

December 2024

NEWSLETTER



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Managing Directors
Mr Pat & Mrs Margie Duckworth

2024 Wrap from our Managing Director

2024 has been a year of both challenges and growth for Tininga. The ongoing foreign exchange constraints and lack of economic support presented difficulties, but as always, our strength lies in the dedicated teams we have built. Their resilience and commitment have ensured that Tininga remains strong and continues to grow.

This year, we achieved significant business expansions, both within our stores and on a larger scale:

Our Best Buy Bakery Expansion – Enhancing our in-store bakery operations to better serve our customers. Our Hilans Fres Relocation – Moving to a much larger site at Kagamuga, allowing for greater production capacity, improved efficiency, and stronger support for local farmers.

In addition to business growth, training and development of our teams remain at the forefront. We have invested in our people by running several internal leadership and development courses, ensuring our teams are well-equipped with the skills and knowledge needed to excel.

A major highlight of 2024 was our Highlands Bakery Business being recognized as TQCSI's 2023 Client of the Year, a prestigious achievement that reflects our ongoing commitment to excellence. This award is a testament to the hard work, dedication, and high standards upheld by the Highlands Bakery team.

Looking ahead, we are excited that our major Dobel Wonye 2 Development has progressed from the concept stage to final plans, with groundbreaking scheduled for April 2025. This project represents a significant investment in the future, reinforcing our long-term commitment to growth and development in the Highlands region.

Despite the challenges, we are incredibly proud of what we have accomplished. These achievements are a testament to the relationships we have built—with our customers, suppliers, and, most importantly, our hardworking teams across our diverse business operations.

As we close out 2024, we look forward to 2025 with optimism and determination. Thank you all for your unwavering support, dedication, and trust in Tininga. Here's to another year of growth, resilience, and success!

TININGA INTERNAL LEADERSHIP TRAINING PROGRAM – BATCH 9



Tininga Internal Leadership Program graduated another twelve young men and women from its 9th batch and were awarded certificates of attendance by Tininga Managing Director Mr. Pat Duckworth on the 18th of June, 2024.

The Internal leadership training program is fully integrated course developed internally to upskill Managers, Supervisors and potentials future leaders on core leadership and management skills that have been identified as bench mark for Tininga:

The four key areas covered in the course are:

1. Effective Communication skills
2. Time Management skills
3. Planning skills and
4. Build workplace relationships

The 12 course participants have gone through intensive workplace assessments for each module and have demonstrated competency in all four modules to have passed the Internal leadership program. The course was compact and intensives that ran from 04th of April to the 15th May, 2024.

The challenge now is on the twelve staff that have completed the course to take advantage of what they have learned at the course and rise to the challenges that are ahead of them and show that they can run a better business.

Since the inception of the Internal Leadership program in November 2018, over 100 staff have completed the leadership program and have transited smoothly into their existing roles or have been appointed to new challenging roles within the business and are contributing meaningfully to the growth of the Company.

Since the inception of the program in 2018, over 85 of our Tininga staff have completed this course in a total of 8 batches.

Of the total 85 staff trained, 41 staff are currently holding important and key positions within the company and contributing meaningfully.

EMPLOYEE SPOTLIGHTS: CELEBRATING OUR HEROES

We are thrilled to introduce a new segment in our newsletter dedicated to showcasing the heroes across Tininga who go above and beyond to make a difference. At Tininga, we take immense pride in our staff and their outstanding contributions.



Town Hardware: Linda Eribiang

This year, Linda Eribiang demonstrated exceptional commitment and dedication to her role at Town Hardware. Linda went the extra mile for a valued customer by personally driving their full order to Jiwaka in a canter on a late Saturday afternoon. Her willingness to ensure the customer received their order, even on the weekend, exemplifies the extraordinary customer service that Linda consistently delivers.

Thank you, Linda, for your remarkable service and for embodying the spirit of excellence at Tininga!

At Kofi Kai Restaurant, Brenda Saro is known for her beaming smile and exceptional customer service. Her infectious attitude and willingness to take on extra tasks exemplify her dedication and "can-do" spirit. Brenda's contributions make every visit special, and we are proud to have her on our team.

Thank you, Brenda, for your outstanding service and commitment!



Unsung Hero: Lisa Kopi

Lisa Kopi is one of our quiet achievers whose hard work often goes unnoticed. Tasked with ensuring our manufacturing businesses maintain their HACCP accreditation during third-party audits, Lisa handles her responsibilities with quiet confidence and exceptional skill. Her expertise and dedication are crucial to our success. We deeply appreciate all your efforts, Lisa. Thank you for your invaluable contributions!



FINANCE TEAM CPA AWARDS

Milestone achievement for the finance team and team Tininga to see staff attaining professional accreditation through staff Training & Development pathways set by the company in meeting CPA exam fees and giving time off to staff to study and sit for exams over the durations of the program. These achievements are through commitment and hard work put in by individual staff.

Dorish Koim – Admitted as a Certified Practicing Accountant (CPA) by CPA PNG on the 29th Of February, 2024

TININGA SUPPORTS CERVICAL CANCER SCREENING FOR FEMALE STAFF



As part of our ongoing commitment to the well-being of our employees, Tininga recently facilitated cervical cancer screenings for our female staff members.

The screenings were conducted at Mt Hagen General Hospital using the GeneExpert equipment donated by Tininga Ltd to aid in the hospital's efforts against cervical cancer, the leading cause of death among women in the Western Highlands.



Over the course of three days, a significant number of Tininga's female staff were given the opportunity to undergo this vital screening. We are proud to support this important initiative and remain dedicated to the health and safety of our team

Celebrating Excellence: Highlands Bakery Named TQCSI's 2023 Client of the Year for Papua New Guinea



2023

TQCSI Client of the Year – Papua New Guinea

is awarded to

Tininga Limited T/A Highlands Bakery

at the following address

Section 14, Allotment 4, Highlands Highway, Mt Hagen, WHP, PAPUA NEW GUINEA, 281

Registration Number: PG001-HC

Standards Certified: TQCSI HACCP Code:2020

Original Date of Certification: 9 October 2023

The TQCSI Client of the Year is awarded to the organisation which best demonstrates excellence in management system development, implementation and maintenance, and, particularly, promotes their management system through continual improvement and international certification against the respective Standards.

Craig J Bates
President
TQCS International Pty Ltd

Sean C Bates
Accreditation Manager
TQCS International Pty Ltd

We are thrilled to announce that Highlands Bakery has been honored as TQCSI's 2023 Client of the Year for Papua New Guinea.

This prestigious recognition underscores our unwavering commitment to excellence and innovation in all aspects of our operations.

Highlands Bakery was selected for this esteemed award based on the effectiveness of our management system's development, implementation, and maintenance. Additionally, our positive company culture, innovative approaches to addressing management system challenges, and dedication to promoting certification with TQCSI were key factors in securing this accolade.

We extend our heartfelt gratitude to Sammy and his outstanding team for their exceptional dedication and hard work in achieving this milestone. Their commitment to excellence has been instrumental in positioning Highlands Bakery as a leader in our industry.

We also recognize the invaluable contributions of Lisa Kopi and her quality team. Their tireless efforts ensure that Highlands Bakery and the wider Tininga group consistently uphold the highest standards of quality and excellence.



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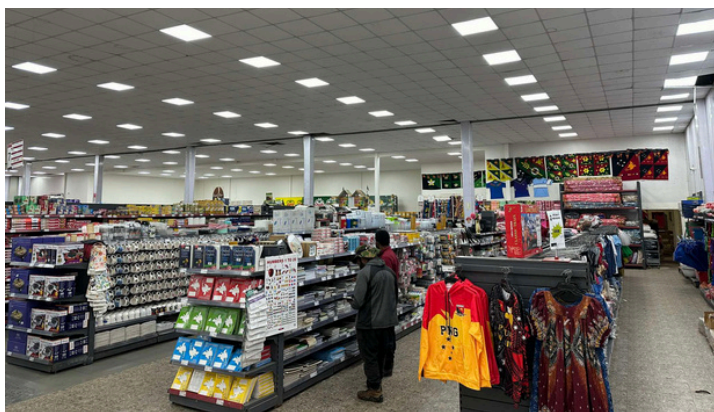
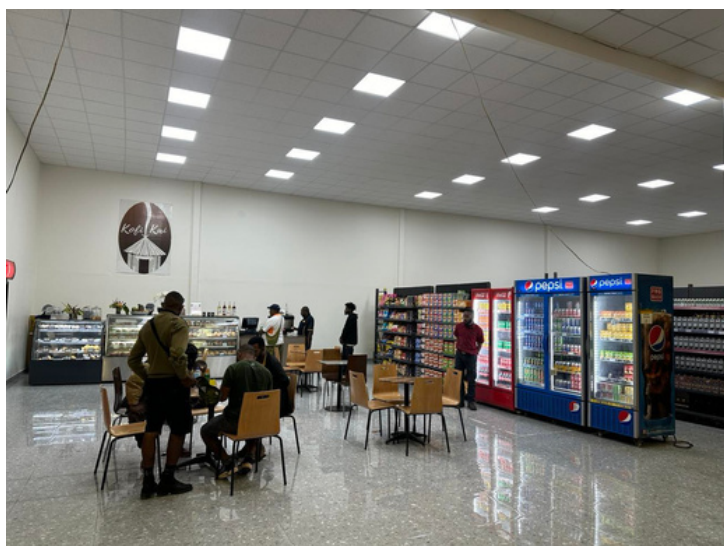


www.jasanz.org/register

TQCSI, are dedicated to promoting trade and fostering business improvement through the provision of the most professional auditing and certification services available.

As we celebrate this remarkable achievement, we look forward to continued collaboration and success with TQCSI.

DOBEL SUPERMARKET EXPANSION

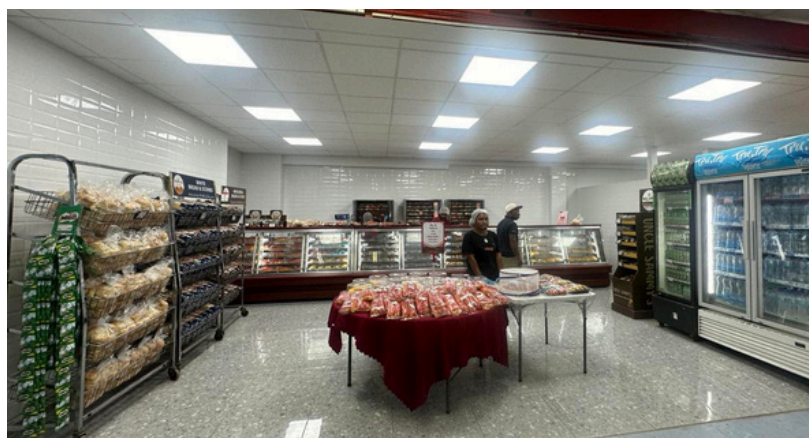
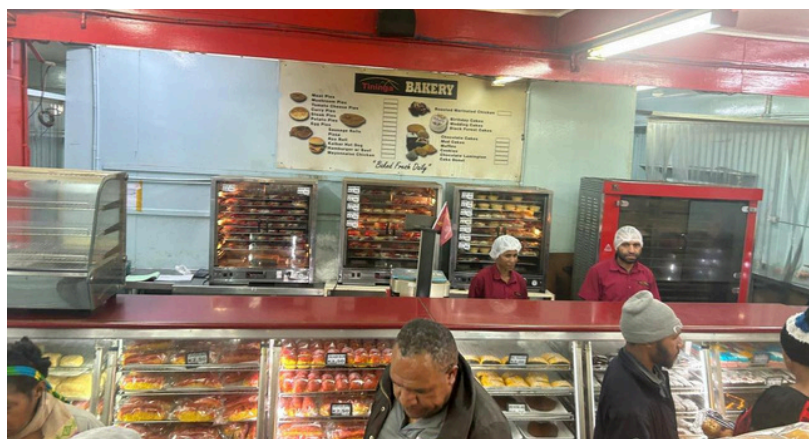


Dobel Supermarket has seen an exciting recent expansion enhancing our grocery and variety departments to better serve our customers.

The expansion includes a larger Kofi Kai Express and additional space for a wider range of grocery and variety products, extending into 170m² of retail space that was previously used as back-of-house.

This development follows the opening of BSP's new Dobel branch, adding further convenience for the community. In more exciting news, Air Niugini will soon open a sales office inside the supermarket beside City Pharmacy outlet, further providing even greater service to the Dobel community.

BEST BUY BAKERY GETS A FRESH LOOK



Best Buy Supermarket, our pioneering retail supermarket, is undergoing yet another exciting expansion, this time focusing on the bakery department.

The upgraded area will feature a new tiled floor, rondo ceiling, and modern display fixtures and cabinets, creating an inviting, open space for our customers to shop.

The expansion will include the beloved bakery range from Highlands Bakery, along with a new selection of grab-and-go eats.

Additionally, a Kofi Kai Express outlet will be introduced, allowing customers to pick up a hot cappuccino on the go. This much-anticipated project has been in the works for some time and is expected to be completed within the next week.

WONYE DOBEL UPDATE

Exciting developments are on the horizon for the joint venture between Tininga and Steamships Trading Company at Dobel. Building on the success of our first property venture, Hagen Central, the Wonye Dobel project has received formal approval and is now moving into the design and market phase, with construction set to commence in early 2025.

This new development will primarily focus on retail, featuring an upgraded supermarket as the anchor tenant. The expansion is poised to significantly enhance the retail landscape at Dobel, reaffirming our commitment to providing top-quality facilities and services to the community.

As we prepare for construction, several strategic changes have been implemented to facilitate the development.

These include relocating our Hilans Fres depot to a newly constructed facility off the Highlands Highway, and moving our Warehouse 1 operations to the Highlands Freezer at Warakum.

These relocations are not just logistical adjustments; they represent strategic investments in the future growth and efficiency of our businesses.

By optimizing our facilities and operations, we are positioning Tininga for sustained long-term growth. This project is more than just a physical expansion—it's an investment in the community, providing opportunities for local employment, and ensuring that our operations continue to meet the highest standards. We are committed to fostering a thriving community and empowering our employees as we continue to grow and serve the Highlands region.

BSP OPENS NEW DOBEL BRANCH



In January 2024, BSP held a soft opening for their brand-new Dobel branch, marking a significant milestone for the Dobel community. This retail branch, equipped with ATMs, is designed to provide convenient banking services to the local surrounding area and wider Jiwaka Province.

The new BSP branch is the first phase of the Dobel Wonye 2 project, a broader joint venture between Tininga and Steamships Trading Company. The project will be completed in three phases, with the BSP branch paving the way for further developments in the area.

HILANS FRES UPDATE: GROWING STRONGER WITH NEW DEVELOPMENT



Hilans Fres continues to soar, achieving new milestones as we expand our operations. With the Dobel Wonye 2 project transitioning from design to construction, Hilans Fres has relocated from its 13-year tenancy at the Dobel depot to a newly built facility off the Highlands Highway, near Kagamuga Airport. This strategic move provides our farmers with increased delivery and processing space while enabling us to enhance our quality processes and equipment. This upgrade will allow us to process higher volumes and deliver even better quality fresh produce to Papua New Guinea.

The new facility will also feature a bulb onion dryer and additional equipment, expanding the range of quality products that Hilans Fres can offer. This development reflects our commitment to supporting local farmers and providing top-tier produce across the country.

In addition to the facility upgrade, Hilans Fres has introduced several new initiatives to improve quality and benefit our farmers. One key initiative is our seedling program, currently in the trial phase. This program aims to address issues with low germination rates by providing high-quality seedlings for farmers to purchase. The goal is to ensure a consistent, year-round supply of seasonal produce, enhancing both reliability and productivity for our farming partners.

In August, our Quality Assurance Officer, Ruby Kale, stepped into her new role as Area Manager in Port Moresby. This is an exciting move for Hilans Fres and the wider Tininga business, as we now have a dedicated representative in the capital. Ruby will oversee the arrival of containers and air freight orders in Port Moresby, while also maintaining customer relationships and driving business growth.

TININGA'S ANNUAL FIREWORKS SHOW LIGHTS UP HAGEN

As part of Tininga's annual community engagement, we hosted our biggest fireworks show yet, bringing an unforgettable night of excitement to Hagen Central. The spectacular 20-minute display lit up the night sky, with bursts of color and sound visible and heard across the city, delighting both the young and old.

This annual event has become a highly anticipated tradition, and we are proud to bring this celebration to our community each year. As a family-owned business, Tininga values giving back to the community, not only through our services but also by creating moments of joy and entertainment for families to enjoy together.

It was truly a night to remember, and we are thrilled to have shared it with all of you. Thank you to everyone who joined us—we look forward to an even bigger celebration next year! 🌟🌟



OUR 15+ YEARS TEAM



In late 2024 we had the privilege of honoring 37 incredible team members who have been with Tininga for 15+ years. These dedicated individuals, some of whom have been with us since our very first day on May 10th, 2005, have played a pivotal role in our journey and success.

Through their unwavering dedication, hard work, and commitment, Tininga has grown from just two supermarkets in 2005 to the diverse business we are today, proudly employing over 1,100 staff members.

We are deeply grateful for their contributions and proud to celebrate their remarkable milestones.

Here's to the heart of Tininga—our amazing team!