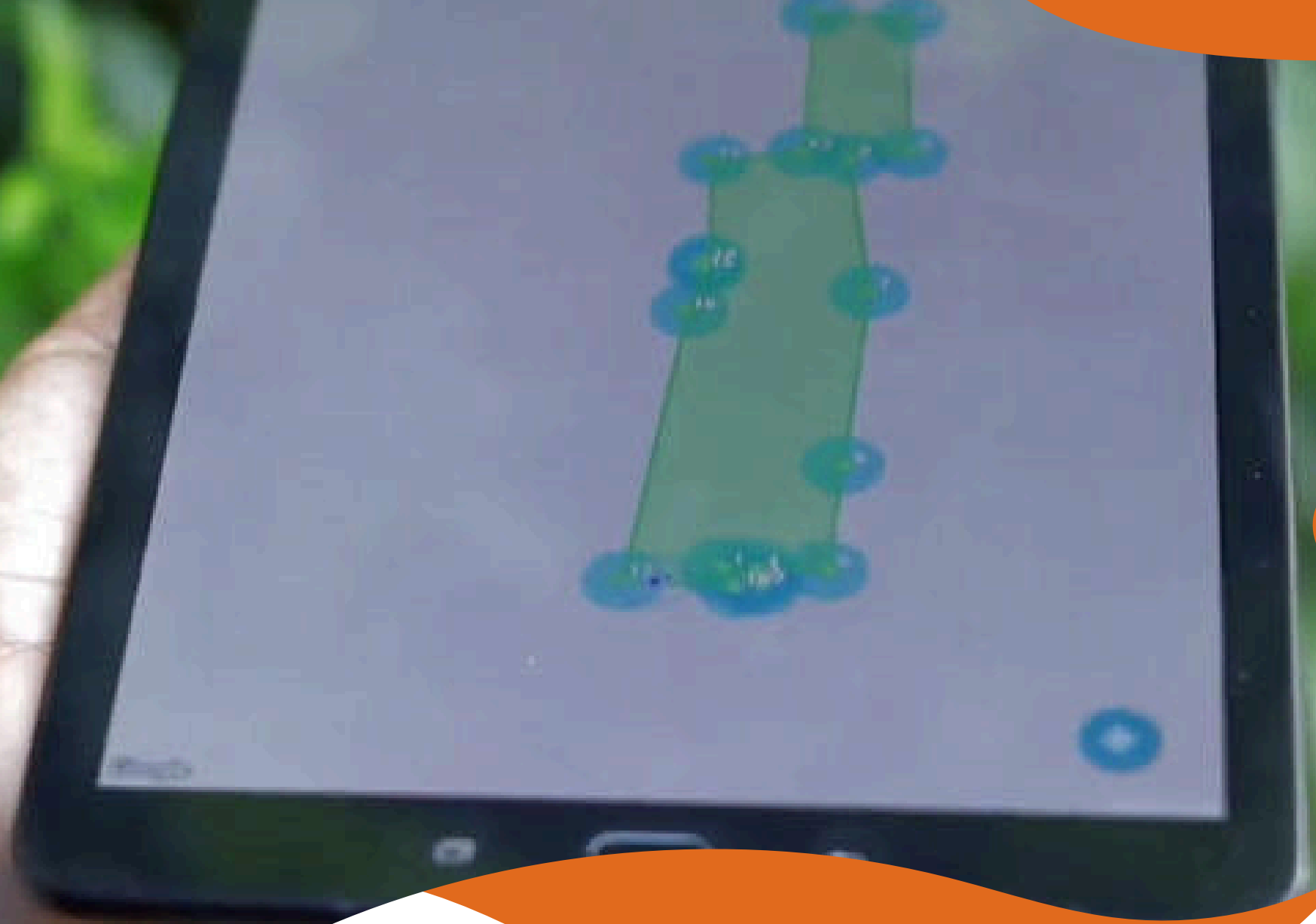
Quality Assurance Team

The Quality team consist of a Quality Assurance manager, Quality Assurance personnel, Fesh Produce Specialist and 2x QA support Staff.

The Quality Team is responsible for monitoring controls in the process from the receival to the dispatching. Stated below are most of what Hilans Fres Quality Control is all about

- Daily Entrance check on all the produce that is received at the depot to make sure there is no physical, biological & chemical hazards that can be of harm to the customer.
- Temperature monitoring of storage temperature & packed temperature for compliance to set temperature range which determines the prolonged shelf-life of the perishable produce.
- Ensure produce sent out to customer are of top quality by monitoring Container temperature from the time of transit to customers using data loggers.
- There are internal Audits (GMP & Food Safety) that are carried out monthly & biannually and our external Audit being done yearly by TQCSI to push compliance in the process.
- Quality trainings & refreshers are carried out by the QA manager with the processing team & Hilans Fres farmers on Good Agricultural practices, Good Post harvest Handling, good manufacturing practices, personnel Hygiene for processors & other trainings needed to correct process gaps. Trainings & refreshers enhance both farmers & processors knowledge on the Quality aspects of handling perishable Produce from the farm to the deport and to our customers.
- Hilans Fres does annual & Biannual third-party microbial test for the water that is used and our end product to prove that our process complies to providing safe food for our customer.
- Calibration of the weighing equipment are carried out monthly internally & annually externally so that we are giving out the exact customer volumes.
- Most of what is done by the Quality Team on a daily basis evolves around our HACCP Plan.





Our Processes

FARMER SUPPORT

Hilans Fres is not only a buyer of fresh produce we also provide technical expertise to all farmers to ensure that they are maximising their growing potential.

- **Extension Team:** Ongoing commitment to farmer training through tailored extension & technical support in using approved seed varieties, correct use of agrochemicals and following good agricultural practices. At Hilans Fres cost, we employ trained agronomists to go out and work with farmers to help them improve their crop yields and germination rates. The extension team utilised plot mapping software called Farmforce which is a powerful tool in plot mapping, determining a plant and harvest schedule, predicting yield volumes as well as logging fertiliser and pesticide history.
- **Specialist Equipment:** Investment in specialist equipment to improve transportation of produce from farm to cool store. These transportation systems ensure produce quality is maintained right from the farm to plate.
- **Investment in cool stores and cooling systems** which allow for the rapid removal of heat from produce thus substantially improving the transportation and shelf life of produce. Something that is critical in a country like PNG with its logistical challenges.
- **Approved Seed Varieties:** As part of Tininga Ltd, which also operates two retail hardware stores, Hilans Fres controls the seed ordering process accessible to our farmers. We ensure the procurement of approved seed varieties that thrive in Highlands' growing conditions, are suitable for transport, and have a long shelf life.
- **MiBank Payments:** To support our farmers, Hilans Fres deposits payments directly into their MiBank accounts, which we help set up. This provides farmers with an account history, aiding them in obtaining loans
- **Farmer Incentive Program:** Twice a year, Hilans Fres conducts the Farmer Incentive Program. Farmers are contracted to supply a specified volume and quality of produce. Those who meet their targets receive a cash reward as an incentive to maintain high standards and productivity.





Farmer Stories

Patrick and Mary Jacob

Patrick and Mary Jacob, are our Lead Farmers from Baisu in the Western Highlands Province. Their focus crops are zucchini and French beans and they grow a number of support crops. Coordinating over 60 out-grower farmers from his local village area, Patrick has established a formal structure to meet Hilans Fres' volume demands. As a passionate farmers, Patrick and Mary works closely with Hilans Fres' extension staff, passing technical advice to his community through four supervisors.

Patrick's farmers follow a production schedule to ensure a steady supply of produce, with surplus sold locally. Despite challenges like limited road access, farmers transport their produce using creative methods, such as sailing bags down the Wahgi River on tire tubes.

Since 2017, Patrick and his wife Mary have trained with Hilans Fres on safe agrochemical use, budgeting, crop selection, and husbandry. Their dedication has transformed their lifestyle: they now have a permanent house, water tanks, power supply, and can afford to send their daughters and other community children to school. They plan to purchase a vehicle for easier harvest transport and aim to install an irrigation system to combat dry seasons.





Farmer Stories

Charles Kaima

This is Charles Kaima, his story is epic!

His success story starts from when he sold a small pig for K300 and with the cash purchased broccoli seeds. From never working a formal 8-5pm job and instead solely being a subsistent broccoli farmer, he has been able to move from a traditional kunai house into a permanent fully furnished house. He has also constructed a permanent church for his community and has been fortunate to educate his children as well as other children within his community and pay the brideprice of his own sons as well as others within the community.

With the agronomical advice from Hilans Fres extension officers who visit farmers across some of highlands regions, Pastor Charles was able to further his broccoli knowledge and is now a lead farmer for Hilans Fres and has been since 2015. He has his own broccoli plots which he harvests, but also has 34 faithful out grower farmers working with him to meet the volume requested by Hilans Fres.

Once matured, the harvest is delivered to Hilans Fres Dobel depot in crates and following Hilans Fres' strict cool chain process makes its way to Tininga Supermarket shelves as well as supermarket shelves in Port Moresby and various mining sites around PNG. Being a lead farmer, Pastor Charles co-ordinates his farmers' production schedule so that supply is regular and continuous "supply mas go yet!".

Recognising the enormous opportunity, Pastor Charles has been encouraging his fellow community members to also plant broccoli. So much so that he spent K22,000 on broccoli seeds to distribute within his community!

Before selling to HF, he would sell his broccoli at the Mt. Hagen Market. Although he admits that some days he was able to get more from selling at the market the income is not consistent or guaranteed. Some days he would have to bring the produce back home if there was no sale.

Since 2015 with the assistance from HF and his own commitment, he is able to earn a guaranteed consistent income for himself and his farmers. Charles' next dream is to buy his own vehicle so that he no longer has to rely on 2 hour one way car hire to get his broccoli to HF and can instead become totally self-sufficient.

