

The Retailer

The Magazine for **Retail NI**



Trade NI Visit
Westminster to launch
Prosperity Dividend

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Message from the President



Welcome to the Summer Edition of The Retailer.

Despite the Assembly and Executive being down, Retail NI has been busy as ever representing its members at all levels of Government on issues such as the Deposit Return Scheme, cost of doing business, the Windsor Accord, crime and planning.

Following the local council elections we published a Programme for Local Government for the newly elected 462 Councillors. The document sets out key policy priorities to create green 21st century high streets, empower local councils and fix our broken and antiquated business rating system.

At the end of May we organised the Trade NI Northern Ireland Reception at the House of Commons along with our colleagues from Hospitality Ulster and Manufacturing NI. The event was the biggest ever Northern Ireland business event at Westminster with over 80 MPs, 65 diplomats. It was addressed by the Secretary of State for Northern Ireland and the Shadow Secretary of State.

At this event we launched a comprehensive Prosperity Plan, which sets out how to make Northern Ireland the best place in the UK and Ireland to locate, start and scale up a business. In July we organised a similar such event in Dublin hosted by the Tánaiste Micheal Martin TD and met the Taoiseach Leo Varadkar.

In May we were asked to give evidence to the A5 Inquiry and took the opportunity to emphasise the importance of the route to the Retail sector. We also gave evidence on the Windsor Accord to the House of Lords European Affairs Committee and have engaged with the UK Government on the labelling issue impacting on our members. With our 2023 High Street Heroes underway, don't forget to put to Awards event 23rd August 6pm at the Belfast Harbour in your diary.

If you have any questions, issues or problems please do not hesitate to contact one of the team, there are there to help.

Peter McBride

WELCOME TO OUR NEW MEMBERS

- Maxol
- Boyne Valley Foods
- Island Dairy Mil
- Marlow Foods/Quorn
- Sub Culture Media
- The Electric Storage Company
- Pinnacle Response
- Tilt n Pour
- Boundary Brewing
- McCracken's Brewery
- Spadetown Brewery
- Bullhouse Brewing
- Lacada Brewery

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RETAIL NI LAUNCHES NORTHERN IRELAND'S HIGH STREET HERO AWARDS 2023

Annual High Street Hero Awards will celebrate the impact independent retailers make to the local economy and communities.

Retail NI is encouraging the public to cast their vote for their favourite high street retailers and help identify who will be recognised with a coveted High Street Hero Award for 2023 in its annual celebration of the best of Northern Ireland's independent retail sector. A record 10,000 local votes were registered in last year's competition which saw Newtownards and Coleraine named joint winners of the prestigious High Street of the Year award.

Newtownards retailer Wardens was also overall winner of Retailer of the Year, which helped to secure the busy County Down town as the official launch location for this year's overall awards.

Retail NI is delighted to announce a brand-new category for 2023 Best Green Retailer. To enter this category, retailers have submitted a 30-second video showcasing their environmental credentials, for example, in recycling, energy efficiency or other measures. Videos were then uploaded to the voting portal where the public cast their votes.

Online voting for all 13 categories officially opened on Independents' Day on Tuesday

4 July when Northern Ireland shoppers were encouraged to support their High Street and the big impact independent retailers make to the local economy.

Launching the awards for 2023, Glyn Roberts, Retail NI Chief Executive, said:

"Independent retail is the lifeblood of communities right across Northern Ireland and our annual High Street Heroes NI campaign represents the biggest celebration of our thriving local retail sector. This year, we're preparing to mark our biggest ever showcase event and a massive celebration of the individual businesses who are the beating heart of our many towns and cities.

"The awards are open to local retailers right across Northern Ireland – Portaferry to Pomeroy, Newry to Newtownabbey and Strabane to Scarva and will identify those local independent retailers who are taking a lead. Whether it's a local butcher that's a cut above the rest or fashion retailer with exceptional style, it's time to vote for your favourite now."

A second new additional category – Best Generalist Retailer – means the public can vote for any retailer not covered by an existing category.

Winners are determined solely by public nominations which



must be made online by 31 July 2023. For more information on how to cast your vote, visit www.RetailNI.com/High-Street-Heroes.

Retail NI, which represents the independent retail and wholesale sector in Northern Ireland, launched the High Street Heroes NI campaign to recognise and reward local retailers and their impact on local communities – 70 pence in every £1 spent with a local independent retailer is recycled through the economy, supporting local producers, manufacturers and invested back into the community.

The hugely successful High Street Hero NI awards is a joint initiative powered by Retail NI and supported Camelot, Roam, Strategic Power Connect and Belfast Live.



Welcoming the launch of this year's awards, Alex Green, Retail Director, Camelot, said:

"High Street Heroes NI showcases the excellent work that Northern Ireland retailers deliver every day for their local communities, and Camelot is delighted to once again be supporting the campaign.

"For almost 30 years, our 43,000 retail partners have been the backbone of The National Lottery and our continued support for the annual awards is just one way in which we show our valued partners that their fantastic work has not gone unnoticed. We wish every retailer the

very best of luck and look forward to celebrating both the winners and nominees at the awards night."

Andrew Bartlett, Founder and Chief Executive of Roam, said:

"Retail NI's annual High Street Hero awards are a benchmark of excellence for the independent retail sector which recognise those businesses and the people behind them to go above and beyond to serve their communities. We're delighted to be involved."

Ruth Kimbley, Director of Communications, Strategic Power Connect, said:

"This year's awards represent independent retail at its best and spotlight the world class contribution our local businesses make, their customer focus and being great places to work. New to this year's awards is the 'Green Retailer' category. We would encourage everyone in Northern Ireland when voting for their favourite retailer to recognise the innovative steps retailers are taking to become more sustainable and give them the recognition they deserve in an ever-changing environment."

Shortlisted retailers will be announced in early August, with an awards evening scheduled to take place in late August.

Still Here: Belfast Distillery Company welcome arrival of Whiskey Stills to Crumlin Road Gaol

Progress on the new J&J McConnell's Distillery and Visitor Experience on the Crumlin Road in North Belfast marked a major milestone this week with the arrival of three new state of the art Whiskey pot stills. The stills were transported by road and sea from Forsyth's, a world leader in the supply of distillation equipment, based in the Northeast of Scotland.

The stills were installed in A wing via a complex engineering feat involving opening the roof of the Grade A Listed Building and operating a crane at the construction site, hoisting each copper still into the air before carefully lowering each one into place.

Once operational, the 5000 litre wash still, 3000 litre intermediate still and 3000 litre spirit still will produce Triple Distilled Single Malt Irish Whiskey. The production capacity of the distillery will be 500,000 litres of pure alcohol (LPAs) per year, which would account for over 4 million bottles of McConnell's Irish Whisky. Belfast Distillery Company plan to commission the stills in September this year, meaning the first bottle of McConnell's Irish Whisky distilled from their own distillery could be available before the end of 2026. Belfast Distillery Company Chief Executive, John Kelly was on hand to oversee the stills installation and outlined the significance of this milestone. He said:

"Last August we celebrated the start of the building work for this project which is set to transform a part of this historic landmark in the heart of North Belfast. Nine months on, the arrival of our stills marks the significant progress we are already making.

"Later this year the J&J McConnell's Distillery and Visitor Experience will become the new home of McConnell's Irish Whisky. We will be inviting visitors to come in and learn more about Ireland's unique distilling process, the history of McConnell's and it's connections with Belfast over centuries, plus we will be producing our award-winning McConnell's



Irish Whisky on site. McConnell's is very much 'Back in Belfast'."

The construction of the £22million J&J McConnell's Distillery and Visitor Experience by the Belfast Distillery Company is well underway and the project is on track to open this Autumn. In total 50 new jobs will be created at the Crumlin Road site. John continued:

"We are now right in the middle of this exciting project and our team is growing fast. We are determined to play our part in the North Belfast community, to support the tourism sector right across Belfast and Northern Ireland, as well as adding another distillery to the growing number of distilleries on the island of Ireland."

The completed distillery will extend over three floors offering 1,000 sq. m. of distilling floor space and 1,700 sq. m. for the visitor experience, with plans to host over 100,000 visitors each year. Visitor experiences will include whiskey tours, cocktail masterclasses, a tasting bar, shop, and events spaces for hire. For more information on the J&J McConnell's Distillery & Visitor Experience, visit www.mcconnellsirishwhisky.com.

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Respecting Difference in the Workplace by Don Leeson, Chief Executive, Labour Relations Agency

Creating diverse and inclusive workplaces where every employee feels a sense of belonging is near the top of the agenda for many businesses these days.



The business benefits of diversity and inclusion are well-established, including:

- Helping address recruitment and retention challenges in a tight labour market; Diverse teams are more likely to generate innovative and creative approaches to problemsolving;
- A diversity of perspectives leads to more informed and well-rounded decisions;
- A diverse and inclusive workplace fosters a sense of belonging, which contributes to higher employee morale, engagement and productivity;
- A workforce that reflects the diversity of your customer base can help build trust and better understand customers' needs and preferences, and improved customer loyalty; and,
- Businesses that prioritise diversity and inclusion are often viewed as socially responsible and progressive, which enhances their reputation with customers and potential employees.

There is no doubt that employees are more likely to thrive when they feel that they can bring the true or authentic selves to work; when they can be best version of themselves in the workplace.

On the face of it this is a virtuous pursuit, but it can only happen within

an organisational culture that supports vulnerability, refrains from judgement, and has a high tolerance of difference. Encouraging employees to bring their whole selves to work requires an employer to welcome what may be perceived as the unpleasant, unlikeable aspects of its people too; not all workplaces are equipped to respond appropriately to the potential consequences. Employee trust will be irrevocably damaged if a "bring your whole self to work" sentiment is appended by "no, not those bits!"

People are different, and staff may hold opposing views on certain topics. Without parameters, however, employees may not understand the workplace rules relating to the how, where, when and why of workplace conversations. One employee may use 'free speech' as a justification to say anything, while another may say nothing at all for fear of a backlash for expressing an unpopular or poorly articulated opinion.

Key to negotiating this potential minefield for employers is encouraging respectful conversations in all manifestations of the workplace: the physical, e.g. the shop floor or staff canteen; the virtual, e.g. Zoom meetings; and the extended workplace where colleagues come together for work-connected social activities with colleagues.

In recognition of the challenges that increasingly diverse workplaces might bring for employers, the Labour Relations Agency has recently developed guidance on 'Respectful Conversations'. The guide is supported by a podcast in our 'Challenging Workplaces' series. This episode includes an interview with Nuala Murphy, Director of Diversity Mark.

The Agency's 'Respectful Conversations' guide and podcast is available at: <https://www.lra.org.uk/resources/guide/respectful-conversations-podcast-and-guide>.

Further information on Diversity Mark is available at: <https://diversity-mark-ni.co.uk/>.

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Stephen Kelly, Peter Kyle (Shadow Secretary of State), Colin Neill, Glyn Roberts

MAJOR PROSPECTUS FOR ECONOMIC GROWTH LAUNCHED BY TRADE NI

A major new economic report was published on 22nd May seeking to provide a blueprint for economic growth and prosperity in Northern Ireland over the next 10 years and beyond.

Trade NI, an alliance of three of Northern Ireland's largest trade bodies – Hospitality Ulster, Manufacturing NI and Retail NI – launched the paper at an event at Westminster.

Secretary of State Chris Heaton-Harris MP and Shadow Secretary of State Peter Kyle MP were among the senior frontbench MPs delivering keynote

speeches at the event on the House of Commons Terrace.

'A Region Transformed and Creating Prosperity For All: The Prosperity Dividend', produced by accountancy and business advisory consultancy BDO NI, focuses on the economic transformation of Northern Ireland since 1998. It examines how local industries, businesses, and high streets have been boosted by peace, prosperity, and greater stability. The report identifies key strengths of the Northern



Irish economy and how these can be leveraged to deliver greater economic growth and prosperity in future decades for local communities and businesses.

The events are sponsored by BDO, Danske Bank, DWF Law, Heathrow Airport, and Foyle Port. The reception is hosted by North Down MP, Dr Stephen Farry.

Recommendations in the major economic paper include:

- Creation of pathways to ensure businesses have the people they need to deliver for customers, consumers and economic opportunity.
- More investment in Universities and Further Education Colleges to increase the number of places and stop the 'brain drain' from NI.
- Giving businesses access to its Apprenticeship Levy money and establishing NI as a pilot area for a "Skills Tax Credit" scheme to rapidly skill up industries and establish a new funding stream for public and private sector training.
- Public Sector reform to reverse the region's historic dependency on this sector and to capitalise on the potential of the current Public Sector workforce across the Private Sector instead.
- A commitment that UK economic levers, whether that be in support for decarbonisation, childcare or economic zones reaches NI, its businesses and communities.
- Enhanced ground and air connectivity, abolishment of Air Passenger Duty and reduce hospitality & tourism VAT to make the region more accessible and attractive for both commerce and tourism.
- Capitalising on our unique dual-market access trading position.
- Overhauling the planning process to enable economic growth.
- The creation of multifunction hubs incorporating businesses, libraries, community services, healthcare, education, homes and sporting facilities.

In a joint statement, Trade NI said

"This is a blueprint for economic growth and prosperity for Northern Ireland. While it also looks back and recognises how



Wendy Craig & Karl Southworth (Camelot)



Neil McRobbie (McRobbie Retail), Derek Wright (Newtownards Chamber of Commerce), Chris O'Reilly (Retail Zoo) & Leigh Nelson (Newtownards Chamber of Commerce)

far we have come over the past 25 years, our document is about a path to greater economic success over the next decade and beyond. We want Northern Ireland to be the very best place in the UK to locate, start and scale up a business.

"Northern Ireland has vast untapped potential. We have a skilled workforce, a steady pipeline of talent from our higher and further education institutions, dual market access, and emerging clusters in new industries like tech, cyber security, and health and life sciences. But there is so much more we can achieve if we get the fundamental building blocks in place.

"Things like ensuring political stability at Stormont, fixing our planning system to facilitate speedier construction of major capital infrastructure projects, investing in our educational institutions to ensure our workforce of the future has the right skills and competencies, capitalising on our dual market access, and reforming our public sector to remove our dependence on it.

"The fact that today is the largest ever Northern Ireland trade mission to Westminster proves the interest that there is in our region. Today's events are about selling a positive message of Northern Ireland to potential investors and

key decision makers from the Government, Parliament, and the global diplomatic community, and ensuring that the prosperity promised by the Good Friday Agreement becomes a reality in the coming years."

Secretary of State for Northern Ireland Chris Heaton-Harris MP said:

"Northern Ireland is a great place to live, work and do business, and this Trade NI report reflects its huge economic potential. The recent Belfast (Good Friday) Agreement anniversary events have shown the huge progress Northern Ireland has made in the last 25 years, and I am determined that the spirit of optimism of those events is seized for the benefit of all in Northern Ireland.

"With Northern Ireland's strengths in key growth sectors, workforce expertise, the drive and creativity of its business community, and the benefits of the Windsor

Framework providing a stable framework for the future, I'm confident it can continue to grow and thrive.

"I welcome the contribution that Trade NI have made to the debate on how to secure prosperity in Northern Ireland and I look forward to the continued opportunity to engage with their members on how the UK Government can help deliver the continued prosperity that Northern Ireland deserves."

Vicky Davies, Chief Executive of Danske Bank, said

"We are very proud to be supporting Trade NI with this initiative. A vibrant, growing private sector is vital if we are to ensure a strong future for Northern Ireland's economy and communities. There is a lot of global goodwill for our region and continued support from those who could influence the future growth of our economy is so important. We must harness the opportunity in front of us, ensuring a path is set that will allow us to be the best we can be over the next 25 years."

Julie Galbraith, Executive Partner, DWF Law, added

"DWF is pleased to back Trade NI and their mission to deliver on the economic promise of the Good Friday Agreement. Northern Ireland has a strong message to sell to investors across the globe, leading the world in exciting sectors like fintech, cyber-security, and health and life sciences. This is another opportunity to sell that story to key decision makers from across the UK and bring further investment to our part of the world."



Nigel Milton

Nigel Milton, Chief of Staff, Heathrow Airport, also said

"Heathrow Airport is delighted to once again be supporting the Trade NI Westminster Day of engagement. Northern Ireland is a crucial market for businesses and airlines across the UK and further afield. Heathrow plays a vital role in keeping Northern Ireland connected to other major economic markets across the globe and we are keen to see greater economic prosperity for the region over the next 25 years."

The Event was attended by over 80 MPs, 65 diplomats and addressed by the Secretary of State for Northern Ireland and the Shadow Secretary of State. The event was then followed by a Reception kindly hosted by the Irish Embassy. Over 100 people attended the reception where they were addressed by the Irish Embassy's Deputy Head of Mission Fiona Flood as well as key sponsors Ian Luney of Foyle Port and Julie Galbraith of DWF.



Helen Wall (Wall Group) & Brian Murphy (BDO)



Sir Nigel Knowles (DWF)

PROSPERITY DIVIDEND LAUNCHED IN DUBLIN

The Prosperity Dividend Report was also launched in Dublin by the Tánaiste, Michael Martin as well as being presented to Taoiseach Leo Varadkar.

Commenting, Micheál Martin, Tánaiste, Minister for Foreign Affairs and Minister for Defence, said: "In the years since the Good Friday Agreement, Northern Ireland has been transformed into a leading place to live, to visit, and to do business. The business community has been central to bringing about this transformation, driving economic growth and creating jobs for communities across Northern Ireland.

"This report is an important contribution to our understanding of the economy in Northern Ireland, setting out an ambitious economic vision for the years ahead. It sets out what needs to be done if Northern Ireland is to maximise the economic dividend of the peace, as well the unique opportunity provided by dual access to both the UK market and the EU's single market for goods.



Glyn Roberts, Leo Varadkar (Taoiseach), Colin Neill, Stephen Kelly

"I welcome the spotlight it contains on the important and growing North South dimensions of trade and business on this island, and how the report challenges us about what we can do together to secure a better and more prosperous future for Northern Ireland."

"There is a real belief within the business community that NI can become an economic powerhouse, where business, innovation, and creativity flourish. Also, given our unique position as a bridge between the EU and GB, it is critical that we look to the opportunities this affords us to grow our economy in a spirit of co-operation across the island.

Commenting, Brian Murphy, BDO NI Managing Partner, said: "Northern Ireland has been on a transformative journey over the last 25 years. We have witnessed the expansion of new sectors such as renewable energy, legal services, film and television and we believe even better days lie ahead.

"The significant Irish Government support for initiatives such as the Shared Island Fund is also so important in helping us achieve our potential in Northern Ireland. Working together with all our partners will be a key part in helping us transform the economy for the benefit of everyone."



Glyn Roberts, Leo Varadkar (Taoiseach), Colin Neill, Stephen Kelly



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RETAIL NI LAUNCH POLICY PRIORITIES FOR LOCAL COUNCILS

Prior to the local Council elections, Retail NI published a Programme for Local Government for the newly elected 462 Councillors. Retail NI urged the public to vote for candidates who have the right policy priorities to regenerate our local high streets.

The document, **Revive NI** sets out key policy priorities to create green 21st century high streets, empower local councils and fix our broken and antiquated business rating system.

For an incoming Executive, Revive NI also sets out new proposals for business rates relief to promote scale-up, investment in green technology and Foreign Direct Investment in disadvantaged areas.

Launching the document Retail NI Vice-President Helen Wall said:

"Retail NI want to see refocused, reinvigorated and resourced Local Councils that will be the changemakers helping to create 21st century high streets and be key partners in making Northern Ireland the very best place in these islands to locate, start and scale up a business".

"Alongside a dynamic retail and hospitality offering we also need



Helen Wall, Vice President Retail NI

to ensure our villages, towns and cities become multi-functional hubs with libraries, community services, police stations, healthcare, leisure, education, open spaces, housing, and sports facilities.

"The theme of this Revive NI is regeneration and how to create 21st century town and city centres. With these Local Government Elections, we believe it is time to update our policy priorities and introduce some new ideas for our eleven councils, their 462 Councillors, our 90 MLA's and 18 MPs".

Retail NI Chief Executive Glyn Roberts said:

"This election shouldn't be about the Windsor Framework. Voters need to consider which candidates and parties have the right policy priorities to deliver economic regeneration and revived high streets".

"For an incoming NI Executive, we set our new proposals for additional rates relief to incentivise businesses to scale-up and create new jobs or invest in energy efficient technology. In addition, we are outlining proposals for an FDI Rate Relief scheme to encourage new companies to locate in disadvantaged areas to boost their local economies".

MUSGRAVE INVESTS £65K IN-STALLING DEFIBRILLATORS IN LOCATIONS ACROSS NI

Musgrave Northern Ireland has announced that it has invested £65,000 in installing Automated External Defibrillators (AED) at various sites across its locations in Northern Ireland.

A total of 34 lifesaving defibrillators have been installed by MK Medical inside all SuperValu and Centra stores owned by the company, as well as Musgrave MarketPlace sites, Musgrave's headquarters on Dargan Drive and drinks wholesaler, Drinks Inc on Boucher Road, Belfast. SuperValu and Centra stores included are located across the region, including



Trevor Magill, Musgrave & Martin Reynolds, SuperValu Lisburn

Banbridge, Belfast, Carrickfergus, Comber, Cookstown, Dungiven, Armagh, Limavady and many more.

Defibrillators have the potential to save the lives of staff and customers, with latest research showing that accessing these devices within 3-5 minutes of

a cardiac arrest increases the chance of survival by over 40%. Trevor Magill, Managing Director of Musgrave NI, said, "Our stores across Northern Ireland are at the heart of their communities and we're proud to provide a potential lifeline to them in an emergency with the installation of defibrillators at our Musgrave-owned SuperValu and Centra stores. Timing is crucial when dealing with a cardiac arrest, therefore having direct access to a defibrillator whether in our stores or office locations, could be lifesaving."

To learn more about how to use a defibrillator please visit St John Ambulance.

CHEST HEART & STROKE

DENISE URGES PUBLIC TO CHECK BLOOD PRESSURE AFTER 'TICKING TIME BOMB' WARNING



Davison Family



Denise Davison

Fidelma Carter, Head of Public Health at NICHs says; "Over 280,000 people, or around 1 in 5 of the adult population in Northern Ireland are living with high blood pressure, but around 120,000 more have high blood pressure and do not realise it. High blood pressure is anything over 140 over 90. Undetected

Denise Davison, 55 from Saintfield, was told by doctors she was a 'ticking time bomb' after being admitted to hospital with dangerously high blood pressure.

Denise was at an event at her husband's running club, at which Northern Ireland Chest Heart & Stroke's Health Promotion team had been booked to deliver blood pressure checks.

Denise recalls; "Valerie, from NICHs, took my blood pressure and said she wanted to check it on my other arm as the reading was coming back very high. She did two more checks, but my blood pressure was still 229 over 107

which is dangerously high. Valerie recommended that I go to A&E."

"I was admitted to hospital, where I stayed for two nights. I was started on the blood pressure medication that I am still taking now, and the doctor told me I was a ticking time bomb. Those were very frightening words to hear."

"The only reason I had my blood pressure checked that day was because NICHs happened to be there and I thought, 'why not get a check?'. NICHs's blood pressure awareness campaign highlights one in two heart attacks and strokes are linked to high blood pressure. I am just so lucky that mine was caught and treated in time - I was on a trajectory of something terrible happening."

high blood pressure rarely causes any physical symptoms. The only way to know your blood pressure is to have it measured."

"A blood pressure check is simple and only takes a few minutes, but it really could help save your life. You can make an appointment with your GP or visit your local pharmacy which may operate a blood pressure monitoring service. You could also buy a blood pressure machine for home monitoring."

"Alternatively, you could attend the free pop-up blood pressure checks we will be delivering at selected stores of our corporate partner MACE and shopping centres across Northern Ireland during our campaign."

For further information and support about blood pressure, visit www.nichs.org.uk/highbloodpressure

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NISA MD VISITS STORES IN NORTHERN IRELAND

Nisa's Managing Director Peter Batt recently visited Nisa stores in Northern Ireland – his second trip across the Irish Sea since joining the wholesale and independent retail specialist towards the end of 2022.

Peter was joined on the trip by Nisa's Head of Retail Victoria Lockie and met Retail Development Manager Nigel Maxwell as the trio visited several Nisa stores across the country. As part of the visit, Peter met with retailer groups to discuss future opportunities for development and listened to customer feedback on the symbol group and the wider independent retail industry.

"It was a very welcome opportunity to come across to Northern Ireland and see first-hand some of the fantastic work being done by Nisa retailers," said Peter.

"It has been incredibly valuable to hear some of the feedback



Nigel Maxwell, Peter Batt, Kenny Bradley, Victoria Lockie & John O'Driscoll

from our customers and very exciting to learn of their future plans. Several of the stores had a food to go offering as good as anywhere in the marketplace right now and we look forward to building on this success going forward."

NISA GEARS UP FOR AMBITIOUS RECRUITMENT DRIVE IN 2023

Nisa, the wholesale and independent retail specialist, is set to open a further 400 stores this year, as part of its ambitious recruitment drive.

Following hot on the heels of a successful 2022, whereby the symbol group and wholesaler opened 473 new stores, Nisa has seen a strong start to the year with 130 stores having been recruited year to date.

Recruitment of wholesale partners almost doubled in the same period year on year, which is a testament to Nisa's industry leading availability levels, competitive prices and access to the award-winning Co-op own brand range. Over the last two years, Nisa's recruitment has remained strong, with almost 900 stores joining the fascia group during this time.

In April, Nisa announced a simplified version of its Fresh Rewards rebate scheme, to give independent retailers the opportunity to be rewarded financially. Funding, which was previously held in the store



Peter Batt, John O'Driscoll, Finlay Robinson, Victoria Lockie & Nigel Maxwell

development fund, will now be given as a cash rebate, with qualifying retailers earning on average £2,300 cash back in their pockets per rebate period.

Peter Batt, Managing Director at Nisa, said: "Following many strong years for recruitment, we're pleased to have continued this momentum in 2022 and now into this year. At Nisa we're committed in ensuring our retailers are at the heart of the decisions we make, and we'll continue to invest in our offer."

With more than 40 years' experience, Nisa offers a flexible and unique partnership for each retailer it works with, providing the option to operate under a symbol fascia – Nisa Local, Nisa Express or Nisa Extra – or dual -branded. Its flexible model provides retailers with an unbeatable breadth of range of more than 13,000 SKUs, as well as access to more than 2,400 Co-op own brand products including its Co-op Core Essentials and Honest Value range, providing a recognised, quality brand for shoppers and good margins for retailers.

Nisa currently supplies 2,480 Nisa fascia/independent fascia retail stores.



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A5 Public Inquiry LET'S GET ON WITH IT"



long overdue investment in the infrastructure of the North-West."

"The A5 is a crucial road network that connects the region as far up as Donegal with Belfast, Dublin, and the rest of the island of Ireland."

Retail NI gave evidence at the A5 Public Inquiry in May where we emphasised that the development was long overdue and needed to happen as soon as possible.

Speaking to the Inquiry in the Strule Arts Centre, Retail NI Chief Executive Glyn Roberts said: "It is embarrassing that we are even having a public enquiry on this

"One of the most common issues raised by many of our members is the economic imbalances which have persisted in Northern Ireland, largely on an 'east west' basis. Over the years of peace, I fear we have never really got to terms with the issue, and it will require significant investments in infrastructure to drive real change"

"I don't think it is an exaggeration to say that this project would be transformational. It would be a good example of Northern Ireland and Irish governments working together on something which will have a positive impact on the whole of the island as well the immediate area. This would be real reconciliation in action, investing in everyone's future and business prosperity.

"The A5 project is perhaps one of the most obvious projects that can address the investment imbalances as this project is of regional importance to Northern Ireland's economy and its infrastructure".

"Let's get on with it".



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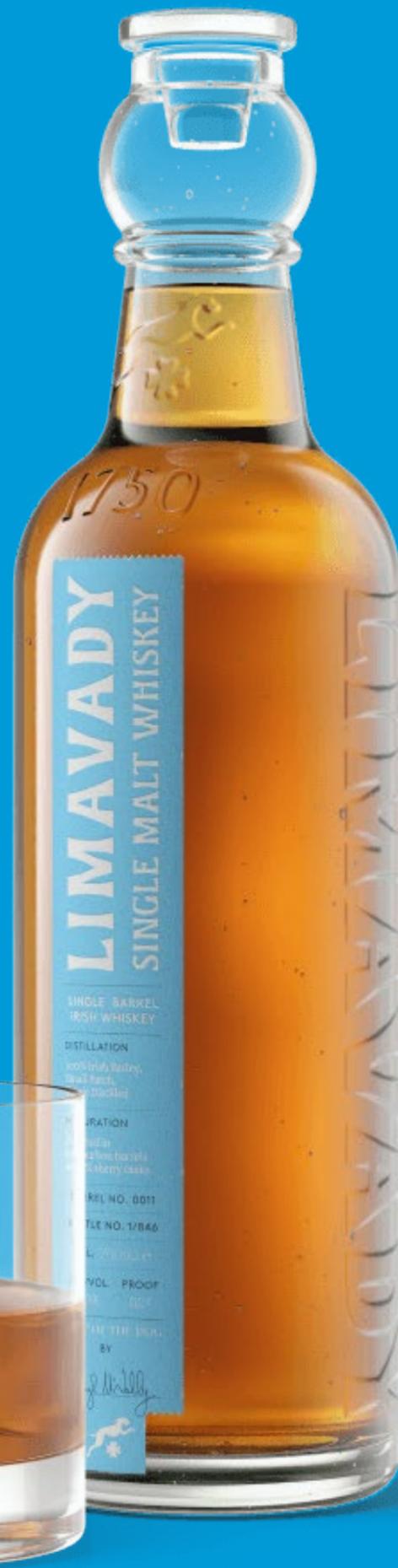
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TAKE THE LEAP

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Green Leases



40% of global CO2 emissions are generated by the built environment. In 2019, the UK government enshrined in law its commitment to reaching net zero emissions by 2050.1 Changes to how we construct, manage and operate real estate are an absolute in the drive to decarbonisation.

One way of lowering carbon emissions from buildings is to improve their energy efficiency. This enhances a building's sustainability credentials, making it more attractive to responsible businesses and investors. It also makes commercial sense as businesses seek to lower energy costs and improve productivity. Furthermore, the market has shown that properties with good sustainability ratings tend to out-perform the competition: they enhance a landlord's reputation, help occupiers attract talent and, for lenders, greener buildings have even been shown to offer a lower risk of default.

Owners and occupiers of buildings should familiarise themselves with the concept of a 'green lease'. This is a commercial lease with additional drafting to provide for the management and improvement of a building's energy performance. We have seen green lease drafting pushed up the agenda in recent years as a result of the tightening up of the regulations on minimum energy efficiency standards in England and Wales. The MEES regulations, as they are known, mean that from April 2023 buildings with an Energy Performance Certificate (EPC) rating lower than E cannot be let or continue to be let unless the property qualifies for an exemption. This minimum rating is set to rise to

a B by April 2030, with an interim target of C by April 2027.

In Northern Ireland, although the MEES regulations do not apply, it is a legal requirement to provide EPCs on any sale or letting. Moreover, the Northern Ireland Executive published its 'Path to Net Zero Action Plan' in January 2022 signalling that it is on a similar trajectory to Westminster. The Action Plan targets include the delivery of energy savings of 25% from buildings and industry by 2030. This will be achieved by delivering support to businesses to carry out energy improvement works and stricter building control regulations on energy performance and emissions. It appears to be a question of when, not if, an equivalent to the MEES regulations is brought into effect in Northern Ireland. Those wishing to protect their investments in the region should consider the potential impact now, taking energy improvement works into account when making capex projections and considering the green lease provisions they may require when new lease terms are being agreed.

For example, both landlord and tenant may need rights to install metering equipment on the property. As an owner you may need to monitor building performance and for occupiers there may be a requirement to report on energy usage as part of a corporate environmental, social and governance (ESG) strategy. The landlord might propose that, on rent review, where specified energy consumption targets are achieved



a rent rebate is awarded to incentivise reduced consumption as part of a building environmental management plan. Lease service charge drafting should consider what can and cannot be recovered in respect of energy improvement works. For example, the landlord might want to recover for improvements that were not solely carried out to comply with regulatory change and that also offer tangible benefits to tenants.

The key takeaway for owners and occupiers is to ensure that when terms for a new letting are being drawn up that you engage with your letting agent and lawyers. They will help you future proof your investments by staying alert to likely future developments and work in tangent with you to satisfy the environmental aspirations of both parties.

Unlock the Power of Efficient Workforce Management with Gig Grafter

In the fast-paced world of retail, managing your workforce effectively is essential for seamless operations and maximizing productivity. But let's face it, creating employee schedules can be a complex, time-consuming, and challenging task, especially for businesses with a dependency on part time and casual staff and in a rapidly changing environment. Juggling unexpected rota changes, holiday requests, payroll reconciliation, and striving to achieve profitability and productivity targets can quickly become overwhelming. That's why streamlining this process is not just a luxury, it's a necessity.

Imagine having a system that allows you to effortlessly create efficient rotas that meet your financial targets and uncover cost-saving opportunities. Picture being able to update schedules in real time, on any device, ensuring your employees and your business are always up to date and organized. It's time to make this vision a reality.

Introducing Gig Grafter, the cloud-based workforce management platform that simplifies the way you handle scheduling. With Gig Grafter, you can streamline your operations, reduce costs, and free up valuable management time to focus on other critical aspects of your business. But that's not all – implementing Gig Grafter's innovative features will also have a noticeable impact on your employee satisfaction and retention.

In today's world, predictability is key. By adopting predictive scheduling practices, you can provide your employees with greater stability in their work schedules. By sharing rotas in advance, you empower your colleagues to plan their personal lives, arrange childcare and pursue educational opportunities with



greater confidence that their work and personal commitments won't clash, the result? A more satisfied and engaged workforce that can achieve a better work-life balance. And we all know that a happier workforce lead to improved attendance, increased productivity and higher levels of customer service.

Say goodbye to unpredictable schedules and last-minute changes that leave your employees stressed and dissatisfied. With Gig Grafter you create a more transparent and reliable scheduling process that creates synergy between the needs of your employees with the needs of your business, improving staff retention. By reducing employee turnover, you save your business valuable time and resources associated with recruiting, hiring, and training new staff.

But the benefits don't stop there. By

incorporating predictive scheduling into your workforce management practices, you gain a significant competitive advantage for your retail business. Leveraging Gig Grafter's innovative technology allows you to achieve operational efficiency, enhance employee satisfaction, reduce turnover, ensure compliance, and deliver an exceptional customer experience. It's a win-win situation.

Don't settle for outdated and awkward scheduling processes. Embrace the future of workforce management with Gig Grafter. Our cloud-based platform simplifies everything from planning to payroll, empowering you to create a more flexible and attractive work environment.

To arrange a product demo or trial visit our website, contact us at sales@giggrafter.com or call Ciaran at **07961 536051**

CHILL FOOD HALL

At Chill Foodhall they take pride in offering the very best quality products with all the taste of home.

They source, produce, and supply a fantastic range of meals at affordable prices including 3 main meals for £12 and 2 sides for £4. From Lasagne, Stews and Pies to Sponges, Sauces, and Cheesecakes we have something to offer everyone.

All their meals are produced in their own factory just a few miles outside Coleraine and chefs use only the best local ingredients to create fresh and flavourful dishes. These meals are freshly prepared before being packaged and delivered in store and many of the dishes can be frozen and microwaved ensuring they are convenient. They also have an in-store butcher who uses only the very best local Quality Farm Assured Beef.

Freshly made burgers, sausages, and marinated stir-frys fill the shelves and they have a large gluten free range to cater for those who have a Gluten Intolerance. Their gluten free range include meals, breads, sauces, and desserts which are labelled in store.

For those who want healthier alternatives their Eat Well Range includes delicious meals for under 500 calories. So, keep a look out for their Eat Well labels on our products! On the 26th of May to celebrate our 10th Birthday they launched a Loyalty Card in store so all customers can earn points back on their shop. If you are in-store don't forget to ask for a loyalty card!

After 10 years in business, they want to thank all their customers for their continued support, and look forward to the very exciting things we have coming soon in store soon.



HELP TO GROW

Are you a business owner, leader, or senior manager of a small or medium sized enterprise (SME) in Northern Ireland? In just 50 hours (taught over 12 weeks) Ulster University can teach you the skills needed to reach new customers and boost your profits.

Help to Grow: Management is a practical leadership and management training programme designed to help you boost your business performance, resilience and long-term growth. Ulster University are delivering this unique executive development programme across Northern Ireland which is 90% subsidised by government.

What does the course involve? Facilitated by business experts from Ulster University Business School and industry, this practical programme takes place over 12 weeks and includes both online and face-to-face sessions, alongside peer support and mentoring. The programme is built around a practical curriculum that features:

- Eight facilitated online two-hour sessions
- Four practical and interactive case study workshops
- One-to-one support from a mentor, providing you with personalised support to develop your own business growth plan
- Peer networking, including peer group calls that give you the opportunity to share experiences with a small group of other small business leaders

This programme is structured to allow it to be factored into your schedule without disrupting your essential day-to-day working, letting



you get on with business while investing in the future.

You'll learn how to:

- Develop an effective growth strategy
- Review systems and processes to work smarter
- Analyse financial information and ratios
- Communicate your business's purpose and values
- Adopt new digital technology
- Build good leadership and management practices

On top of this, you'll extend your business network by working alongside other business leaders taking part

in the programme. You will also be part of an active alumni of professionals and experts.

After 12 weeks of being advised and supported by dedicated business school expert facilitators, your peer group and your mentor, you will have developed a Growth Action Plan – one that is uniquely tailored to your business thereby helping you to lead and grow your organisation.

The course will allow you the opportunity to:

- Develop your leadership and management skills, enhancing employee

- wellbeing and engagement in the process.
- Help you recognise what drives productivity and growth in your market and understand what this means for your business.
- Learn how to advance responsible business practices, including how you create an inclusive workplace and greener workplace practices.
- Understand how to innovate your business model, including how to adopt and invest in new and digital technologies.
- Identify key domestic and export markets for your business and develop strategies for market segmentation, positioning and targeting.
- Develop strategies to improve operational efficiency, saving time and money.

The next intake will be at the Belfast campus, starting 6th September with another cohort expected to begin early 2024. Register now: ulster.ac.uk/helptogrow or contact our Programme Manager, Rachael Withers (r.withers@ulster.ac.uk) directly for more information.

Eligibility criteria:

Your business must -

- Be a small or medium-sized enterprise (SME) based in the United Kingdom
- Employ between 5 and 249 people
- Have been operational for at least one year
- Not be a charity.

You must -

- Be a chief executive, owner/founder, or member of the senior management team
- Have at least one direct report
- Commit to completing all sessions.

Two people from the same business can participate in the programme if you meet the requirements. Regardless of participant numbers, your entire business will benefit, from increased productivity to enhanced employee wellbeing and more.



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BUSINESS MONEY

Business Money and Finance are working alongside Retail NI, to help local businesses to access competitive finance.



Through innovative technology solutions they can help organisations measure and meet their ESG goals.

Their mission is to bridge the gap in the SME commercial funding space by providing everyone with frictionless, accessible financial products.

Contact them to discuss any funding needs, and their team of experts can talk you through the viable options for your specific circumstances.

From carbon accounting, foot printing and reporting, to bespoke risk assessment and complex data analysis, digital tools can be integrated across all stages of your ESG agenda to deliver impactful results.

Working with market leading lenders in all funding classes and discipline specialists, ensures the best possible placement for clients.

Business Money and Finance understand that it's difficult to know where to start when looking at saving company money. Becoming sustainable with solar and renewable solutions is something that has been steadily growing, so that's why they have teamed up with the best in the business to make sure the whole process is seamless for you from initial discussions, design and completion.

Their renewable specific lenders can fund up to 90% of the project so for a free consultation and viability report, contact them today on: info@businessmoneyandfinance.co.uk

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- Asset Finance and Leasing
- Development/WIP Funding
- Bridging-Solar Renewables - Commercial Mortgages - Private Equity-Protection - Insurances.

They can help clients develop and implement positive strategies, all while making sure response to net zero is authentic, informed and aligned with commercial imperatives.

Visit their website: www.businessmoneyandfinance.co.uk for more information on all products, their team and contact details.

Can be used to cover wages-stock-bills-equipment-expansion-refurbishment-cash flow and much more.

Go Business Money Ltd is authorised and regulated by the FCA Financial Services Authority FRN930113



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Finance

ben@businessmoneyandfinance.co.uk

www.retailni.com

THE WINDSOR FRAMEWORK - LABELLING REQUIREMENTS & RETAIL MOVEMENT SCHEME

The Department for Environment, Food and Rural Affairs published guidance and a policy paper on elements of the Windsor Framework at the beginning of June. The published documents guidance covered the Retail Movement Scheme (or 'ReMoS' as it will otherwise be known), and guidance on the labelling requirements for businesses using the Retail Movement Scheme.

The key elements within the labelling guidance and Retail Movement Scheme policy paper are summarised below:

Retail Movement Scheme:

If your business moves agri-food retail goods to Northern Ireland for sale and for final consumption, then you are eligible to join ReMoS and take advantage of simplified processes for moving those goods. As your supply chain evolves there is flexibility to join and leave the scheme.

Online registration for the scheme will open on 1 September 2023. Qualifying traders and businesses will be able to register at any point after this time. Registration will be simple, and you will only need to do it once, alongside accepting the scheme's terms and conditions. Registration will ensure that Government has all the necessary information to admit you to ReMoS and allow you take advantage of simplified movements into Northern Ireland.

Businesses who wish to do so can pre-register for ReMoS between 31 July and 24 August 2023. This will fast-track scheme membership.

Under ReMoS, a simplified single document (the 'General Certificate') will confirm that all of the goods on a single truck are compliant with the terms of the scheme. You will no longer need to complete individual Export Health Certificates (EHCs) for each consignment, nor require signing off from a vet.

To assist you with any changes for your business, we are taking care to ensure that the end-to-end process is as straightforward as possible, drawing on existing industry standards and common practices to minimise additional burdens wherever possible.

Under the scheme you will be able to move more products to Northern Ireland than was possible under the original terms of the Northern Ireland Protocol. Bans on products like chilled meat preparations, and certain goods from the Rest of the World, such as South American avocados have been lifted. **Further explanation and full list of products are outlined within Retail Movement Scheme: how the scheme will work - GOV.UK (www.gov.uk).**

Labelling:

This guidance covers labelling rules for businesses in Great Britain (England, Scotland and Wales) and retailers in Northern Ireland, for those agri-food products moved under the Retail Movement Scheme.

Under the Retail Movement Scheme, some food products will need individual product labels with the words 'Not for EU'. These requirements will be brought in through three phases from October 2023 to July 2025. The guidance gives more information on what products are exempt from the product-level labelling requirements.

Where products are not individually labelled with the words 'Not for EU', there are requirements to label the box or crate under the Windsor Framework. This requirement will take effect from 1 October 2023. It is recognised that businesses move products in different ways. Therefore, this requirement should be implemented in the most pragmatic way possible and we will continue to work with business on the practical methods that can be used to meet this requirement. Some acceptable examples are outlined in the guidance

The UK Government will provide financial support to help businesses with the new labelling requirements in phase 1. Funding will cover a range of activities that could help your business meet the labelling requirements. The

funding will not cover the labelling changes for phases 2 and 3.

Action:

You should continue to use guidance and procedures that presently are in place on gov.uk. Guidance will be updated periodically, giving you time to prepare for any new requirements.

For up-to-date guidance we encourage you to sign up for gov.uk alerts.

Keeping you informed:

We will continue to update on the new Windsor Framework at our weekly agri-food forum and roundtables and encourage you to attend. The Forum is open to all traders. If you would like to attend and do not already have the invite, please email us at: NIGBFoodSupplyChainForum@defra.gov.uk

Defra will continue to keep you informed and up to date on developments that affect traders moving goods from Great Britain to Northern Ireland.

Should you have any questions or queries about this in the meantime, please email us at traders@defra.gov.uk.



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Translink confirms 1.5 million miles of emissions-free bus travel last year



Debbie Caldwell, Climate Commissioner, Belfast City Council, added: "As a city, we have committed to reducing our emissions by 80% by 2030. With transport accounting for around one fifth of our emissions, Translink's commitment to Zero Emission public transport is playing a critical role in achieving this target and reducing air pollution in our city."

"Alongside this, we're encouraging people to reduce the number of car journeys they make and use public transport more often, and with new walking and cycling routes opening up across the city, Belfast will be a cleaner and more pleasant place to live, visit and work."

"Belfast City Council is also developing an Electric Vehicle Infrastructure strategy to support the transition to electric vehicles and the delivery of public charging infrastructure. And we are in the process of developing a Local Area Energy Plan to identify the most cost-effective measures to decarbonise housing, transport and energy in different parts of the city. All these efforts support our ambition to transition to an inclusive, resilient net zero city by 2050."

Translink currently operates the fourth largest zero emission bus fleet in the UK and Ireland.

Investment in Zero Emission bus technology in Northern Ireland is making real progress, addressing the climate emergency and delivering a cleaner region.

Last year, Translink Metro buses in Belfast completed over 1.5 million miles of emissions-free travel, removing 1,635 tonnes of CO2 from the atmosphere and supporting Translink's target to operate a net zero fleet across Northern Ireland by 2040.

Currently, Translink has more than 100 Zero Emission buses in its fleet with plans for another 44 to enter passenger service this year. This includes a bus renewal project for Foyle Metro services which will see Derry~Londonderry become one of the first cities in the UK and Ireland to operate a fully Zero Emission urban bus service. Coleraine will also start to see new Zero Emission buses added to the local bus fleet later this year.

Chris Conway, Translink CEO, said: "Investment in zero emission fleet & technology, along with modal shift, is vital to tackle the climate crisis and achieve the emission reduction targets set out in the Northern Ireland Climate Change Act."

"Over five million emissions-free bus passenger journeys were made on Metro last year, cutting congestion on local roads while reducing noise and air pollution across Belfast. Our customers are also enjoying the comfort of these state-of-the-art vehicles that meet the latest standards in accessibility and safety."

"Translink remains committed to delivering attractive, modern, fully accessible and greener services supporting a cleaner region and a better quality of life for generations to come. We look forward to further investment in zero emission public transport in the years ahead," said Chris.

DVLA Services to be Withdrawn from Post Offices

The Driver Vehicle Licensing Agency (DVLA), recently announced that DVLA services are to be withdrawn from post offices by April 2024.

Currently post offices carry out over 6 million DVLA transactions every year, half of these are paid for in cash. If the contract is permanently lost, the only option will be online payments. Driving government services online threatens the UK's access to cash, as well as creating inequality. Those who are digitally-excluded or classed as vulnerable, are the groups most impacted by this lack of offline presence.



Remuneration is consistently top priority for Postmasters, with many struggling to keep their offices viable during the cost-of-living crisis. If the DVLA contract is lost, this will be another



Wendy Burke, Jim McCafferty, Ruth Buckley-Salmon, David Agnew, Chris O'Reilly, Matthew Walker

significant impact upon remuneration and threatens the viability of the whole Post Office network. This in turn will

have a negative impact on local shops and businesses, as research shows that two in five post office visits result in money spent in neighbouring shops. In addition, three in ten SMEs use a post office once a week.

To show your support in keeping DVLA at post offices, please sign the petition here: Prevent Government removing DVLA services from the Post Office from April 2024 | 38 Degrees





Introducing Pivotal

Headquartered in Belfast and operating across GB and Ireland, Pivotal was established in 2005 as a Cash Management company known then as RMS Group Services, providing a range of services including – Cash & Valuables in transit (CVIT), Cash processing and ATMs. Transitioning from a company offering just Cash Management to a complete end to end Transaction Management provider the group rebranded as Pivotal in March 2020.

Pivotal recently announced the launch of their new Fintech digital payment division PivotalPay, enabling their customers to accept card as a form of payment. This service now makes Pivotal unique in the Transaction Management market as they are in complete control of the end-to-end transaction cycle, for both cash and digital payments. Pivotal's customers are their primary focus, and we strive to make transaction management simple, smart, and secure.

PivotalPay has been designed support the local NI business community by offering the best possible service, helping to cut queues, banish mistakes, keep tabs on your transactions and so much more.

Life is busy with so much to do every day - and running your own

business is no exception. Taking payments is important for all businesses, whether your customers are in your store, online or over the phone. PivotalPay look after payments for thousands of businesses just like yours, helping them achieve their potential every day – by delivering an exceptional payment experience. PivotalPay has created a range of products and services to support you in managing and growing your Business.

How you take payments makes a huge difference to your customers' shopping experience.

PivotalPay are here to make sure that you get the right solution to suit your business and your budget, and don't worry about the technology side of things either, PivotalPay can get that sorted too.

Payments technology is evolving fast, and you need to keep up if you want to convert every sale. This means saying yes to major cards, contactless payments, mobile wallets, alternative payment methods and handling foreign currency conversion too.

Your customers have a choice and so do you. If you want a business-grade payments



service that includes ultra-smart tools and the latest payments methods, while keeping life simple with a hassle-free set-up process, then PivotalPay has some great news for you – they can sort it all.

PivotalPay can even help improve cashflow

Cash is the lifeblood of every retail operation and the faster it flows the better! PivotalPay offer next day funding so you can get on with sorting staff wages, ordering new stock, building your bank balance and growing your business.

As a member of Retail NI, you will benefit from preferential pricing to reduce your costs combined with market leading customer services direct from Pivotal's Belfast head office. You can count on Pivotal to deliver an outstanding Transaction Management solutions helping your retail business to stand out in a competitive marketplace.

For more information about Pivotal's Transaction Management solutions, including PivotalPay's current offer of no minimum term contract contact Brian Darby at Brian.Darby@wearepivotal.io Mobile **07980 912948**

CPD Certified Training on Recruiting and Employing People with Convictions in Northern Ireland

NIACRO is a charity in Northern Ireland, that has been working for over 50 years to reduce crime and its impact on people and communities. Supporting people with convictions to secure employment significantly helps to reduce reoffending and build positive futures.

We understand that employers are often concerned about employing people with convictions. We also know that many industry sectors are struggling to recruit staff. This training is designed to help employers understand the law and make informed decisions when deciding whether to employ people with convictions. The training has been designed and is delivered by NIACRO experts with acute front-line experience in supporting people with convictions.

Who is it for?

This CPD Certified training is designed for all employers across all business and industry sectors, however large or small. It will be of particular interest to those with HR functions as well as managers and directors involved with employee recruitment processes.

Benefits

This training assists employers to develop safe, fair, and consistent recruitment practices, and better understand how having a conviction impacts on securing

employment. It supports compliance with legislative requirements, and assessment of risks.

Learning Outcomes

1. Differences between convictions and a criminal record
2. The types of AccessNI checks, when to apply and how to interpret
3. Rehabilitation periods for different convictions
4. Best practice in recruitment to support people with convictions

The training leads to:

- fairer and informed recruitment practices that support people with convictions to secure meaningful employment.
- an increased pool of employees for key industry sectors, helping to address labour shortages in key areas
- enhanced meaningful opportunities for people with convictions to continue their rehabilitation in the community.

Recruiting People with Convictions in Northern Ireland

CPD Certified Training on Employing People with Convictions

NIACRO has been supporting people with convictions for over 50 years, and we know that securing employment significantly helps to reduce re-offending and build positive futures. We also know that employers are often concerned about employing people with convictions. This training is designed to help employers understand the law and make informed decisions when deciding whether to employ people with convictions.

Contact Andrea Moreland for more info and booking.
028 9032 0157
disclosure@niacro.co.uk

www.niacro.co.uk

Dates and Delivery options

Summer schedule for online training, open to all sectors:

Monday 26th June 10.30-12.30
Monday 24th July 10.30-12.30
Tuesday 22nd August 10.30-12.30

The training costs £80 per person (cost includes CPD Certification) The training can also be delivered in-person and we are happy to discuss options for bespoke group bookings which can also be delivered online or in your own premises.

For more information and to book places contact Andrea Moreland at NIACRO on **028 9032 0157** disclosure@niacro.co.uk

PSNI CONFERENCE

The Police Service of Northern Ireland was delighted to open the recent Retailers Against Crime Conference held on Wednesday 21st June 2023 at the Titanic building in Belfast.

Addressing attendees, Chief Superintendent Darrin Jones outlined that shoplifting offences in Northern Ireland have hit a five year high, with over 7,500 thefts being reported in the past year.

"There has been a 14% increase in retail thefts reported since the period prior to the pandemic, with the cost of living crisis and organised crime gangs having an impact on the rising figures. In 2022/23 there were 7,512 reported cases of retail theft in Northern Ireland, whilst there were 6,981 in 2019/20, prior to the Covid pandemic and lockdowns.

There was of course a significant drop in shoplifting figures in 2020 and 2021 during the pandemic."

Police receive around 20 reports of thefts per day with this representing around 35% of the

Safe Shop Scheme
Working with retailers and staff to combat crime and promoting a safer working environment

Preventing entry
Owner or agent (manager, sales assistant, security staff)

- May refuse any person admission for any reason
- Your shop is private property
- No one has a legal right of entry (except law enforcement)
- You may impose conditions of entry (no prams, buggies, etc)
- While any person can be refused entry and no reason need be given, the reason must not be one of discrimination (eg. Ethnic minority, religion).

Removal from premises
You have a right to remove any person who fails to meet normal standards of behaviour eg: Committing an offence.

- Unruly behaviour / drunkenness
- Threats to staff / causing damage
- Police may assist if called by staff
- Police cannot remove on their own initiative - you must ask the person to leave in the presence of the police
- It is advisable for agents/employers to have 'rights to remove' in writing from the owner.

What powers do you have?

- Suspect must be told they are being arrested and why, for example "I'm arresting you for the theft of two pairs of jeans, and you are detained until police arrive" (DASCI requirement)
- If suspect co-operates, take to secure area of the shop
- Back in the premises ask them to produce any goods not paid for
- If not produced - do not search - wait for police
- Do not leave suspect alone or allow access to toilet
- Wait for police, make some notes of the time and comments made
- Inform police.

Avoid violence in an arrest situation!

- Always try to arrest in twos
- Always ensure that you can effect an arrest with no harm to yourself or fellow members of staff
- Always talk quietly, calmly and deliberately to thieves
- If faced with a violent situation, BACK AWAY, removing yourself as best you can
- Never follow a thief out on your own - you may be at risk of injury from accomplices.

If an offence occurs, what next?

- Be prompt and concise in your reporting
- Good reporting means a higher chance of apprehending a suspect
- If the offender has fled the scene - what is their description? Note age, build, complexion, distinguishing marks (tattoos and piercings), height, hair, clothing, any vehicles and any accomplices.

How does the 'Safe Shop Scheme' help you?

- Staff receive specialised training during police led workshops.
- Greater awareness in relation to retail related crime
- Provides retailers with excellent links to their dedicated Neighbourhood Police Teams
- Proven reduction in store losses
- Excellent opportunities for information sharing with fellow retailers.

How to report an incident
Dial 999 when:

- Life is threatened
- People are injured
- Crime is in progress
- Offenders are at or near the scene

Otherwise report online or call 101

Report online, Call 101, In an emergency call 999

we care we listen we act

Police Service of Northern Ireland

Service's overall demand however, it is possible that the true figure could be much higher due to retailers choosing not to report thefts to the police. Chief Superintendent Jones continued: "Food is the most commonly item stolen from shops, representing 35% of all shoplifting cases, and of these thefts, meat is the item that is stolen most frequently.

As a Police Service, we are asking retailers experiencing issues with retail theft to reach out to their local neighbourhood team or Crime prevention

officer to provide Safeshop training, which will assist with both preventing retail theft, and if an incident occurs, ensuring best practice in staff safety and securing best evidence. The scheme has been running for 10 years, and is a UK and Ireland first in terms of prevention activity focusing on retail theft."

If you feel this training would be beneficial to your team, please contact businesscrime@psni.police.uk to arrange.

New community store opens doors in Moygashel securing local jobs

A new SPAR store has officially opened its doors in the Dungannon village of Moygashel, after being purchased by Henderson Retail.

The store, which was previously operated by the Moutray family for the past ten years as a Costcutter, has retained all former staff, has recruited two of the team from the recently closed Busby's ViVO, plus added another four recruits from the local area.

'Busby's', was central to the community for over 70 years and the much loved store, run by Philip and Carol Busby, closed its doors on 16 April. The all-new SPAR now has a dedicated team of 24 colleagues and will bring an expansive range of locally sourced products and fresh groceries to the area.

Suppliers include potatoes from Nature's Harvest in Moy and apple tarts baked fresh in store using Armagh apples. The groceries are complemented by M&W Meats, the popular local butchery counter which remains within the store, an in-store Post Office and ATM, Barista Bar Coffee and the new The Kitchen range of products made from local ingredients, as well as an in-store bakery which is to be introduced to the store in May. The store are also planning to relocate the Automated External Defibrillator (AED) to the new store from Busby's, ensuring the lifesaving equipment remains available to the local community 24/7.



Kelly Archer, Sharon Wilson H & W Meats, Spar Moygashel

www.retailni.com



Sharon Simons, Dean McKay, Leanne Steenson, Annal Zawadka, Carol Busby & Elizabeth Haydock

Remaining as a hub for the local community is important to the new SPAR store, ensuring they continue the positive impact created by the previous and much loved Costcutter and ViVO stores.

Dean McKay, store manager, explained, "It is fundamental to me and the team to continue the legacy of the previous Moygashel stores, getting involved with what matters to the community in every way we can. Our team are all from the local area so it's important to us all to be a big part of it and we love seeing all the friendly faces coming into the store.

"We will be involved in SPAR NI's Nurture our Neighbourhood initiatives throughout the year including taking part in the litter pick around the community and surrounding area, as well as sponsoring sports day kits for Howard Primary School and making donations to the local foodbank 'For You'. We are looking forward to many years of providing for our local community."

Carol Busby, who owned Busby's ViVO and has now moved to the new SPAR store, commented, "I have enjoyed my time serving the local community of Moygashel for over 35 years and am delighted to get the opportunity to join the team in the new SPAR store. I look forward to continuing to serve the local community and my many friends that live here."

Stephen Moutray, the previous owner of Costcutter Moygashel commented, "Over the past decade it has been our pleasure as a family to serve the people of Moygashel and further afield. We had great staff, who like us, saw the importance of good customer service. We want to thank our many valued customers and take the opportunity to wish The Henderson Group every success as they now take over the reins".

The all-new SPAR Moygashel also has extended opening hours, 7am - 11pm, Monday to Sunday, providing even more accessibility and convenience to the local area.

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Interview with a Retailer

VINCENT HARKIN

Harkin's Healthcare comprises 2 independent, community pharmacies in Maghera - Harkin's Pharmacy and Glass Pharmacy.

Harkin's Pharmacy was proudly established by Joseph Brendan Harkin and his wife Bridie in 1961 and has been developed since 1996 by their son Vincent and his wife Nuala.



In 2020 the business was expanded by the purchase of another long-established family business, T M Glass Pharmacy.

The mission of Harkin's Healthcare is to provide the community with a comprehensive and progressive range of pharmacy services.

Who in the business world do you admire the most?

At the risk of sounding twee, I have to say my late father, Brendan Harkin. He started Harkin's Pharmacy 63 years ago from nothing. He and my mother lived above the Pharmacy in a flat, they raised 6 children there and worked in the pharmacy for 40 years.

What do you do when you are not working?

I spend most of my spare time with my wife, Nuala and our 2 children, Grace and Luke. I can also be found in my home music studio when I get an opportunity. I play guitar with a few friends and gig a little when we get the chance (band name will not be disclosed!). I love watching football and am an avid Aston Villa supporter for my sins. Reading and movies are big favourites as well.

What is the biggest misconception people have about you?

I honestly can't think of any misconceptions.

Who are your biggest role models in life?

I'd have to say my parents again. They were solid, hardworking, stoic people, who 'just got on with it!' My mother had a very strong faith which I always admired.

If you had a superpower, what would it be?

Invisibility - take from that what you will!

What has been the most valuable piece of advice you have been given in your career?

'Honesty everytime' and to be myself.

What is your favourite task of the week & Why?

Putting my children to bed. It means I am home early and is a great antidote to a hard day. An insight into a child's mind is a wonderful thing, especially when it's time to sleep!

Name one thing you would like to achieve in the next year and why?

After the last few tumultuous years in Pharmacy, I would like to achieve stability in work and life.

When you were a child, what did you want to do and why?

I wanted to play for Aston Villa FC - as I was obviously an amazing footballer. (It was a big loss for Villa!) Lead guitarist in a rock band was also a big one - although never say never!. My 'back-up' career as a Pharmacist took over eventually however as it was the most glamorous.

If you could only invest in one area or service in your business what would it be?

I would invest in more Clinical Services for our patients. We have introduced many new and exciting services in our Pharmacies over the last few years. It is so rewarding to see Pharmacy becoming a one-stop-shop for health in the Community and I want our Pharmacies to build on that.



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