



## Special points of interest:

- NEW: NARGON wall planner in this issue
- Political comment is back
- NEW: Nomination form for the suppliers awards

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## Improving store security

During an economic recession the number of thefts from stores tends to increase. To help members make informed security decisions, NARGON invited ADT Security and Checkpoint NZ to submit short descriptions of their latest systems:

### Sensormatic (AM platform)

Acousto- Magnetic (AM) technology was designed to overcome the weaknesses of other existing EAS technologies. AM uses many different technologies to achieve very wide exit detection combined with small tags and labels, consistent performance in the retail environment, greater immunity to false alarms and greater detection performance against shielding.

Sensormatic AM technology has virtually no false alarms and, combined with industry leading detection rates and wide-exit coverage, offers greater flexibility for entrance/exit layouts. Solutions can include fully visible detection (often the best first deterrent) to completely concealed systems. There are a wide range of attractive system designs to complement any store's décor.

The technology is also effective on products containing liquids or non-ferrous metal which is a valuable advantage to help combat metal shielding. It can detect merchandise within foil-lined bags, even in metal shopping carts, and can be integrated with other metal detection options. AM technology supports a variety of applications onto merchandise and provides a wide range of tags and labels to help protect both hard and soft goods.

The system can also be integrated with other EAS functionality to ensure a one stop shop for a total loss prevention solution. For more information, please contact Scot Prebble on 09 580 6340 or visit [www.sensomatic.com](http://www.sensomatic.com)

### Evolve (RF platform)

Checkpoint Ltd NZ is pleased to announce the introduction of our state-of-the-art EVOLVE shrink management platform. This 'Next-Generation' RF platform sets the standard by which all other EAS providers will follow. EVOLVE features industry leading 360-degree rotation of RF signal, resulting in superior detection of RF security tags at all angles. The detection performance of EVOLVE surpasses previous EAS systems, improving distance and detection rates by up to 25% with fewer pedestals. This in turn allows retailers to detect stolen merchandise more effectively, covering a wider aisle which in turn preserve the look and feel of the retail shopping environment. EVOLVE represents a quantum leap in EAS system performance and reliability with reduced cost of ownership and improved ROI. Combined with Checkpoint's extensive range of complementary shrink management solutions, including foil lining detection, Evolve becomes a clear winner.

Checkpoint's Shrink Management Solutions include integrated scan deactivation (linked to POS). Added benefits include non interference with credit or swipe cards at POS and the integration of store scan data onto our extensive RF label range completing your RF EAS solution.

Keeping up with the ever changing needs of retail businesses Checkpoint is the first EAS provider to include RFID technology, with our EVOLVE platform. EVOLVE RFID increases inventory control and visibility ensuring that retailers keep products on shelves and available for purchase by their customers.

Stores using Checkpoint EAS solutions have reported reductions in theft, enhancing greater stock control and profitability. For further information call your account manager Shaun Hague on 09 447 2208 or 0274 470 061 or visit us at [www.checkpointasiapac.com](http://www.checkpointasiapac.com)

## Retail HOT SPOT Focus

In today's uncertain times even the smallest errors can make a big difference so it pays to ensure proper checks are in place in all areas and in particular Inwards goods.

Even with the technology we have today reports from our board show that discrepancies still occur more times than we would like.

To help reduce these errors follow the below guidelines:-

### 1) Count

Check that the quantity you have received is what you ordered and what you are being charged for.

### 2) Insist on itemised and priced invoices

So you can check the prices of your ordered goods.

## Supplier awards update

We have included a new form for suppliers to nominate which awards they would like to be voted for in this year's suppliers awards.

To remove all confusion, there is now no cost to any suppliers to nominate themselves for the awards.



“supermarket and grocery sales were up 1.7 percent (\$20m). This was the biggest increase recorded in any retail industry”

**Prime Minister John Key has announced that the Government is extending the Job Support Scheme**



“There is no requirement to display unit prices in New Zealand”

## Supermarket and grocery sales defy record retail slump

The latest Statistics New Zealand retail figures painted a grim picture with core retailing, which excludes the four vehicle-related industries, falling a record 1.2 percent (\$124 million) in the March 2009 quarter. This is double the previous largest falls of 0.6 percent in June 2007 and June 2008. Vehicle-related retailing sectors were hit even harder. Once again, the only good

news was supermarket and grocery stores which saw sales up 3.3 percent (\$119 million) due to a combination of increased prices and a higher volume of sales.

Official figures also show that food prices increased 0.5 percent in the March 2009 month. The most significant increases came from the meat, poultry and fish subgroup (up 1.4 percent) and fruit and

vegetables (up 1.6 percent). For the year to March 2009 food prices overall rose 8.6 percent with all five subgroups recording increases: grocery food (up 8.4 percent), meat, poultry and fish (up 12.6 percent), fruit and vegetables (up 10.6 percent), restaurant meals and ready-to-eat food (up 5.7 percent) and non-alcoholic beverages (up 5.6 percent).

## Enhanced business support

A lesser-known part of the government's Small Business Relief Package was a range of enhanced business support programmes, many of which are free for businesses. These include the Bizhealth website (<http://www.bizhealth.co.nz/>) and free 0800 42 49 46 Biz Help line for small and medium sized enterprises.

## 9-day fortnight option extended to medium-sized businesses

Prime Minister John Key has announced that the Government is extending the Job Support Scheme (better known as the 9-day fortnight) to include medium-sized businesses with 50 to 100 workers. The scheme came out of the Job Summit and lets businesses, workers and unions negotiate voluntary agreements to reduce working hours to a nine-day fortnight. Under

the scheme, the Government will pay employers \$12.50 an hour per worker for up to five hours a fortnight. It is targeted at businesses which are facing tough times and the temporary reduction in hours is designed to give employers time to ride out adverse conditions and give workers job security during that time

## Call to introduce unit pricing

Consumer NZ is calling for unit pricing to be displayed on all supermarket shelves saying that it will allow shoppers to work out which products provide the best value for money in these tough economic times. Unit pricing involves displaying the price per unit of measure (100g, kilogram or litre for example.)

There is no requirement to display unit prices in New Zealand but some supermarkets have chosen to do so for many products. In the European Union and several American states almost all shops must give unit prices for their packaged goods. Closer to home, the Australian Competition and Consumer Commission has recommended a mandatory unit-pricing regime for standard grocery items.

## Retail Quiz (2)

All NARGON members should know the answer to these three questions: (answers on page 4)

1. Are businesses with fewer than 50 employees eligible for the 9-day fortnight scheme?
2. Which Government department is offering free mentoring services to businesses?
3. True or false: Stores in New Zealand are required to show the unit price of all pre-packaged items?

## Political Comment – Labour

Labour's Small Business Spokesperson Ross Robertson offers NARGON members his thoughts on the challenges facing the sector in tough economic times:

*"Small businesses are the job creation engine of our economy, the locomotive of growth. We are a nation of small businesses; in fact, depending on what definition is used, they make up over 90 percent of all our businesses. They employ over a third of our work force and they create the greatest number of new jobs. As Labour's spokesperson for small business, I believe it is vital for the health of the New Zealand economy that we support innovative and creative businesses, not only to overcome the growing pains, but to support them as they do grow and develop. Government has a role to play.*

*There is no shortage of dire economic news filling the pages of the newspapers every day. A drop-off in exports has had a severe impact on some of our producers here at home. As the recession continues it affects more and more businesses – and jobs. Those that found themselves initially resistant to the breaking wave of the economic downturn now find that they are being caught up*

*in the current. It is important that the Government works to provide leadership, motivation and inspiration that will enable businesses to work through this tough economic cycle, and many small business owners I speak to are doing just that. They are refusing to recognise the word "recession" and are making better utilisation of all their resources to improve the bottom line.*

*I know that for many business owners compliance costs are a perennial issue. I can remember speaking with a shop owner recently as he attended to his accounts and when I said we were committed to doing something about compliance costs, he said "thank goodness for that" and threw all his papers in the air! Compliance cost is really an issue of productivity, something I am committed to. In my role as spokesperson I am looking forward to listening to the concerns of businesses around the country and across all industries, to see if we can't find some common ground and work to eliminate unnecessary costs.*

*Government can play a positive role in business. I do not think that it is a simple matter of clearing away regulations and then telling*

*businesses that they are on their own, although that is important. In a small export-dependent economy there is a role for the Government to stand side-by-side with our small and medium businesses to help them, particularly in accessing new markets overseas.*

*Back here at home, Government also has a role to play in supporting management with education and skills training. Just recently NZIER released a report that said that targeted training programmes will help with job creation and long term productivity. This is an idea that I am committed to. In its briefing paper to the incoming government, the New Zealand Institute of Management recommended a number of issues in this area and this is something I intend to follow up.*

*There is no doubt that many of New Zealand's small business owners are finding it tough going these days. I know that it will be the ingenuity and straight out dedication and commitment from our small business owners that will play a key role in getting New Zealand through this recession. I look forward to meeting as many of you as I can, and hearing your views and ideas."*

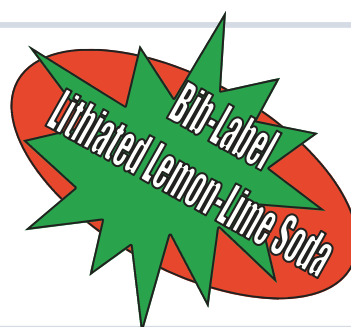


**"Small businesses are the job creation engine of our economy"**

**"I know that for many business owners compliance costs are a perennial issue"**

### On a lighter note

Never underestimate the power of a name. 7-Up is now one of the world's most popular soft drinks but it would probably not have achieved the same success if inventor C L Grigg had kept the original 1929 name of "Bib-Label Lithiated Lemon-Lime Soda".



Visit the NARGON Website for the latest news and information  
[www.nargon.co.nz](http://www.nargon.co.nz)

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## Store Spotlight - Dave Trubshoe from Whakatane New World

### How long have you been in the supermarket and grocery industry?

I started in 1980 in a Four Square. I have worked in the industry for 18 years since then.

### How many staff at your store?

175 presently.

### Which product surprised you most with its success?

I'm absolutely blown away by our Easter Egg sales. Green bread on Saint Patrick's Day also sells amazingly well.

### What part of the industry do you love the most?

I love my wine department, it is fantastic. I enjoy talking to the customers about wine and sampling it.

### What's your least favourite aspect?

I look forward to coming to work every day. My only dislike is that

supermarkets have to open seven days. It would be nice to close on Sundays so that kids don't miss seeing their parents

### Tell us one thing your staff may not know about you?

They know me pretty well but I did go to work one day in my pyjamas (because I was unwell).

### What is your favourite drink?

Cloudy Bay Savvy and Heineken for beer.

### What three albums or books would you take to a desert island?

The Turf Digest, an Abba CD and the movie Titanic.

### If you were banished to one section of your store, which one would it be?

Easy. The wine department.



Visit **Nargon News** at [www.nargon.co.nz](http://www.nargon.co.nz) to fill out the Store Spotlight questions so your store can be featured in this section

#### Answers from page 2

1. No. The scheme only covers companies with 50-100 or more than 100 employees.)
2. New Zealand Trade and Enterprise
3. False. Some stores choose to show unit prices