

TININGA LTD

NEWSLETTER



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A Message from Our Managing Director – Pat Duckworth



Reflecting on 20 Years, and Looking to the Future

This year marks 20 years since Tininga first opened its doors, and as I reflect on that journey, I am filled with gratitude and pride.

When Margie and I first stepped into this business in 2005, our vision was simple: to build something meaningful — for our family, for our staff, and for the people of Mt Hagen. What has unfolded over the last two decades has far exceeded our expectations.

Tininga has grown from a modest business to a group that now employs over 1,000 staff, supports hundreds of local farmers, and serves thousands of families every day across the Highlands. We've expanded into supermarkets, hardware, agriculture, hospitality, and manufacturing — but at the heart of it all, our purpose has remained the same: to deliver honest, hardworking service with heart.

We've had our share of challenges — from economic shifts to social changes — but through it all, what has remained constant is the strength of our people.

The loyalty of our long-serving staff, the resilience of our frontline teams, and the belief of our partners and customers have shaped Tininga into what it is today.

This year, we broke ground on Phase 2 of Dobel Central — a major investment not only in retail infrastructure, but in the long-term economic future of Mt Hagen.

We launched our first Apprenticeship Program, focused on developing the next generation of skilled tradespeople within our business.

In addition, we reinvested in several of our existing operations through capital upgrades to improve the services we provide every day. And through our 20 Acts of Kindness campaign, we've taken meaningful steps to give back to the communities that have supported us throughout our journey.

As we look to the next 20 years, our commitment is clear:

We will continue to invest in people, because our staff are our greatest strength and we will continue to build for the future, with developments like Dobel Central aimed at uplifting the region, creating jobs, and offering better services to our customers.

To every staff member, customer, partner, and supporter — thank you. Tininga is what it is today because of you. We are proud of where we've come from, and even more excited about where we are headed.

Here's to the next chapter — together.

Pat and Margie Duckworth

Managing Director, Tininga Ltd



A Tribute to Naomi Norlick, Our Jigs Ambe

A Woman of Grace, Grit and Green Thumbs

On the 17th of May 2025, we said goodbye to a remarkable woman — Naomi Norlick, Jigs Ambe.

Her passing leaves a space in our hearts, our team, and our community that words can hardly fill. Naomi's journey with Tininga was not one built on farming expertise, but rather on unwavering commitment and loyalty.

Naomi's professional life began far from the world of fresh produce. She was running the local newsagency in Mt Hagen, John Foster's. It was there that her lifelong bond with Margie Duckworth really began — Margie working upstairs for David Guinn, and Naomi managing the newsagent below. Their friendship blossomed into a sisterhood that would only be separated by divine intervention. Their relationship deeply rooted in trust and mutual respect.

As the years went by a new opportunity arose over a simple dinner conversation at the Duckworths' home. Tininga was facing increasing pressure to supply fresh vegetables to Port Moresby retailers, and the logistics of managing farmer relationships and transport were growing complex. Pat then asked Naomi if she would be interested in coming on board and helping them to buy from the market to send to Port Moresby.

Naomi's response reflected her fearless and humorous spirit. She openly admitted she had no background in farming and proudly prided herself on her perfectly manicured fingernails. But she didn't hesitate. "If you think I can — why not?" she said.

And with that, Hilans Fres was born.



From humble beginnings, Naomi helped build what is now a supply chain that supports over 600 farmers. She nurtured relationships, staff and created a network that today stands as a pillar of our operations. Her days were long, and her work ethic was unmatched. Even from her hospital bed, Naomi was still placing orders, calling farmers, and keeping things moving. As she often joked, she ate, slept, and dreamt vegetables.

Naomi Norlick was the backbone of Hilans Fres, a pillar of Tininga, a confidante to the Duckworth family, a provider for her own family, and a champion for the community across the Highlands.

Her legacy lives on in every box of produce that leaves our depot, in every farmer empowered through her support, and in the hearts of all of us who had the privilege of knowing her.

Thank you, Jigs Ambe, for believing, for persevering, and for making something incredible from nothing but heart and determination. You will always be part of the Tininga story.

Rest easy, our sister, our colleague, our friend.

Tininga Turned 20 – A Celebration of Our Journey Together



May 10th marked 20 years since Tininga first opened its doors. What started in 2005 as a small dream to support the Duckworth family and serve the Highlands has grown into a business that now:

- Employs over 1,000 staff
- Supports hundreds of local farmers and producers
- Continues to invest in Mt Hagen and Papua New Guinea

We've faced many ups and downs, but through it all, we've grown with the help of our community, staff, and partners.

The name Tininga means "ours", and from the beginning, we've believed this business belongs to the people of the Highlands.

To celebrate, we shared birthday cake with all staff across our divisions and held a small gathering at Hagen Central. We also took the time to thank Mr. and Mrs. Duckworth, whose vision and belief in the Highlands made this all possible.

A special mention goes to 11 staff who have been with us since day one — a true show of loyalty and commitment. To all our staff, customers, farmers, suppliers, and partners — thank you. This milestone belongs to you too.

As we look to the future, we remain committed to delivering quality, creating jobs, and building strong relationships.

Tininga – 20 years strong and still growing.

Honouring 20 Years of Service – Tininga's Founding Team Members



Paul Mai



Charlie Kints



Tobias Amakusai



Nixon Jurino



Christina Kur



Marklina Namba



Gabriel Algo



Markus Kopun



John Du



Leo Aken



Steven Hore



Toya Rumb



Andrew Yaru



Rom Michael

Our Pioneering Team

A business is nothing without its people — and at Tininga, we are proud to say we have some of the best.

Among our 1,000+ employees across Papua New Guinea, 11 exceptional staff members have stood with us since the very beginning — when we first took over the Tininga business in 2005.

Their unwavering support, dedication to their roles, and the simple act of always showing up — day after day, year after year — is a powerful testament to their strength, loyalty, and belief in what Tininga stands for.

These 11 individuals have witnessed the growth of Tininga from a small operation to a regional business serving thousands of customers and supporting hundreds of local producers.

Through change, challenge, and progress, they have remained steady — forming the backbone of our operations.

As we celebrate our 20th anniversary, we take a moment to recognise and sincerely thank these long-serving team members. Their commitment is not only deeply appreciated — it's inspirational.

They remind us that success isn't just built on strategy and ambition, but on people who believe in the work, take pride in their responsibilities, and stay the course.

To our founding team — thank you. Your legacy is woven into the fabric of Tininga, and we are incredibly proud to have shared the last 20 years with you.

Tininga Breaks Ground on Dobel Central – A New Chapter for Mt Hagen



On Friday 25th April, Tininga Ltd and Steamships Trading Company officially broke ground on Dobel Central, a major new development that will change the landscape of Mt Hagen and the wider Highlands region.

Dobel Central is a joint venture project — a state-of-the-art 10,000m² mixed-use mega mall that will become a central hub for shopping, business, and community activity.

Once complete, it will help support employment and development in the Dobel area, while also providing opportunities for local businesses and families.

For Tininga, this project is more than just new buildings — it's an investment in the future of our home..

“Our roots are firmly planted in Mt Hagen,” said Tininga Managing Director Pat Duckworth. “Together with Steamships, we’ve always believed in the potential of the Western Highlands. That belief started with Hagen Central in town, and now we’re proud to take the next step with Dobel Central.”

The groundbreaking event marked the start of a project worth approximately K200 million, which will create jobs, support local businesses, and give the community access to modern facilities in a safe and welcoming space.

Phase 1 of the project completed in 2024, with the opening of BSPs second retail branch in Mt Hagen.

We’re proud to be part of this exciting new chapter for Mt Hagen and grateful for the ongoing support from the Western Highlands Provincial Government, our community, and our partners. Dobel Central is more than just a mall — it’s a symbol of progress, partnership, and belief in what our region can achieve

Hilans Fres Expansion



Hilans Fres has relocated its HACCP-certified depot to a larger, more accessible premises in Kagamuga. With improved road frontage and easier access for farmers, you can't miss it—just look for the big external signage!

This move supports our continued growth and allows us to integrate new technology that benefits both farmers and PNG. Now working with over 600 local Highlands farmers, our state-of-the-art processing facility offers expanded cold storage and advanced processing equipment to enhance efficiency and quality.

A key investment in our expansion is the onion curing machine, which extends the shelf life of locally grown onions. This breakthrough means we are no longer reliant on imported onions, creating major opportunities for local onion farmers to thrive.

Hilans Fres is committed to supporting local agriculture and driving sustainable food production in PNG.

Hilans Fres Launches Seedling Support to Strengthen Local Farming



There's good news growing in the Highlands! 🌱 Hilans Fres, Tininga's agricultural division, has launched a new initiative to support local farmers by providing high-quality seedlings. This program is designed to address common issues with poor germination from seed packets, helping farmers start strong and increase their chances of a successful harvest.

By supplying healthy, ready-to-plant seedlings, Hilans Fres is also working to ensure a more stable, year-round supply of bulk crops, reducing seasonal shortages and helping to keep prices consistent in local markets.

The team is also using this opportunity to trial new seed varieties, testing how they perform under Highlands conditions. This allows farmers to make better-informed decisions about what to plant — and gives them greater confidence in their crop choices.

This is just one more way Hilans Fres is investing in the future of farming in PNG. By supporting farmers with practical tools and knowledge, we're helping build stronger, more resilient agricultural communities across the region.

Launch of Butcher and Bakery Apprenticeship Program



We are proud to announce the official launch of Tininga's Apprenticeship Program, a major step forward in developing skilled talent within our workforce. The program aims to grow our internal capacity and provide structured, hands-on training to staff in both butchery and bakery trades.

After a careful selection process, 14 employees have been chosen to take part in the inaugural intake:

- 10 apprentices for the Butchery Apprenticeship
- 4 apprentices for the Bakery Apprenticeship
-

Among the successful candidates is one female apprentice, selected for the butchery program — a promising sign of increasing diversity in traditionally male-dominated roles.

The program was formally launched by Managing Director Pat Duckworth and General Manager Sorogo Mills during a brief ceremony held on Monday, 19th May 2025.

Training officially kicks off on Tuesday, 20th May 2025, with the first units of competency delivered for both programs. Training will be conducted in structured blocks.

The Tininga apprenticeship program is aligned to Australian Qualification framework (AQF), delivering qualification at Certificate III Level in MP30815 Certificate III in Meat Processing (Retail Butcher), MP31016 - Certificate III in Meat Processing (Smallgoods - Manufacture), AMP30116 - Certificate III in Meat Processing (Boning Room) for Butchery Apprentices and Certificate III Level in FBP30521 Certificate III in Baking, FBP30321 Certificate III in Cake and Pastry for Bakery Apprentices. These qualifications are internationally Recognised

This program represents our long-term investment in staff development, trade skills, and quality service delivery across our butchery and bakery operations. We look forward to seeing our apprentices grow and thrive as they work toward nationally recognized qualifications while continuing to contribute to the Tininga business.

To all our selected apprentices — congratulations! We are proud to support your journey and excited to watch your skills and confidence grow in the months ahead.

Tininga Staff Gain Vital First Aid Skills with St John Training

Tininga staff recently had the valuable opportunity to participate in St John's First Aid Training at Kimininga Barracks. The training equipped employees with essential life-saving skills, ensuring they are prepared to respond to emergencies both in the workplace and in the community.

The comprehensive course covered a wide range of first aid topics, including:

- Choking – Response techniques for adults, children, and infants.
- Burns Management – Proper treatment and care for burn injuries.
- Wounds & Bleeding – How to manage shock, fainting, and excessive bleeding.
- Muscle & Bone Injuries – Handling fractures, dislocations, strains, and sprains, as well as head injuries.
- Medical Emergencies – Recognizing and responding to conditions like strokes and heart attacks.
- Bandaging Techniques – Correct application for wound care and injury stabilization.
- Emergency Action Plan & Resuscitation – CPR training for adults, children, and infants.

A total of 27 staff attended the first aid training and certificates were awarded by St. John Ambulance

This training reinforces Tininga's commitment to staff safety, preparedness, and community well-being. By equipping employees with these crucial skills, we ensure a safer work environment and the ability to provide immediate care in emergency situations.

We extend our gratitude to St John Ambulance for delivering this vital training and to all our staff who participated with enthusiasm and dedication!



Air Niugini Sales Branch Opening at Dobel



In March, earlier this year we were proud to welcome a new Air Niugini Ticket Sales Office to our Dobel Supermarket.

Officially opened by Minister for State-Owned Enterprises, Hon. William Duma, Western Highlands Governor, Hon. Wai Rapa, Air Niugini Chairman, Mr. Karl Yalo, and the Air Niugini board, alongside other esteemed community leaders.

The opening of this sales office inside our Dobel Supermarket adds another essential service to the area, following the recent launch of the BSP Financial Group Limited branch at the same site. With City Pharmacy PNG store already operating here.

Tininga is proud to collaborate with businesses like Air Niugini, City Pharmacy PNG, and BSP Financial Group Limited to bring greater convenience and opportunities to our customers.

Together, we're building a stronger, more connected Dobel!

Employees of the Month – March and April



Grace Kunai
Best Buy



Paulus Natil
Highlands Bakery



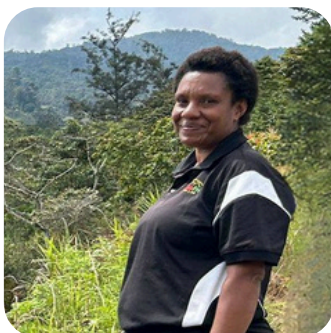
Abraham Joseph
Hagen Kofi



Daniel Ramnep
Hagen Central



Naomi Michael
Best Buy



Jopath Korowa
Hilans Fres



Newman Yombo
Kofi Kai Restaurant



Nigel Paisabua
Highlands Freezer



Peter Elvis
Town Hardware



Nixon Yomo
Hagen Kofi



Anna Moro
Hagen Central



Nickson Las
Renbo



Christine Vovolo
Highlands Butchery

Tininga Launches '20 Acts of Kindness' Initiative with First Delivery to Mt Hagen Hospital



As part of our 20th anniversary celebrations, Tininga has launched a meaningful new campaign: "20 Acts of Kindness."

This initiative is our way of giving back to the communities that have supported us over the past two decades. Through 20 simple but impactful acts, we aim to say thank you — not just with words, but with action.

We kicked off our first act of kindness on Friday, 23rd May, with the delivery of 30 warm meal packs to the doctors and nurses working in the Maternity and ICU wards at Mt Hagen Hospital. These teams work around the clock, often in challenging conditions, and we wanted to show our appreciation for the incredible care they provide to the people of the Highlands.

This small gesture was met with warm smiles and heartfelt thanks — a reminder that sometimes, a little kindness can go a long way.

Over the coming months, Tininga will continue to roll out more acts of kindness — supporting schools, health workers, local charities, farmers, and everyday community heroes across Mt Hagen and beyond.

Tininga was built by the Highlands, for the Highlands — and we are proud to give back in ways that matter.

Stay tuned as we continue the journey of kindness, one act at a time.