

IN THIS ISSUE

1 FIRST MINISTER TO ATTEND SGF ANNUAL CONFERENCE

SGF GO LOCAL PROGRAMME

2 LINK EFFORTS TO PROTECT CASH CONTINUE

3 WHY WASTE AND GANDER AT THE FOREFRONT OF FIGHTING FOOD WASTE

4&5 NEW LABELLING REQUIREMENTS FOR FOOD SOLD PREPACKED FOR DIRECT SALE FROM 1ST OCTOBER 2021

6 SCOTTISH BUSINESS RESILIENCE CENTRE

PROTECTION OF WORKERS (RETAIL AND AGE-RESTRICTED GOODS AND SERVICES) (SCOTLAND) ACT 2021

7 JIM AMABILE SET TO RETIRE FROM SGF

NOTES FROM THE PRESIDENT

8 HAPPY CUSTOMERS GETTING A TASTE FOR PREMIUM DESSERT-TO-GO SOLUTIONS

FIRST MINISTER TO ATTEND ANNUAL CONFERENCE



Scottish Grocers Federation has announced that the First Minister will give the keynote address at its annual conference 2021. In her letter of acceptance, the First Minister said that she was "delighted to attend."

This will be the fourth time that Nicola Sturgeon has spoken in person at the annual conference and is a clear signal about the continuing close relationship between the Federation and the Scottish government.

It is expected that the First Minister's address will highlight the crucial role the convenience sector has played in supporting communities throughout the pandemic and the key and ongoing role it is playing in ensuring Scotland's recovery.

SGF CEO Dr Pete Cheema OBE said, "The First Minister's acceptance of our invitation shows how greatly her government values the contribution our sector has made to Scotland and its communities throughout the course of a completely unprecedented public health crisis. This is outstanding recognition for SGF and for our members."

The annual SGF conference 2021 will take place as a physical event at the Crowne Plaza hotel in Glasgow on 16th and 17th September. For more information, e-mail:

lrati@sgfscot.co.uk



GO LOCAL PROGRAMME

The Cross-Party Group (CPG) on Independent Convenience Stores held its first (virtual) meeting of the new Scottish Parliamentary term on 23rd June 2021.

The topic was a very interesting one and looked at the SGF Go Local Programme Pilot Project. Attendees heard that the SGF Go Local project aimed to support convenience stores throughout Scotland to provide dedicated, long term display space for locally sourced Scottish products, with a

bias towards fresh and healthy, coupled with enhanced consumer engagement. The project is funded by the Scottish Government and is being delivered in close partnership with Scotland Food & Drink. It was noted that the programme fitted in really well with the wider COVID recovery effort and had seen clear evidence of a very impactful 'local multiplier effect'.

CPG heard from our key speakers, they were Jamie Buchanan – SGF Go Local Programme Director; Kirsty

George – Local Sourcing Manager at Scotmid and Helen Wallace – UK Market Development Manager at Scotland Food & Drink and what their organisations involvement had been to date in supporting the Pilot.

Phase 2 of the Pilot was approved and saw the application process open on the 1st of July 2021 and will close on the 31st of August 2021, (Subject to the number of applications received, the window may be extended). The grant is open to all Scottish convenience retailers; however, multi-site operators will be limited to one application per company. This will deliver a further 21 match funded stores by June 2022 and will also continue to develop the original 10 stores from Phase 1.

You can find out more about the SGF Go Local Programme and how to apply at: www.sgfscot.co.uk/go-local.



LINK EFFORTS TO PROTECT CASH CONTINUE

By John Howells,
Chief Executive, LINK

LINK supported two community shops in Larkhall following a request from their local MP. The Ashgill Mini Market and Day Today, Hareleeshill, both previously had charging machines where the alternatives for customers were limited. Both serve deprived communities. LINK funded replacements which will remain free of charge.

The way we use cash is changing. People are increasingly choosing to pay by card, and it's a trend accelerated by COVID-19.

LINK ATMs saw withdrawals drop by as much as 80% in some areas of Scotland at the start of the pandemic. Over the course of a year after COVID hit, there were an average of 200,000 fewer visits to ATMs in Scotland **every day**.

Throughout the pandemic, Scotland's convenience stores continued to serve their communities and will have seen the change in people's behaviour in real-time. That change is making the network of ATMs serving Scotland more fragile than ever before. My job at LINK is to maintain free access to cash, to make sure that the consumers, including your customers, who rely on cash, can continue to access it.

To do that, we're going to rely on our well-established financial inclusion programme, and innovative new approaches to serving people.

We have supported ATMs in remote communities and deprived areas for 15 years. We pay around £1m a month in subsidies to make sure those machines, many in convenience stores, continue serving communities.



1 Owner of Ashgill Mini Market Nasir Nabi with the free ATM funded by LINK.

2 The son of the owner of Day Today, Hareleeshill, Anik Khalid, with the free ATM funded by LINK.

While that works well on the whole, there is no substitute for local knowledge. That's why we've asked communities to tell us where there is a problem accessing cash. We've heard from 400 people in Scotland, and as a result of those requests have arranged free ATMs in Cullen, Durness, Kinloss, Larkhall (pictured), Aberdeen and Glasgow. We'll continue working with communities to resolve issues.

But ATMs won't always be the right solution. That's why we've also been trialling the concept of providing cashback over the shop counter. Being trialled in several shops in Scotland, this allows retailers to offer cashback to consumers without them needing to make a purchase. As well as receiving a small payment for the service, this offers retailers a chance to attract customers into the shop, and recycle cash without visiting a bank branch. It also means consumers can get small amounts out, helping people who have low figures in their accounts.

As the country recovers from COVID-19, our priority remains protecting access to cash. I know that convenience stores in Scotland will continue to play a crucial role in that, working at the heart of the community. We stand with retailers to support Scotland's high streets, and make sure that your customers can continue to access cash for as long as it is needed.

WHYWASTE AND GANDER AT THE FOREFRONT OF FIGHTING FOOD WASTE



Every year, 31,000 tonnes of readily available and edible food from Scotland's retail sector is wasted – equivalent to 250 million meals going uneaten. In turn, emitting approximately 31,000 tonnes of Co2 with devastating environmental consequences.

Not only does this food waste have an environmental impact, but it also has a significant financial impact on retailers. As cited by Forbes, losses to food waste on average are the same as a retailer's net profit each year. Therefore, the size of the prize is not only huge for the environment but also for a retailers' bottom line.

Waste Resource Action Programme (WRAP) in the UK and ReFED in the USA have identified that the most environmentally sustainable and profitable way of reducing food waste in the UK is to prevent it from becoming surplus in the first place - before it leaves a retailer's shelves.

This is where two complimentary foodtech waste solutions, Semafor and Gander, can help retailers prevent nearly all of their short-dated edible food from becoming surplus, significantly improving revenues as well as environmental goals.

Semafor, a state-of-the-art digital system from Whywaste, helps improve and ensure in-store efficiency by identifying products that are approaching expiry dates.

Semafor provides employees with a daily list of food at risk of expiry without the hassle or error of regular manual date checking, a hugely time-consuming process that can leave items overlooked with potential lost revenues. The solution helps retailers to reduce labour costs by up to 98% and ensures that timely action is taken to reduce the price of products that are reaching expiry, ensuring nothing is missed.

Gander, is a multi-award-winning mobile app that helps retailers sell around 90% of this reduced food (usually marked

with a yellow sticker) vs an industry average of 50%. It does this by connecting it to a huge local audience in real time and driving sales. Retailers using the app have not only seen more food sold but have seen their margins increase by around 15% through selling the reduced food earlier.

The app is unique for the industry as it integrates directly with a retailer's Point of Sale system, meaning nothing changes in store requiring no additional training or labour costs.

The customer receives a real-time feed of every reduced item on a store's shelves, together with all dietary and product information. As soon as a product is reduced in store, it automatically appears on the app and similarly, as soon as it is sold or wasted, it is removed.

As consumers are becoming more aware of the environmental impact of food waste, there is increased value placed on businesses that are proactively becoming sustainable. Whilst customers are playing their part to help reduce food waste; they expect to see retailers doing the same. Whywaste and Gander are therefore well-placed to help your business meet these customer expectations while growing profitability for your business.

To find out more about this comprehensive solution to achieving zero waste and increasing efficiency and revenue for your store, contact either Whywaste (hello@whywaste.com) or Gander (team@gander.co).



Gander

whywaste



NEW LABELLING REQUIREMENTS FOR FOOD SOLD PREPACKED FOR DIRECT SALE FROM 1ST OCTOBER 2021

Retailers need to prepare and Get Ready as the requirements for prepacked for direct sale (PPDS) food labelling will change in Scotland, England, Wales and Northern Ireland from 1st October 2021. This means that any business that produces PPDS food will be required to label it with the name of the food and a full ingredients list, with allergenic ingredients emphasised within the list.

Scottish Grocers Federation (SGF) has recently published – in partnership with Food Standards Scotland – a retailer guide to help Scottish convenience retailers and related businesses to fully understand and be fully compliant with the forthcoming regulations. The guide covers a range of areas such as where to start, what action is required and what information needs to be on a food label. There's also an extensive frequently asked questions section and there's advice from the food service sector and retailers who have already made the necessary changes and what the experience of this change over was like for them.

In conjunction with the retailer guide there is also the dedicated 'GET LABELLED' website to provide additional support. This contains an online questionnaire which helps retailers to find out whether the changes apply to their business and what action they may need to take.

In addition, there are images of food prepacked for direct sale and food sold loose or packaged at the customer's request. The website can be found at www.getlabelled.scot and also contains a link to the retailer guide.

Head of Policy and Public Affairs Dr John Lee said, "We are delighted - through our partnership with Food Standards Scotland - to have published the retailer guide and dedicated website. It is essential retailers are aware of the new food labelling requirements from 1st October 2021 if they are selling food prepacked for direct sale. It is important that they start to make the necessary preparations now to ensure they remain compliant with the law. SGF would encourage retailers to utilise the retailer guide and GET LABELLED website to help them with this process."

Stephen Hendry, Food Standards Scotland's Head of Labelling, Standards and Regulated Products said "This is a big change for the food industry, so it's been a priority for us to work with retailers to help them prepare. The guide and GET LABELLED website are valuable tools that will support businesses to be ready for 1st October."

As part of the publication of the retailer guide and the GET LABELLED website there will be a supporting advertising campaign on social media and in the trade press over the coming months.



NEW ALLERGEN LABELLING FOR FOOD PREPACKED FOR DIRECT SALE

From 1 October 2021, the requirements for prepacked for direct sale (PPDS) food labelling will change in Scotland and in the rest of the UK. The new labelling will help protect your consumers by providing potentially life-saving allergen information on the packaging.

Convenience stores that produce their own PPDS food will be required to label it with the name of the food and a full ingredients list, with allergenic ingredients emphasised within the list.

Retailers need to check if their products require PPDS labelling and what they need to do to comply with the new rules.

Visit
www.getlabelled.scot
to find out whether the changes apply to your business and what you need to do.

SGF
Scottish Grocers' Federation

SCOTTISH BUSINESS RESILIENCE CENTRE



I am delighted to have been given this opportunity to introduce myself to you. I am Carole Wyllie.

I joined the Scottish Business Resilience centre at the end of March 2021 as a seconded Police Constable from Police Scotland. I will take on the portfolio of Retail, Tourism and Finance Resilience Advisor. During my time with the SBRC I will continue to strengthen the partnerships already formed and work on creating new relationships within my business areas.

I very much look forward to meeting you all and building on the already great relationship the SBRC have with the SGF.

I have seen all too often the impact crime has on retail premises and more so the staff behind the uniform. For that reason, I am right behind you all with the "Don't put up with it" Campaign. In fact, I will be pushing it forward and raising as much awareness as I can about it. No one should be subjected to abuse of any description whilst at work. The new legislation will hopefully get the message across that we will not accept this type of behaviour.

I wish you all well in the coming months and look forward to working with you all.



PROTECTION OF WORKERS (RETAIL AND AGE-RESTRICTED GOODS AND SERVICES) (SCOTLAND) ACT 2021



The Protection of Workers (Retail and Age-restricted Goods and Services) (Scotland) Act 2021 ("the 2021 Act") will come into force on 24 August 2021. This represents a key moment as it will finally put in place key protections for shop workers who will benefit from a safer in-store environment and also provide them with confidence when carrying out their work.

SGF has been working with Daniel Johnson MSP on his Bill since 2016 to secure a step change in Scotland's approach to retail crime and will

continue to work with him to ensure retailers and shop workers are aware of these protections under the law. The Act can be viewed at: www.legislation.gov.uk/asp/2021/6/contents.

Since April this year, SGF has also been spearheading its Don't Put Up With It campaign encouraging retailers to report every single criminal act in their stores to police to help turn the tide on costly and traumatic trouble. There is a dedicated campaign where you can find out more at: <https://dontputupwithit.scot/>.

JIM AMABILE SET TO RETIRE FROM



Scottish Grocers Federation recently announced that our colleague, Jim Amabile, Managing Director, of SGF's buying group, PGMA (Scotland) Ltd is set to retire on 31st August. Using his experience gained over 50 years in buying, sales and administration posts within the grocery trade, Jim has run a highly effective team of PGMA staff, dedicated to providing exceptional buying and distribution opportunities for convenience retail stores.



invaluable counsel to me, PGMA, the SGF board and our staff. He will be sorely missed and very hard to replace."

Commenting on his forthcoming retirement, Jim Amabile said "Having worked with a friendly and supportive team at Federation House over the past 21 years this will be missed massively, and I wish you all well for the future. There are many others who have helped and supported me over this time,

Jim has been with SGF since 2000 and as Managing Director of PGMA (Scotland) Ltd has also provided essential support to retailers in both rural and island communities as well ensuring that Ministers were aware of the unique challenges that they faced in terms of obtaining deliveries on time and the issue of fairer delivery charges.

many of them from different areas of the trade including, Nisa, other suppliers and of course Costcutter and I wish all these people and companies continued success.

SGF CEO Dr Pete Cheema OBE said 'Jim has contributed over 21 years of valuable experience to PGMA and SGF. Jim not only has many years of outstanding service to SGF and PGMA, but has provided strategic guidance and support to me personally in my role of SGF CEO. He has been a source of

That leaves our PGMA retailers, who have been very loyal over all these years and whilst you are the last group mentioned here it is you who deserve my ultimate thanks, as without your support PGMA would not be in the strong position I leave it in, thank you. As I move on to a new retired life hopefully our paths may cross again, but meantime thank you and Best Wishes."

Everyone at SGF will miss Jim but would like to wish him a long and very happy retirement.

NOTES FROM THE PRESIDENT

Amidst the challenges presented by Covid-19, SGF remains firmly on the front foot on behalf of our members. At the end of April, SGF were delighted to host a (virtual) Scottish Election Question Time event to give SGF National Executive members the opportunity to engage directly with key MSPs from the main political parties. Those present heard them each outline their plans to support business and help the economy recover from the pandemic and to take questions related to some of the key challenges to the Scottish convenience sector as outlined in the SGF Manifesto.



2021 will come into force on 24 August 2021. This clearly shows once again that as an organisation we effectively lobby on behalf of our members interests and the sector.

At the time writing (July), SGF will soon provide oral evidence to the Low Pay Commission (LPC) about the National Living Project and the Real Cost of employment. As essential retailers, convenience stores have been and remain a vital lifeline for consumers and communities. SGF will inform the LPC that national data shows that sales have increased in such stores, but in delivering these sales, so too have costs continued to rise. The recent per hour increase (April 2021) of 19p in the NLW (to £8.91 per hour), for the retailer turns into an increase of 26p (to £13.02 per hour) and this is not including the extra costs incurred through the pandemic.

New Food labelling regulations come into effect from 1st October 2021 in Scotland and across the UK whereby any retailer that produces Prepacked for Direct Sale food will be required to label it with the name of the food and a full ingredients list, with allergenic ingredients emphasised within the list. SGF in conjunction with Food Standard Scotland have prepared a retailer guide and micro-site to help our members to remain compliant – find out more on the micro-site at: www.getlabelled.scot.

SGF alongside Daniel Johnson MSP for the last 5 years has pressed the case for additional legal protections for shop workers. Finally, after a lot of hard work we are about to see the culmination of this when The Protection of Workers (Retail and Age-restricted Goods and Services) (Scotland) Act

SGF is also busy organising two forthcoming events those being the SGF Annual Conference on 16th & 17th September at the Crowne Plaza Hotel in Glasgow and the SGF Mini-Summit on 18th November at the MacDonald Inchyra Hotel, Falkirk. These events provide an excellent platform to network and to generate business opportunities. Do not miss out, contact Irati Ugarte at: irati@sgfscot.co.uk.

Throughout the rest of the year, SGF will continue to ensure that our members voices are heard among government, parliament and politicians with a view to promoting a vibrant, prosperous and sustainable convenience industry in Scotland.

Dan

HAPPY CUSTOMERS GETTING A TASTE FOR PREMIUM DESSERT-TO-GO SOLUTIONS



Lockdowns and social distancing measures have been the catalyst for many savvy retailers to offer premium food-to-go solutions. One category that continues to thrive is frozen desserts – particularly ice cream, gelato, and sorbets.

In fact, UK sales of frozen confectionery were up 17.8% in June 2020. And the trend looks set to continue – as summer sets in and consumers opt for appeal and convenience of premium food-to-go.

WE ALL SCREAM FOR ICECREAM

With traditional locations like restaurants and ice cream parlours out of action or offering limited service, convenience retailers have seen demand for COVID-safe, food-to-go solutions thrive.

Premium desserts-to-go company, fwip, has been one of lockdown's big success stories – and community retailers continue to scoop the benefits.

What they offer is the ability for customers to create Italian gelato, award-winning vegan sorbet, and chef-crafted frozen yogurt at the push of a button. Considering they've installed machines in 350 locations in just 3 months, it's clear there's a growing demand for fwip's innovative self-serve ice-cream solutions.

FROM TINY FOOTPRINTS TO MASSIVE SALES

Styling its flagship product as the world's smallest gelateria, a fwip Portobello machine is only 72 cm high, and 34 cm wide, so it can fit pretty much anywhere. And if you're thinking it involves a complicated installation and plumbing (along with complex ingredients preparation), think again. Simply, unbox, plug-in, and serve. As for cleaning, it takes just five minutes.

By installing a fwip Portobello machine in your store, you can transform your business into a mini ice-cream parlour. According to fwip's co-founder and CEO Paul Kali, "fwip has helped the food-to-go category grow by 30%".

TASTY DESSERTS AND EVEN TASTIER PROFIT MARGINS

As a new revenue stream with great trade potential anytime of the year, a single fwip machine has a projected income of between £5,000 and £20,000 in revenue per year.

With consumers still hygiene conscious, fwip has a COVID-safe design. So your customers can enjoy premium desserts-to-go without letting health-concerns ruin their craving for instant gelato gratification.



For more information on fwip's premium ice cream solutions visit www.fwip.com or call 0207 247 0777.