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Members' Newsletter

May 2021

TERANG & DISTRICT
CO-OPERATIVE LIMITED

Established on the 2nd day of July, 1908



SUPER NEW LOOK SOURCED FROM LOCAL SUPPORT

THE CO-OP'S IGA SUPERMARKET HAS BEEN COMPARED TO SOME OF THE BEST IN RURAL AUSTRALIA WITH A MAJOR REDEVELOPMENT RECEIVING OVERWHELMING PRAISE FROM CUSTOMERS. THE VERDICT HAS BEEN UNANIMOUSLY POSITIVE, WITH ONE CUSTOMER COMPARING IT TO THE FOODLAND STORE IN FREWVILLE, SOUTH AUSTRALIA WHICH HAS WON AUSTRALIAN AND WORLD STORE OF THE YEAR TITLES.

The \$850,000 project came in on budget and has delivered customers a fresh new look, better layout and an improved shopping experience. The redevelopment has made shopping easier to navigate and expanded the fresh and

frozen food offering.

The changes included removing three large grocery aisles from the entry of the store and opening a passage through to the deli area by using low-profile shelving, doubling the size of the meat chiller, installing new refrigeration, and extending the liquor store to incorporate a larger walk-in cool room. The new flooring was originally planned for the renovated section only but it was later extended to cover the entire supermarket, adding to the fresh appeal.

CEO Kevin Ford said customers regularly comment that they enjoy shopping in the supermarket. "We're really proud of the changes and how the project has improved the shopping experience," Kevin said. "We have been able to invest in our future and it's something that benefits the whole town. The increased support we received from our members and the community in 2020 gave us the confidence to pursue this project and not cut any corners."

The project was supervised by supermarket manager Paul Bailey.

CHAIRMAN LOOKS FORWARD TO GROWTH

AFTER SIX MONTHS IN THE ROLE, TERANG CO-OP CHAIRMAN GEOFF BARBY SAYS IT IS AN EXCITING TIME TO BE AT THE HELM.

Replacing Brendan Kenna, Geoff stepped into the role during a major supermarket redevelopment and significant changes across all departments and a business-wide response to COVID-19, but he's taken it in his stride. "Brendan left the Co-op in a good situation so coming in after him has been a smooth transition," he said. "Things are still happening quickly but I'm settling into the role. It's quite a bit more demanding than being a regular Board member but it's not a chore; it's interesting to see how things are moving and being more closely involved with the senior management team."

Geoff says the most pleasing aspects so far include award

nominations for the IGA redevelopment and the response from customers.

"That is very encouraging and a reward for the staff. Thanks to the support of members and Terang people in general, we're going well at the moment and we felt comfortable in making this investment into our future."

Geoff said the new-look rural and hardware businesses and the grocery redevelopment had reinvigorated the Co-op.

"Now we're trying to consolidate our gains and maintain our high-quality customer service. It's about having the right products and right customer service and making sure people see the benefits of being members," he said.



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Giving back to the community since 1908

...CONTINUED CHAIRMAN LOOKS FORWARD TO GROWTH

Geoff arrived in Terang in 1986 to work in customer service for the State Electricity Commission (SEC) before later moving into a risk management role with Powercor. It did not take him long to see the benefits of being part of the Co-op. "We joined two weeks after we came here from Maryborough," he said. "Terang is a very strong community-based town, a very caring community. We noticed that straight away and wanted to be part of that by getting involved in local organisations."

Geoff joined the Co-op Board in 2016 and was vice-chair for two years. His other community involvement includes 21

years on the Terang College school council and 10 years on the Terang-Mortlake Health Service board.

Outgoing Charirman, Brendan Kenna noted that it had been an honour to serve as chair. "The Co-op is in a very exciting phase; we've rejuvenated just about every aspect of the business and the business is very well placed," he said. "The Co-op is Terang. If the Co-op is trading well, the town and district are travelling well." Brendan has stayed on as deputy chair to assist Geoff before another Board member assumes that role as part of succession planning.

FINALIST HONOUR

THE CO-OP'S SUPERMARKET REDEVELOPMENT WAS NAMED AS ONE OF THREE FINALISTS IN THE 2021 IGA VICTORIA AWARDS OF EXCELLENCE'S RETAIL TRANSFORMATION & INNOVATION AWARD.

The two other finalists were Ryan's Supa IGA Mt Clear and Champions Supa IGA Heathcote, the latter being named the winner.

CEO Kevin Ford said it was a rare honour for a small rural supermarket to reach the finals of this award. "It's great recognition to be one of the final three and to compete with much larger supermarkets," Mr Ford said. "It's not often that a small rural supermarket is recognised like this, especially in the transformation and innovation category."

A NEW LOOK FOR STAFF

NOT ONLY HAS THE IGA SUPERMARKET GOT A NEW LOOK, SO TOO HAVE THE STAFF WHO HAVE SMART NEW UNIFORMS.

Supermarket manager Paul Bailey jokes that the old uniforms made staff look like blue Smurfs, but he says the new design and tones have been well received by staff and customers.

"It was definitely time for an upgrade from the old light blue with a dark vest," he said. "The new look is much more modern and professional."

Along with the grey-toned shirts, staff wear matching black vests. Night-fill staff have also been given new uniforms and junior casual staff have their own look, with t-shirts with orange trim.



KEEPING SAFE NOW AND IN THE FUTURE

NEW VIRUS PROTECTION MEASURES INTRODUCED BY THE CO-OP WILL HELP TO KEEP THE COMMUNITY SAFE FOR YEARS TO COME.

While all departments have adopted improved hygiene practices in the wake of COVID-19, the addition of Touch Guard antimicrobial protective coatings to shopping trolleys and door handles will provide lasting protection from all transmissible viruses.

The Co-op is the first major retailer in the south-west to introduce this safety measure. CEO Kevin Ford said the protective shields would become a permanent part of the Co-op's shopping experience.

The covers only need to be wiped

once a day with a soft cloth. They will be replaced and updated after six months.

The relevant handle is protected and areas on fridge doors near the Touch Guard label are protected. Touch Guard antiviral technology has been independently proven to eliminate 99.99% of OC43, a viral strain affecting humans that is also a surrogate for COVID-19. This antiviral protection has also been validated against other bacteria and viruses, including E.coli, Influenza A (subtype H3N2), and coronavirus MHV-A592.

The Co-op thanks staff and customers for their support and patience during the pandemic, especially in wearing masks.



MEMBER SPECIALS

THERE'S NEVER BEEN A BETTER TIME TO BE A MEMBER OF THE CO-OP WITH A NEW WEEKLY PROMOTION OFFERING AMAZING DISCOUNTS IN THE IGA + LIQUOR SUPERMARKET.

A special series of weekly "members only" specials is offering significant discounts, often more than half price, on major grocery items.

These member discounts are in addition to the regular catalogue specials.

IGA supermarket manager Paul Bailey said the promotion was strictly for members. About 25 items are chosen each week for the members' specials, crossing the grocery department, fruit and vegetables and liquor. The new weekly specials are unveiled each Wednesday morning. "We wanted to do something special over and above our normal specials as a reward for the loyalty of members," Paul said.

But wait...there's more. Twice a month the supermarket will hold a "Triple Point Tuesday", offering members a three-cent return on every dollar spent. Usually, members receive one

cent for every dollar spent to accumulate points that are redeemable at any of the Co-op's stores. On the first and third Tuesday of each month, that benefit will be tripled to three cents per dollar in the Co-op supermarket. Paul said the offer was another reason to become a member.



MOVING UP IN **TIMBER**

NATHAN MARTIN FELL INTO THE TIMBER INDUSTRY BY CHANCE, BUT HE'S NEVER LET THE OPPORTUNITY PASS BY.

Nathan joined the team as supervisor of the Camperdown Mitre 10 timber yard on 23rd March last year, with Victoria heading into its first COVID-19 lockdown. Now, Nathan has been promoted to timber manager during another challenging time as the industry struggles to rebound from the virus with increased demand for supplies after lockdown-enforced production cuts.

Nathan worked at Pontings Mitre 10 in Warrnambool for five years before making the move to the Co-op. His first taste of the industry was in his late teens. At the time he was too old to be a casual and too inexperienced to walk into a job, but he completed an online retail course to better his employment opportunities.

He tried five outlets for work placements before he was given a two-week trial at Pontings which turned into a full-time job that lasted for five years. "I didn't have any interest in the timber industry before that but enjoyed it once I got into it," Nathan said. "I really enjoy talking

with tradies and helping people. Being able to provide good customer service is the most important thing."

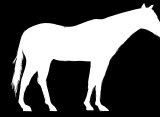
Replacing Lee McIntosh, who managed timber for the past 12 years, Nathan is always up for a challenge. "They needed someone to take on the position and I was asked if I was interested. It took a big leap to run the yard in Camperdown but I managed to swim so I was keen to move up," Nathan said.

Having a good team that can relate to customers will ensure the timber yards' success, even as the industry battles a COVID-related struggle. "We are facing a timber shortage right across the world," Nathan said. Timber mills running at low percentages, shipping hold-ups, great demand for rebuilding after the fires of 2019-20 and people renovating instead of holidaying are all factors putting great pressure on timber supplies, but Nathan continues to source whatever is available.

As part of the timber yard changes, Craig Jackway has been appointed site supervisor in Camperdown and Aaron Couzens has taken on that responsibility in Terang.



FOR ALL CREATURES, GREAT AND SMALL



rural store

terang co-op

THE RURAL STORE HAS EXPANDED ITS OFFER TO SUIT ALL CREATURES, GREAT AND SMALL.

The fantastic range of commodities now covers chooks as well as calves, sheep, horses and cats and dogs.



The recent expansion into poultry products reflects the popularity of backyard chooks around Terang. "There is an excellent high-quality range for companion animals and cattle, equine, poultry and sheep, including new drenches," Rural Store manager Alison Lee said.

But the store does not just offer feed. There is a new display of Australian-made cattle yards and more options can be ordered as needed. "We have been focussing on expanding our offer to make sure we're meeting customer demands," Alison said.



HISTORIC DATE REVEALED

A SIGNIFICANT PART IN THE HISTORY OF THE TERANG CO-OP HAS BEEN UNCOVERED WITH A SEARCH OF CENTURY-OLD RECORDS CONFIRMING THE CO-OP'S OFFICIAL REGISTRATION DATE.

Documents reveal that the Terang and District Co-operative Society was officially formed on July 2, 1908. Whilst the Co-op celebrated its centenary in 2008, based on knowledge that the Society started in 1908, there was no information unearthed about the actual formation date.

Government Gazette. The Co-operative Society was registered under the Provident Societies Act 1890.

Incidental information gleaned from Damien's research also revealed the Society's early consideration to expand in the region and news about the purchase of its Terang building.

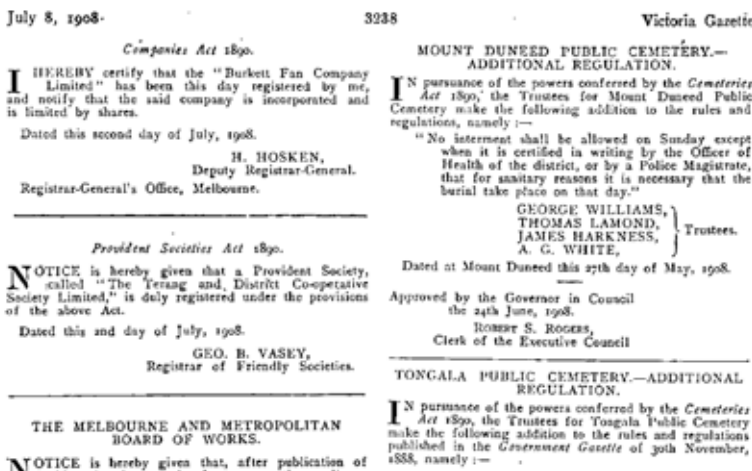
The Camperdown Chronicle reported on November 5, 1908 that the directors of the Society had purchased the stock and

premises of the Coy brothers' High Street property "at a satisfactory figure". At the time, the two-storey building was used as a general store. The building was destroyed by fire in 1944 and replaced with the current structure.

The Society also advertised

a public meeting in the Camperdown Chronicle back in November 1908 with the objective of establishing a branch in Camperdown. This did not progress but, fast forward to 2014, the Co-op took the option to re-establish the hardware business in Camperdown. Seven years later, persistence has seen Camperdown with a revamped Mitre 10 store to serve not just the 600 plus Co-op members in the 3260 postcode but the local community as well.

The Co-op plans to hold its next annual general meeting on Friday 2nd July 2021.



FEED MILLS

LOCAL DAIRY FARMERS ARE CAPITALISING ON ONE OF THEIR BEST SEASONS IN MEMORY AND RESPONDING TO CHANGES IN THE FEED MARKET WITH A RUSH ON NEW FEED MILL SYSTEMS.

The Co-op's 360 Dairy Solutions has installed multiple feed mills over the past year and has more in the pipeline.

Ken Hewitt from the 360 Dairy Solutions team said seasonal and economic trade issues had prompted many farmers to reconsider their feeding options. "We've done more than 10 upgrades or new feed mills over the past year," Ken said. "The availability and pricing of grain makes sense for some farmers to crush their own grain as opposed to buying it from a stockfeed company."

Ken said a new feed mill could pay for itself within 12 months. For some customers, dairy feed head upgrades and new silos have also been installed.

Now, a search by the Co-op's finance and business manager, Damien Ryan, has found confirmation of the July 2, 1908 registration as published in the Victorian Government Gazette of July 8, 1908.

Damien said the formation date was a part of the Co-op's history that just was not known by the Co-op. "It was just something I thought we should know," he said. Damien found old copies of the Camperdown Chronicle in the National Library which led him to the Provident Societies Act 1890 which in turn led to the Victorian

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