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SCOTTISH GROCERS' FEDERATION LAUNCHES 2021 MANIFESTO

Ahead of the forthcoming Scottish Parliamentary elections on 6th May, the Scottish Grocers' Federation has published its manifesto which will be used to inform and influence the political debate to create a business environment which supports the convenience sector.

Some of the key asks include continuing with the Small Business Bonus Scheme for the lifetime of the next parliament; that there should be no conditionality attached to receiving the Small Business Bonus and that eligibility threshold should be raised to a single threshold of £50,000 (for both individual and combined premises). SGF has also asked that in order to support the convenience sector as it recovers from the pandemic there should be a 12-month moratorium (August 2021-August 2022) on any new legislation which would materially impact on the convenience store sector; and that the next Scottish government should commit to taking forward a Retail Strategy built around the local economy.

SGF Head of Policy and Public Affairs said: "Throughout the COVID-19 pandemic, local convenience stores stayed open, they provided essential grocery products and services to communities including post offices and access to cash,

supported vulnerable customers, and boosted the local economy. Ensuring a vibrant and successful convenience store sector is vital to our communities and to our local economies. The next Scottish government (and the Scottish Parliament) have a crucial role to play and we want to ensure the SGF manifesto informs the key decisions they take regarding our sector going forward."

SGF also intend to hold a hustings event ahead of the election with key MSPs who will discuss the SGF manifesto as well as setting out their vision for both the convenience sector and the Scottish economy. The SGF manifesto is available to view on the website at: <https://www.sgfscot.co.uk/>.



PROTECTION OF WORKERS BILL PASSES KEY LEGISLATIVE HURDLES

Scottish Grocers' Federation welcomed the news on 19th January 2021 that the Scottish Parliament voted to support the Protection of Workers (Retail and Age-restricted Goods and Services) (Scotland) Bill at Stage 3. This represented a key moment for the Bill by Daniel Johnson MSP which will create a new statutory offence of assaulting, threatening, or abusing a retail worker and provide further legal protections when the worker is carrying out their statutory duties such as age restricted sales. The Act will come into force later this year.

Speaking at the time Daniel Johnson, MSP for Edinburgh Southern, said: "I am delighted to see my Bill pass all the legislative hurdles to become law and have retail workers properly protected. For too long, violence and abuse were seen as part of the job for shopworkers but having worked with the Scottish Grocers Federation and other stakeholders across the country these past years, we have all challenged that assumption and provided workers with the protection of the law they deserve."

"I would like to commend the hard work of the SGF, who were there at the beginning of this process, and I look forward to promoting this change in the law with them and keeping or hardworking retail workers safe."

Speaking shortly after the vote SGF chief executive Dr Pete Cheema OBE said: "SGF has worked with Daniel Johnson MSP since 2016 to call for additional protections for shop workers and has been a committed supporter of his Bill. We will at last have key protections in place for shop workers who will benefit from a safer in-store environment and will also provide them with confidence when carrying out their work."

Throughout the current pandemic convenience retailers and their staff have been working extended hours to ensure that the communities which they serve have access to the key groceries and services they need. It is fitting that the Scottish parliament has taken the decision to afford retail workers the protection they deserve under the law."

Going forward SGF will help promote the Act and ensure retailers and shop workers are aware of these new protections under the law.

retailTRUST[®]

WE'RE HERE TO HELP YOU THROUGH THIS

As a valued member of SGF you have free and confidential access to the retailTRUST wellbeing services. These are unprecedented times and most, if not all of us, are struggling to adapt to new ways of living and working, and this uncertainty is causing some of us to struggle with our emotional and financial wellbeing.

There are a number of things you can do to look after your health during this time, in particular Self-care – the cornerstone of wellbeing. While COVID-19 has brought with it many challenges, what it has done is offer us the chance to put new tools in place to stay well. Learn more about self-care and some of the resources that you and your family can use today and going forward.

RetailTRUST offer you and your loved ones, helpful advice, financial assistance, face-to-face and telephone counselling, cognitive behavioural therapy, non-repayable grants. Their free and confidential helpline is available 24 hours a day, seven days a week on 0808 801 0808 or by emailing helpline@retailtrust.org.uk.

You have access to their wellbeing site, which includes a wealth of digital resources to support the emotional, physical, vocational and financial wellbeing needs of you and your colleagues.

Helpline 0808 801 0808 Search our site

my^rwellbeing Register Sign in

Looking after you · Developing you · Financial support · Life events

Welcome to your totally confidential wellbeing site

Designed to be personalised to support you and meet your needs throughout your life.

- Access emotional support if you are experiencing difficulties
- Create a great CV
- Get your ideal job
- Develop key skills and training
- Apply for financial help during times of need

"I can't thank you enough for providing me with further encouragement and support to succeed." Lisa

PERSONALISED DIGITAL WELLBEING SUPPORT

To access the resources, visit myrwellbeing.org.uk, register your details, and don't forget to choose SGF as your employer and select the topics of interest to you

KEEP YOUR CUSTOMERS AND BOTTOM LINE HAPPY WITH A COFFEE2GO SOLUTION

THE IMPORTANCE OF COFFEE2GO OFFERINGS

British Coffee Association research shows we now drink around 95 million cups of coffee per day in UK. Retailers who want to attract new customers and increase their profits are seeing the increasing necessity for a Coffee2Go offering. Despite numerous lockdowns this has not slowed Brits craving a cuppa. eXpresso PLUS have seen some of their largest clients, McColl's and Chelmsford Star Co-Op achieve an increase in Coffee2Go sales during the past few months. And with the majority of eXpresso PLUS machines available on lease that means retailers keep all their profit, creating an additional healthy revenue stream.

BIG BRANDS ATTRACT MORE CUSTOMERS

Retailers and convenience stores are focusing on maximising their profit opportunity and are becoming meticulous when searching for the right Coffee2Go provider and product. At eXpresso PLUS, we've been promoting the importance of working with premium brands for years. With big brands come loyal customers, an established reputation, and refined products – all these elements can influence customers to purchase in your business. IGD Shopper Visa research revealed that 39% of shoppers see brand name as their top attribute when defining a product as high quality or not. We've found partnering with big brands like Lavazza, Nescafe, Thorntons and PG tips helps our clients attract new customers, drives repeat purchases and increase basket spend.

MAKE MORE WITH MEAL DEALS

Hot drinks machines are an ideal investment for retailers who want to increase footfall and meal deal purchases. Customers want a quick and easy grab 'n' go solution with high quality options. Offering a hot drink as part of a meal deal can appeal to a wider customer base therefore increasing sales. For the customer who is more health conscious, a hot drink offer, such as coffee or tea, can be a healthier alternative to the usual



fizzy pop and high sugar fruit juices on offer in the majority of existing meal deals. Just by having a Coffee2Go machine, a retailer can differentiate from competition and drastically increase their customer base and revenue. Our new Lavazza Fresh Milk To Go solution brews organic Pukka herbal tea in a variety of tasty flavours, and with 24-35 year olds being the largest growing group of tea drinkers in the UK, accounting for 50% of tea drinkers it's perfect for attracting the millennial market.

High spec machines, such as the Lavazza Fresh Milk To Go or Lavazza Lusso solutions can also be used to cross-sell and up-sell meal deals through on-screen advertisements. The media screen interfaces have functionality to display customisable images and videos that appear when customers make a drink selection. From a retailer's perspective this is a great investment and opportunity to exploit breakfast and lunchtime trade opportunities.

NEW DISTANCE SELECTION TECHNOLOGY REASSURES CUSTOMERS AND STAFF

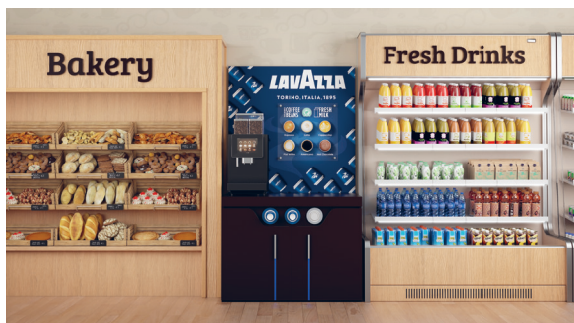
Consumers are much more hygiene conscious since the outbreak of Covid-19 and numerous lockdowns across the UK. With a change in customer behaviour has come a change in Drinks2Go technology. Touch-free technology provides an enhanced hygienic response to keeping safe and reducing the spread of bacteria and viruses.

Customers can safely complete their drink selection without physical contact with the selection screen on our Lusso and Nano Espresso machines. Drink selections are made by hovering your finger up to 2cm from the high-tech screen, significantly reducing cross contamination. It even works if customers are wearing gloves.

Retailers can also choose to pair this with a contactless card payment option to further reduce physical contact with cash and colleagues at the tills.

So, as you can see, having a premium branded Coffee2Go offering is key to attracting new customers, driving new sales and increasing your revenue. Not only will you keep your customers happy, you'll also be looking after your bottom line.

For more information visit www.expressoplus.com or call **03300 240414**, alternatively you can email info@expressoplus.com.



SGF PUTS SPOTLIGHT ON RETAIL CRIME

Shopkeepers subjected to abuse, violence and thefts are being urged to not to suffer silently as victims of crime as they are told: "Don't Put Up With It".

A campaign spearheaded by the Scottish Grocers' Federation (SGF) is encouraging retailers to report every single criminal act in their stores to police to help turn the tide on costly and traumatic trouble.

Don't Put Up With It has been launched after the Scottish Parliament backed a new law which will give shop workers stronger protection against abuse and assaults.

But, for The Protection of Workers Act to be effective when it comes into force later this year, SGF says that all incidents must be reported so that criminals come to realise that their acts will not be tolerated – and will be punished whenever possible.

SGF Head of Policy and Public Affairs Dr John Lee said: "No-one should have to put up with thefts or suffer abuse, threats or violence as they go about their work. So, our message to retailers is clear: Don't Put Up With It. Tell the police.

"We are delighted that the Protection of Workers Bill has been passed. But for that to be truly effective when it comes into force, retailers must report all crimes that happen in their stores.

"Some of what our shop staff have to put up with can be frightening and disgusting. As an industry, we should not have to sit back and tolerate it.

"This new law must be a watershed. The rights of retailers will never have been stronger. We need to make it clear that there is no room for crime in Scotland's stores."

The Don't Put Up With It campaign is being made possible as part of a £50,000 package from the Scottish Government to tackle retail crime. It will see SGF work closely with the charity Crimestoppers, its youth programme Fearless and Police Scotland to spread the message.

Among the convenience store owners supporting the campaign former SGF president Abdul Majid, who has served the community of Bellshill in North Lanarkshire for 38 years and was awarded an MBE for

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I've seen the devastating impact crime can have. We shouldn't have to put up with it.

ABDUL MAJID, MBE
Convenience store owner

#dontputupwithit

www.dontputupwithit.scot



services to retail in the Queen's New Year Honours.

He said: "I have seen what a devastating impact crime can have on retailers, their staff and customers. We should not have to put up with it.

"We need to make sure that our stores are safe for ourselves, our staff and customers. To do that, we must ensure that retail crime is taken seriously. Police Scotland and the Scottish Government need to know how big the problem is.

"To do that, we all need to report every single incident that happens in our stores. Don't Put Up With It. Report retail crime. Make our stores safer."

Research has found that there are more than 400 incidents of violence and abuse towards retailers across the UK every day, with crime costing the sector more than £2 billion a year.

Retailers can show their support for the campaign by posting on social media using the hashtag #dontputupwithit.

You can also display campaign material online and in your store. That can be downloaded at www.dontputupwithit.scot, where you can also find more information about why retailers should not put up with crime.

Details about crimes should be reported to Police Scotland on 101. Call 999 in an emergency. Information about those responsible for offences can also be passed anonymously to Crimestoppers on 0800 555 111.



DON'T PUT UP WITH IT! REPORT RETAIL CRIME!

EVERY DAY ACROSS THE UK THERE ARE
MORE THAN **400 INCIDENTS OF VIOLENCE**
AND ABUSE TOWARDS RETAILERS.

THE COST OF CRIME TO RETAILERS IS MORE
THAN **£2 BILLION**.

IN 2021 SCOTLAND WILL HAVE NEW
LEGISLATION TO PROTECT RETAIL WORKERS.

FOR THE LEGISLATION TO BE EFFECTIVE
RETAILERS MUST REPORT RETAIL CRIME.

#dontputupwithit



Scottish Government
Riaghaltas na h-Alba
gov.scot



Scotland

CrimeStoppers.

0800 555 111

100% anonymous. Always.

Call

Police Scotland: 999 or 101 or
CrimeStoppers: 0800 555 111

Go to: www.dontputupwithit.scot



FOOD TO GO ... HERE TO STAY!!!!



We offer a 3D virtual walk through of our designs, allowing customers to visualise how their FTG platform would fit within their business.



The retail industry and Food To Go (FTG) sector has seen many challenges, trends and opportunities in recent years. Operators and store owners continue to work hard diversifying and offering their customers a varied, sustainable and locally sourced healthy menu options whilst on the go.

The importance of shopping at your convenience store has become essential to local communities.

Having an available quick service food option offers sustainable growth, increased basket spend, footfall and profitability. FTG outlets continue to outperform all other sectors within the UK food industry.

The customers' overall shopping experience has improved with new-look modern stores fitted out to a high standard. With that, comes a growing expectation for increased service provisions on a selection of hot and cold food options to take away. Communities have changed their shopping habits reinforcing their support for their local businesses.

With consultation and support, operators are making informed decisions using innovative, commercial catering equipment and modern concepts to offer a fully scalable and adaptable FTG option for their customers. Working closely with market leaders we support them on their FTG journey: transforming convenience stores offering food, to food stores offering convenience.

The FTG concept has been developed from personal experience of operating successful fast food outlets for a leading global brand. Furthermore, extensive

experience within supply chain management ensures our understanding of maximum efficiency and minimum disruption on day to day operations. We work closely with our customers: delivering fresh, tasty menus whilst offering a consistent, high quality finished product. Investing in the right equipment, knowing your target market and selecting tried and tested menu options are the key ingredients of a successful launch.

We understand that speed of service is key.

Promoting accelerated bespoke cooking equipment, we deliver a high speed solution, helping drive down customer service times whilst creating an improved flow at the till area.

As members of SGF we are proud to work closely with its members, offering our services on the design, fabrication and implementation of a fully adaptable working FTG operation within a convenience store environment. We offer a free training package and continued service provision ensuring your staff have the knowledge and skills required in running a successful FTG outlet.



Training day with Abdul Majid MBE, Umar Majid and the team at Nisa Local Bellshill, North Road.

Get in touch for more information on how GC Thermal Solutions could help turn your Food To Go dreams into a reality.

Website: www.gcthermalsolutions.com

Email: craig@gcthermalsolutions.com | Mobile: 07534797953

NATIONAL LIVING WAGE & MINIMUM WAGES RATES FOR 2021

Last autumn, the UK government accepted the Low Pay Commission's recommendations for the new National Living Wage (NLW) and national minimum wage (NMW) rates for 2021 – these will start from 1 April 2021.

The NLW will increase from £8.72 to £8.91 and will be extended to 23 and 24 year olds for the first time. Previously it has been for those aged 25 and over. They have also accepted the LPC's recommendations for the new NMW and includes:

- increasing the rate for 21 to 22-year-olds by 2.0 per cent from £8.20 to £8.36 per hour
- increasing the rate for 18 to 20-year-olds by 1.7 per cent from £6.45 to £6.56 per hour
- increasing the rate for 16 to 17-year-olds by 1.5 per cent from £4.55 to £4.62 per hour

- increasing the rate for apprentices by 3.6 per cent from £4.15 to £4.30 per hour
- increasing the daily accommodation offset rate by 2.0 per cent from £8.20 to £8.36.

You can read the UK government press release at: <https://www.gov.uk/government/news/national-living-wage-increase-to-protect-workers-living-standards>.

SGF will continue to make the case – to LPC, government, parliament, and politicians - that in order to keep a sustainable local, independent convenience sector that remains a vital part of local communities then the costs faced by these retailers, and their limited scope for action, need to be better understood, recognised and ameliorated.

NOTES FROM THE PRESIDENT

We are delighted to let you know in January that Abdul Majid, was honoured with an MBE in the Queen's New Years' Honours List and that fellow SGF Board member, Graham Watson was honoured with a BEM. A parliamentary motion was subsequently published at the Scottish Parliament acknowledging their achievements. It is very rare that two people from the same organisation get such high recognition at the same time. Many Congratulations to both Abdul and Graham.



from 2020 and work with the changing trends in shopping behaviours with the shift towards healthier products. You can find out more about their work at: www.healthylivingprogramme.co.uk.

At invitation of SGF, David Duguid MP, UK Parliamentary Under Secretary of State at the Scotland Office, attended and spoke at part

of the SGF National Executive Board meeting in January. Some of the issues for discussion included the UK-EU Trade Agreement and the Scotland Office and devolution. The meeting also provided an opportunity for Board members to put their own questions to the Minister. SGF will maintain dialogue with the Minister going forward. We will continue to lobby and network more generally on behalf of our membership to inform and influence government policies that create the right environment for all involved in our industry.

SGF also have a range of events scheduled for the second half of 2021. These events provide an excellent platform to network and to generate business opportunities and we would you encourage to register so that you do not miss out.

Throughout the year ahead, we will continue to ensure the issues which are of key importance to our members are advanced and promoted thereby ensuring a sustainable and prosperous convenience industry in Scotland.

Dan

18+ AGE TO PLAY CHANGE FOR NATIONAL LOTTERY PRODUCTS

Last year, the government carried out a major and wide-ranging review of gambling laws to ensure they were, and remain, fit for the digital age. As part of this, it was announced that, in October 2021, the minimum age to play The National Lottery will be raised from 16 to 18.

In order to ensure all National Lottery retail outlets are fully prepared ahead of the legislation change in October and to give retailers all the details, help and support required to implement such a change, Camelot is changing the Rules to play National Lottery games from 16+ to 18+ on Thursday 22 April 2021.

HOW WILL THIS CHANGE AFFECT NATIONAL LOTTERY RETAILERS?

Here is a breakdown of the key areas retailers and their staff need to be aware of in preparation for the Rule change on 22 April 2021.

POINT OF SALE AND UPDATED COMPLIANCE DOCUMENTS

On 1 March, National Lottery retailers will have been sent a POS package to clearly communicate the age change to customers in retail. Within the POS package, retailers will also have been provided with updates to the Rule booklets, updated contents to be kept in the Retailer Organiser, a new Players' Guide and an amendment to their Retailer Agreement.

SELLING NATIONAL LOTTERY DRAW-BASED GAME TICKETS AND SCRATCHCARDS

From 22 April 2021, players must be 18+ to purchase any National Lottery products in store, online and on the app. All staff must be aware of this and check ID to ensure any players who look younger are of the correct age.

PAYING OUT PRIZES

Players aged 16 or 17 can continue to claim a prize on a valid National Lottery ticket purchased before 22 April 2021, during the relevant claim period, including the free Lotto Lucky Dip® prize. The usual age verification checks must be carried out and the

prize can be paid as normal. If it is unclear when the ticket was purchased, the player can be referred to The National Lottery Line. All players must be 18+ to claim a prize on tickets purchased on or after 22 April 2021.

NATIONAL LOTTERY FASTPAY CARDS

From 22 April 2021, the National Lottery terminal will prompt retailers to create a new National Lottery FastPay card for the customer and to destroy the old one due to the age change.

PLAY SLIPS AND TILL ROLL

Retailers should continue to make current 16+ play slips available in their Playstation and use 16+ till roll. Once they are running low, they can order new play slips and till roll as usual via the National Lottery terminal. Any new play slip and till roll orders sent out after 22 April 2021 will include the new 18+ details. From 1 September 2021, play slips with 16+ on will no longer work, so retailers have plenty of time to use up current stock and move from 16+ to 18+ stock by the deadline.

HOW WILL RETAILERS BE SUPPORTED?

Between 1 March and 21 April 2021, all National Lottery retailers will be visited by a Camelot representative to ensure their store/s is/are ready for the age change.

An information booklet will be provided to each store which includes a checklist, breakdown of key dates and a training log so that store staff can be trained before the change takes place on 22 April 2021.

As always, retailers will receive communications both in the post and via email prior to 22 April 2021 to give timely reminders and relevant information about the Rule change. Retailers can also access more details and FAQs on The Retailer Hub, along with the opportunity to earn rewards both for Site, Stock, Sell Online as well as additional Bonus Event rewards for ensuring the 18+ POS is on display.

Visit: www.TNLRetailerHub.co.uk to find out more!

