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FIRST MINISTER ATTENDS ANNUAL CONFERENCE



SGF were delighted to have First Minister Nicola Sturgeon MSP speak at the Scottish Grocers' Federation annual conference in September. This was the fourth time as First Minister where Ms Sturgeon has delivered a keynote address to the conference.

Speaking at conference the First Minister acknowledged that the standing of convenience stores had never been higher and that they would continue to be at the heart of Scottish Government policy. She also thanked the convenience sector for all it had done to support customers and communities.

The First Minister highlighted that it was vital to ensure that business continued to protect staff and customers. She supported both the Protection of Workers Act and the Don't Put Up With It campaign because convenience stores were so important to customers and communities. She also praised the SGF Healthy Living Programme which she said should become a permanent feature of the Scottish Government's policy on having a healthy diet and confirmed the Scottish Government's ongoing commitment to supporting the programme. She added that the programme was very much in keeping with SGF's values.

The First Minister stated that the Go Local programme had created wide economic benefits for retailers and local businesses and that she wanted to make initiatives such as Go Local much more widespread across the country. Ms Sturgeon added that convenience stores were both vital and valuable parts of the community and that the Scottish Government pledged to work together with the industry to create a strong convenience store sector. She also agreed to attend 2022 conference.

There was a packed two-day conference programme for delegates which included a trade exhibition, panel discussions, President's Dinner and business sessions focussed on the key challenges and opportunities facing the convenience sector.

OFFICIAL OPENING OF SGF FLAGSHIP EVENT BY LORD PROVOST OF GLASGOW

The SGF Annual Conference which took place in Glasgow last month represented the first in-person convention to be held in the city since the start of the Covid-19 pandemic in March 2020. To mark the event SGF was delighted to have the Lord Provost of Glasgow, Bailie Philip Braat, officially open the conference.

SGF chief executive Dr Pete Cheema OBE said: "We were delighted to have the Lord Provost of Glasgow open our conference and to welcome everyone. Held over two days, our annual conference was a complete

showcase event and we were delighted to be back in Glasgow for it. It's always been an opportunity for delegates to engage and there's a strong focus on networking and developing business relationships, which is why we were delighted that once again it took place in person this year.

"The contribution our sector has made to Scotland throughout the course of a completely unprecedented public health crisis cannot be understated. Right across the country, local convenience stores have been a lifeline for many communities over the

past 18 months."

This was the first time the SGF Annual Conference had taken place since 2019 given the previous national lockdown restrictions.



PAYPOINT RESEARCH FINDS SCOTS CONCERNED ABOUT A CASHLESS SOCIETY



A new study from PayPoint has found that 60% of Scots are concerned about living in a cashless society, despite the increase in online shopping and card transactions during the pandemic.

PayPoint's research looked at cash usage figures across its network of 28,000 stores in the UK. It found that, of the 48 counties that were included in the exercise, 43 have a cash reliance score of more than 50%. Lanarkshire was the highest-ranking Scottish county with a score of 64%, while Midlothian (63%), Renfrewshire (63%) and Stirlingshire (62%) also featured highly.

Over two thirds (67%) of people in Scotland said they want more to be done to protect cash, above the national average of 64%. And it's not just older people that are reliant on cash: PayPoint's research found that 56% of 16–24-year-olds use it for purchases, compared to 36% of those aged over 55.

Nick Wiles, Chief Executive of PayPoint, said: "Among continued sensationalism and scaremongering over the decline of cash, it is more important than ever that we recognise its continued importance to communities around the UK, including those in Scotland.

"Despite the rise of digital payments during

the pandemic, we must not forget that many people are still reliant on cash, and they are also often the most vulnerable in society. This is why PayPoint remains committed that, through our 28,000-strong retailer network, any individual can access cash whenever they need it."

To help ensure the continued wide availability of cash services, PayPoint is now rolling out its Counter Cash service later this year following a successful trial. The 'cashback without purchase' service lets consumers withdraw cash in exact denominations and, importantly, it will offer retailers a commission model similar to an ATM. They'll get paid for the service, rather than paying for it, and will get the majority of any remuneration.

Nick Wiles added: "Our new Counter Cash service will help improve access to cash for customers, particularly in areas where banks and free to use cash withdrawal services have long disappeared.

"It is the continued investment in such services that demonstrates PayPoint puts action over hyperbole in its ambition to safeguard cash access over the long term."

You can find out more about PayPoint on their website - [paypoint.com](https://www.paypoint.com)



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

SGF ANNUAL CONFERENCE 2021



Breakout sessions

- Camelot
- Envipco
- Tennent Caledonian Breweries / C&C Brands
- Tomra
- SGF/ Food Standards Scotland



Scottish Grocers' Federation were delighted to bring back its annual conference following the unprecedented challenges presented by the Covid-19 pandemic over the past year. The conference was held at the Crowne Plaza in Glasgow with the key focus of Day One being 'Coping with Covid: Sharing our Experiences' and on Day Two the theme was 'Drawing on Experience' which tied into the overall conference theme. Conference considered the implications of these important matters and the impact on the convenience sector.

Conference dinner saw Chris Gallagher, Managing Director of United Wholesale Scotland and SGF Chief Executive Dr Pete Cheema OBE officially handover – on behalf of immediate past President Asim Sarwar - the President's chain to current President Dan Brown who took up the position in the autumn

of 2020. Thereafter Dan thanked Asim for his leadership and for the key contribution he had made to SGF during his presidency.

SGF Chief Executive, Dr Pete Cheema OBE and SGF Healthy Living Programme Director, Kathryn Neil also presented charity cheques on behalf of SGF to both the Retail Trust and GroceryAid.

Those at the conference dinner were entertained by live music from a jazz quartet from The Royal Conservatoire of Scotland. Beers were sponsored by Tennent Caledonian Breweries / C&C Brands. Dinner guests later enjoyed entertainment from Des McLean. There was also a charity draw in aid of the SGF Benevolent Fund to which dinner guests donated generously. Camelot organised a Lotto Prize Draw on the evening and SGF would like to thank all those companies who provided prizes.

High profile speakers at conference included First Minister Nicola Sturgeon MSP and leading figures from across the industry. Charles Wilson, formerly of Booker and now Non-Executive Director of Menzies Distribution also received SGF Honorary Membership. Conference also featured a trade exhibition and highly innovative breakout sessions.

Exhibitors

- AG Barr Soft Drinks
- Bobby's Foods Ltd
- Calbee Group UK Ltd.
- Cakes by Rebecca
- Camelot
- Carabao Energy Drinks
- Envipco
- eXpresso PLUS
- Fife Creamery
- Fife
- Golden Casket
- GroceryAid
- Hancocks
- SGF Healthy Living Programme
- PayPoint Group
- Reformul8 Partnership
- Republic Technologies UK
- Retail Trust
- SentrySIS
- Shomoo Milkshakes
- Sielaff
- Snappy Shopper
- Suntory Beverage & Food GB&I
- Tennent Caledonian Brewery / C&C Brands
- TOMRA
- Vertex
- WhyWaste



CHOOSE **SNAPPY SHOPPER** – THE BEST CHOICE FOR LOCAL INDEPENDENT RETAILERS



Tailored to the convenience sector and with over 950 stores across the UK, Snappy Shopper is one of the fastest growing home delivery solution providers.

Working in partnership with local retailers, our vision is to bring the best of local to consumers, wherever they may be, including at home and at work.

We provide independent retailers with a lucrative online ordering service which has been proven to deliver significant levels of incremental turnover. The top 50 customers generated delivered turnover of over £1/4m in the 12 months to 12th September 2021.

Capitalise on the rapid growth of home delivery in the convenience sector. Increase your reach by attracting new customers beyond your traditional catchment area and future-proof your business against the threat of new competition such as the fast-expanding dark store operators.

Snappy Shopper gives you the opportunity to generate profitable sales without the need for higher retail prices, with an average basket spend 2.5 times the convenience store average, according to the latest Lumina convenience store report.*

WHY JOIN SNAPPY SHOPPER?

- Average delivered sales of £2,150 per week**
- Manage your own profitable delivery service
- Unrivalled end to end support
- Sell at in-store prices, including special offers, thanks to our low commission rate
- Provide choice by featuring a large product range
- Expand the reach of your store to a wider local community
- Full control over menu and products

We support retailers by providing you with a dedicated account manager and a sales ramp up programme with local marketing as well as strong national marketing.

The technology is simple to implement. Orders are captured via a website or an app which is available from the Google Play and App stores. The platform transfers those orders to a terminal located in the store and staff assemble the order before it is delivered to shoppers. The driver has their own app which includes age verification and shoppers get notified when the driver is on his way.

Home delivery is an essential part of the future success of the convenience sector.

**snappy
shopper**
Local store to door

Contact us today to find out how you can work with Snappy Shopper to achieve your store's delivery potential quickly.

Call: **0333 900 1250**

Email:
contact@snappysopper.co.uk

Visit:
www.retailers.snappysopper.co.uk

*£26.60 from 4th Jan to 13th Sept 2021 vs. £10.56.

** Average weekly delivered store turnover 4th Jan to 13th Sept 2021

PROTECTION OF WORKERS ACT 2021 HAS COME INTO FORCE

Scottish Grocers' Federation were delighted to attend and participate at a media event with colleagues from Scotmid at their Leven Street store in Edinburgh which marked the Protection of Workers Act coming into force. Ash Denham MSP the Minister for Community Safety was present as was Daniel Johnson MSP whose Bill created the new Act.

The Protection of Workers Act makes it a specific offence to threaten or abuse retail workers. It also provides further legal protections when the worker is carrying out statutory duties such as age verification - a significant trigger for staff facing abuse. Its introduction is being reinforced through a drive by SGF for retailers to play their part in bringing those responsible for all shop crimes to justice.

The Don't Put Up With It campaign urges shop workers to report every crime - no matter how small - to police.

SGF's Head of Policy, Dr John Lee, said: "Crime is unacceptable in our shops. By reporting every incident to police, those responsible will get the message loud and clear that we will not put up with this. The Protection of Workers Act is a powerful statement that threats, abuse and violence against shop staff will not be tolerated and that those responsible will

face consequences.

"Retail workers do a tremendous job serving our communities. This new law should make them feel safer and more confident about the legal protection they have, as well as making businesses stronger. We are grateful to MSPs and the Scottish Government for making this possible."

The Protection of Workers Act came into force on 24th August 2021 and the Bill was supported throughout the legislative process by SGF. To find out more about the Don't Put Up With It campaign, go to www.dontputupwithit.scot.



NOTES FROM THE PRESIDENT

We were delighted to hold the SGF Annual Conference last month in Glasgow and to be able to welcome both new and current members in person as well as our colleagues from across the industry. The event proved to be a great success and showcased the true value of our sector to both the Scottish and UK economies. The fact that once again we had the First Minister join us at conference demonstrated how much our sector was valued at the highest levels of government.



provide dedicated, long term display space for locally sourced Scottish products, with a bias towards fresh and healthy, coupled with enhanced consumer engagement; and in partnership with Food Standards Scotland delivered a retailer guide and associated website to raise awareness and ensure compliance with the new food labelling regulations for Prepacked for Direct sale food which came into force on 1st October 2021.

Throughout the Covid-19 pandemic the convenience store sector has risen to the challenges and has played a key role in supporting customers and communities through this challenging period. We are already playing a crucial role in the recovery and this role will undoubtedly increase over the next few years.

SGF has remained proactive throughout and has effectively managed the flow of information to members ensuring that they have been fully aware of every new announcement from the Scottish and UK governments.

On top of this SGF has delivered and implemented a range of new projects such as a Scottish government campaign to ensure that every incidence of retail crime is recorded; worked with Daniel Johnson MSP to see his Protection of Workers Act become law; built on a successful Go Local programme which aims 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; and in partnership with Food Standards Scotland delivered a retailer guide and associated website to raise awareness and ensure compliance with the new food labelling regulations for Prepacked for Direct sale food which came into force on 1st October 2021.

These are just some of the many ways in SGF is successfully delivering and providing value on behalf of its membership. Talking of which our membership numbers have risen significantly over the past months and continue to do so, a clear sign that SGF is recognised for delivering results, value and benefits to the sector as a whole. We are indeed stronger if we work together.

We look forward to holding our SGF Summit on 18th November 2021 at the Macdonald Inchyra Hotel in Falkirk where the conference theme will be 'Stores and Brands of the Future'. This will be another excellent opportunity to do business, network and keep up to date on the latest developments in the industry. See you there!

Dan



SGF

Scottish Grocers' Federation

SGF

MINI

SUMMIT

Stores & Brands Of
The Future

THURSDAY 18th

NOVEMBER

MACDONALD

INCHYRA HOTEL

FALKIRK



LIMITED SPACES AVAILABLE
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Sponsored

by

Nisa
making a difference locally

To book or for more information
please contact us at
irati@sgfscot.co.uk