

# T&G <sup>FRESH</sup> update

A BayWa Company

OCTOBER 2016



*Happy workers  
at the annual Food Show*

SEE PAGE 14 -15





# Beekist.® Home to lots of happy workers.

At Beekist®, our friendly growers are supported by another team of little helpers – in the form of humble, hard-working bumble bees.

You see, it takes something of a small miracle to handcraft the perfect flavoursome tomato. Soft rainwater. Gentle encouragement. Minimal interference. And round-the-clock care.

Our friendly bees fly freely between all our specially selected vine varieties, gently visiting each flower to ensure pollination just the way nature intended.

The result is a taste sensation that everyday foodies with a fascination for flavour love – just hours after they're hand-picked from the vine.



NEW ZEALAND GROWN BY **T&E** EST 1897

Read more of our story at [beekist.co.nz](http://beekist.co.nz) and on facebook





## Customer centricity - more than a catch-phrase

More companies are putting customers at the heart of their business, developing loyalty programmes and seeking new ways to exceed customer expectations.

It's encouraging to experience and something we all benefit from as the overall standard of service lifts.

Customer centricity, like big data, is more than a catch phrase. Customers have more choice and are well informed. It's never been easier to report bad service or switch suppliers if things aren't great.

To be truly customer focused, the customer has to be embraced right across a business, at every level, and at every touch-point.

T&G's mindset of being grounded, open, resilient and willing is at the heart of our customer commitment and we're on a journey to become an even more customer centric business.

We're passionate about providing our customers with the highest quality produce possible every day with optimal service and finding new ways of working.

We've moved from a traditional wholesaler to a global growing, sales and marketer of high quality fresh produce in a relatively short timeframe.

An enabler of that transition has been customer insights and technology. A good example of the two coming together is FirstPick.co.nz – our recently launched online ordering platform for our customers. You can read more about it on page 8.

I'm proud to say FirstPick was developed in-house in consultation with our people and our customers. We believe it to be the world's first online ordering system for the wholesale fresh produce industry, a first we intend continuing as we put our customer needs front and centre of our business.

I hope you enjoy this issue of *Fresh Update*.

**ALASTAIR HULBERT**  
CEO

## Contents

### HEALTH & SAFETY

- 05 Leading H&S Improvements
- 05 Championing H&S at T&G

### SUSTAINABILITY

- 07 Getting our Hands Dirty for Healthy Waterways and Soils

### TECHNOLOGY

- 08 T&G Introduces FirstPick

### T&G CHAMPIONS

- 10 Pockets of Excellence

### EVENTS

- 11 Showcasing Talent Within T&G
- 12 Focusing on our Customers' Needs
- 13 Investing in the Horticulture Industry
- 14 Showcasing our Brands at the Annual Food Show
- 16 Reaping the Benefits at AsiaFruit Logistica
- 18 All that Jazz at NZ Fashion Week

### SMALL BITES

- 22 T&G Celebrates First Year of Eat the Kiwi
- 22 Celebrating our Collaboration with Zespri

Fresh Update is always looking for good news stories. If you have something to share, or feedback you would like to give, please email our editor, Bernie Ferreira at [bernie.ferreira@tandg.global](mailto:bernie.ferreira@tandg.global).

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GET IN TOUCH, WE'D LOVE TO HEAR FROM YOU





Phil and Kirsty Greer assisting with in-store sampling



In-store sampling of Envy™

## Gaining market insight for Jazz™ and Envy™

Recently, T&G Jazz™ and Envy™ growers, Phil and Kirsty Greer, from Willowford Alma Alta Orchard in Hastings, visited Vietnam and spent some time with Vu Ho, T&G Country Representative, gaining insight into the market.

The Greers assisted in doing in-store sampling at Metro, Aeon and Vinmart while talking to consumers about growing practices in New Zealand, food safety issues, and product handling practices to name a few.

"I think Phil and Kirsty really benefited from their trip as they now have a better understanding of consumer insight with regards to Jazz™ and Envy™, and the rising concerns of Vietnamese people over food safety and growing practices," says Vu.

"It has been fantastic to have Phil and Kirsty visit a developing and potential market like Vietnam. It's a simple but effective way of making a strong impact by having the growers talk direct to the Vietnamese consumers."

"We have certainly come home very excited about our future with Jazz™ and particularly Envy™ which, as I've

known for a while, is a superstar," says Kirsty Greer.

Thank you Phil and Kirsty for your passion, enthusiasm and hard-work during your time in Vietnam. Going forward we will be able to achieve greater and more sustainable success for Jazz™ and Envy™ in the Vietnamese market with all our growing partners.





# LEADING H&S IMPROVEMENTS

With an ongoing focus on improving health and safety at T&G, Covered Crops established a "Steering Committee" to identify and lead H&S improvements and ideas aimed at improving work place safety.

The committee has put together an extensive list of "high level" tasks and actions that the team is working on to eliminate or minimise risk. One of those identified risks was the inability to lock electrical switch boards and cabinets which could potentially lead to staff getting an electrical shock.

Lead by Murray Adam, T&G National Packing Operations Manager, and working alongside the maintenance team, the committee identified what was needed to lock the cabinets by use of a 'key/tag' system which allows

managed access without the risk of someone being injured.

"This is now in the process of being rolled out to all sites within covered crops and to take it a step further, standard operating procedures are being written for 'lock out' of equipment before any cleaning or maintenance work is undertaken, identifying the lock out points for all types of stored energy," says James Holden, T&G Glasshouse Workforce Manager.

The use of the key/tag system will ensure all steps necessary are being taken to keep our T&G staff as safe as possible within the workplace.



*Murray Adam & Geoff Ellis*

## Championing Health and Safety at T&G

In July Chayne Zinsli, T&G Head of Health and Safety, held workshops aimed at briefing those identified by the business as 'Health and Safety Champions' on the changes of how T&G will be managing H&S going forward.

The workshops covered T&G's Health and Safety Strategy and five year plan, how T&G will approach developing a best practice H&S Management System, worker engagement and the proposed standards that will be rolled out to the business.

"The main purpose of the workshop was to review the draft standards and provide an opportunity for our Champions to consider how their sites would implement the standards, identify any gaps and any specific challenges or issues with the standards," says Chayne.

The workshops created some valuable discussions on how T&G delivers health and safety to the organisation as a whole while allowing each part of the business to do what it does well. The feedback from the workshops will help ensure the standards are

appropriate for all T&G divisions and staff.

So far 38 people, who typically already have health and safety in their roles, have been identified as Health and Safety Champions.

"As a Health and Safety Champion, T&G will ensure they are provided with the training and support to ensure they are best placed to help deliver health and safety across the organisation."





*Anthony Stone - T&G  
General Manager Covered Crops*



*Hon Nathan Guy and Alasdair  
Macleod*

## T&G SUPPORTS SIGNING OF TOMATO BIOSECURITY AGREEMENT

In early August an important biosecurity agreement was signed in parliament between Tomatoes NZ Incorporated and the New Zealand Government.

The agreement, signed by Tomatoes NZ chair Alasdair Macleod and Hon Nathan Guy, Minister of Primary Industries, is an important step to securing the future growth of the tomato industry which has an ambitious goal to double in value from \$100m to \$200m by 2020.

Anthony Stone, T&G General Manager Covered Crops and representative on the Tomatoes NZ board says T&G is New Zealand's single largest tomato grower with 28.5

hectares of owned production.

"We produce on average 13 million kilos of tomatoes a year which is 33% of New Zealand's tomatoes supply including our Beekist®, Ruby and Classic brands from our Mangere, Tuakau (two sites), Ohaupo and Reporoa covered crop sites. If a biosecurity incident was to occur in New Zealand it would be devastating for everyone in the industry including growers and our customers. This agreement however is designed to minimise that risk and naturally we are very pleased to have it in place," says Anthony.



# GETTING OUR HANDS DIRTY FOR HEALTHY WATERWAYS AND SOILS

In September around 70 T&G staff, from both the T&G Pipfruit team in the Hawkes Bay and the T&G team in Kerikeri, got their hands dirty for a good cause by taking part in a native tree planting.

The project involved staff planting 1400 native plants, including Solander's hedge, cabbage trees, flax, karo and pokaka, along a 300-metre stretch of a stream on T&G's Rosewood Orchard near Hastings, and alongside a stream that runs through T&G's Kapiro Orchard in Kerikeri.

Lissy Fehnker, T&G Sustainability Analyst, says the planting is part of T&G's commitment to biodiversity and a way of supporting the health of waterways on land it operates on.

"The planting will help minimise erosion by strengthening the stream's bank which will help ensure water keeps flowing easily. It will also assist in minimising nutrient runoff from on the land activities. Our team is really looking forward to digging in and making a difference."

Both plantings have the support of Sustainable Coastlines and the Regional Council.

"This type of planting is vitally needed if we are going to protect water which we all need for business, recreation and health. I take my hats off to the staff and management at T&G for getting involved," says Sam Judd, CEO Sustainable Coastlines.



*We're  
willing*

A BIG THANK-YOU TO EVERYONE  
THAT CAME ALONG TO HELP OUT.

IF YOU HAVE GOT A GREAT IDEA  
FOR THE NEXT SPOT WE COULD  
PLANT OR ANOTHER SUSTAINABILITY  
INITIATIVE, PLEASE EMAIL LISSY ON  
[LISSY.FEHNKER@TANDG.GLOBAL](mailto:LISSY.FEHNKER@TANDG.GLOBAL)



*We're  
GROUNDED*

*T&G staff getting together to  
plant native trees*



*SIMPLIFY IT*



*We're  
RESILIENT*



# T&G INTRODUCES FIRSTPICK



Mid-September T&G launched what it believes is the world's first online ordering platform for the wholesale produce sector.

FirstPick.co.nz was developed in-house by T&G's IT team and enables customers to order fresh fruit and vegetables in real-time from a desktop, tablet or smartphone 24/7.

Jeremy Miller, T&G head of digital design, developed the web-app and says the business is targeting 40% usage over the next 18 months after a successful trial in Auckland, Hamilton, Taupo and Tauranga.

"Roughly 30% of our customers visit one of our 12 New Zealand market floors each day and we expect this will continue for some time. FirstPick future proofs our business and provides customers, especially those short on time, to easily place an order in real-time with full visibility of what is available on our market floors," says Jeremy.

Once a customer places an order it's emailed to their nearest T&G market floor for fulfilment by a

product specialist such as Graham Cull who has worked on the Mt Wellington market floor for 15 years. He says a key benefit of FirstPick is better communication with customers.

"I can see the whole day in front of me when I log in. FirstPick gives me much greater visibility and I can communicate directly with the customer instantly if anything is short like mushrooms for example. We can have a conversation through the site and you get to know the customer really well which means they trust me to select the best produce for them."

The site is currently accessible only to T&G's new and existing customers who buy from our produce markets in Whangarei, Auckland, Hamilton, Tauranga, Gisborne, Hastings, Palmerston North, New Plymouth, Wellington, Nelson, Christchurch and Dunedin.

Jeremy says T&G has also received interest from overseas customers and is looking into options for expanding FirstPick internationally.



## FirstPick user-friendly features



A built-in calendar allowing users to place an order in advance

Visibility of user history to review past orders



'Favourites' and filters for fruit, vegetables and herbs

Up to date pricing and real time invoices



Status updates on an order once completed via text and email.

Roughly 30% of our customers visit one of our 12 New Zealand market floors each day





# WORKING TOWARDS

## CUSTOMER EXPERIENCE AND OPERATIONAL EXCELLENCE

T&G are constantly looking at ways to improve customer service, and have recently kicked off a project (Amazon) to explore opportunities with which we can improve customer experience and work more efficiently in the T&G Auckland warehousing operation.

"The project uses a lean operations approach and focuses on ways to continuously improve the way we do things by identifying 'waste', including processes or activities that do not add value to customers or the warehousing operation," says Shaun Campbell, T&G Supply Chain Improvement Manager.

"The assumption of a lean project is that the current way of working can always be improved, and the team has fully embraced this approach and identified some early enhancements."

The scope of the project focuses on the overall layout of the warehousing operation, taking into

account the Inwards (Putaway), Picking, Repacking and Dispatch functions.

The project team is working hard to move the operation towards excellence. Some examples of improvements currently underway are a dedicated staging area for fresh produce and an improved receipting process for our Inwards team, using scanning in the Putaway process, introducing an improved picking sequence, SAP changes to help simplify processes and identifying Lean Champions for each function.

Future opportunities will involve an optimized layout and more accurate picking. T&G will also assess opportunities to introduce technology to manage the flow of material and support for our Inwards and Picking teams.

"In the coming months we'll also look to design more ways to enhance the customer

experience. This will include simplifying the buying and pickup process for our customers while still giving them time with our sales specialists," says Shaun.

The Auckland site will look to pilot these enhancements; these will then be considered for rollout to other sites and as part of our business process standards for Project ONE (our new financial and operational SAP system).

Watch this space!

“THE PROJECT USES A LEAN OPERATIONS APPROACH AND FOCUSES ON WAYS TO CONTINUOUSLY IMPROVE THE WAY WE DO THINGS BY IDENTIFYING 'WASTE', INCLUDING PROCESSES OR ACTIVITIES THAT DO NOT ADD VALUE TO CUSTOMERS OR THE WAREHOUSING OPERATION”



We're willing



We're  
willing

PETRINA TATU



POCKETS

OF EXCELLENCE

There are definitely some shining stars working at T&G who lead the way in championing customer service, and Petrina Tatu is one of them!

Petrina was praised for her excellent customer service by Bart from Ballentino's in the Hawkes Bay, when a couple of our team members happened to pop in for a meal.

"Bart spoke so highly of Petrina and mentioned that she always goes out of her way to find him produce for his store that is out of season, out of stock or which he can't

source locally. She then goes the extra mile to make sure it is correctly sent to him in an efficient manner, and does this every time for all the years he has been dealing with T&G," says Anu Krishna, T&G Data Admin Supervisor.

Great work Petrina, not only for your excellent customer service over the years but for your love and passion for T&G.

IF YOU HAVE A GOOD NEWS STORY TO SHARE OR KNOW OF SOMEONE WHO GOES ABOVE AND BEYOND TO PUT OUR CUSTOMERS FIRST, THEN WE'D LOVE TO HEAR FROM YOU!

GET IN TOUCH AT COMMUNICATIONS@TANDG.GLOBAL, TO BE FEATURED IN THE NEXT ISSUE OF T&G FRESH UPDATE.



# SHOWCASING TALENT WITHIN T&G

"A LOT OF YOUNG PEOPLE ARE UNSURE OF WHAT TO DO WHEN THEY LEAVE SCHOOL AND MANY DON'T REALISE THE AMAZING OPPORTUNITIES THE HORTICULTURE SECTOR OFFERS THEM, RIGHT ON THEIR DOORSTEP IN THE BAY..."



From left: Maatu Akonga, Adam Fulford & Greg Herries



T&G Young Fruit Grower participants

The knowledge and skills of Hawke's Bay's budding horticulturists were put to the test in August at T&G Pipfruit's annual Young Fruit Growers competition.

The competition has run for three years with this year being the first time high school students and the public were invited to observe and learn about New Zealand's \$700 million dollar pipfruit industry, of which T&G is a major player, and the opportunities our company and industry offers.

Seven of our T&G Hawke's Bay orchard staff and two from Nelson took part in the day-long competition which involved pest control and disease knowledge to fruit maturity, machinery and irrigation maintenance, pruning and staff planning. Contestants also took part in a pipfruit quiz and a light-hearted game of petanque

with apples before giving a speech on the future of the industry's labour force.

Big congratulations to all the contestants, especially Adam Fulford, leading hand, TukiTuki, who took out first place, Greg Herries, Orchard Hand for Meeanee, who came second and Maatu Akonga, Orchard Hand for Contracting & Development who placed third.

"We are actively seeking to grow diversity and attract more youth. A lot of young people are unsure of what to do when they leave school and many don't realise the amazing opportunities the horticulture sector offers them, right on their doorstep in the Bay. The competition and open day helps our young people hone and test their knowledge while showing others the awesome and varied roles available to them,"

says Ben McNatty, T&G Orchard Technical Manager.

Sue Pickering from Horticulture NZ, which runs the annual National Young Grower of the Year competition, was also there on the day and says events like T&G's Young Fruit Growers competition enables companies to leverage the knowledge of their people and identify gaps to upskill staff.

"Competitions like this, and the culture within T&G, are hugely important to achieving these goals given the industry is expected to hit \$1 billion in sales by 2020 but needs an estimated 800 permanent employees to fulfill this projected growth," says Erin Simpson, Capability Development Manager Pipfruit New Zealand.

Good luck to our top three who will now go through to the Hawke's Bay Young Fruit Grower competition mid-2017.





## Focusing on our customers' needs



T&G staff participating in an icebreaker activity

Customer-centricity and service excellence were topics focused on a recent two-day Customer Service Excellence (CSX) workshop held in Rotorua in August.

Attended by 95 T&G staff from across New Zealand, Chile, China, Australia and the US, the event included guest speakers from Z Energy, David Forman, and our very own Senior Executive team.

Throughout the two days, participants were challenged to think about the experience that our customers have with T&G, whether it was simply looking at how we meet and greet visitors to our sites, how we pick up the phone and answer emails, to how well our systems are designed with customers in mind.

Participants were introduced to the concept of looking at the end-to-end experience our customers have with us as a journey; and to help illustrate that, participants were asked to think about their last overseas holiday.

Many in the room shared stories about long queues at airports, overzealous check-in staff, delays in flights and unwanted stress. This concept helped many see that the customer's journey is usually a series of many touch points, rather than one single event, and how everyone has a role to play in making that journey a rewarding one.

It was also reassuring to hear that one positive experience in an otherwise long series of disasters, could make you a loyal customer for life, as shared in a story by CEO Alastair Hulbert.

Given the theme of the two days, it was paramount that the participants themselves had a great experience, so despite the demanding schedule, time was put aside for participants to have some fun, renew old friendships and to forge new ones.

"It was great to remind ourselves what a good bunch of people we have, and many came away re-energised about their jobs and what they can



# INVESTING IN THE FUTURE OF THE HORTICULTURE INDUSTRY



With T&G being a long-time supporter of both Pipfruit New Zealand and Horticulture New Zealand, representatives from across the business attended the first joint-conference of these organisation in Nelson to hear the latest in technology, production, food safety and consumer trends.

T&G, as a gold sponsor, hosted the key dinner of the conference with Darren Drury, T&G Executive GM Pipfruit, welcoming guests including Ministers Nathan Guy and Damien O'Connor.

"It was a pleasure to address everyone who attended the dinner after an inspiring two days. T&G is genuinely proud to be part of such a dynamic industry. The conference's theme, 'innovate from seed to plate' certainly mirrors the journey our business takes every day. We now market 10 million cartons of apples globally and we aim to double that volume by 2020," says Darren.

T&G is also the single largest glasshouse grower in New Zealand, covering the equivalent of 30 rugby fields producing on average 13 million kgs of tomatoes each year – a third of New Zealand's total supply.

"Our commitment to the horticulture industry extends to attracting young talent. We know we're up against an aging population and there's a lack of excitement about horticulture by young people yet we, and everyone working in it, knows our sector is one of the most diverse and rewarding to be in," says Darren.

“WE RECENTLY FORMED A NEW PARTNERSHIP WITH NGATI HINE FORESTRY TRUST IN NORTHLAND TO ENCOURAGE AND SUPPORT YOUNG PEOPLE INTO THE INDUSTRY. THIS COUPLED WITH OUR GRADUATE PROGRAMME AND OUR SUPPORT OF EIT AND MASSEY UNIVERSITY WILL HOPEFULLY FURTHER HELP ATTRACT TOMORROW'S HORTICULTURE LEADERS AND MEET THE ENORMOUS GROWTH OUR SECTOR WILL EXPERIENCE OVER THE NEXT DECADE.”



Jo Jalfon, T&G Corporate Communications Manager and Nadia Lim, conference speaker

do better for our customers," says Vicki Kinsey, T&G Head of Customer Experience.

At the conclusion of the two days, participants were asked to set themselves a 6-week challenge to simply make one change in their roles that will improve our customers' experience - and we include our growers in the definition of customers. It could be anything from making sure you say hello and smile at everyone you meet when walking around our sites, to redesigning a process to make it easier to record orders. Each staff member also gave themselves a little reward or punishment depending on whether they achieved it on time, from letting their teenage daughter select the music on an upcoming road trip (the horror), or rewarding themselves with a nice glass of wine if achieved.

No doubt you will all see and hear about the outcomes of some of these challenges over the coming months.



# SHOWCASING OUR BRANDS AT THE ANNUAL FOOD SHOW

The Auckland Food Show at ASB showgrounds late July was a huge success, drawing over 30,000 keen foodies through the culinary exhibition, all searching for the latest and greatest in food, beverage and kitchen equipment.

T&G had both Beekist® and Jazz™ on display with a beautiful stand that went on to be featured in *FMCG* magazine as one of the best at the show.

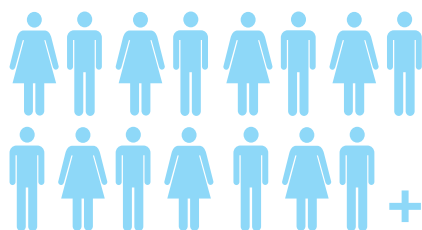
"Our positioning was perfect, almost all those who attended the show passed by our stand to try some of the delicious samples on offer, including Beekist® Y.E.L.O.™ tomatoes, Tasty Mix skewers with holumi cheese and raw Jazz™ apple pie slices," says Amy Batty, T&G Marketing Assistant.

T&G's presence at the Food Show is a great way to reach the masses and get our products into consumers hands as well as on their radar.

"Not only did we have samples at the stand, recipe cards and branded brochures - consumers were offered exclusive Food Show deals that couldn't be turned down," says Amy.

Beekist® and Jazz™, sponsors of the VIP lounge, were incorporated into the many dishes served up on the VIP buffet, with Jazz™ making an appearance in many of the VIP gift bags. Beekist® Tasty Mix also featured in the Whirlpool Cooking Theatre where renowned Kiwi chef and My Kitchen Rules judge, Robert

**30,000+ Food Show attendees**







“OUR POSITIONING WAS PERFECT, ALMOST ALL THOSE WHO ATTENDED THE SHOW PASSED BY OUR STAND TO TRY SOME OF THE DELICIOUS SAMPLES ON OFFER, INCLUDING YELO™ TOMATOES AND TASTY MIX SKEWERS WITH HOLUMI (CHEESE AND RAW JAZZ™ APPLE PIE SLICES) ”

Oliver, prepared Ota Ika, a raw salmon with ginger and soy sauce dressing, which was brightened up with the vibrant colours of Beekist® tomatoes.

“It was great to see brand recognition from consumers with our Jazz™ Apples and Beekist® Range. The feedback we received on our Beekist® tomatoes was really positive, with many saying their children can't get enough of Angel and Tasty Mix and how, while they were uncertain of Beekist® Y.E.L.O™ at first, they are now firm believers due to the fantastic sweet flavour,” says Lizzie Everitt, Brand Spanking Account Manager for T&G.

As always the event was a success, providing a great opportunity for T&G to showcase a range of fantastic products, create awareness of the new Y.E.L.O™ variety, show consumers new and exciting ways to serve up our products as well as creating loyal product advocacy in the process.

Thank you to all of those who helped throughout the event with special credit going out to our T&G staff Amy Batty, Reuben Crowther, Peter Jackson and Mehul Bhikha for all the hard work and assistance in making the event as successful as it was.

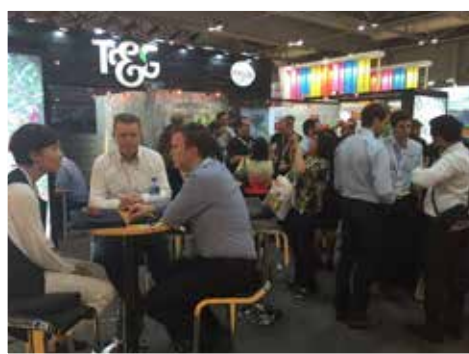
\* Y-E-L-O™ and Y.E.L.O YOUTH. ENERGY. LIFE. OM...® are trademarks of Mastronardi Produce Limited.



14,000 Samples given out







*T&G's Franco Pruzzo  
with Eason Chi and  
Farrah Chen from  
Rings Fresh*

*From left: T&G's Darren Drury, Sarah  
McCormack & Alastair Hulbert*

## REAPING THE BENEFITS FROM ASIAFRUIT LOGISTICA

A strong presence by T&G at Asia's largest fresh produce show, AsiaFruit Logistica, in Hong Kong last month is already reaping benefits.

T&G sent its largest delegation yet to the show resulting in the highest volume of interactions and increased sales opportunities with new and existing customers since the show started a decade ago.

The event enabled the strengthening of connections and raised new opportunities which will create additional business growth over the coming year.

"For some of our team it was the first time they'd met some of their customers from other countries

and the value of those face-to-face meetings can't be underestimated. It's exactly why we have opened offices in Bangkok, Shanghai and most recently Tokyo. We're also experiencing strong growth in Vietnam and Malaysia and having a larger Asia-based team is making a big difference to our business," says Alastair Hulbert, T&G CEO.

Zespri had a neighbouring stand to T&G and the MOU signed between the two businesses to market their collective portfolio in Thailand, Laos, Myanmar and Cambodia is tracking extremely well. The target of one million trays of Zespri Green and SunGold kiwifruit this season is now within easy reach.



# KIWIFRUIT FACTS

KIWIFRUIT IS BURSTING WITH  
VITAMIN C FIBRE AND  
ANTIOXIDANTS

STORE YOUR KIWIFRUIT WITH  
APPLES OR BANANAS  
TO HELP THEM RIPEN

DID YOU KNOW?  
YOU CAN EAT THE SKIN  
ON KIWIFRUIT

GOLD KIWIFRUIT CONTAINS  
MORE VITAMIN C  
THAN ORANGES



.....  
KIWIFRUIT HAS BEEN  
GROWING IN NEW ZEALAND  
FOR OVER 100 YEARS.  
.....

IN 1959, T&G  
COINED THE NAME  
'KIWIFRUIT'

.....  
KIWIFRUIT WAS ORIGINALLY  
CALLED THE  
'CHINESE GOOSEBERRY'  
.....





## All That Jazz™ at NZ Fashion Week 2016

Jazz™ Apple and New Zealand Fashion Week partnered in a refreshing new sponsorship that saw the taste sensation become the glamorous event's official snack. The much anticipated annual NZFW event took place in Auckland at the ANZ Viaduct Events Centre from 22 – 28 August with over 30,000 visitors.

While fashion and glamour are normally associated with dazzling schedules, Jazz™ is peeling away the classic images to reach out to fashionistas as one of nature's on-the-go convenience foods.

"The fit for Jazz™ Apples with New Zealand Fashion Week is natural, they're both high energy, vibrant and modern—each in its own way is sensational," says Michelle Singh, T&G Marketing Manager.

"Through our partnership with New Zealand Fashion Week, Jazz™ Apples

is able to connect with consumers and showcase the variety in an instantly gratifying, perfectly portable and fantastic way to invigorate your day."

NZ Fashion Week's Sponsorship Manager Genevieve Ali says while fashion is constantly evolving, the industry also needs to reflect the mores of society.

"Society is a mirror of what people are thinking and right now we are thinking about healthy eating. This partnership works perfectly with fashion as the industry is high energy and always on the run. While chasing forever changing trends a humble apple is the perfect refreshing snack on the go," says Genevieve.

Known as the official snack of NZFW, Jazz™ Apples featured throughout the venue, fuelled models backstage during the 47 shows, appeared in over 2,600

goodie bags and quenched thirsts at the bar with two deliciously tempting Jazz™ Apple cocktails.

Jazz™ had a bold and successful entry into its first ever NZFW with a spectacular and extremely popular apple wall, an impressive feature in the foyer of the ANZ Viaduct Events Centre, with 170 apples installed along a three metre white gallery wall, showcasing the beauty of the Jazz™ variety and providing Instagram-worthy photo and video opportunities for all.

"The apple wall was a definite highlight where consumers engaged with the brand, took photos in front of the wall and posted them on their social media pages using '#jazzsensation'. The talkability of the wall lasted well beyond NZFW and really made an impact with our consumers—overall a great result," says Michelle.



# #JAZZ SENSATION



NZFW posts on the Jazz  
Instagram page..



Winner of the  
Jazz™ Instagram  
competition -  
#jazzsensation







"IT WAS REALLY EXCITING TO SEE INSIDE OF A GLASSHOUSE, I LOVED IT!"

"THE DAY WAS GREAT, ESPECIALLY FOR THE KIDS."

"T&G HAVE BEEN REALLY FLEXIBLE, HELPFUL, ACCOMMODATING AND SUPPORTIVE OF MY HUSBAND OVER THE YEARS, WE REALLY APPRECIATE IT."

"SUPER INTERESTING!"

## T&G Covered Crops hosts fun day out for families

In September, T&G Covered Crops Harrisville site hosted a Family Day where the families of local staff had the opportunity to visit the glasshouse for a fun day out.

The day included guided tours through the glasshouse where our staffs' families could to see where they work and the operational side of where their tomatoes come from. After the tour there were a number of fun activities for everyone to participate in, including a bouncy castle, face painting, an ice cream station and sausage sizzle to name a few.

"It was nice to meet the families of our staff members and show them around the site. The day was a great success," says Liz Taufu, T& Recruitment Officer and Administrator.

Feedback from family members was really positive with many saying that they found it interesting to see inside the glasshouse and learn more about what the staff do.

"It was really good for T&G to organize such a nice day out for our families, especially all the activities for our children- everyone really enjoyed themselves," says T&G's Kataua Tekitanga.



"SO MANY GREAT TOMATO FLAVOURS"

"THE DAY WAS AWESOME; WE REALLY APPRECIATE THE COST OF TOMATOES NOW"





# DRIVING AN ACCOUNTABLE CULTURE

As part of T&G's new Strategy for 2022 and company mission statement, T&G is increasing the focus on driving an accountable culture and becoming more customer centered. With this in mind, the NZ Sales and Operations teams, along with management, got together in July for a two-day workshop in Taupo, aimed at focusing on growth and how we as a business, can better understand our customers' needs, both retail and supplier, in order to deliver the best possible products and services.

The workshop provided an excellent opportunity for the NZ Sales team to discuss some of the unique challenges our growers and customers are facing today, as well as share ideas on how T&G can better meet the needs of our growers and customers to help them achieve their goals. The workshop was designed to be informative, fun and interactive which encouraged team work and collaboration.

The workshop attendees were also given a live demonstration of FirstPick, T&G's online ordering platform, with Vicki Kinsey, Head of Customer Experience, and Jeremy Miller, inviting a customer along to make his daily order via the new app.

"One of our trial customers Kevin Coxhead, who owns The Vege Patch in Taupo, came in to help Jeremy and I show what FirstPick can do. We projected his screen up on the wall and he placed his actual live order for the next day into the system, all the sales staff were able to see it being used in real time by a customer," says Vicki.

"T&G staff were really engaged and interested and asked some really insightful questions. Immediately the sales

team could think of some of their own customers who would benefit from such a user friendly ordering tool."

FirstPick has now been launched trade-wide this month with positive feedback received from our customers, saying "It saves me so much time having such an easy on-line ordering tool where I have everything I need. I don't have to get up early to go into the markets anymore and can place my order at home knowing I will get what I need."

When it came down to dinner time the staff competed in Master Chef challenge - T&G style, where the group took over the kitchen of a local Taupo eatery and challenged each other in preparing a gourmet meal, obviously fresh produce was the hero of the dishes served.

T&G are also launching a new CRM tool which was introduced to the NZ Sales team at the workshop. This will provide our people with the necessary information relating to our growers and retail partners' businesses. This tool will enable T&G to work more closely with customers and better meet their changing needs. Information and real time data, along with technology advancements, are making it easier and faster for customers to do business with us.

"The workshop was a great success, something we all believed added such immense value. We look forward to sharing these new initiatives with our growing partners and customers and truly making a difference in how we engage and add value to their business," says Paul Rewha, T&G Head of Sales.



**Check it out!**

Visit [FirstPick.co.nz](https://www.firstpick.co.nz) or check out the video on our T&G Global Limited YouTube channel.



# T&G CELEBRATES FIRST YEAR OF EAT THE KIWI INITIATIVE

T&G produce is among quality New Zealand food featuring on an increasing number of high-end Hong Kong menus thanks to a collective initiative.

The initiative, 'Eat the Kiwi', provides and promotes produce to 30 leading hotels and restaurants in Hong Kong. T&G is among those celebrating the first year of the initiative which also includes Sanford Seafood, Brinks Chicken, Fonterra, Alliance Group and The Produce Company.

The latest success has been the inclusion of T&G's Agria potatoes on the menu of recently-opened Rhoda restaurant on the ground floor of the prestigious residential and commercial tower, The Upton in central Hong Kong.

Eat the Kiwi is a fantastic way for Hong Kong consumers to enjoy New Zealand produce in new and exciting ways.

"Cuisine trends tend to emerge from the kitchens of leading hotels and restaurants and we're excited that consumers in Hong Kong are getting the chance to try our produce in new and creative ways. Hopefully it will inspire them to try to replicate some of the dishes at home," says Sarah McCormack, T&G Executive GM International.



*T&G Agria Potatoes*



## Celebrating our collaboration with Zespri



*T&G staff, NZTE, Zespri staff and Kiwifruit customers*

In July, senior T&G and Zespri staff, along with key customers, attended a special dinner hosted at Ben King's residence, the New Zealand Ambassador for Thailand.

The event was in honour of T&G South East Asia, a celebration of the collaboration between T&G and Zespri in Thailand, Myanmar, Cambodia and Laos.

T&G representatives who attended were Sarah McCormack, T&G Executive GM International, Victor Anderson, T&G Regional Manager South East Asia and Tara Sutthisiriwattana, T&G Marketing Executive.

Earlier this year, T&G established an office in Bangkok, managed by Victor Anderson, as part of the collaboration and although still in its early stages, clear benefits are already being realised for everyone involved.





## Strengthening relationships

Recently the Honourable Samuela 'Akilisi Pohiva, Prime Minister of Tonga, visited New Zealand for the first time since being voted into the position, in order to meet with industry heads that have a connection to Tonga.

Liz Taufa, T&G Recruitment Officer & Administrator Covered Crops, was fortunate enough to attend a reception in honour of PM Pohiva.

"It was a great opportunity to meet the Prime Minister as T&G runs a Recognised Seasonal Employment (RSE) programme and employs many Tongan workers all over New Zealand, with 48 Tongan RSE workers in our Covered Crops division alone throughout the year," says Liz.

## WHAT A PAIR!

After a busy week at AsiaFruit Logistica in Hong Kong, Ignacio (aka Nacho) Smith, T&G General Manager China, and Paul Scheffer, T&G Export Manager, flew to Qingdao, and then drove a further four hours to Weihai, just making it in time to register for an olympic distance triathlon.

The pair participated in a 1.5km swim in the ocean, followed by a 40km bike ride and finished off with a 10km run.

"It was challenging but really exciting. We had a lot of people in the streets cheering us on which was great," says Nacho.



Paul and Nacho raced as a team and said it was good motivating to train hard in the months leading up to the event, considering they are countries apart.

"The race went really well, it was well organized and the scenery was spectacular. We'd definitely be keen to do it again" says Paul.

Both Paul and Nacho are now looking to do the Pyongyang marathon next year.



# SHY KIDS



*Rangitoto pre-schoolers bowling for coconuts*



Pre-schoolers can be a tad shy but not those at Auckland's Rangitoto Kindergarten.

The youngsters recently bowled balls at a coconut shy during the kindy's fundraising fair.

T&G was happy to donate three sacks of Pacific Island coconuts for the shy as part of its community support programme.

"There were some great attempts at knocking the coconuts off the stand and those lucky enough to knock one down got to keep the coconut! The fair was a success, thank you T&G for your contribution," says Yvonne Hansen, Rangitoto Kindergarten Committee member.

## SUPPORTING THE COMMUNITY IN LEADING HEALTHY LIFESTYLES

Last month Amy Stretton, PE teacher and part-time triathlete, competed in the ITU Long Distance World Championship in Oklahoma, USA, where she took out the title of World Champion in both her age group and women's' division.

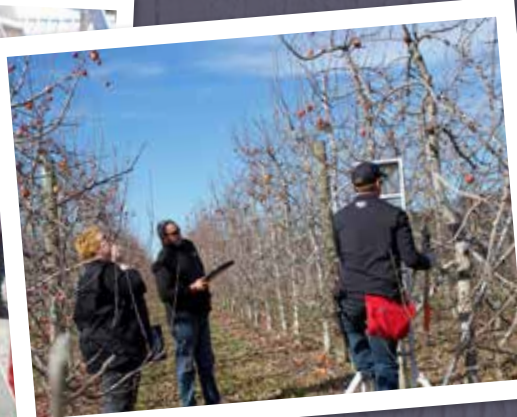
In the months leading up to the competition, Amy trained four hours a day, seven days a week, raking up the kilometres in swimming, running and cycling.

"My goal was to finish in the top 10, I would never have guessed that I would take out first place. Thank you T&G for sponsoring me and enabling me to make it to Oklahoma to compete in the championship," says Amy.

Amy can now apply for her pro-race licence, enabling her to race professionally next season.







*T&G staff demonstrating orchard activities*

## RECRUITING TALENT FOR OUR ORCHARDS

In August, T&G Pipfruit in the Hawkes Bay held an Orchard Open Day, in conjunction with the Young Fruit Grower Competition, aimed at recruiting talent into our orchards.

With a recent addition of Tukituki in Hawkes Bay to our Orchard Sector, we have identified the need for more talent and more capability within the orchards in order to achieve our 2020 and 2022 targets.

With that in mind the questions begged, how can we show off our career opportunities within T&G Orchards? How can we show people why T&G is a great place to work? The answer was simple – run an Orchard Open Day in conjunction with the Young Fruit Grower Competition and showcase our orchards – advertise it, invite schools and industry partners to come and check out what we do.

“The Open Day gave the public the opportunity to come and see in real life what

happens on an orchard, how to identify pest and disease in our fruit, how machinery and sprayers are set up and also gave them an opportunity to see what horticulture career opportunities are available right now within T&G,” says Leigh Penman, T&G Quality Assurance Field Technician.

T&G orchard team members, managers and HR representatives, were on hand to discuss vacancies and take applications of interested parties.

“We had the Open Day tent interactive with a competition running, our T&G videos playing, reading material such as the T&G Corporate Overview and Fresh Update magazine as well as samples of our Jazz™ and Envy™ apples for people to taste,” says Yvette May, T&G Recruitment Officer.

Overall, the day was a great success and generated a real interest with people in the community to apply for vacancies with T&G.

### Work for us!

We are always looking for great people to work at T&G – who do you know? Check out our job listings on <http://tandg.global/about/careers>





# INTRODUCING

## THE NEW LOOK FOR HIGHLANDER POTATOES



Alp Seeds growing location



T&G Pukekohe recently launched the Highlander Potato in an exciting new pack.

Foodstuffs upper North Island now stocks the new 1.5kg Weee Highlander (gourmet size) alongside the 2.5kg and 4kg bags, while T&G Markets will supply Highlander in bulk 10kg table and 10kg gourmet packs.

Highlander is a variety of potato developed within T&G in the mid 1990's and is a cross between Sebago, the source of great flavour, and Nadine, a white flesh variety with good wash and hold quality.

With T&G owning the plant variety

rights the mini tubers and seed are grown by Alp Seeds, based under the mountains in Geraldine, and Merv Smith & Sons Ltd, located in Winchester South Canterbury- both in New Zealand's South Island.

Highlander is mainly grown in the North Island, however T&G are starting to look at options to grow the variety in the South Island as well.

"The rollout for the new Highlander packaging gives T&G great coverage of a product we have believed in for some time, rather than in a bag which can cover many other varieties," says Colin Murphy, Vegetable Category manager.

Keep an eye out for the prepacked range of Highlander potatoes at your nearest Pak 'n Save, New World and Four Square stores in the upper North Island. Soon to be available in the lower North Island.



HIGHLANDER COINED ITS NAME AS PART OF A T&G STAFF COMPETITION

## ENZA GOLD KIWIFRUIT SMOOTHIE

### Ingredients

- 2 ENZA Gold™ kiwifruit, peeled
- 1 mango
- ½ a golden pineapple
- 1 cup LIFE™ pure coconut water

1. Cut the flesh from the mango and remove any skin then place in the blender.

2. Cut the skin from the pineapple and slice in half down the core. Slice away the core centre then roughly chop.

3. Add the pineapple and coconut water to the blender.

4. Blend until well pureed. Add the kiwifruit and blend a second time on the lowest speed so as not to crush the kiwifruit seeds. Pour into tall glasses and serve.





# SOUTH KOREA TAKES THEIR FIRST BITE OF LOCALLY GROWN ENVY™

South Koreans are discovering what the fuss is all about as they take their first bite of T&G's locally grown Envy™ apples.

A total of 120 growers planted trees over the same number of hectares in the regions of Yesan, Geochang and Dang Jin in 2012. The fruits of their labour are now making their way to consumers after the first significant commercial harvest.

The harvest comes off the back of three years of successful commercial sales of Envy™ in Korea, known to be the most discerning apple market in the world.



"Our in-market distributor, and apple programme partner ST Asia, has done a great job as an importer of getting grapes, blueberries, kiwifruit and cherries into the hands of Korean customers. Now we can deliver South Korea consumers Envy™ apples. We're working with them on new sampling opportunities with locally-grown Envy™ with predominately female consumers, local celebrities and instore tastings in supermarkets," says Darren Drury, T&G Executive GM Pipfruit.

Apples in Korea are often gifted being a prestigious item but Darren says there's an opportunity to shift this behaviour to consumption.

"There is strong demand for premium apples in Korea which Envy™ most certainly is as a sweeter, juicy variety with flesh that doesn't brown after being bitten, sliced or chopped. We're positioning Envy™ as 'the eating experience' in Korea and the results so far have been extremely promising."

T&G's support team has also worked with growers in South Korea since 2012, sharing with them their extensive international production experience to ensure success for both parties.



## Milestones

**Congratulation to the following T&G employees celebrating milestones during August, September and October.**

..... 10 Years .....

Gary Harneiss  
Kerry Te Ngaru  
Dargaville Bennett  
Wayne Horne  
Donald Walker  
Alex Underwood  
Tony Teau  
Damyanti Mudliar  
Titi Maiga  
Vaivaimuli Saoagi

..... 20 Years .....

John Atkins

..... 30 Years .....

Andre Van Der Kwaak



*Passion for Freshness.  
Everyday. Everywhere.*



[www.tandg.global](http://www.tandg.global)

*Check us out!*

We've given our  
website a fresh new  
look - see for yourself!