

Issue

07

OCTOBER 2020

Independent RETAILER



**The 2020 MGATMA
Annual Report is inside!**

RISK • CONTROL • MONITOR Managing the risk of COVID-19 See page 12

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The mission of MGA Independent Retailers is to deliver the best possible industry specific business support services to independent grocery, liquor, hardware and associate store members.

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CEO Welcome

Welcome to the FY2020 Annual Report edition of the IR Magazine. Please take the time to review MGATMA's performance for the FY2020. There have been unprecedented demands placed upon the MGATMA team for IR and legal services, as well as the enormous advocacy and industry representation roles MGATMA has played during drought, floods, bushfires and the COVID-19 pandemic.

Australia can be rightfully proud of its achievements to suppress the coronavirus – COVID-19. All States and territories are reporting next to no new cases at the time of writing, in any one day.

This achievement has not come without enormous loss, stress and anxiety for Australian communities and businesses, particularly family and privately owned businesses, many of whom will not reopen their businesses.

Many lessons have been learnt by Federal, State and Local Governments, as well as the general public at large, as to how we can all live and work with COVID-19 into the future. We cannot continue to be locked down and have our borders closed. Now is a time for unity, all Australians coming together to help and support each other and to adhere to the one set of rules that will keep us all safe from the catastrophic COVID-19 pandemic.

MGATMA congratulates all members, all around Australia, who have been able to remain open for trading to provide their communities with essential food, grocery and household items during the shutdowns and then into the various state and territory recovery and reopening stages.

MGATMA continues to be a member of many State and Federal business recovery groups and remains vigilant in opposing any additional unnecessary costly rules and regulations that impact our members' businesses. MGATMA has been very pleased with the financial and general business support that has been on offer for those many distressed businesses. It is now time to support those businesses to reopen and members of our community who are searching for employment, to find them jobs toward growing a healthier Australian economy.

We have slowly progressed toward a COVID normal environment with the festive season taking shape like no other as we follow the rules of restricted interstate and international movements and family gatherings. Accordingly, MGATMA members will have to innovate and adapt to the ever-changing needs of their customers.

Now is the time to secure the loyal customer base members have grown over the past 8 months – "Go Local First."

Until next edition, good trading!

Jos de Bruin
CEO MGA Independent Retailers

► NATIONAL

The case for a national COVID-19 plan

NSW's success and Victoria's failures have taught us a lot about managing this virus. All the information should feed into a national response strategy to protect the country's health and economic future.

Peter Strong CEO COSBOA

Businesses, large and small and in between, always need as much certainty as possible. There are always unknowns, especially in a pandemic, but we need adequate information to make decisions about our futures and investments – and through that the future of jobs and the economy.

Wednesday 21 October's editorial in The Australian Financial Review highlighted the lack of a plan, and the need for one.

Victoria is the state that has failed the test - and taught us what doesn't work.

In Australia we have seen great outcomes in managing this virus in the states and territories – including Victoria, which eventually got there, but only after making a profound mistake in its hotel quarantine management.

There has been a lot of learning through mistakes, and good outcomes. This must be documented, used to develop better plans, and published. In a serious crisis, high-level communication is essential if the nation is to recover quickly, and if rumours and fears are to be confronted with facts and plans.

We in the small business community have constantly communicated during this crisis. The Council of Small Business Associations Australia has held weekly meetings with members and other stakeholders since February. COSBOA and its members also attended many other meetings, as we all did what was necessary to gather information and develop responses, and to constantly assess those responses and change them as necessary.

As time went by, government and industry developed more and more understanding. We watched as governments and businesses developed plans and instructions for citizens, association members, employees and even customers. The business community has done all that is possible with the information at hand.

This adds up to eight months of gathering information, working with various governments and government agencies, and communicating with members and stakeholders.

There has been one standout state – NSW. Since the beginning of March, the authorities have held separate weekly meetings with the various peak industry groups, including COSBOA, to share information and gather information with which to inform decisions.

The NSW bureaucrats quickly saw the connection between health and the economy, and the meetings were attended by economic and health policymakers. We continue to hold fortnightly meetings even now, as we remain vigilant and ready to respond to any new issues related to COVID-19.

Let's face it, the state with the worst communications and consultations, Victoria, is the state with the worst health crisis. It is the lack of consultation and the inability to listen to the business community that has contributed to the health crisis and now will make economic recovery more difficult.

Perhaps there will be a large outbreak in NSW at some stage, nobody can be sure – but we are confident NSW is best placed to deal with such an event and all other issues.

Victoria is the state that has failed the test of communications and engagement. It has the worst unemployment figures and the worst state economy. The chances of a rapid recovery in Victoria, and as a result in Australia, will now be limited by the potential reluctance of business, particularly big businesses, to invest in that state, and of small businesses to reopen or start up.

When other states are open to consultation and open in their communications, it makes them much more attractive for investment.

The other states have also done well in containing the virus, but must now step up to the economic challenges. To give businesses the confidence they need to invest, we need all the states to publish their response plans for COVID-19 – or, better still, one response plan for the nation, if possible.

What are the communication strategies that will maintain the exchange of information between businesses and the community on the one hand, and policymakers and regulators on the other?

What is the strategy for dealing with hotspots and outbreaks? Perhaps a COVID-19 outbreak response plan (CORP)? We need information on how to respond to outbreaks in



MGATMA is a council member of COSBOA and Jos de Bruin is a Director on the COSBOA Board.

metropolitan Australia, in country towns and major centres, and in Indigenous communities.

What is the resourcing plan for the health sector? How many COVID-19 contact tracers are there in each state and region? What is the membership of COVID-19 response teams and the planned response times – and will these teams include representatives from the Defence Force, police, health authorities, local government and industry?

Second wave and lockdowns

Provide us with the strategy for dealing with larger outbreaks and any full-blown second wave. What sort of numbers would trigger a lockdown, and what would need to be achieved before a lockdown is lifted?

What are the plans for border closures: under what circumstances are borders to be shut down or opened, which industry sectors will be affected, and will different rules be applied to different sectors and communities? What kind of provisions will be made for permitting people to enter locked down states or regions on compassionate grounds?

How will states ensure that there is interaction between the health and economic authorities, so that the consequences of particular actions can be modelled in advance?

What are the processes to bring regional communities together in town halls to prepare for a possible local outbreak? What are the rules for the education sector in the event of outbreaks?

Much more information is needed, including on ensuring our competition policy takes into account the ability of communities to respond to disasters and crises such as bushfires and pandemics.

As a nation, we have dealt with this crisis: we have learned the hard way what works and what does not. This is all documented. We have a national cabinet in place to bring this together.

There is a compelling need to collate the information that has been gathered, and to publish a plan for managing our health and economic future. At least a COVID-19 plan for 2021.

Source@ Financial Review



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Preventative maintenance: Keeping your refrigeration equipment in shape

In our supermarket insurance portfolio, we are seeing a rise in refrigeration and freezer break downs also leading to spoilage of food stocks.

This can be costly to your business whilst repairs take place and can limit your stock to sell. It could also lead to increased insurance costs for your business.

As a supermarket owner, there is a big reliance on your refrigeration equipment to perform reliably for many years. For this to happen, a preventive maintenance is a necessity.

When equipment constantly breaks down or does not perform to expectations, it is often because there has never been any preventive maintenance — only emergency service. Remember, equipment is only as good as the service performed on it.

All mechanical equipment needs periodic service to keep it in the best operating condition. Good service can mean the difference between a few mechanical malfunctions or continuous problems.

Benefits of regular preventative maintenance

Some of the benefits you can expect from the implementation of a regularly scheduled equipment maintenance program include:

- When equipment is consistently monitored, early detection of potential problems can be diagnosed and repaired in a timely fashion
- Saves your supermarket business money by ensuring your equipment operates efficiently at all times, reducing the costs associated with

repairs in the event of a breakdown

- Minimising business interruptions, by decreasing the likelihood of equipment breakdowns
- Regular maintenances can also prolong the operational life of the equipment

Adroit's Insurance & Risk's skills, knowledge and experience make them the Insurance Risk provider of choice for the Master Grocers Australia (MGA).

If you would like to discuss any aspect of your supermarket insurance program, please contact our specialist supermarket risk advisers at Adroit Insurance & Risk on 1300 6923 7648 for a free health check on your supermarket insurance program.

New eftpos API program goes live with Verrency enabled loyalty offering




eftpos announced the first offering to be launched under the new eftpos public API program, in partnership

with Australian fintech Verrency, going live with a card-linked offers loyalty solution that provides meaningful value for millions of eftpos enabled cardholders.

The Verrency solution enables loyalty program providers to give cardholders rewards and discounts for making eftpos transactions on around 51 million Australian eftpos-enabled proprietary, multi-network debit and multi-network credit cards at participating merchants.

Loyalty Now is the first loyalty program provider to take up the eftpos and Verrency offering for their loyalty members, with more loyalty programs set to join in the coming weeks and months. With Loyalty Now, eftpos cardholders will have access to over three thousand attractive merchant offers with many more valuable offers to be added.

eftpos CEO Stephen Benton said the eftpos public API program represents a great opportunity for Australian fintechs to innovate on the eftpos network, with access to hundreds of thousands of merchants across the country.

"It's wonderful to see Verrency leading the way by using eftpos APIs to offer great solutions to millions of Australian eftpos cardholders," Mr Benton said.

"We are currently working with about a dozen Australian fintechs to bring innovative solutions to the market quickly, using our public API program over the coming months.

"eftpos APIs differ from others in the market as they enable direct connection into the eftpos network and access to multiple banks and merchants."

Verrency Chief Commercial Officer Jeroen van Son said, "As an Australian fintech success story, Verrency is proud to support eftpos as Australia's own payments network, to enable payments innovation at speed and at scale for the benefit of Australian eftpos cardholders."

▶ NATIONAL

Drakes Supermarkets – A trusted place to shop

Drakes adopts GS1's Recall platform for improved customer safety

Independent grocery retailer Drakes Supermarkets continue their reputation as a trusted place to shop through the adoption of GS1 Australia's Recall service, a digital platform that efficiently removes unsuitable and unsafe products from store shelves.

For close to 50 years, Drakes has kept its focus on the most important aspect of their business, the customer. To protect customers, Drakes have implemented the use of GS1 Recall, a technology used by major retailers nation-wide to help identify and remove unsafe products from the supply chain.

The strength of GS1 Recall lies in the delivery of faster, more accurate communications between trading partners, suppliers and regulators. Should a product be considered unsafe, unsuitable, or incorrectly labelled for sale, GS1 Recall is used to rapidly request removal of those products from the supermarket shelves.

"GS1 Recall is another step towards Drakes' dedication to the delivery of an outstanding shopping experience for our customers. Pursuing best practice in the execution of product recalls is an important way for us to help keep our customers safe." John-Paul Drake, Director, Drakes Supermarkets.

GS1 Recall supports the FSANZ Food Industry Recall Protocol and is certified by HACCP Australia.

GS1 Australia works in collaboration with industry, for industry, providing global standards and technology-neutral services to help solve the business challenges of today and for the future.

About GS1 Australia

GS1 is a neutral, not-for-profit organisation that develops and maintains the most widely used global standards for efficient business communication. We are best known for the barcode, named by the BBC as one of "the 50 things that made the world economy". GS1 standards and services improve supply chain efficiency, traceability and food safety across physical and digital



channels in the food and beverage sector. With local Member Organisations in 114 countries, 2 million user companies and 6 billion transactions every day, GS1 standards create a common language that supports systems and processes in 25 sectors across the globe. For more information visit the GS1 Australia website www.gs1au.org

About Drakes Supermarkets

In 1974 Roger Drake purchased his first supermarket, a three-laned store named Jack & Jill's which employed only four staff. Today, Drakes Supermarkets is the largest independent grocery retailer in Australia and specialises in supermarket retailing. Operating in over 50 stores across South Australia and Queensland, the company now has an annual turnover in excess of \$1 billion and employs over 5,500 staff nationally. The company's strength lies in operating on the principles of a family business and supporting local manufacturers and suppliers. Drakes Supermarkets has kept its focus on the important aspects of the business. THE CUSTOMER. This is the company's competitive edge, along with its family values and Australian heritage.



Roger Drake, Founder & Managing Director, Drakes Supermarket (left) and John-Paul Drake, Director at Drakes Supermarkets (right), in front of Drakes Wayville store in South Australia.

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Heineken® 0.0 leading from the front.

Heineken® 0.0 is the number one alcohol free beer in Australia¹ with 51% market share, establishing itself as a true leader in a segment that's growing +132%². Strong segment growth is expected to continue, forecast to reach 2% of total beer sales by 2025³.

Heineken® 0.0 is a proven proposition on the world stage, available in 69 countries with many more launches to come. Heineken® 0.0 is a great tasting alcohol-free beer, brewed with a unique recipe for a distinct balanced taste. Heineken® 0.0 gives beer drinkers more choice, opening up new occasions for consumption, so 'now you can' enjoy a great-tasting beer when you want a beer but not the alcohol that comes with it. Heineken® 0.0 is clearly resonating with Australian drinkers, growing at 536%⁴.

Heineken® 0.0 is a refreshing alcohol-free beer made from natural ingredients and contains just 69 calories per bottle.

With Heineken® 0.0, Now You Can.

¹IRI Liquor Aus Wtd, QTR Sep'20

²IRI Liquor Aus Wtd, MAT Aug'20

³Drinks Trade Magazine – 'Low & no-alcohol beer boom during COVID-19'

⁴IRI Liquor Aus Wtd, MAT Aug'20



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What does it take to ensure SMEs are digital ready?

Thanks to a partnership between NAB and fintech Pollinate, small and medium enterprises (SMEs) will be a step ahead in their bid to be digital ready.

Digital adoption has accelerated in the wake of COVID-19. The problem is, many SMEs are still at risk of being left behind. According to a 2020 NAB report, large firms adopt digital technology for key business process at up to four times the rate of small businesses. It's all the more reason why SMEs need internet banking solutions that allow them to quickly embrace digital tools that can support their planning, marketing and production processes.

Creating a level playing field

It's with this in mind that NAB joined forces with fintech Pollinate to offer a global cloud-based merchant platform – one that will help SMEs better manage and grow their business through real-time sale analytics and self-service capabilities.

The Pollinate platform has been likened to internet banking for merchants, providing SMEs with a digital portal tailored to their business. The first of its kind to be offered to Australian small businesses, it will allow businesses to view sales and settlement data, track average transaction values, compare day periods and even filter by payment type.

Self-service options are also to be made available, including viewing and downloading monthly billing statements and stationery ordering capabilities.

Powering beyond 2020

The platform is expected to be piloted by a number of NAB SME customers in early 2021.

¹NAB, *Supporting economic recovery: What we can do for small business, July 2020* at business.nab.com.au/wp-content/uploads/2020/07/Supporting-Economic-Recovery-What-we-can-do-for-Small-Business-1.pdf

According to NAB, it's part of the business bank's commitment to make banking simpler – to provide innovative and customised solutions that help SMEs get ahead and succeed.

Of course, it's not the only merchant product or service NAB offers small businesses. The bank's range also includes EFTPOS mobile machines, BPAY and other online payment services. In recognition of its efforts supporting small business, NAB was recently awarded Canstar's 2020 Most Satisfied Customers – Small Business Merchant Services Award.

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RISK • CONTROL • MONITOR

Managing the risk of COVID-19: What does an inspector look for?

On Thursday, 22nd October, I attended a 45-minute webinar highlighting the WorkSafe Inspectors and COVID-19. WorkSafe Victoria delivered this, and there are certain aspects that we can all learn from no matter what state you operate in. Below are some pointers that I came away with. The webinar will be available to review in November on the Victorian WorkSafe website.

Claire Wilson, MGATraining

WorkSafe Inspectors role is to ensure businesses are adhering to:

- compliance with WHS/OHS
- industry regulations
- advice and guidance to business- by looking at eliminations and reducing risks/hazards in the workplace

How does WorkSafe choose businesses to visit?

- Strategic visits, e.g. at the moment focus on high-risk COVID industries- abattoirs
- Incidents
- Employee concerns

WorkSafe Inspectors have their processes to follow regarding COVID as well as adhering to the business requirements as well.

- Screening (including temp checks)
- Encouraging meetings in the open
- Plan what needs to be reviewed and communicate prior to visit
- Practising hygiene/sanitising and have their own PPE

What do the Inspectors review?

Not only do they review WHS/OHS documentation that is in place for traditional risks that each industry has,

but now they review COVID safety plans and mitigation.

The COVID Safe Plan

Is not the *only answer*, in managing COVID-19 risks. Please remember that the COVID Safety Plan needs to be reviewed and monitored regularly/ updated with changes of business.

It also needs to incorporate all business aspects, e.g. if you have salespeople on the road/suppliers visiting.

The point about COVID Safety Plans is about reducing **transmission risk**.



Which legislation do I need to operate by?

Here in Victoria, we have the Occupational Health and Safety Act 2004 that all business and industries adhere to.

Each state has its own State Workplace Safety Acts to abide by as well as the overarching Federal law.

Businesses also need to adhere to their State WorkSafe directives.

Businesses also need to conduct their operations as per their state-related **Chief Medical Officers directives**.

What businesses need to remember is the CHO directives cannot be adjusted at all- however, the OHS/WHS and WorkSafe directives is about tailoring to suit the industry/business to **ensure employees safety at all times**.

WorkSafe VIC stated in the webinar:

'Some of the tools being used by businesses to reduce the risk of COVID19 transmission were created through consultation with the employees and were excellent control methods'

► NATIONAL

This highlights that through consultation that everyone can 'pitch in' and help. Also, the fact it is the employees that are out on the floor so they will suggest ideas that would work well with them – and not necessarily costly either

They also stated;

“Overall industries ability to adapt has been encouraging, but there are common areas of improvement.”

These are;

i/Record-Keeping including;

- Screening (temp checks, movement)
- Cleaning/Disinfecting
- Training- in particular using PPE (i.e. how to pop a mask on and off safely)

ii/Understanding and complying with their COVID plan

iii/Consistent Hygiene- personal and on-premises – in particular, high traffic areas

iv/ Social distancing and maintaining the awareness (complacency)

Some Documents to have ;

- COVID -19 Safety Plan- a MUST have
- Procedures and documentation on screening
- Record of Training in particular on using PPE
- Cleaning and disinfecting register
- Rosters, as they can support information (i.e. tracking movement, social distancing)
- Risk assessment/ control implementation- and how often it is reviewed

What is close contact?

By understanding the terminology of close contact assists with COVID 19 transmission reduction and planning

From the Australian Government Health Department close contact is ;

- **face-to-face contact in any setting with a confirmed or probable case, for 15 minutes or more. This is cumulative over the course of one week. It starts from 48 hours before the onset of symptoms in the confirmed or probable case.**

- Monitor and supervise, assess, and adapt if necessary
- Communicate and Consult with employees as they too have great ideas!



- **Sharing of a closed space with a confirmed or probable case for a prolonged period (e.g. more than 2 hours). This is in the period extending from 48 hours before the onset of symptoms in the confirmed or probable case.**

Ref: [https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/how-to-protect-yourself-and-others-from-coronavirus-COVID-19#:~:text=%2D%20face%2Dto%2D,than%202%20hours\).](https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/how-to-protect-yourself-and-others-from-coronavirus-COVID-19#:~:text=%2D%20face%2Dto%2D,than%202%20hours).)

It is important to understand COVID-19 is a 'risk loaded virus,' i.e. - more time with someone with COVID-19, the more risk of catching the virus as it's airborne.

Research is now looking at ventilation/ density of spaces -with industry/ businesses reviewing their ventilation and airflow as another way of 'controlling' the transmission of the virus.

Risk controls- key points

- Are dependent on the size of business – small vs large corporations, visitors, and space
- KIS- Keep It Simple- easy for all to follow and document

Ensure;

- employees understand the controls and follow procedures (you may need to implement training, e.g. PPE)
- have these procedures/ documentation easily accessible not only to inspectors but to all employees

IDENTIFY THE RISK • MITIGATE RISK (ELIMINATION/REDUCTION) • DOCUMENT • MONITOR

Resources

Each state has a wealth of resources tailored to the specific requirements of state and industry. Some of the best websites would be your own states:

- WorkSafe Website
- State & Federal Health Website
- State Business Website

As with any operations, whether small or large businesses to even off events, everyone is responsible for the duty of care for themselves and others. By implementing processes- no matter how simple they are, ensures they can be followed. It is about reducing and managing. And following the mantra

RISK•CONTROL•MONITOR

Wynns Coonawarra Estate's Cath Kidman named Gourmet Traveller WINE Viticulturist of the Year for 2020



Wynns viticulturist, Cath Kidman has been awarded 'Viticulturist of the Year' at the 2020 Gourmet Traveller WINE Winemaker of the Year Awards last night. Wynns has been well represented in these awards in the past, with Sue Hodder and Allen Jenkins named 'Winemaker of the Year' in 2010, and Sarah Pidgeon named a finalist in 2019.

► NATIONAL



Gourmet Traveller WINE has always considered work in the vineyard to be as important as that in the winery. Chairman of judges, Peter Forrestal says

“Catherine Kidman shows how detailed viticultural investigation can have a significant impact on wine quality. She wants the vines to produce grapes that are concentrated in colour and flavour, and is looking for judicious water management to achieve this via research that includes the use of thermography.

“As our Viticulturist of the Year for 2020, we salute Cath Kidman’s meticulous research and the ways in which it impacts on the wine quality at Wynns in the short and long term. It’s valuable and impressive in itself, but even more important when considered as part of the contribution that the team of viticulturists makes to the quality of wine at Wynns” he said.

Cath Kidman says she is delighted to be recognised for such a prestigious award amongst her talented peers.

“I am truly humbled to be the 2020 recipient of the Gourmet Traveller WINE Viticulturist of the year award.

“I think that we can all say that being a viticulturist or winemaker this vintage has been tough! However, I am a true believer that adversity breeds innovation and more importantly, that we as an industry are resilient and supportive of each other.

“I have no doubt that the way we approach and do things in the future will change and I’m really excited by the opportunity that we have right now to maximise our learnings about our environment and vineyards and really push the boundaries in our understanding of how to grow our vineyards to continue to produce exceptional wines into the future” she adds.

In what is a big month for Wynns, the first Wednesday of October also marks the new vintage release for Wynns, coined ‘Wynnsday’.

This year, the 2020 Wynnsday Collection comprises five special wines from the heralded 2018 vintage, including the Harold Single Vineyard Cabernet Sauvignon.

Wynns Senior Winemaker, Sue Hodder says the 2018 vintage saw our oldest vineyards perform exceptionally well.

“Wynns is fortunate to have many older vineyards and the 2020 collection, where we release wines from the 2018 vintage, reveals their individuality beautifully.

“We are pleased to share with you ‘Harold’ as our Single Vineyard wine for our 2020 collection. Notably, Wynns’ very first Single Vineyard label was the 2001 Harold Vineyard and, in 2013, Harold was selected again. The 2018 is an excellent continuation to beautifully showcase the quality and terroir of this special vineyard.”

The 2020 Wynnsday collection is available from Wednesday 7 October from fine wine retailers.

▶ NATIONAL

Asahi sells five liquor brands to Heineken

When Asahi was given approval by the Australian Competition and Consumer Commission (ACCC) to acquire CUB, a deal confirmed in June, it agreed to a court-enforceable undertaking to divest the five brands. Asahi is also obligated to ensure the brands receive the same access to bars, pubs and clubs as well as retail stores.

Asahi has sold the Australian rights to five liquor brands, including Strongbow and Stella Artois, to rival Heineken in a deal which satisfies regulatory conditions related to Asahi's purchase of Carlton & United Breweries.

Heineken will take over three cider brands – Strongbow, Little Green and Bonamy's – along with beer labels Stella Artois and Beck's and their perpetual licenses for the market.

The deal sees Strongbow in Australia reunited with the global Strongbow portfolio after 17 years. The cider brand was first produced by HP

Bulmer, founded in 1887, which was bought by Scottish & Newcastle in 2003. Fosters, the predecessor of CUB, bought Scottish & Newcastle's Australian and New Zealand assets in 1983, while Heineken led a consortium to buy the rest of the business.

"We are thrilled to bring the Strongbow brand in Australia home to Heineken and scale up our beer and cider portfolio in one of the world's leading beer and cider markets," said Jacco van der Linden, president of Heineken Apac in a statement announcing the deal.

"This acquisition shows that Heineken remains active in pursuing growth where we see opportunities that align with our long-term strategy."

The brands will be distributed throughout Australia by Drinkworks, a wholly-owned Heineken subsidiary, joining its premium beer and cider portfolio which already includes Tiger, Sol, Monteith's beer and cider and Orchard Thieves cider.

Asahi said the sale marked a significant step in the path towards acquiring CUB, which is expected to close in the fourth quarter of this year.


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► VICTORIA

Overseas licences now accepted as proof of age



The Victorian Government has announced that it is cutting red tape by allowing overseas drivers licences to be used as proof of age for entry into licensed venues.

Minister for Gaming and Liquor Regulation Melissa Horne announced the changes on Wednesday 28 October effective immediately, saying it will make life easier for those who do not possess an Australian driver licence.

The changes will also bring Victoria's laws in line with other Australian states and territories.

Any licences in a language other than English will need to be accompanied by an English translation or International Drivers Permit, which can be easily downloaded online.

Previously, those who held overseas driver licences were required to use their passport as a form of identification to enter licensed venues.

Under the changes, anyone who possesses a marine licence can also use this as a proof of age document for entry into a licensed venue, meaning those who have a marine licence but not a driver licence will no longer be required to carry multiple forms of identification.

MGA Liquor will be forwarding the link for new in-store sign when it has been made available. If you need any clarification, please call the MGATMA National Support Office on free call 1800 888 479

 A bottle of De Bortoli Prosecco Rosé wine with a blue and white label, set against a light blue background.

POP THIS PROSECCO!

Over the past few years Prosecco has taken the world by storm. De Bortoli Wines released our first Prosecco from King Valley in 2016 and is currently ranked #2 Prosecco in Australia at \$6 million and growing +49.3% in the latest MAT 20 September 2020.*

Now with increased consumer interest for all things Rosé, De Bortoli Prosecco Rosé is the new pink.

*Source: IRI Australian Liquor Weighted

NEW

TASTING NOTE

Across the globe, Prosecco flows almost as freely as the King River. Prosecco Rosé has a gorgeous pale colour, is very lively and dangerously delicious. Great for a garden party or as an aperitif with friends and family. For a pink spritz, try with pink Gin and soda.

AVAILABLE DECEMBER 2020

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DeBORTOLI
FAMILY WINEMAKERS

For further information please contact your De Bortoli Area Manager.

Prosecco

LET'S GO

 A woman in a white dress smiling and holding a glass of champagne, with a man in the background.

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 Three bottles of Brown Brothers Prosecco in different colors (orange, green, and pink).

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AU residents 18+ only. Purchase period: 12.01am (AEST) 31/10/20 - 11.59pm (AEDT) 31/12/20. Scratch panel on necktag to get unique code, visit www.proseccoletsgo.com.au by 11.59pm (AEDT) 31/12/20 to see if you win an instant prize. Max 3 entries per person per day. Max 5 instant prizes per person (except in SA). Keep original limited receipt/s & unique code/s. Next 12/12/20. 25,000 instant prizes: 2,500x\$100, 7,400x\$50 & 19,000x\$20 gift card for outlet of purchase. Winner/s told in writing. Entrants will get future marketing from Promoter. See website for full conditions inc. privacy statement. Promoter: Brown Brothers Milawa Vineyard Pty Ltd (ABN 56 005 349 235). ACT TP 20/00770, SA T20/671, NSW TP/00036.

Enjoy Responsibly

“MAKING LIFE EASIER,”

▶ SOUTH AUSTRALIA

Iconic West End Brewery to be shut down

Lion announced that it will be shutting down the iconic 160-year-old South Australian West Brewery in June 2021

At his announcement Lion's Managing Director, James Brindley said: "Over the last few decades consumer preferences have changed, the beer market en masse continues to decline and is now at its lowest per capita consumption ever recorded in Australia, while 700 new craft breweries have sprung up so while we are selling less beer per person, we have 700 new competitors."

He went on to say: "Lion has a lot of breweries in Australia and we have excess capacity. So at the West End Brewery itself, we are operating at 50 per capacity."

"It's a very sad day for our industry, for West End and for South Australia."

"We acknowledge West End's 160-year history. We are a proud supporter of

sports at all levels – sponsoring many competitions and teams in SA including the SANFL, the Strikers and the Redbacks – and of the pubs and clubs that bring communities together".

"We are committed to doing all we can to see as many of our events and traditions continue and working alongside our customers during this difficult period as they recover from a very challenging year."

Staff impacted by the closure have access to extensive outplacement support, and a West End Re-Skilling Fund of up to \$1 million, on top of any potential redundancy payments. Lion said it would work with the SA Government to optimise this support package.

Source@ The Advertiser



Lion Australia Managing Director James Brindley announces the West End brewery in Thebarton will close. Picture: @Naomi Jellicoe



The historic West End brewery is set to close. Picture: @McMahon Services



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► SOUTH AUSTRALIA

At 87 and in the same job for 61 years, Effie may just be Adelaide’s most loyal worker

At 87 years old with more than 60 years in a single job, no one would begrudge this Munno Para Foodland worker a rest. But Effie’s got no plans to clock off anytime soon.

After 61 years of service with the same company, 87-year-old Effie Catsas may well be the most loyal employee in South Australia.

More than 20 years past the normal retirement age, Mrs Catsas still drives 40 minutes to be at the deli department at Munno Para Foodland by 5.30am. She has no plans to quit.

And her secret to lasting so long on the shop floor? “I enjoy keeping my body and mind active and nobody is able to boss me around,” Mrs Catsas said.

“But also you have to like your boss. The new one is young and hardworking; he is a gem. You don’t see that hard work a lot these days.”

Mrs Catsas has been with the Chapley retail group – which owns several Foodland

stores across Adelaide – for most of her working life, after arriving in Australia from Greece in 1953. The only gap in her work for the Chapley family came with a seven-year stint in a cafe she and late husband, Rino, established in Victoria.

Mrs Catsas said work kept her well balanced and helped her through lonely times, such as when her children grew up and when her husband died.

One boss who stood out her mind was the now Chapley group executive manager, Philip Funnell. Mr Funnell said he had worked with Mrs Catsas since 1981, when he was still at school.

“Her success is just hard work, keenness to come to work and being able to mix well with customers and workmates,” Mr Funnell said.

News Corp’s Thanks a Million campaign highlights individuals who help their community through the pandemic.



Effie Catsas, 87, many be South Australia’s most loyal worker clocking up 61 years service at Munno Para Foodland. Picture: © Sarah Reed

Source @ The Advertiser Story: Miles Kemp

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35% LESS CARBS THAN REGULAR BEER

Financial Year

20

MGA

INDEPENDENT RETAILERS

TMA

TIMBER MERCHANTS AUSTRALIA

Financial Year

20

MGA

INDEPENDENT RETAILERS

Financial Year

MGA

INDEPENDENT RETAILERS

20

Financial Year

20

INDEPENDENT RETAILERS

2020 Annual Report.

“MAKING LIFE EASIER,”

Financial Year 2020

Annual Report

MGA
INDEPENDENT RETAILERS

TMA
TIMBER MERCHANTS AUSTRALIA

MGATMA'S HIGHER PURPOSE

“MAKING LIFE EASIER,”

For family enterprises and privately owned businesses

MISSION

To deliver support services that enhance members' business health and prosperity



OBJECTIVE

To be a highly respected national industry organisation led by an inspired and aligned high performing team

HIGHER PURPOSE

A team dedicated to caring for and supporting its members and 'MAKING LIFE EASIER'

VALUES

INTEGRITY in everything we do
RESPECT for one another
TEAMWORK by supporting each other
ACCOUNTABILITY for our actions

VISION

A robust competitive and profitable family and privately owned retailer and business sector

MGATMA'S WORKPLACE

MGATMA's workplace culture is based upon its strong values and its higher purpose to "Make Life Easier" for its members, industry stakeholders and work colleagues.

MGATMA strives to be a high performing team of professionals encouraging staff to develop and grow in their roles to enable an enjoyable and productive culture to assist members better.

Benefits of membership

8 reasons to be a member of MGATMA



LEGAL & HR



TRAINING



ADVOCACY



MEMBER
BENEFITS



COMMUNITY

- 1. We know the industry** –MGATMA has been an employer organisation for the independent grocery, liquor and timber and hardware industry since the 1890's – we have over 100 years of experience! Registered with FWC and ASIC.
- 2. We are your voice** –MGATMA represents your views, fighting for our member's & industry sustainability at federal, state and local levels. Your views – our mission!
- 3. Free legal advice** – on all Employment Law, IR and HR matters, Workplace Health and Safety and Consumer Laws – SAVING YOU \$\$\$\$ and giving you peace of mind!
- 4. Support for your business** – Free access to policies and templates to help you run your business – letting you focus on what you need to focus on! As a member, access our member portal for wage rates, public holidays and more!
- 5. Industry training** – Food Safety, RSA, Tobacco, Customer Service, Leadership and much, much more. Industry specific, member discounts, bulk buys – talk to the experts in Grocery, Liquor, Timber & Hardware retail Industry training. Join our face -to-face Employment Law Master Classes or Food Safety training at member rates.
- 6. Exclusive deals** – Member only special deals on big-ticket items such as electricity and insurance – check them out at www.mga.asn.au
- 7. Stay informed** – With our fortnightly MGA E-Checkout and monthly MGATMA T&H newsletters – we keep you up to date with the latest employment law news or e-alerts on the latest industry news and events. Alternatively – check out our magazine IR Independent Retailer that has all the latest news.
- 8. Community** – An opportunity to network at our industry business breakfasts, lunches, golf days and GALA ball. Join in our industry events that help those in need. MGATMA has a long history of assisting the Reach Foundation.

“MAKING LIFE EASIER,,

President's report

Financial Year 2020 seems to be a very difficult year to encapsulate in words the performance of our great organisation. The strength of our CEO and Directors have been forged through drought, bushfires, floods and a global pandemic to provide leadership, resources and guidance to our members on the new medium of video conferencing. COVID-19, closed borders and the Melbourne Lock Downs have restricted our face to face meetings to one, in FY2020.

In late 2019 The Directors focused their attention to Governance, reviewing the Directors' Charter, policies, processes, delegations of authority to ensure the best interests of the membership is always at the centre of all the Board discussions.

MGATMA has had a very good year of supporting and servicing its members. Our Legal and IR team have worked hard and delivered vital support services to members.

Whilst modestly growing supermarket and liquor store membership, we have had growth in our MGATMA – Timber and hardware membership. Like Independent Supermarkets; Independent Hardware stores are family and private businesses.

MGATMA membership advocacy has exploded in FY2020. In contrast to the freedoms of movement restrictions, MGATMA has had more access to State and Federal Government than anytime in the past. The MGATMA team has been involved in a myriad of major industry initiatives addressing the concerns of members; IR Reform, Bushfire relief support, COVID-19 State and Federal assistance. We have also continued with industry initiatives, including tobacco regulations, packaged liquor, WH&S matters, Industry Compliance Training, and illicit tobacco.

The most exciting and potentially industry-changing initiative of FY2020 has been the development of the vision for a circular economy in our industry sector, a vision, offering a point of difference between the indies and the chains. To prosper this initiative MGATMA launched a JV with Corporate Partner Aussie NRG. A company was formed 'Australian Circular Economy Solutions,' created to provide the tools for members to reduce waste and energy costs and contribute to a cleaner environment. A Sustainable Supermarkets and Sustainable Timber and Hardware program will be offered free to all our members.

Despite the challenges of FY2020, MGATMA has had a great year because of the industry partnerships between the MGA and Industry Stakeholders. My personal thanks to my Board, our CEO Jos, our TMA advocate Peter Alexander, the National Liquor Committee; State MGATMA Committees; MGATMA Staff; Members; and our Corporate Partners, your support has ensured MGATMA has succeeded in FY2020.

MGA's Board of directors is representative of all states and territories in Australia. It is a truly National Board that presides over national and state matters of concern for all members nationwide.

MGA's Board of Directors are family business owners who are dedicated to the best interests of members around Australia.



Debbie Smith | MGA Board President



From L to R to back — Mick Daly (Vic), Debbie Smith (President—Qld), Lincoln Wymer (Vic/NSW), Grant Hinchcliffe (Tas), Ross Anile (WA), Graeme Gough (NSW), Peter Alexander (MGA TMA Committee). Middle L to R — Chris Dos Santos (SA), Carmel Goldsmith (NSW/ACT), Jeff Harper (Vic), Phil Ibbotson (Company Secretary), MGA CEO Jos de Bruin.

MGA
INDEPENDENT RETAILERS

MGA Board of Directors



MGA's committed and dedicated Board of Directors has representation from all states and territories. Directors have been active in developing policies and addressing and allocating MGA resources to help meet the needs of members.

CEO's report

In MGA's over 120 years of rich history, rarely, has it witnessed or experienced a year in Australia with the quantum of natural disasters such as drought, bushfires and floods, capped off with a catastrophic COVID-19 pandemic which halted the Australian economy from January 2020.

Much to the credit and resilience of MGATMA's members, despite their losses, they were able "to get back up", piece their families and businesses together and resume serving the local communities in which they trade.

MGATMA congratulates members for the wonderful and consistent supportive roles they play in their local communities no matter what the circumstances.

Thankfully, with strict COVID-19 restrictions in place such as social distancing, wearing masks, sanitisation facilities, adjusting staff rosters and increasing trading hours; MGA's members have been able to continue to trade as "essential" businesses, supplying their customers with food, groceries and household goods during the shutdowns in each state and territory. Liquor and Timber and Hardware businesses have also been able to trade.

MGATMA was able to capture members experiences in a special "pandemic" edition of the Independent retailer magazine.



I wish to thank MGATMA's dedicated staff, who have worked tirelessly over these very difficult past 12 months (working from home from March) assisting members with their day to day issues and matters. MGATMA's Legal and IR team have been phenomenal in assisting members with their workplace and staffing matters. The Communication team has been amazing keeping members informed in a timely manner with the myriad of support services,

as well as, providing communications resources on MGATMA's websites for use in members businesses. MGATMA's Membership Support, Training, Finance and Administration teams have worked tirelessly to maintain MGATMA's sustainability and stability whilst assisting members with their needs during this crises year. Membership has grown slightly this year!

Reading through the Annual Report, members will sense the enormous breadth of matters and issues the MGATMA tackles on a day to day basis.

MGATMA's Board has been outstanding during this difficult year. Always mindful of what members need and require, MGATMA's Board has strongly supported and embraced MGATMA's many initiatives to assist members and drive up MGATMA's profile with State and Federal governments, regulators, industry stakeholders and members.

Finally, I wish to thank our very important National and State Committees whose members give up their time and make a very big contribution to MGATMA and members. These Committees include MGA National Liquor Committee, MGATMA Management Committee, MGAQ Committee and MGA WA Committee.

We now prepare and look forward to what the next "COVID-19 normal recovery year" brings to our members, but I am sure no matter what the challenge, we will prevail and "get to the other side" of any challenge we face.

Jos de Bruin | CEO MGA Independent Retailers

Board Governance

Owing to the internal MGA organisational restructure in August 2019, MGA Board President Debbie Smith took the opportunity and initiated an overhaul of MGA's Board Governance policies and procedures. This included a revisiting and renewal of MGA's Board policies, procedures, delegation of authorities, Board evaluation procedure and Board Code of Conduct.

Vale Rod Allen – Long-serving MGA Board President



Rod Allen, a supermarket store owner was a member of MGA's Board from 2001 (18 years) and served as MGA Board President from 2004 for 15 years until his retirement in November 2018. Rod will be forever remembered for his enormous contribution to the prosperity of the independent supermarket industry and the expansion of Master Grocers

Association Victoria (MGAV) into a national organisation, Master Grocers Australia (MGA), that it is today.

Rod travelled extensively and was well known around Australia for his industry passion and dedication to MGA members,



Rod far Left MGA Board Meeting WA 2018



Rod Allen & Partner Ron Corrigan inducted in IGA Hall of Fame July 2019

industry stakeholders, state and federal regulators, as well as members of parliament and other industry bodies. We thank Rod for his enormous contribution to MGA. He really made a difference!

Rod and his business partner Ron Corrigan were inducted into the IGA Hall of Fame in July 2019

Long-Serving MGA Board member and Vice President Debbie Smith became President in November 2018. Grant Hinchcliffe become Vice President of MGA's Board in November 2019 and also joined the MGA Board Finance Committee.

Vale - Campbell King



Campbell passed away on the 26th of January 2020. His funeral was held in his lifelong home town of Mooroopna in country Victoria and was attended by over 600 locals and industry colleagues and friends.

Campbell will be remembered as a true leader and beacon for independent retailers, being fiercely independent, strong and self-reliant in meeting the ongoing day to day challenges of running a group of licensed supermarkets in country Victoria.

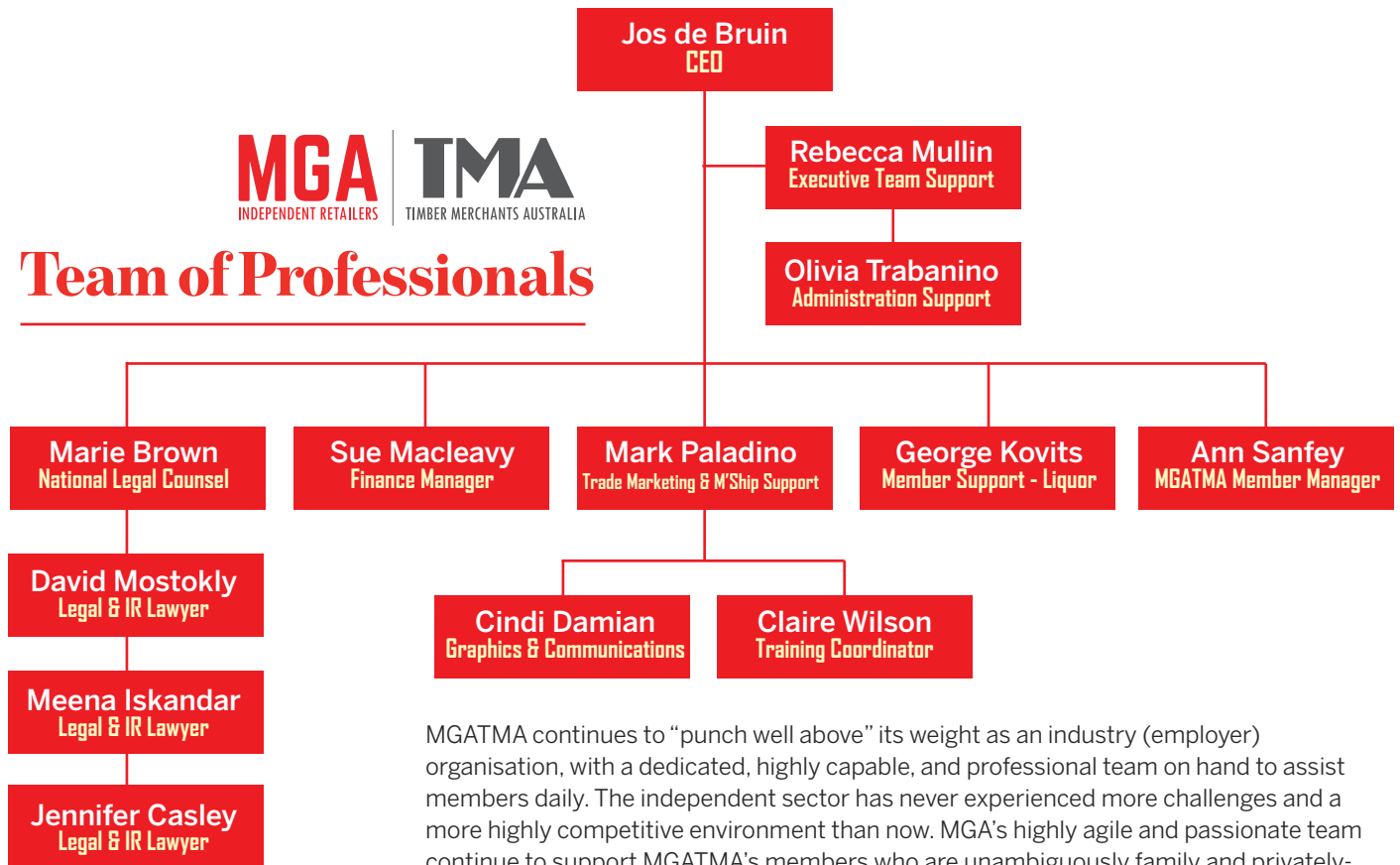
MGATMA 2020 Strategy - Reorganisation

On the 1st August 2019, MGA implemented its plan to reorganise the MGA team to reposition all MGATMA resources to form a totally membership driven organisation. To achieve this outcome, it was necessary to streamline MGA's workforce to create a flatter organisational structure to facilitate more direct lines of communication, empowerment, efficiencies and accountability.

New and specific roles were created to focus on Executive and Team support, all Finance functions including payroll, an additional IR and Legal lawyer and streamlined an Industry Training and Administration focus.



Team of Professionals



MGATMA continues to “punch well above” its weight as an industry (employer) organisation, with a dedicated, highly capable, and professional team on hand to assist members daily. The independent sector has never experienced more challenges and a more highly competitive environment than now. MGA’s highly agile and passionate team continue to support MGATMA’s members who are unambiguously family and privately-owned businesses.

Meet the Team



Jos de Bruin



Rebecca Mullin



Olivia Trabanino



Marie Brown



Sue MacLeavy



Mark Paladino



George Kovits



Ann Sanfey



David Mostokly



Cindi Damian



Claire Wilson

Finance and Member Engagement

MGATMA made a very small net operating loss in the FY 2019/20 (less than \$10k). There were a number of factors that contributed to the loss, and correspondingly helped to offset the magnitude of the loss.

In August 2019 MGATMA underwent a restructure in their finance/admin teams, resulting in redundancy payments totalling \$80k. As part of the restructure the finance role, incorporating accounting/bookkeeping and payroll was outsourced to an accounting services business—the outsourcing of these roles resulting in an increase to operating expenses of \$60k. From November 2019, the finance/payroll role returned in house.

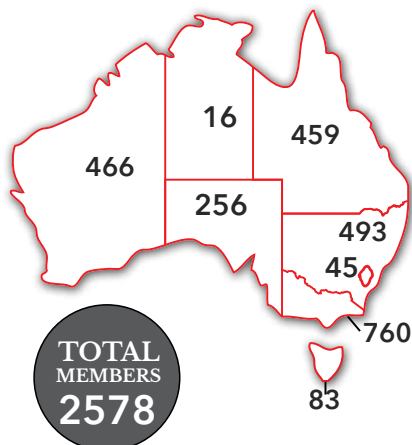
Due to the impact of COVID-19, MGATMA was eligible for the Federal Government’s assistance packages, the Cash Flow Boost and JobKeeper package, in addition, MGATMA received the Victorian government’s payroll tax refund for FY 2019/20. This government assistance offset the impact of the costs associated with the restructure and employment of additional staff.

Combined with changes to the Finance role, MGATMA has:

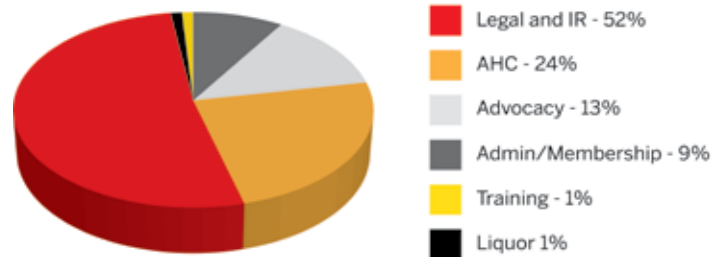
- Implemented Xero Accounting software to help improve reporting, internal controls and overall financial management including timely invoicing and debtor management.
- Moved to banking with NAB, which provides better internal controls as well as flexibility to operate the business remotely with payment approvals via the NAB app.

MEMBER ENGAGEMENT

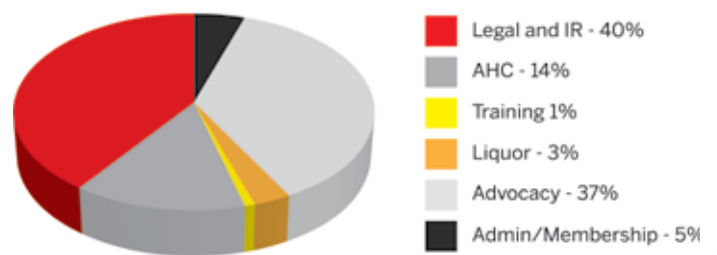
MGA and MGA TMA members around Australia continue to rely upon the strong support service that MGATMA provides. For the price of an all-inclusive membership fee, members can avail themselves to MGATMA’s highly skilled and capable team for advice and support pertaining to many “back of house” matters, whether they are Legal and IR, training or local advocacy matters.



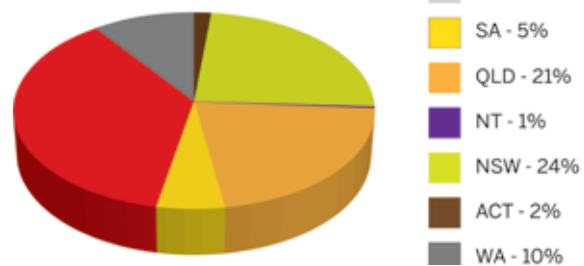
Contacts by Department
July 2019 - June 2020
Total: 13802



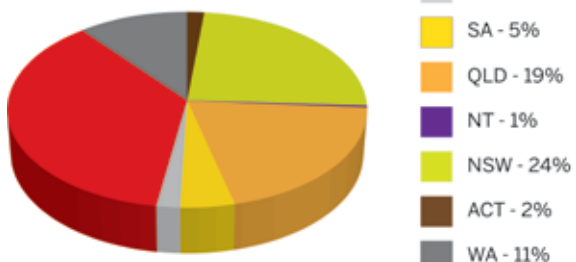
Hours by Department
July 2019 - June 2020
Total: 7751



Contacts by State
July 2019 - June 2020
Total: 10115



Hours by State
July 2019 - June 2020
Total: 3353



Members

MGATMA supermarket, liquor, timber and hardware business membership throughout Australia have remained steady in this financial year.



The Drakes Supermarket Group in South Australia invested \$125m into developing and making operational a new state of the art food, grocery, chilled and frozen foods warehouse, located in Adelaide outlying suburb, Edinburgh North, in September 2019, to service its 38 Drakes Supermarkets throughout South Australia. As a consequence, the Drakes Group ceased being a founding member of Foodland Supermarket Group and purchasing goods from the Metcash SA warehouse.

The Drakes supermarket continues to be a strong and valuable member of MGA in its own right.

Congratulations to Roger and John Paul Drake, the Drake family and the dedicated Drake management and staff for beginning with a vision and succeeding in bringing this vision to be completely independent to life.



Friendly Grocers - After many constructive and collaborative meetings with Friendly Grocers National CEO Steve Baranowski and Board Chairman Terry Stehbens, a plan was developed to target 80 new Friendly Grocers store owners to be members of MGA in the next financial year - 2021



Ritchies Supermarkets celebrates 150 Year Anniversary

Congratulations to the Ritchies Supermarket management team and staff for achieving an incredible and proud milestone – 150 years of continuous trading. Coming from humble beginnings with one small grocery store on the Mornington Peninsula in Victoria, the Ritchies Supermarket Group is now Australia's largest independent supermarket chain with 76 Ritchies stores across the country's east coast – Victoria, NSW and Qld, with strong top-line sales, coming in at just under \$1.1 billion for the 2019 financial year.



Independent Hardware Group (IHG)

MGATMA has 180 active members made up of timber and hardware, frame and truss making and timber wholesaler businesses. IHG has announced that 80 joint venture Mitre 10 and Home Timber and hardware branded businesses will join MGATMA in July 2020.

Industry Stakeholders in FY2020

Supermarkets

Drakes Supermarkets, Farmer Jacks (WA), Foodland (SA), FoodWorks, Friendly Grocers, IGA, SPAR

Liquor

Bottlemart, Cellarbrations, Duncans, IBA, Local Liquor, The Bottle O,

Hardware & Timber

Independent Hardware Group - Mitre10 & Home Timber and Hardware and Dahlsens Timber

Wholesalers

Australian Liquor Marketers, Drakes, Metcash and SPAR

MGA partners

Adroit Insurance, Aussie NRG, eftPOS, National Australia Bank



“MAKING LIFE EASIER,,



OUR VALUES
INTEGRITY RESPECT
TEAMWORK DRIVE
FOR INNOVATION
ACCOUNTABILITY

MGA
INDEPENDENT RETAILERS

TMA
TIMBER MERCHANTS AUSTRALIA

“MAKING LIFE EASIER”

Drought, Bushfire and Flooding Disasters

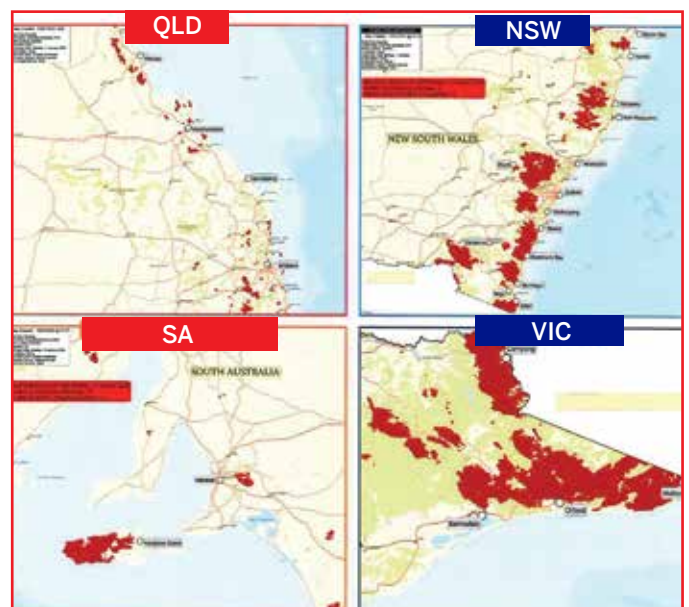
The past financial year (2019/2020) can easily be described as a year of uncertainty, challenges and disasters. Severe drought affecting many areas of Australia. Catastrophic bushfires which commenced on the Sunshine Coast in Qld in October 2019, to the SA bushfires in the Adelaide Hills and Kangaroo Island in November and December 2019; the devastating bushfires in the high alpine country and coastal areas in NSW and Victoria in December and January. All caused enormous social and financial hardship for our members and the communities in which they trade. This unprecedented national bushfire disaster, coupled with the enormous loss in the tourism trade, has caused much hardship in all fire-affected areas over the holiday season and beyond.

During these horrific times MGATMA's members, in all circumstances, no matter how effected their personal and business lives, have been incredibly resilient, keeping their businesses trading and serving their communities in the best way they could.

As of mid-January, many parts of Australia had or were still experiencing horrific bushfires.



Bushfires across Australia



Bushfires in QLD, NSW, VIC and SA

Bushfire Relief Roundtable – Canberra – January 2020

On the 14th of January MGA was invited by Prime Minister Scott Morrison, Treasurer, Josh Frydenburg and Small Business Minister Michaelia Cash to attend a Small Business Bushfire Relief Round Table. This historic meeting was held in Prime Minister Scott Morrison's Cabinet Room in Parliament House Canberra. Attendees included other Industry Association Executives, residents and business people from the most fire-affected areas around Australia. The head of the National Bushfire Recovery Agency, former Australian Federal Police Commissioner Andrew Colvin was also present.

The purpose of this roundtable meeting was for the Prime Minister and his colleagues to better understand the catastrophic effects of the bushfires on small businesses. To ask all attendees for their suggestions as to what the Federal Government can do now, in the short-term and longer-term periods.

Since this historic meeting, the Federal Government has committed to a number of recovery programs and more than \$2b to assist communities with bushfire relief and assistance. MGA is proud of its members and

proud to be part of an industry sector that has risen to the challenge of supporting local fire crews and volunteers as they battled large fires and for supporting local communities by doing whatever was necessary to ensure vital food supplies were maintained in fire-affected areas.

All Australian Governments and major industry sectors have moved quickly to support local businesses in affected communities.

Australian banks implemented 'repayment holidays' on business loans to help reduce the drag on cash flow.

Energy and telecommunication companies put a hold on 'robot payment reminder' systems.

The Australian Tax office (ATO) instigated automatic 2-month deferral of payment and lodgement obligations (including BAS payments and lodgements), waived penalties, provided interest-free periods or set up payment plans for those impacted by these natural disasters and so on.



Eden IGA NSW



Mallacoota Foodworks Victoria



Mallacoota IGA Victoria

The COVID-19 Pandemic and MGATMA's activities from January to June 2020

At a time when members thought it just couldn't get any worse - the COVID-19 Pandemic which commenced in Australia in January 2020 spread quickly around Australia causing major federal, state and local community and business lockdowns.

Between February and June 2020, all states and territories imposed their own new laws to restrict the movement of people according to the severity of outbreaks and positive COVID-19 cases being reported. This included border closures between states. The "safety of health" restrictions imposed in this time have had severe commercial ramifications for most if not all small medium and large businesses across Australia.

Aside from CBD areas in most capital cities, MGA members have thankfully been able to continue to trade during these COVID times. Food, grocery and household items have been regarded as "essential services" within the communities they trade. Timber and Hardware businesses have also been able to stay open to serve and supply the enormous demand for DIY stay at home tasks and tradesmen still being able to be active in the building and construction industries.



IGA Mt Evelyn Victoria



IGA Mt Evelyn Victoria

COVID-19 has meant all businesses around Australia have had to implement COVID-19 safe work and safe shopping places. They have done this by investing heavily in resources to provide customers and staff alike, with hand sanitising facilities at the front and in inside all businesses. They were installing Perspex "sneeze" guards at the registers or around high volume people traffic areas within their businesses to protect staff and customers. They also displayed signage to encourage customers to adhere to safe 1.5 metre social distancing rules, and more recently by wearing masks to alleviate the risk of contracting or spreading the virus. Store trading hours have had to be revised to comply with social distancing rules and to allow for online orders

“MAKING LIFE EASIER,,



Sanitising Station Reddrop Group VIC



Sneeze Guard at Ritchies IGA



Store Sanitising

to be picked and packed, as well as shelves stocked after hours. These measures and precautions have been implemented at a huge over and above everyday cost to doing business.

March and April were particularly challenging months for our members owing to the mismanagement by Governments of the messaging associated with COVID-19. Consumers were frightened and resorted to panic buying leaving supermarket shelves bare of essential food, grocery and household items for many weeks. Supermarket shelves were often empty of crucial items such as toilet paper, flour, tinned and frozen foods, pasta,

yeast, fresh meat and vegetables and other household cooking ingredients.

The food and grocery supply chain would not recover until June 2020 when shelves were able to be filled with stock again!

As a consequence, the Minister for Home Affairs, Peter Dutton initiated the **National Supermarket Taskforce** which dealt with food security and food supply matters. MGA is a member of this group and lobbied to make sure the supply of food, grocery and household items were fairly distributed so that, in particular, regional and remote supermarkets were not left

out from supplying their communities with essential food and grocery items. Other matters addressed include home deliveries, the safety of customers and staff and competition matters.

ACCC - Owing to severe stock shortages and inappropriately sized packs of essential food and grocery items being delivered to members, MGA engaged with the ACCC to highlight a potential anti-competitive matter in regard to suppliers preferencing the two large chains, Coles and Woolworths over the independent sector, with essential foods and various pack sizes. The investigation is still underway.



Handwashing Station IGA Marketplace New Farm QLD



Roleystone Fresh IGA WA Floor Store Decal

MGATMA participates in State and Federal COVID-19 Business Recovery Groups

The COVID-19 pandemic has caused unprecedented commercial, social, and wellbeing damage to people and businesses around Australia. Fear of contracting the virus has caused state and federal governments to impose the necessary health measures to be put in place to avoid the spread of the virus.

State and territories had differing approaches according to the severity of the COVID-19 outbreaks with health measures driving businesses to be initially shut down to locked down. Meaning, that businesses other than supermarkets, pharmacies, liquor stores and timber and hardware stores could not trade. People had to stay at home. They had to work from home if they could, which would reduce people movement.

Together with COSBOA, MGA's involvement in various forums meant that the views of small businesses could be heard and that appropriate action could be taken to assist all those businesses who were left with nothing – no trading, no income, debt burdens and no idea when businesses would open again.



Industry Association Executives from MGATMA, AIG, ACCI, COSBOA, MBA and AMMA meet to discuss COVID-19

MGA contributed toward developing Government policies that set out to support small businesses, for example.

Federal Government – MGATMA involvement

- » The “job-saving” and business connecting JobKeeper 1 and 2 programs
- » The JobSeeker program
- » Cash Flow Boosts - \$10k to all small businesses
- » ATO – payment and deferment plans
- » Banks deferring interest payments and providing easier access to finance

Department of Home Affairs

- National Supermarket Task Force – plus Tiger Teams 4 sub-committees
– Food Supply, Home Deliveries, Safety customers & staff and Logistics,

National Food Security Committee

- with Minister of Agriculture David Littleproud

Prime Ministers National COVID Commissioner (NCC)

- Nev Power, Commissioner of the Prime Ministers COVID-19 Coordination Commission.



Peter Strong CEO COSBOA, (top left) virtual meeting with leaders of key federal and state industry organisations

COSBOA National COVID-19 Round Table forum

– a weekly policy development forum including more than 32 industry association leaders, facilitating engagement with various Ministers and Shadow Ministers, Regulators – ATO, FWO, NCC, ASBFEO and State Small Business Commissioners

Treasurer Josh Frydenburg

and members of his team also met with the COSBOA Board and council members to discuss JobKeeper and the recovery phase for small businesses.



Federal Treasurer, Josh Frydenburg

“MAKING LIFE EASIER,,

All States and Territories – MGATMA Involvement – COVID policy development

- » Waiving of license fees – liquor etc
- » Payroll tax refunds and reductions and payment deferment
- » Cash flow boost grants
- » Commercial and tenant rental relief programs
- » Cutting red tape – home deliveries
- » Planning amendments to allow deliveries of goods 24/7
- » Reductions in land tax payments

NSW – Treasury Small Business Economic Stimulus Task Force –

Weekly meetings to discuss how to support and assist Small Businesses to stay afloat and keep employing people with Ministers, Small Business Commissioner Chris Lamont & Regulators and NSW Planning and Transport Minister Andrew Constance re COVID-19 traffic plans

Qld – Small Business Industry Council

– Ministers, Small Business Champion, Maree Adshead & Regulators, Premier’s Business Economic Stimulus Group and Minister Kate Jones – Home deliveries strategy

WA – Small Business Economic Stimulus Group

– engagement with **Small Business Development Corporation**, Minister for Small Business, Minister for Planning and Minister for the Environment

Victoria

– **Small Business Commercial and Tennant Relief Group and Retail Survival Round Table** forums attended by Industry Association chiefs, Ministers, Judy OConnell, Small Business Commissioner & Regulators.

Prime Minister Congratulates MGATMA Members

Congratulatory letters of encouragement and acknowledgement to MGA members were received from Prime Minister Scott Morrison, Treasurer Josh Frydenburg and Small Business Minister Michaelia Cash.

The generous words in these letters eloquently expressed the Federal Governments thanks to all MGA members for the support and service they are providing their respective communities during these challenging COVID-19 times.



COVID-19 MGATMA Working from home

MGA Legal and IR Advice

The Legal and IR team provided timely advice to members and AHC on various aspects of the COVID-19 JobKeeper and JobSeeker legislation and many other questions from members dealing with major and minor issues in stores, including unfair dismissals and general protections claims.

COVID-19 created many challenges

and MGA, like many other workplaces had to adapt to the ever-changing work environment. An office roster was implemented so that there were fewer people in the office to comply with the Government’s social distancing

policy. MGA’s phone system was reprogrammed to allow for phone diversions to those working from home, and additional mobile telephones were purchased

MGATMA’s website was upgraded to assist our members with the ever-increasing COVID-19 queries.

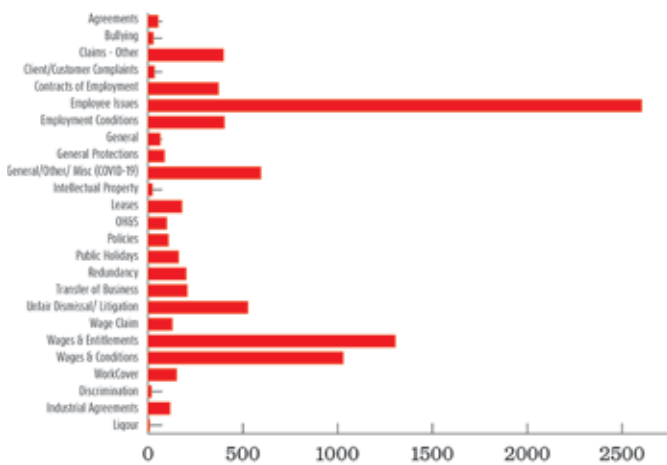
A designated webpage was designed and developed for all COVID-19 information. The webpage was up and running within two days. An enormous effort and priority by the MGA team compiling, designing and uploading all information from Federal and State sources as it became available.



Legal and IR Team Report 2019-2020

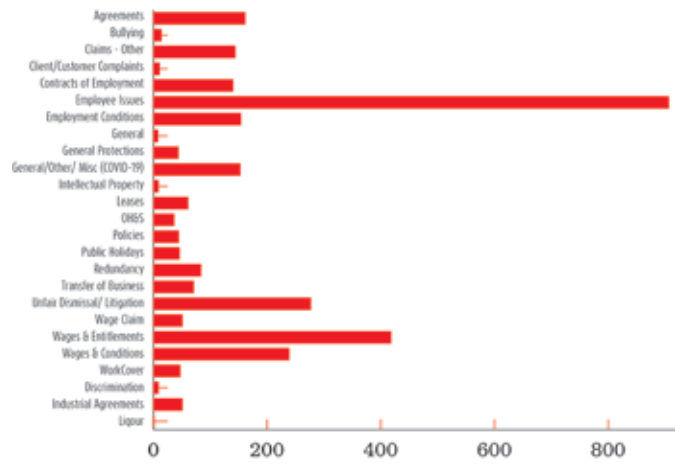
The MGATMA Legal and IR team is dedicated to “Making Life Easier” for our members.

IR Topics by Total Contacts: 9376



CONTACTS

IR Topics by Total Hours: 3182.75



HOURS

The MGATMA Legal and IR Team consists of 4 qualified lawyers who are all fully acquainted with the business needs of our members. They are always available to respond to a myriad of different problems that arise in supermarkets, timber and hardware outlets and several other business areas that utilise our services.

The team objectives include providing prompt response to problems that arise on a daily basis. In addition, they deal with often complex legal matters including, but not limited to, complex unfair dismissal applications, general protection claims, and underpayment of wages demands. Fortunately for our members, these issues are generally settled quickly and amicably, and additionally the team has been successful in resolving the majority of these matters with minimal cost.

Our statistics reveal that the Legal and IR team has been busy during the last year, and the statistics indicate a range of the various areas that have been the subject of member enquiries. A number of matters can be dealt with easily and quickly, but, others are time-consuming and often complex. Although some areas stand out as specifically problematic, it should be noted that these issues are mainly associated with an employee right to pursue litigation and the reciprocal right of the employer right to defend their actions. It is the employers right of response that the legal staff focus on in these matters.

A year of challenge and change

MGATMA was aware at the commencement of the new financial year, in July 2019, that there would be challenging times ahead and that we needed to prepare strong arguments to the Annual Wage Review panel in 2020, as we were seeking low wage growth in what we saw would be difficult economic times ahead. However, at the commencement of the new financial year in 2019 no one could have predicted how seriously damaged the future would become, both economically and socially, not just for Australia but for the entire world.

The Annual Wage Review 2020

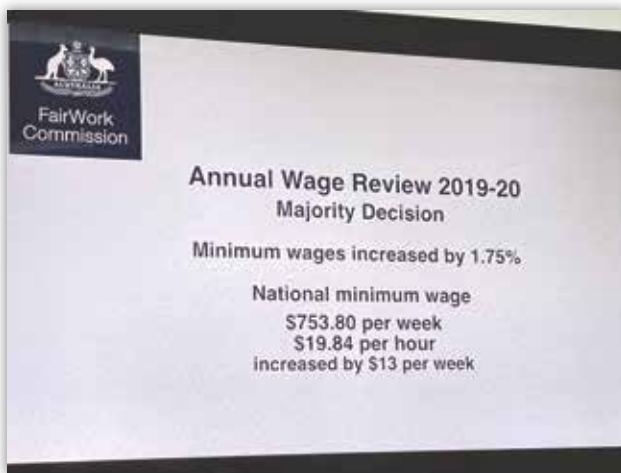
In early October 2019 MGATMA Legal and IR team began to prepare our submission for the Annual Wage Review 2020. Economic research was required, and a prominent consultant was contracted to organise nationwide communication with our members. We also sought the assistance of a highly qualified academic. Mr Bruce Dier, Factuality Enterprises Pty. Ltd. was appointed to conduct the research from Members in regard to their business experiences in 2019/2020, and Professor Phil Lewis from the centre for Labour Market Research, Australian National University, Canberra provided his commentary on the facts and data. After collecting this invaluable research, MGATMA provided the findings and other strong supporting economic data in it's submission

“MAKING LIFE EASIER,,

to the Fair Work Commission seeking a zero increase to wages for the next financial year commencing July 2020.

The MGATMA Legal team fielded concerns from members in many states that were impacted in early 2020 by the severe bushfires. In February 2020, the effects of the Coronavirus Pandemic (COVID 19) also began to affect Australia. The combined results of the pandemic and the bushfires, together with the severe toll of increases in wages over the past 3 years, were important factors in the MGATMA presentation to the Fair Work Commission.

The result was that the increase in award wages was 1.75 %, and we also successfully argued that the increase should be delayed. The Fair Work Commission agreed to a delay in payment of the increase until November 2020 for the Timber Industry and until January 2021 for the General Retail Industry Award.



February 2020- June 2020

The MGATMA team has dedicated considerable time to assisting and advising members on issues associated with the COVID-19 pandemic, and it has been most important to become familiar with the new areas of the law that have been implemented due to coronavirus. There has been a need to be mindful of the impact on employment due to the pandemic and the economic effects that have been the result. The Grocery industry has had particular challenges due to the need to protect the health and safety of staff and customers at this time. There has also been the need to become familiar with the rules around the JobKeeper and JobSeeker laws that were introduced by the Federal Government to help control the devastating effects on the economy due to the pandemic.

Wage Theft

There was considerable discussion about “wage theft” throughout the year. The Federal Government ordered a Senate Enquiry into various aspects of what allegedly constitutes “wage theft”. This was in view of cases of underpayments of wages and subsequent publicity about wages not being paid correctly. Some State sources are attempting to criminalise these actions. MGATMA made a submission to the Senate Enquiry.

The Future

MGATMA Legal and IR team provided members with all the support that was available in respect of workplace relations advice throughout the financial year 2019/2020 and helped members meet the challenge of the coronavirus pandemic. We will continue to support the membership into the future and look forward to a new robust economic environment in 2021.

Industry Training



2019/2020 for MGA Industry Training continues to be challenging in the education landscape. Within this landscape, MGA Industry Training needs to reflect, revise, and build a strategy for the future considering;

- » technology within our operating systems- including Learning Management Systems, reporting (compliance) website and shopping baskets
- » natural disasters such as bush fires and COVID 19 that impact our target market and members
- » competition with both large and smaller stakeholders in the education sector, particularly with short courses
- » growth in the retail sector
- » changes within how Registered Training Organisations report for compliance
- » costs for both members and MGA Industry Training regarding training
- » future of education in the VET (Vocational Education) sector
- » Federal and State funding in the retail sector
- » Federal and State legislation

The education sector is fluid that reacts to the political environment such as (lack of) job skills which influences not only the Federal budget regarding education but also each State. In the last 5 years, the Retail sector has not been seen by either Government as an industry to be invested in as an upskill or growth area to invest in. This makes it difficult for employers to invest in their talented employees.

With the above in mind, MGA Industry Training is reviewing its operations and courses on offer to meet current and future needs. It is committed

to providing the essentials that all our members require now and in the following years.

We are investing in building relationships with experienced RTOs and other stakeholders who have the structure and support to offer further training in specialised areas – such as Creswick – who have several courses to support the timber merchant industry. We are also looking at building a relationship with other businesses that understand the retail sector and can offer support and funding for Certificates in Retail.

MGA Industry Training and Metcash Academy have now formed a close working partnership to offer all our members non-accredited training courses. The benefits for our members is an agile training platform that has leading global resources at their fingertips

A highlight for 2020 for MGA Industry Training was being approached by the Tobacco Station Group to provide nationwide tobacco training for all their stores and employees. This allowed the training department to review the outdated tobacco courses, update to meet each individual state regulations with the sale of tobacco for our members as well as for TSG. We developed, built Tobacco courses for all States. We created a new look for TSG and have even translated the Victorian Tobacco course into Mandarin.

We continue our service to TSG through our systems by providing content and support for our online courses. MGA's relationship with TSG has created opportunities for the training department in a number of areas including course creation, eLearning and software experience - not to mention learning some characters in Mandarin!

There is a future growth with this relationship with such a big client that not only benefits the training department but for MGA TMA as a whole.

In the last year, MGA Industry Training has undergone a major infrastructure overhaul. After revising what was on offer, we are now focusing on what we do best – training in Food Safety, RSA, Tobacco nationwide. We will invest further into these courses we have on offer to ensure they are user friendly but not compromise on compliance that is required and build on skill sets that ensures support for our members.

MGA Industry Training offers a personalised service compared to the larger Registered Training Organisations. This high level of customer service offers members, and their employees ensure completion of courses enrolled and support whilst going through the training. We also have a full understanding of the different legislations within each State and offer advice best suited to the personal needs of each business.

Along with the actual training itself, MGA Industry Training is also guiding members on training at State level, and for businesses through newsletters, e-alerts and magazine articles to educate employers on what they can do when training their staff. It does not need to be an expensive solution. They are also working with the legal team of current issues and advises what employers can do for future issues with the assistance of training employees. It is this area that will promote growth as well as support.

MGA Industry Training is looking forward to 2021 with its new support structure and with its partnerships to ensure that we 'make life easier' for our members.

State and Federal industry representation - Advocacy

National Matters

THE WITHDRAWAL OF KAUFLAND FROM AUSTRALIA

The independent supermarket and liquor sector never objected to Kaufland coming to Australia. On the contrary, Independent supermarket operators thrive on competition, so long as it is a level playing field.

MGA, together with Industry Stakeholders invested valuable resources to oppose Kaufland from coming into Australia without having to abide by the same planning and zoning rules that MGA members have to abide by every day of the week.

The sheer arrogance of Kaufland, the 4th largest retail business in the world (with Lidl), thinking they could come into Australia and run roughshod over communities, local councils and state governments, in order to quickly establish their business is ludicrous, but they did it, and the people we elect to Government allowed them to do so with no consideration at all as to the deleterious impact on family and private businesses.

However, in January 2020, after demonstrable planning and zoning 'free kicks' from state governments and significant investments in property around Australia, Kaufland announced it would withdraw its business plans from Australia.

This was a very big win for Australian family and private businesses who were at risk of being 'crowding out' by this Big Box, a massive volume German retailer.



Channel 10 News First covers the story on the Kaufland retreat



MGA, together with industry stakeholders attend the Kaufland Hearing February 2019

MGA VISITS CANBERRA – PARLIAMENT HOUSE

From the 2nd to 4th Dec 2019 MGA Directors **Debbie Smith**, **Grant Hinchcliffe** and CEO **Jos de Bruin** met Ministers and Members of Parliament to discuss a number of issues matters including; waste management, IR Reform, impacts of Wages increases, Illicit and Illegal tobacco and Least Cost Routing.

Ministers and Members of Parliament visited include; Leader of Centre Alliance Senator **Rex Patrick**, **Pauline Hanson**, Leader of One Nation, Assistant Minister for Waste Reduction & Environment Management, **Trevor Evans**, Shadow Minister Climate Change Chief of Staff, **Tom Skladzien**, Deputy PM Michael McCormack Chief of Staff **Damian Callachor**, Shadow Minister for IR **Tony Burke**. 4th Dec - Shadow Minister for Small Business and Sustainability - **Julie Owens** and Shadow Minister for Small Business, **Brendan O'Connor**. MGA also attended the Enterprising Girls Project launched by **Josh Frydenberg**, which is a COSBOA project initiated to assist young women into the workforce. Other members of Parliament and staff met with include, Minister for the Environment **Susan Ley**, Chief of Staff **Elizabeth Warner**, Member for Groom, **John McVeigh** and Attorney General and Minister for Industrial relations **Christian Porter's** Senior Advisor, **Graham Watson**.



L-R: Jos de Bruin, Trevor Evans Minister for Waste, Debbie Smith and Grant Hinchcliffe.



L-R: Grant Hinchcliffe, Debbie Smith, Pauline Hanson Leader One Nation Party and Jos de Bruin.



L-R: Grant Hinchcliffe and Rex Patrick, Centre Alliance Party, and Debbie Smith



L-R: Debbie Smith and Julie Owens, Shadow Assistant Small Business Minister, and Grant Hinchcliffe



L-R: Grant Hinchcliffe and Debbie Smith outside Parliament House

ILLICIT TOBACCO – MEETINGS AND DISCUSSIONS WITH MINISTER FOR HOME AFFAIRS PETER DUTTON'S OFFICE

regarding serious illicit and illegal Tobacco issues in the Australian community and ascertaining what the ABF needs to do to clamp down on offenders.

MGA is now well-positioned to represent members at all illicit tobacco levels, actively engaging with Chairman of the Black Economy Task Force, Michael Schaper and becoming a member of Illicit Tobacco Eradication Task Force.

MGA circulated the KPMG Illicit Tobacco 2019 Key Report findings, which clearly illustrates that Illicit Tobacco is a serious matter negatively impacting small businesses to the Minister for Employment, Skills, Small & Family Businesses the Hon. Michaela Cash seeking more enforcement support at local store level.

AUSTRALIAN RETAIL VAPING INDUSTRY ASSOCIATION

In order to join forces with other like-minded industry associations who believe that Vaping should be legalised and regulated to be sold in supermarkets, just like tobacco, a new industry association was formed to provide one strong voice – The Australian Retail Vaping Industry Association. Currently, Vaping devices and liquids are being sourced by consumers from overseas via online shopping. Ritchies National Merchandising GM, Jarrod Swaine, was nominated to represent MGA and all members around Australia on the Australian Retail Vaping Industry Association Board.

FAIR MERCHANT FEES ALLIANCE

MGA is an inaugural member of the FMFA. Purpose of the Alliance is to drive for support from Government and regulators for Least Cost Routing implementation by the big four banks as soon as possible, to help reduce exorbitant Merchant Payment fees currently being experienced by MGATMA members. MGA is working closely with eftpos to achieve fair payment system Competition.

AUSTRALIAN SMALL BUSINESS AND FAMILY ENTERPRISE OMBUDSMAN



MGA has worked very closely with the ASBFEO **Kate Carnell** and her team developing a number of small strategies to assist their growth and to drive employment around Australia. These matters include Unfair Contract Terms, Big businesses paying on time, competition matters, finance accessibility, tax burdens, IR Reform and many more.

COSBOA

MGA has a seat at the COSBOA Board table. Jos de Bruin is a long-serving Director of COSBOA.

COSBOA has had an extraordinary year representing small businesses across Australia. Disastrous drought, bushfires and the COVID-19 catastrophe have lifted the profile of COSBOA more than ever before. Federal and State Governments have constantly been seeking advice from COSBOA through its CEO Peter Strong and has become a highly respected and very independent organisation that can be relied upon for grounded and non-partisan small business advice.



COSBOA SMALL BUSINESS SUMMIT

Held in Melbourne at the Sofitel. 29 and 30 August. MGA Directors attended including, Grant Hinchcliffe, Debbie Smith, Carmel Goldsmith, Graeme Gough, Lincoln Wymer and Jeff Harper. The Summit had many Heads of regulators (ATO, AER, FWO, ACCC) as well as members of Parliament attend this event.





COSBOA Small Business Summit in Melbourne



Kate Carnell ASBFEO



COSBOA Board of Directors



3rd from right: Assistant Minister for Infrastructure, Alan Tudge and next to him centre: Minister for Finance, Mathias Cormann



L to R – 1st left SA SBC John Chapman, 3rd left ACCC Deputy Chair Mick Keogh, 4th left Former Fed Sml Bus Minister Bruce Billson with MGA Board



FWO Sandra Parker and ATO Commissioner Chris Jordan



Panel of Guest Commissioners and Regulator Chiefs

ACCC

MGA is a member of the ACCC's Small Business and Franchise Advisory Council. A national meeting of industry association leaders and small business commissioners hosted from Canberra and linked nationally via video conference. These meetings are chaired by ACCC Deputy Chair Mick Keogh along with guests such as ACCC Chairman Rod Sims. Many issues and matters pertaining to small business competition, and consumers are discussed and tabled.

MGA took part in the ACCC's consultation process held in early 2020 in Melbourne to assist with guidelines for the Prohibiting Energy Market Misconduct Act.

COVID-19 Panic Buying - MGA Board met with Rod Sims ACCC Chairman and Rami Greiss Head of Enforcement to discuss the serious disproportionate supply issues independent supermarkets faced versus the chains during the COVID-19 "panic buying" period which severely disrupted the food and grocery supply chain for many weeks leaving shelves empty. Rod was very understanding and suggested we furnish him with the top 10 offending suppliers and the top 20 products mostly out of stock at the time. An investigation into the matter was promised to ascertain any misconduct or anti-competitive behaviour that may deprive the independent sector of essential food and grocery items.

State Matters

Western Australia

CHRISTMAS TRADING HOURS EXTENSION IN WA

There were modest extensions to trading hours in the Perth CBD over the Christmas/New Year period being the same as last year. MGA submitted for no changes to last years arrangements.

CONTAINER DEPOSIT LEGISLATION IN WA

The container deposit scheme (CDS) has been postponed owing to COVID -19 and will now commence 1st Oct 2020.



CONTAINER DEPOSIT SCHEME – WARRRL COMMITTEE AND TASK FORCE MEETINGS

MGA is a task force member and involved in the development of a low cost and red tape free CDS. Matters discussed include; collection point strategy, depots, eligibility for collection points, independent supermarket involvement, reverse vending machines and avoiding anti-competitive voucher.

MOU BETWEEN MGA AND LSAWA

was developed and submitted to the LSAWA board for ratification and implementation, this joining together

of MGA and LSAWA organisations will strengthen the voice of each other in WA as well as in federal Government lobbying



MEETINGS WITH VARIOUS MINISTERS

Minister for Planning and Infrastructure, Rita Saffioti regarding planning matters associated with Perth Airport and the supply issues members are facing as a result of the COVID-19.

Minister for Small Business Paul Papalia Senior Small Business Adviser regarding trading hours, planning and zoning, Perth Airport and WA CDS matters.



WA – Tele Meeting with WA Small Business Commissioner David Eaton re Planning issues associated with Perth Airport and trading hours regarding the same – he referred us to Federal Minister McCormack.



MCGOWAN GOVERNMENT DELIVERS PAYROLL TAX RELIEF FOR WA BUSINESSES

MGA's stand on State Payroll taxes is very clear! These states and territory-based taxes are a very blunt revenue-raising instrument and a blight on employment, not only in WA but all states and territories in Australia – a deterrent to employing people.



Victoria

PLASTIC BAG BAN

As from November 2019 the Victorian Government imposed a state-wide ban on single-use lightweight plastic shopping bags from November 2019.

VICTORIAN GOVERNMENT PLASTIC POLLUTIONS REFERENCE GROUP

MGA is a member of this group. The purpose is to develop a strategy toward removing single-use plastic bags and other items from littering the environment and avoiding landfill.

VICTORIAN PLANNING MINISTER RICHARD WYNNE'S

Senior planning and zoning adviser and the Director for strategy and planning met with MGA to discuss the unfair entry of the Kaufland business into the Victorian market.

MGA together with members and Industry stakeholders, fought very hard in the Victorian Planning Commission hearing to oppose the unfair way Kaufland was seeking to enter the Victorian market. Rezoning large tracts of land around Melbourne to the detriment of family and private businesses.

WORKPLACE MANSLAUGHTER AND OTHER MATTERS BILL

It is likely the Victorian Government will introduce the Workplace Manslaughter and other matters Bill into the Parliament. MGA is opposed to this Bill as it adds further unnecessary regulatory and compliance burdens upon members.

DEPT FOR ENVIRONMENT AND SUSTAINABILITY

MGA together with Aussie NRG met to discuss Industry Waste Management solutions and support Grants toward developing these solutions.

CONTAINER DEPOSIT SCHEME

A CDS will be introduced into Victoria in 2023, Minister Liliana D'Ambrosio's office advised of broad consultation with industry to ensure a workable CDS is put into place. MGA will be part of the consultation group.

New South Wales

Digital Driver's Licence ID trials now completed – Liquor ID's – MGA was involved in engagement concerning this trial in country NSW.

Lobbied for the freeze on trading hours in the Sydney CBD to be lifted.

Lobbied for Local Government illegal tobacco policing & enforcement.

CONTAINER DEPOSIT SCHEME (CDS)

The CDS NSW and Victorian border region (Murray River) 80-kilometre radius "retailer subsidy scheme support" concluded in November 2019. MGA worked with Small Business Commissioner Robyn Hobbs to have the scheme extended into 2020

IGA XPRESS STORE IN MASCOT

In August 2019, MGA met with NSW Small Business Commissioner Robyn Hobbs at the IGA Xpress store in Mascot, Sydney. The high rise residential building had been condemned owing to its foundations sinking and the store subsequently closed. MGA and the Small Business Commissioner were able to work out a way that the store could reopen and trade.



IGA Xpress Mascot

South Australia

SOUTH AUSTRALIAN INDEPENDENT RETAILERS (SAIR)

MGA has formed a close working relationship with SAIR Executive Colin Shearing enabling a combined strengthened relationship to focus on driving for positive results at a state and national level for all SA members in regard to policy-making on various issues and matters.

PACKAGED LIQUOR

Packaged Liquor is now able to be sold by SA members so long as all regulations and requirements are adhered to. Submissions were sought by the SA government on the implementation of stage 3 of the liquor licensing reform bill.

PROPOSED CHANGES TO WORKERS COMPENSATION LAWS IN SOUTH AUSTRALIA

The SA Labor Party proposed amendments to the workers' compensation laws in South Australia that if an employee contracts COVID-19 it will be presumed that, in the absence of proof to the contrary, the employer is liable for the employee's illness. This has been supported by the minor political parties. MGA made a submission opposing the proposed changes to the SA workers compensation laws.

CHRISTMAS TRADING EXTENSIONS IN SA

The SA Government extended Christmas trading hours to the benefit of large corporations. MGA and SAIR opposed these extensions.

TRADING HOURS

The Current Government is in favour of deregulating SA trading hours which MGA and SAIR opposes on the basis that this will favour the large corporations.

Queensland

QUEENSLAND SMALL BUSINESS ADVISORY COUNCIL

MGA President and owner of 3 supermarkets in the Toowoomba area, Debbie Smith, is a member of Minister Shannon Fentiman's Small Business Advisory Council. Debbie is highly respected by Government Ministers, MPs and various heads of departments giving MGA's Qld members a very strong voice to address any issues and concerns affecting their businesses.

We thank Debbie for her dedication and time to participate in this forum on our behalf.

“MAKING LIFE EASIER,,

MGAQ COMMITTEE

MGA's Queensland Committee comprises of MGA members from all around Queensland representative of all brands members trade under.

On behalf of MGA's Board and Staff, we thank this committee for their dedication and commitment to grow MGA members businesses in Queensland.



MGAQ Cmtee mtg with Minister Fentiman
4th from left, and Sml Bus Champion Maree
Adshead 3rd from right

ENTREPRENEURIAL PIPELINE PROJECT

MGA's members, family and privately owned grocers cannot stock and sell packaged liquor in Qld. This is unfair and anti-competitive! MGA has been working very closely with the Qld Government to develop a "local" food and beverage business development approach. This approach has been named the Entrepreneurial Pipeline Project. Bringing local food and beverage producers together with family and privately owned supermarkets to drive community economic growth and to grow employment in Qld. The MGAQ Committee has engaged with Qld Boutique Beer producers, Distillers and Wine Makers and producers to bring this vision to life.

MGAQ Committee members met with Qld Minister for Small Business, Minister for Planning and Development Cameron Dick, Minister for Innovation Kate Jones, Small Business Department Senior Staff including Naomi Quirk and Grant Stiddiford to discuss the Entrepreneurial Pipeline Project allowing locally produced alcoholic beverages to be stocked and sold in local grocery outlets.

QUEENSLAND SMALL BUSINESS WEEK EXPO

MGA, together with local Qld food, wine and beer producers came together at Boggo Road Gaol in July 2019 to display and sample their products. This was a demonstration for the Minister for Small Business Shannon Fentiman that a local ecosystem of businesses including locally produced alcoholic beverages fresh food and groceries and MGA members can work together to grow their businesses together.



Small Business Minister Shannon Fentiman



L to R Maree Adshead Sml Bus Commissioner ,
MGA members Raelene Hopper and Roz White



L to R MGA members Debbie Smith, Maree
Adshead Sml Bus Com., Joe Eied and Mark
Meszaros

CHRISTMAS EVE PUBLIC HOLIDAY

after 6 pm Despite MGA and MGAQ Committee members meeting with Minister for Industrial Relations Grace Grace and explaining that adding yet another ½ Public Holiday would add

significant payroll costs to members businesses the additional Public Holiday was gazetted and Christmas Eve declared a public holiday after 6 pm.

MAREE ADSHEAD

who has been an outstanding Qld Small Business Champion has been appointed to the role of Queensland's inaugural Small Business Commissioner effective 1st July 2020 – many MGAQ matters have been discussed with Maree including, Kaufland sites, locally produced packaged liquor, payroll tax reductions, single-use plastic item bans and CDS.

QLD STATUTORY WASTE MANAGEMENT STAKEHOLDER ADVISORY GROUP

MGA is a member of this group which met regularly. The purpose of this group is to develop a strategy to deal with a proposed single-use plastic item ban in Qld. Single-use plastic items include cups, cutlery, straws, toothpicks etc. Kylie Hughes is the Minister for the Environment Leeanne Enoch's Director. MGA has worked with Kylie before on the Qld CDS and single-use plastic bag bans.

Tasmania

PROPOSED 21 YEAR AGE LIMIT TO PURCHASE TOBACCO

MGA met with various members of the Tasmanian Parliament regarding the proposed Private Members (Ivan Dean) Bill to impose an age limit to purchase tobacco products at 21 years. Shadow Minister for Health Sarah Lovell supported MGA's plea to oppose this impractical Bill.

A letter was written by MGA to all Tasmanian MPs and the responses received from most MPs were very supportive of MGA's opposition to oppose this Bill. The Bill has been "put on hold."

MGA Corporate Partners

DIAMOND



PLATINUM



GOLD



SILVER



BRONZE



ASSOCIATE



WAREHOUSE AND BRAND PARTNERS



MGA TMA





MGATMA Corporate Partnership group led and managed by MGATMA's Trade Marketing and Business Development Manager Mark Paladino, provided continued and unwavering support of our members nationally.

These strong partnerships have played a significant role in enabling family enterprise and business owners that operate within the Supermarket, Liquor, Timber and Hardware sector to thrive amidst very tough trading conditions and remain strong in areas operating against large chain stores.

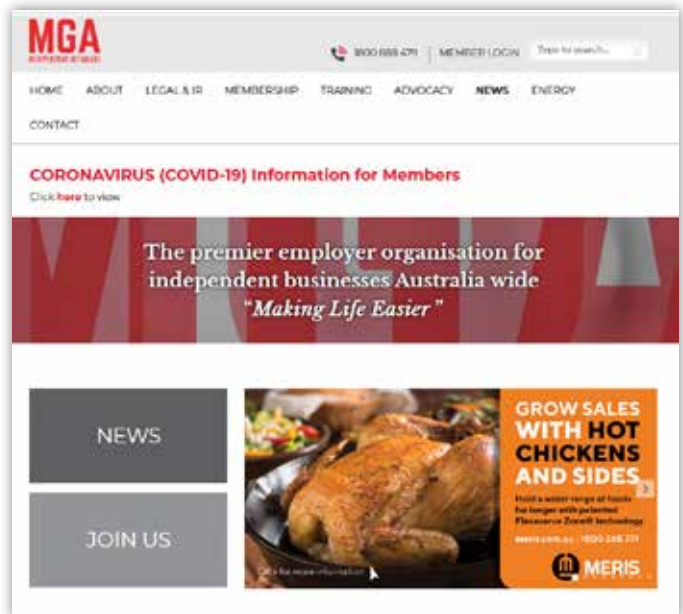
MGATMA members have benefitted from significant savings by working closely with our business providers – Adroit Insurance and Risk in the Grocery and Liquor sectors, AB Phillips Insurance Services in the Timber and Hardware sectors and Energy Efficiency and Sustainability with Aussie NRG, just to name a few.

MGATMA's Board of Directors, Management Committee and our members nationally thank our Corporate Partners for their commitments and continued support, which enables a strong and healthy Independent and family business to not only operate but flourish in a very competitive sector.

Marketing & Communications

MGATMA's higher purpose 'Making Life Easier' is at the centre of everything we do. With a renewed team of professional and dedicated people and business alignment in place early in the new financial year, MGATMA were well placed to deliver on member interaction and exceed expectations.

MGATMA websites have undergone continual updating to reflect the latest information, news and details required for members to know with confidence, that the back of house matters that are so heavily relied upon to support members businesses are ready at hand.



More recently the extensive COVID-19 resource section has been incredibly helpful for members, industry stakeholders and suppliers alike, to navigate through the confusion. MGA received wide industry, and members feedback on the content and availability of information.



MGA Industry Training's Website has also been refreshed with updated content and courses – RSA Vic now online, Food Safety to name just a few.

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Communications

MGATMA continues regular email communications, to all members with critical Legal and IR matters, along with e-Alerts, which target the specific urgent issues that can impact members running their businesses.

MGA & MGATMA completed +144K email sends in the last financial year, 51% of which was in the Mar '20 to Jun '20 period (COVID- 19).

'CHECKOUT' covers MGA Grocery and Liquor members, 'TIMBER & HARDWARE NEWS', Australian Timber Merchants. 'Add to Cart' is MGA Trainings industry newsletter.



MGA has continued to produce its popular **Independent Retailer** magazine publishing 8 editions per year. The IR Magazine for members, industry stakeholders, corporate partners, and suppliers can read the latest news, and keep abreast of the Legal & IR information, training updates, and interesting and educational editorials of valuable information.



Metcash EXPO - Gold Coast

One of the largest events held in Australia to bring independent supermarket store owners, their managers and their staff together is the annual IGA National Conference, IGA Retailer of the Year awards event and the EXPO itself which was held in July 2019.

This is a unique opportunity for suppliers, industry stakeholders and retailers to be able to engage and seek out business opportunities and to transact their products and services. IGA, Foodworks and Friendly grocers branded stores attended this event. Marie Brown, David Mostokly and Jos de Bruin attended the Metcash Expo and met and assisted many members from around Australia who attended. Federal Minister for Small Business Michaelia Cash and Federal Minister for Infrastructure Michael McCormack also attended.



Deputy PM, Michael McCormack visits MGA Booth



Roz White MGA Qld (foreground) with Minister Michaelia Cash 2nd from right



L-R: Max Haas Aussie NRG, MGA member Arthur Corcoris, MGA Legal Counsel Marie Brown, David Grey Smith and MGA IR Lawyer David Mostokly



L to R - JdB, Carmel Goldsmith (NSW), Angie Bell MP, Minister Michaelia Cash, Debbie Smith and Peter Piccone (Qld)



MGA's Marie Brown, Lincoln Wymer and Reddrop Group staff members

“MAKING LIFE EASIER,”

National Australia Bank- National Business Managers Forum (Mural Hall Vic.)

In September 2019 MGA was invited to present and participate in a panel of experts approach, to give insights into the daily challenges MGA members face day-in-day-out. Purpose of this was to help and assist NAB senior business managers understand more about what Small Business owners concerns are. There were 200 NAB senior Business Managers from around Australia who attended.

National FoodWorks Conference

Foodworks held its National Conference, Foodworks Retailer of the Year awards and Supplier Expo at the Wrest Point Casino and Constitution Dock in Tasmania in October 2019. This was a very successful conference with over 300 retailers in attendance from all over Australia and more than 200 suppliers in attendance.

MGA Directors Debbie Smith and Lincoln Wymer were in attendance, and Grant Hinchcliffe presented his Tasmanian business to the audience on the 2nd Day. MGA also presented a number of industry-related matters to the FoodWorks audience on the second day.

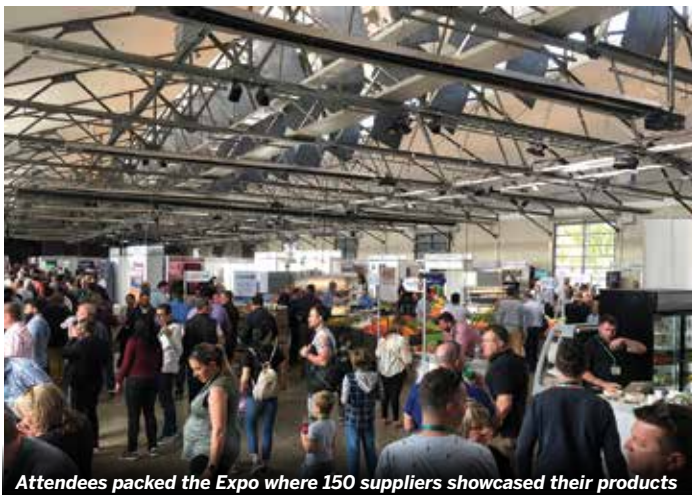
South Australia - Foodland House Strategy Day and Supplier Awards

This annual Foodland House event held in November 2019 at the Adelaide Convention Centre and hosted by Managing Director Con Sciacca was both visionary and inspirational. Con and his dedicated team gave the audience of over 400 Foodland retailers, their staff and local and national suppliers an update on the plans achieved from the previous year and the strategy and plans for the year and years ahead. Foodland has built a very strong and deep brand trust with South Australians. They are a community-based business and connected to their customers in so many different ways. The supplier of the year awards was held that same evening.

MGA Director Chris Dos Santos (Foodland Valley View) also attended this event.

Reddrop Group consisting of 17 Foodworks and Grocer branded stores located in Melbourne, Regional Victoria and South West NSW

conducted its inaugural Management Team Conference in Marysville Victoria in April 2019.



Attendees packed the Expo where 150 suppliers showcased their products



Reddrop Group (17 stores) holds inaugural Team Conference at Marysville



The AUR Foodworks National Conference in Hobart, Tasmania



The Redrop Group Management Team photo – Marysville 2019

SPAR Conference, Expo and Retailer Awards

The SPAR Australia Supermarket Group held its 2019 National Conference, Trade Show and Gala Awards, at the Gold Coast Convention Centre in SE Queensland from 8th to 10th August 2019. SPAR CEO Lou Jardin shared with all retailers and industry attendees that SPAR continued to build on SPAR's 'Better Together' strategies throughout the network.



The Gala Awards Dinner, held on 10 August, was hosted by Giaan Rooney, former Australian Swimmer and guests were entertained by McKenzie.

The nominees and winners were announced for the first time on the night! The Store of the Year awards were presented by SPAR Australia Managing Director, Mr Lou Jardin, and SPAR Guild Council Deputy Chair, Mr Bob Little.

SPAR Store of the Year Awards were awarded to two excellent SPAR, stores one from each of two respective categories:

- » SPAR Store of the Year 2019 - SPAR Jandowae
- » SPAR Express Store of the Year 2019 - SPAR Express Kalbar

SPAR store owners continue to reinvest in their businesses resulting in retail standards escalating and consumers being delighted with their shopping experience. The following stores won department awards for their exceptional department presentations within their stores.



Proud Spar award recipients

SPAR Grocery Award – SPAR Molong
 SPAR Express Grocery Award – SPAR Express Kalbar
 SPAR Dairy/Freezer Award – SPAR Urunga
 SPAR Express Dairy/Freezer Award – SPAR Express Terrigal
 SPAR Fresh Food Award – SPAR Maclean
 SPAR Express Fresh Food Award – SPAR Express Terrigal

Waste Management – Circular Economy

Over the past three years, MGA's Board has recognised that waste is an ever-increasing issue for our supermarket, liquor and timber and hardware industry sectors – it is very costly to dispose of and burdensome on the environment.

Together with MGA's Corporate Partner Aussie Energy, MGA will embark upon a major project, in the form of a new start-up company, to lead the industry in understanding the circular economy. Most importantly find economical and commercially viable methods to dispose of organic and non-organic waste to avoid landfill.

It is MGA's intention to lead our industry in 2020 and beyond and to instil a culture supporting the Circular Economy in all members businesses. A shareholder's agreement, constitution and business plan are all being developed to coincide with the formation of a "for-profit" Joint Venture between MGA and Aussie NRG. The JV Company will be formed to begin operating from 1 July 2020. All MGA Board members strongly support this groundbreaking initiative.

Public Relations and Media

Over the past financial year, MGATMA has achieved a high degree of exposure in all forms of media in regard to a variety of issue and matters that were of concern to MGATMA matters.

Some of the following topics have featured in the media attributed to MGATMA

- Annual wage Review and subsequent 1.7% increase
- Industrial Relations Reform
- Illicit Tobacco and Vaping
- Fair Merchant Payment Fees
- Kaufland entry in Australia & subsequent withdrawal
- COVID-19 related matters – Panic Buying, JobKeeper, State Recovery suggestions
- Bushfires around Australia
- State Trading Hours matters
- Trade Magazines – Timber trader



Mediums

- » Murdock and Fairfax daily newspapers
- » Television – ABC, Channel 9 and Channel 7, Sky News
- » Radio – ABC National and State, Commercial Stations WA, Qld, Vic and NSW

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MGA National Liquor

The MGA Liquor Committee activities in the 2019 year concluded with the annual MGA National Liquor Industry ‘Year in Review’ update function held on Thursday 5 December and attended by over 85 Key industry stakeholders and retailers.

Attendees were engaged by informative presentations from two fantastic Keynote speakers **Jason Daniels** Managing Principle, **Adroit Insurance** and **Guy Rosso** former CEO **Wesfarmers Departments Stores**, CEO of **McDonalds Australia**, and current **Chair of Guzman y Gomez Restaurants**.

The success of events like these cannot be achieved without the support of our independent retailers, Key industry stakeholders and suppliers. The MGA Liquor Committee would like to sincerely thank our hosts and sponsors **Asahi Premium Beverages**, **Asahi Lifestyle Beverages**, **Mitchelton Wines** and **Phillip Morris International** in assisting in making the event the success it was.

Your National Liquor Committee

On behalf of MGA’s Board, staff and members, MGA sincerely thanks the current national committee members for their time, hard work and commitment by attending monthly meetings, developing strategies and addressing and advocating on issues that would impact the prosperity of the independent packaged liquor sector.



L-R: Dale Brennan TWE, Paul Everard PFD Foods, Karl Loh GM Ritchies Liquor, David Seymour De Bortoli Wines



L-R: Scott Hadley Chief Commercial Manager Asahi Premium Beverages, Peter Margin Executive Chairman Asahi Premium Beverages



L-R: Jos de Bruin, CEO MGA Independent Retailers. Kim Satterthwaite, Foodworks Nat. Business Manager Liquor. George Kovits, President MGA National Liquor Committee. Tony Leon, Director Steve’s Liquor. Jeremy Goodale, ALM General Manager Vic & Tas Michael Reddrop, CEO Reddrop Group. Angelo Giannetta, Independent Retailer - IGA Express. Karl Loh, Ritchies Liquor General Manager. Tony Bongiovanni, Independent Retailer Cellarbrations. Nick Cook, Independent Retailer Foodwork

(missing: Adrian Ricci, IBA NSW State Manager: Tony Ingpen, IGA National Liquor Board Chairman: Peter Karkazis, Director Local Liquor ACT)

George Kovits
PRESIDENT | MGA



Advocacy

The National Liquor Committee and MGATMA is very active in its bid to safeguard liquor members from any additional red tape or cost burdens. It does this by actively lobbying and advocating for or against any Federal, State or Local matters that impact the businesses of members.

Below are a number of packaged Liquor State-specific advocacy matters the National Liquor Committee acted upon.

States: NSW

- Advocated for PLL to be deemed as an essential service during COVID-19 Restrictions.
- Successfully lobbied for the refunding & waiving of annual liquor licence fees.
- Due to cross border trading successfully lobbied for the Implementation of compensation to be paid NSW traders within a 20 km radius of Victorian border.
- Working Group for Digital Licence acceptance as proof of age

VIC

- Advocated for PLL to be deemed as an essential service due to COVID-19 restrictions.
- Successfully lobbied for the refunding & waiving of 2020 annual license fees.
- Member of the Liquor Control Advisory Council, reviewing the Liquor Control Reform Act 1988 – lobbying for uniformed Liquor License Fees, Trading Hours (Good Friday & Xmas Day), all licenses issued must be fit for purpose.
- Local Government illegal tobacco policing & enforcement.
- Circular Economy - Introduction of CDS

ACT

- Advocated for PLL to be deemed as an essential service due to COVID-19 restrictions
- Successfully lobbied for the refunding & waiving of 2020 annual license fees.
- Local Government illegal tobacco policing & enforcement.
- Board Member of the Liquor Advisory Group



L-R: Jos de Bruijn, CEO MGA, Peter Margin, Executive Chairman Asahi Premium Beverages, Bob Mathews, IGA Multi Store Owner

The past twelve months have seen the retirement of two inaugural long-serving committee members, John Rodriguez who represented IBA Brands in his role as State Sales Manager Victoria and Gary Woodgate who as a SIL Board Member and a successful and well-respected retailer for over 30 years representing Duncan's Brand.



Gary Woodgate



George Kovits and John Rodriguez

TAS

- Lobbying for the introduction of a new limited Package Liquor Licences
- Working with TIR on the introduction of a CDS.

SA

- Successfully Lobbied for the New Packaged Liquor Licences for Grocery Stores.
- Local Government illegal tobacco policing & enforcement.
- Submission on the review of CDS eligible products

WA

- CDS Advisory Committee
- Lobbied for Planning & Zoning restrictions on density of Big Box retailers
- MGA – LSAWA Memorandum of Understanding alliance.

NT

- Government working group & submission on the Alcohol Policies & Legislation Review (Riley Report)
- Continuing to oppose the 25% sales cap condition imposed on grocery store licences
- Opposed the Dan Murphy Big Box store planned for Darwin Airport site.

QLD

- Entrepreneurial Pipeline Project – Limited Grocery Packaged License
- CDS Advisory Committee



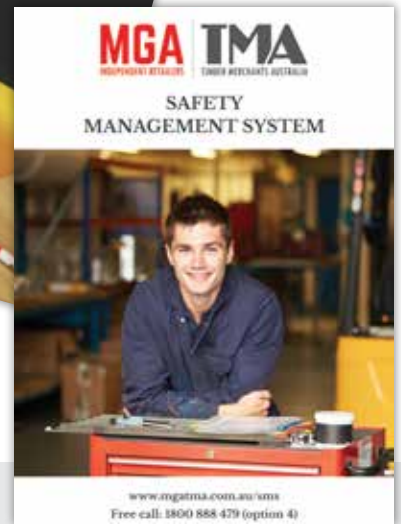
Timber and Hardware

A year of some significant progress for MGATMA and the timber and hardware sector of our organisation.



Introduction of Timber & Hardware Training Programs ▶

◀ Introduction of Timber Product Knowledge Training Seminars



MGATMA Safety Management System ▶

National Media Coverage – Timber and Hardware Magazines



IHG joins MGATMA – joint venture and company owned stores



Approx. 80 national outlets committed to joining MGATMA towards the end of FY2020, which was a very exciting and strategically positive addition to our timber and hardware network.

The Frederick Richard O'Connell Scholarship - a wonderful industry legacy

As a unique membership opportunity through MGATMA - for members and their employees in 2020.

Frederick O'Connell was Executive Director of the Timber Merchants Association back in the 1950s. In his will, he left a very important and pertinent legacy in a sum of money annually to be used for scholarships for the children of MGATMA members or children of their employees.

Applications are open to candidates who have enrolled in or who have already commenced a degree, certificate or diploma course conducted by a Victorian university. Scholarships are awarded on the basis of –

- Good character
- Personality
- Academic achievement
- Proficiency at sport

Winning candidates this year came from –

- » Dahlsens Building Centres
- » Bendigo Truss Plant
- » Matthews Timber
- » Davids Timber
- » A G Sawmills
- » Danahers Richmond Mitre 10



Michael Mann and FOC recipient Sam Storck – Dahlsens Bairsdale Vic



Geoff Holland and Brayden Henderson – Bendigo Truss



Sophie Martin and Mark Copper – Dahlsens

Emily Taylor – Bendigo Truss Plant ▶



**Daniel Wright, Gerard Wright, Lucy Wright
Matthews Timber P/L**

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October 2019

MGATMA Timber Industry Lunch - Kooyong Lawn Tennis Club

The annual Timber Industry Lunch was held in October in Melbourne – terrific attendance, excellent relevant speakers and plenty of networking.

For anyone wishing to obtain a copy of any of the following presentations –

- Eileen Newbury – FWPA – Ultimate Renewal
- Brien McDonald – NAB – Our multi-speed economy 'where to from here'
- Boris Iskra – WPV – Fire & External Products

Please email – ann.sanfey@mga.asn.au



Great industry turnout



Left to right – MGA TMA Management Committee – Clive Dossetor; Peter Alexander – President; Myriam Webster; Ron Caddy and Richard Hill – Vice President



NAB presentation Brien McDonald – Senior Economist – NAB and with Jos de Bruin; Bill Watson – CEO First Super

A formal presentation and acknowledge of their service to both the industry and MGA TMA (and the former TMA) of

Ron Caddy – Lamcal Building Supplies and
Myriam Webster – Demar Timber & Hardware



Jos de Bruin, Gary Blackwood – Shadow Assistant Minister for Forestry and Jeff Harper

In Memory - All

We remember those that have since passed & who made significant contributions to MGA TMA & the industry

February 2020

IHG EXPO – GOLD COAST QUEENSLAND

The MGA TMA team participated in the Independent Hardware Group National EXPO held on the Gold Coast early February.

A major key industry event resulted in a terrific networking opportunity.

Bringing together the best of independent timber and hardware, the IHG Expo is a unique networking opportunity where 600 members, 220 suppliers and over 2,000 attendees gather at the flagship B2B exhibition for the hardware, home improvement, building supplies and timber industry.

Shining the spotlight on new ideas and value-add for independents to compete in an increasingly tough market. Working on the motto that 'stronger and better together' than acting in isolation.

EVENTS

MGATMA Timber Industry Golf Day 2019

The timber industry's finest met on the golf course in October. The day was spectacular with Melbourne putting on glorious sunshine.

Sixty players took to the greens of the Kingston Heath Golf Club in Melbourne for the annual Timber Industry Golf Day. With excellent prizes and good food, the order of the day, thanks to partners and sponsors.

Prizes were awarded to the first, second and third-placed teams, in addition to awards for nearest the pin, longest drive and a \$40,000 'hole in one' cash prize competition sponsored by AB Phillips.

Winners and winning teams of the day –

- » 1st Bayswood Timber Wholesale
- » 2nd Dahlsens Building Centres
- » 3rd National Forest Products



IHG Expo entrance



Ann Sanfey MGATMA Membership Manager attends to enquiries



A B Phillips – MGA TMA Corporate Partners
\$40K Hole-in One Cheque



Hoo Hoo Golf Day - players ready to tee off.



Hazelwood and Hill Team

Industry community



GALA – The Grocery and Liquor Association was formed 78 years ago as a way to bring retailers together and started as an industry picnic in Victoria. GALA is a voluntary organisation made up of Industry representatives and MGA staff, who help to bring industry together and raise funds for charity through 2 major events each year - Gala Golf Day and the Annual Gala Ball.

2019 GALA Industry Ball ‘with a splash of colour’ – 70th Anniversary - 315 retailers, suppliers and industry stakeholders attended the GALA Ball held at the Sofitel in Melbourne on 23 August 2019. All proceeds are put toward the REACH Foundation. Numbers were well down on previous years. In 2018, 350 people attended. 5 years ago, 450 people attended. Fred Harrison is Patron of GALA. Roger Simpson was MC. Approx funds raised = \$20,000

The GALA Committee is made up of the following Grocery and Liquor industry leaders, who volunteer their time, and we thank them for their dedication and energy to unite our industry for a great community cause.

- Helen Maxwell** – Ritchie’s
- Peter Wagner** – ALM
- John Gay** – CSA
- Aaron Scalzo** – Lion
- Jos de Bruin** – MGA
- Paul Holmes** – Tassal
- Theo Stratopoulos** – consultant Independent stores
- Dean Baumann** – Strikeforce
- Marcus Aquilina** – Trifon Estate Wines
- Mark Paladino** – MGA



GALA Patron Fred Harrison.



Reach CEO Sasha Lawrence.





“If nothing else, COVID-19 has proven, once and for all, that we are creatures of habit and we like to be organised and to make plans. We are also social creatures and we like to have something exciting to look forward to – whether that be going out for dinner with friends, catching up with family, going on a holiday, or simply having a barbecue with mates. This has become part of our DNA and reflects how we have lived over years and even generations. Well, COVID-19 has changed the game plan and all the activities we usually look forward to, are now on hold or look very different.

My message to our members is to say, “Stay strong and stay the course.” We are living in unprecedented times and learning that patience really is a virtue. We may not be connecting with our industry peers and friends in person at the moment, but that day will come again soon and when it does, I assure you that we won’t take this for granted.

Life will return to normal. This may still be a number of weeks or months away, but our number one goal is to stay well, as without health we have nothing. Therefore, it is very important that we follow all the government guidelines and take care of ourselves, our colleagues and our workmates and families.

We can look forward to next year and as an essential service industry, it is critical we stick together, work in partnerships and support our fellow retailers, suppliers and industry friends. I am looking forward to the dawn after the dark.

Keep safe and stay well.”

Fred Harrison

Patron GALA



MGATMA

Branding study and future strategy

Commencing in 1890, Master Grocers Association of Victoria (MGAV), became a national employer organisation, dedicated to supermarket owners.

In 2006, The Board of the Master Grocers Association of Victoria (MGAV), after consistent requests from family and privately owned supermarkets from around Australia, determined that the MGAV should become a national organisation. The new national organisation name became Master Grocers Australia Ltd.

Some years later, MGA with full national membership, and after absorbing a number of state-based organisations, including the Liquor Stores Association of Victoria, decided to adopt a more neutral trading name to help make all retailers who were not grocers feel a part of a larger organisation. The new trading name became MGA Independent Retailers.

MGATMA – Master Grocers Australia / Timber Merchants Australia.

Since the coming together of various business types under the MGA umbrella, all of which have one common characteristic, they are family and privately owned businesses; it has been determined that it is time to grow MGA further. To take stock of the current performance of the organisation, the diversity of members, its branding and to examine the expectations of members to then reset the organisation for success over the next 5 to 10 years.

To this end, MGA will be engaging a Marketing and Branding Agency to conduct comprehensive research, discovery and analysis project to gather valuable insights of MGATMA and to evaluate the strength of the brand. The agency will then look to creatively develop a compelling brand hierarchy future business strategy. This initiative will commence in 2021.

“MAKING LIFE EASIER,,

MGA

INDEPENDENT RETAILERS

CONNECT WITH US

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