

# SUPPLIER UPDATE

January 27, 2022



## Happy New Year!

Foodstuffs South Island extend our very best wishes for your safety and success this year.

## Red setting



While we've all just had the news of a nationwide red setting for the covid response, we're working closely with stores to make sure that promotional activities can go ahead where appropriate.

Many support office staff are working from home and we have a strong preference for virtual meetings. However, face to face meetings are possible if necessary.

Please note that visitors to the Support Office must be able to produce their vaccine pass.

You must not visit if you feel unwell, have been to a location of interest or have recently travelled to a location with community transmission.

Our DCs have implemented contactless deliveries, so please let your drivers know to expect a change in process.

## From the Retail Brands team:

Foodstuffs Retail brands had a very successful seasonal trading period, thanks to the supplier community for your support during this time.

The extra demand and tight labour market did create some pressure points in the business, but the stores did a great job to service their local communities.

Some highlights included:

- The success of, and demand for, the New World Kitchen Aid continuity programme which comes to end on the 30<sup>th</sup> January
- A record share in the week leading into Christmas for PAK'nSAVE, driven via NZ's lowest price points and assisted by a growing uptake of customers who are using the SHOP'nGO platform
- Henry's delivering on-point products and price promotions across the 17 sites including the recently opened Albert Town
- Raeward Fresh focus on fresh and their growing wholesale sales
- Four Squares and On the Spot's delivering on the needs to their local communities, with the annual influx of domestic tourism.

Our focus now shifts to driving a significant number of projects, including embedding Actionable Customer Insights into the business, the roll-out of online shop (currently 15 sites) and a large number of store refurbishments.

New sites under development include Henrys Wigram, Henrys Three Parks in Wanaka and the Foodstuffs property team have started ground preparation on PAK'nSAVE Papanui.

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The Foodstuffs team continue to keep an eye on the global impact of Omicron and stores are preparing for potential community cases. We continue to follow the advice of government officials and our owners are in the process of consulting with their respective teams regarding vaccination mandates; if you are visiting stores we would ask that you please follow their respective policies.

For those that haven't had the opportunity, we would encourage you to review the Foodstuffs South Island website, <https://www.foodstuffs-si.co.nz/>. Much of the business as usual information can be found there. If you still can't find what you're looking for, then please drop us a line at [suppliers@foodstuffs-si.co.nz](mailto:suppliers@foodstuffs-si.co.nz) or call us on 0800 555 985.



### Save the date!

We'll be sending out invitations to the Trents Online Supplier Update Event shortly. Thursday, 31 March, 9:30 to 11:30 am

## Category & Promotions:

Our new team continues to build well with a focus on establishing processes and ways of working. We have met a lot of you over the last few months. We thank you for your continued patience through this time.

**We have customer data!** As of early January, we got access to our new dhSHOP tool – one of many tools we will get access to. Over the coming weeks, our Category Managers and planners are being trained on how this tool works and how we will embed it in everything we do. We also have our first suppliers on board within our supplier insights programme. If you are interested in being in the programme, please discuss with Haden, Alanna or Justin.

**NPD windows:** We are currently utilising our customer insights data to review our NPD windows which will drive some alterations. You've told us how you love the forward view of these and we will absolutely provide you this going forward. We'll finalise these windows over the next week or so.

We're planning for a virtual update over the next few weeks where we will take you through a broader view of the upcoming year. Look out for an invitation!

## Country of Origin

We're getting to the pointy end of this project. We've been sending out lots of individualized communications to all of you that we think are affected by the changes, with a list of product lines for which we don't have a valid country of origin statement. We've had lots of prompt and positive feedback. Thank you so much for your attention to this matter over what is an awkward time of year.

Please note that the background data for each item must be updated in line with your updated packaging, so that it can be presented in promotional activity and online. Products lacking this data cannot legally be sold, especially online, after 12 February.

## From the Food Safety team:

We've had several queries about the automated food safety compliance pack and certification renewal emails. A few folks have asked why they're getting a new reminder email when they've recently updated the compliance pack and they're getting a reminder about the certification renewal, or *vice versa*. These are two different documents that require updates in different timeframes. Sometimes their renewals will be close together.

Please also take a moment to check that your product safety representative is correctly noted in the eXchange.

## Price adjustments.

We are receiving a substantial number of supplier price changes.

Price changes are complex and require considerable effort to key. Having them in a consistent format helps hugely, so we've made the version 9, online form mandatory.

We maintain a 6 week period before those price changes can take effect. This allows time to plan the change, key the data and manage any disruption to planned promotional activity.

If the price change cannot be confirmed in time, your price change might be pushed back, so please help us to help you manage those price changes by getting the data right first time!

Before you start negotiating the price adjustment process, please take some time to check that your product data is complete. For advice, call us! 0800 555 985 or [visit the info site.](#)