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## SGF STRENGTHENS ITS SUCCESSION PLANNING

Scottish Grocers Federation recently announced that Graham Watson BEM has been appointed as its new Junior Vice-President. The proposal was approved unanimously by the SGF National Executive. Watson is an award-winning retailer from Moniaive in Dumfries and Galloway whose store has gained a reputation for being extremely close to its customers and which played a key role in supporting the community through the pandemic.

The appointment places Watson in a line of succession with Craig Brown, the current Vice-President and Dan Brown the current President. Craig Brown will become President when Dan Brown steps down in October of this year. The new appointment means that Watson will ultimately become President himself when Craig Brown's term of office ends in 2024.

Graham Watson said, "I am honoured that my colleagues on the National Executive have shown such a high degree of confidence in me. Taking on this role is a bit of a daunting prospect but it is one which I am looking forward to immensely. The next few years will undoubtedly be amongst the most challenging our industry has ever faced and the crucial role SGF plays in supporting its members has never been more important. A key focus for me will be to help retailers connect with each other and to ensure convenience stores are genuinely at the heart of their communities."

SGF CEO Dr Pete Cheema OBE commented, "This appointment is a key part of our long term succession

planning and ensures continuity and stability at the very top of SGF. Graham's experience and his passion for community retailing are huge assets to the Federation and I am delighted that the National Executive has made this appointment. Additionally, this new appointment means that the current Presidential Team is one of the strongest we have ever had and will ensure that SGF strengthens its leadership role across the industry."

Graham Watson was awarded the British Empire Medal for services to the community in the Queen's New Year's Honours List of 2021.



## INDUSTRY AWARDS FOR SGF

Scottish Grocers Federation was delighted to announce this Spring that Chief Executive Dr Pete Cheema OBE had scooped two major industry awards. Cheema had been recognised as the Trade CEO of the Year 2022 and as Europe CEO of the Year 2022 both by Global 100 magazine.

SGF itself has also been recognised by Global 100 as Best Food Trade Association - Scotland.

Dr Pete Cheema OBE said, "I am pleased, honoured, and humbled to accept these awards on behalf of my SGF colleagues, and to join past recipients who I have long admired and respected. These awards are a testament to the hard work, determination, and perseverance of the SGF staff, who go that extra mile on behalf of our members, especially in these very difficult times."

Taken together the awards recognise SGF's innovation, leadership and advocacy roles on behalf of all its members.

# BEING BIFFA



From its humble beginnings in 1912 when it started life as a local family run business engaged in the removal and sale of ashes and clinker from London power stations, right through to becoming a PLC company leading the UK market in recycling and waste management, Biffa has maintained strong business ambitions alongside a passionate ambition to continue building communities and transforming lives.

As the corporate side of Biffa continues to grow, so does the impact it's making in communities across the country. The 'Biffa Award' Main Grants Scheme funds community groups and organisations, situated in the vicinity of landfill sites and supports Community Buildings, Recreation and Rebuilding Biodiversity. Organisations can benefit from grants of between £10,000 and £75,000, to create or improve community amenities and enhancing habitats for biodiversity. Biffa Award has allocated funding totalling more than £180million to thousands of worthwhile community and environmental projects across England, Wales and Northern Ireland, while funding localised community projects within Scotland.

Doing the right thing and being safe is a key value that Biffa exudes, and this extends to team members who are inducted and trained to the highest standard, ensuring that they can efficiently carry out collections for our customers. Using the latest technology, the Biffa team can record live collection information such as weights, pick-up points, and access obstructions. In turn, our customer then has access to the Biffa portal which allows them so to see this information fed back as well as offering the ability to see account reports and request additional services.

With landfill now becoming obsolete, Biffa is proud to achieve a 95% diversion rate which allows Biffa to continue pathing the way by turning our collected waste into energy and powering homes across the UK. Biffa also operate a small fleet of electric vehicles to help fight against CO2 emissions which helps our customer base achieve reductions in their carbon footprints.

In 2021, Biffa launched a partnership with Biffa and Simon Community Scotland (SCS) with the firm belief should have a place to live and together they will work to help eliminate homelessness in Scotland. SCS is a Scottish charity that provides help and support to homeless people via their street teams, drop-in support, and advice centres, and 24-hour helpline. The partnership with Biffa will support the services that SCS provides as well as raising awareness for the charity. Biffa is sponsoring SCS street teams in Glasgow and Edinburgh as well as previously covering the cost of the helpline. On average, the helpline receives 500 to 600 calls per month. On the streets, Biffa operate over 140 vehicles in Scotland with some of them carrying the SCS logo and helpline number as they complete their rounds in central Scotland.

Now operating across 195 locations within the UK with a 95% postcode coverage, Biffa collects waste from independent businesses to multinational corporations across both the public and private sectors.

For more information visit our website at: [www.biffa.co.uk](http://www.biffa.co.uk) or get in touch by calling 0800 601 601

# SWEET SUCCESS



The Golden Casket has many brands – from our easily recognised yellow bags – £onepounders to Millions and the traditional Buchanan’s and Gibbs brands plus Fudgy Wudgy and the infamous Hawick balls! We supply all sectors whether that is everyday confectionery, gifting, bulk or own label plus we have a healthy export division all operating from our plant in Greenock.

At the Golden Casket we have had priced marked packs since 1990 and in 2022 the PMP £1 is bigger than ever - Our £onepounders have one of the biggest if not the biggest range from Chocolates, boilings, fudge, toffees, chews, mints, gums and jellies.

Being a manufacturer has allowed us to control our own products and keep our quality consistent – not like other bag ranges in the market place who are ‘packers’ and who have to rely on suppliers who can vary their prices and quality of products.

Within our portfolio of brands we have some very traditional labour intensive lines under the Gibbs brand – the boilings in this range are hand rolled and striped. Which really is an artform to watch. You will not see these lines in pre packs as they have to be packed whilst still warm and would shatter like glass if poured down a weigher into a bag.



On the other end of the spectrum in our factory we have gum and jelly plants working full 24 hour shifts as we are moving towards high tech automation with a new bagging facility installing at present with robotic case packing – very different worlds co existing in one factory.

The brand success is simple – we make great tasting sweets consistently – we don’t tinker with recipe or ingredients to suit costs – when you buy a chocolate Peppermint Cream – its always the same – soft fondant, oil of peppermint for strong fresh taste and 57% cocoa solids. Consumers need never worry there will be less chocolate or the taste they come to expect.

NPD is thriving at the golden Casket under the Millions Brand at present – this year we have launched Millions jelly babies in Strawberry & bubblegum – followed soon with Cola flavour. Mega Millions will be on sale also late Summer and Millions Chunky chews are launching this month. Plus a fabulous new range of 4 bags of Millions gum and jelly lines to the shelves August 2022.

Confectionery is a treat, an indulgence to be enjoyed.....and that’s how it will stay with us.

Find out more on the website at [www.goldencasket.co.uk](http://www.goldencasket.co.uk) or call 01475 721099.

# SGF MINI-SUMMIT 2022

The SGF Mini-Summit which took place in May 2022 focussed on the important topic of 'Retail Reformulation Post Covid'. The event highlighted that throughout the pandemic the industry had seen many developments in the way goods were sold in convenience stores.

The business session provided an opportunity to focus on how the sector could further develop specific measures to increase sales and services available to their customers. Delegates also had the chance to hear from a high quality range of keynote speakers discuss issues such as Retailers & Net Zero, Opportunity and the New Future for Scotland Towns, Market a part of your store you've never marketed before with Gander, PepsiCo Sustainability Agenda and the 'Challenge, insight & knowledge' to help stores thrive versus survive the next few years



## SPONSOR

 PayPoint Group

*(SGF would like to thank Nisa Retail for sponsoring the SGF-Mini Summit)*

## EXHIBITORS

- Apache Vape Ltd
- Barclaycard
- Bobby's Foods Ltd
- Camelot UK Lotteries Limited
- Gander
- GroceryAid
- Henderson Technology
- SGF Healthy Living Programme
- Intercontinental Brands
- Japan Tobacco International
- Juul Labs
- PayPoint Group
- The Resource Management Association Scotland
- RVM Systems
- StaffSafe
- TOMRA

# SGF CATEGORY SPECIFIC EVENT

SGF were delighted to hold a Category Specific Event in June 2022. The day itself focussed on four key specific industry topics, namely: Tobacco and Nicotine: Regulation, Disruption and Innovations; Age-Restricted Products; High Fat, Sugar & Salt Restrictions; and DRS & Sustainability. As part of this, delegates were able to engage in an informative discussion with panel experts through the question and answer sessions after each topic.

There was also an excellent trade exhibition which delegates were able to visit both before and after the business sessions and the day concluded with time for more networking.

## SPONSORS



## EXHIBITORS

- Camelot UK Lotteries Limited
- Coca-Cola Europacific Partners
- Envipco
- Food & Drink Federation Scotland
- JTI
- Juul Labs
- RVM Systems Ltd UK
- SGF Healthy Living Programme
- Sielaff UK Ltd
- TOMRA



# ROTA PLANNING A TOOL TO HELP RETAIN GREAT STAFF

Emerging from the global pandemic and facing into a more unpredictable economic future grocery and convenience retailers, like other businesses, are facing into a perfect storm.

Staff recruitment and retention has never been more challenging as the combined effects of Brexit and the pandemic has seen significant numbers of people choosing to exit the labour market.

Between January and March the UK recorded its lowest unemployment rate in almost 50 years with more job vacancies than unemployed people.

Recruiting staff can be expensive and unpredictable. There are significant gains for businesses who work hard to retain the talent they have by aligning the needs of the businesses with the needs of their employees.

Competitive remuneration and benefits can go some way to achieve this but there are upper limits to what many businesses can offer and remain viable.

Ciaran Lynch, Co Founder of Gig Grafter, a UK technology company providing a cloud based workforce management platform explains how scheduling is often overlooked as a tool that businesses should be using as part of their staff recruitment and retention strategy.

"Businesses that plan rotas further in advance, provide reasonable notice of shift changes and show a willingness to provide flexibility to meet the changing needs of their employees can gain a real competitive advantage in retaining and attracting employees in a tight local labour market".

Forward planning provides greater certainty for employees in terms of the hours they will be working and the earnings they will achieve. It also helps businesses become more resilient in managing and responding to changes in demand and staff availability.

Ciaran learned these lessons when running niftynosh.com, an award-winning online takeaway food ordering platform he founded with his brother Barry in 2007 and which was acquired by Just Eat PLC in 2015.

Ciaran explains "as our business started to grow we needed a customer support service. Initially employing students and planning rotas one week in advance we were recruiting new staff every twelve weeks just to replace the staff that were leaving". This process was costly and impacted on productivity.

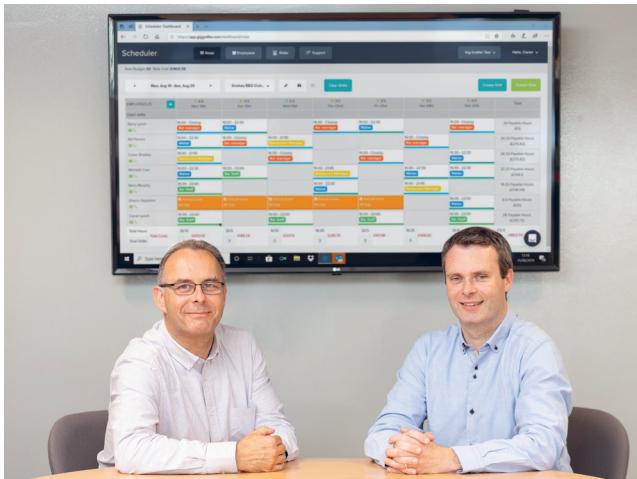
"By the time the business was acquired in 2015 we were doing things very differently" Ciaran continues "We planned our rotas nine weeks in advance, we gave staff access to draft rotas giving them influence over how and when they worked, encouraging team members to let us know as early as possible when their own circumstances changed."

In the twelve months leading up to the sale of the business Nifty Nosh didn't lose one member of their support team.

Taking these learnings Ciaran and Barry set about creating Gig Grafter building a cloud-based workforce management platform to improve businesses efficiency by making the process of Rota Planning, Holiday Management and Payroll Processing simpler and quicker to do. Baked into the product are tools that help businesses plan further ahead and provide both the certainty and flexibility that their employees require.

Ciaran concluded by explaining that "Whilst most of our clients start using our software to help them save time and cut costs in administration, within a few weeks we see a natural trend of managers planning rotas further ahead than they would have ever done previously".

Gig Grafter Limited provides a cloud workforce management platform used by independent Grocery and Convenience Store retailers in Northern Ireland and the Republic of Ireland.



*From left to right:  
Ciaran Lynch and Barry Lynch,  
Founders Gig Grafter.*

For more information contact Ciaran Lynch at [ciaran.lynch@giggrafter.com](mailto:ciaran.lynch@giggrafter.com) or call **07961536065**.

You can also visit their website at: [www.giggrafter.com](http://www.giggrafter.com)

# PLANS ANNOUNCED TO INTRODUCE LEGISLATION TO PROTECT ACCESS TO CASH



On 19th May 2022, the UK Government announced that the UK's largest banks and building societies will be subject to new Financial Conduct Authority (FCA) powers to ensure the continued availability of withdrawal and deposit facilities in local communities across the UK.

The FCA's new powers will allow it to address cash access issues at both a national and local level. To support the FCA, the government will in due course set out its expectations for a reasonable distance for people to travel when depositing and withdrawing cash. This will reflect the existing spread of cash withdrawal and deposit facilities in the UK.

The Financial Services and Markets Bill will legislate for these powers and will be introduced in due course, when parliamentary time allows.

SGF recognise that access to cash is important to both convenience retailers and their customers. Our Scottish Local Shop Report 2021 indicates that 70% of Scottish convenience stores offer cash back while 99% accept payment by cash. It also highlights that access to a cash machine is one of the most valuable services offered in their convenience store. SGF will follow developments closely and where relevant, will engage in any opportunities to comment on the proposals.

You can read the announcement which was made by the UK Government at:

[www.gov.uk/government/news/new-powers-to-protect-access-to-cash](http://www.gov.uk/government/news/new-powers-to-protect-access-to-cash)

## NOTES FROM THE PRESIDENT

Rising costs are a significant issue for retailers. With this in mind, SGF recently responded to the yearly Low Pay Commission (LPC) consultation 2022, using our refreshed 'Real Cost of Employment' paper, to state that wage costs are a large proportion of shop costs and substantial increases impact profitability, employment sustainability and business survival. We also highlighted that the new NLW rate of £9.50 becomes £12.75 i.e. an additional 34% cost to the retailer above the NLW. Going forward we will continue to highlight these significant costs on retailers.

Protection of workers remains an important issue. Over 1600 cases of shop worker abuse have reported to Police Scotland in the first six months after the Protection of Workers (Retail and Age restricted goods and services) (Scotland) Act came into effect in August 2021. The Act now makes it an offence to assault, threaten, obstruct or hinder a retail worker whilst carrying out their role. Figures released in May by the Scottish Retail Consortium and compiled by the Scottish Business Resilience Centre show six serious assaults were reported, 675 common assaults, and 984 cases of threat and abuse. SGF will continue to keep members updated on this very important issue.

As we have already reported, retailers are advising of several incidents where customers have attempted



to use fake 'film prop' £20 notes to make purchases. These products are easily available from internet platforms. Please be vigilant.

On the 1st July, the tobacco track and system moved over from the IT provider De La Rue to a new IT provider called Dentsu. You can access the technical specification and any future supporting documentation at: <https://uk-trackandtrace.dentsutracking.com/technical-documentation/>. You

can also access the June webinar held by Dentsu for retailers at: [www.uk-trackandtrace.dentsutracking.com/webinars/](http://www.uk-trackandtrace.dentsutracking.com/webinars/)

SGF has conducted a successful events programme this year which has included the SGF Mini-Summit, SGF Golf Tournament and SGF Category Specific Event. We now look forward to our flagship event, the SGF Annual Conference on 6th & 7th October 2022 which once again will provide an excellent opportunity for our industry to showcase the unique contribution which they may the Scottish and wider UK economy. See you there!

*Dan*

# SGF'S ANNUAL GOLF DAY

SGF's annual golf day took place at the superb Trump Turnberry King Robert the Bruce golf course in Ayrshire. The event was, once again, a great success with 18 teams competing:

- AG Barr
- Bobby's Foods
- BP UK
- Camelot Group
- Cameron Productions
- Costcutter
- Golden Casket
- JTI
- Kick ICT (Team 1)
- Kick ICT (Team 2)
- Menzies Distribution
- One Stop
- PayPoint Group
- Republic Technologies
- Spar/CJ Lang
- Suntory Beverage & Food GB & I
- United Wholesale
- Vertex

SGF would like to extend a huge thank you to all sponsors and supporters.



## THE WINNERS

### TEAM EVENTS

#### EVENT

McCurrach Cup  
Fingerpost Cup

#### WINNERS

JTI  
One Stop

#### PRIZES FROM

SGF  
SGF

### INDIVIDUAL EVENTS

Caledonian Cup  
(Best Scratch score by an individual)

Mark Carlton

Howden Trophy  
(Best Stableford score by an individual)

Richard Turton

Nearest the Pin  
(Hole 6)

Umar Majid

Longest Drive  
(Hole 14)

Mark Carlton

Beat the Pro  
(Hole 6)

Alan Inglis  
Dalvinder Johal  
David Bateman  
James Nisbet  
Jim McIlravey  
Simon Toplis

Trump Turnberry

One Stop & SGF

Bobby's Food & One Stop  
Tunnock's & One Stop  
Distell International & SGF