

SUPERMARKET & RETAILER



PROFIT FROM MARKET FIRST INFORMATION



Business knowledge for smart retailers
ISSUE 3, 2023 www.supermarket.co.za

Health & safety

...Food safety first
Despite massive
power challenges



Loadshedding
...The cost
of keeping the
lights on

Delight your
customers
It's insane
... but we
love it

FEATURES



Energy savvy ...Load shedding

What is it costing local retailers in South Africa to keep the lights on and the fridges and ovens running? The cost, it is turning out, is astronomical, e.g. Shoprite Holdings' additional spend on diesel over six months to operate generators across their Supermarkets RSA store base in order to trade uninterrupted during loadshedding stages five and six amounted to R560 million for the period.

Energy savvy ... Switching on

The role of retail in loadshedding – Outlining the real risks that loadshedding and outages pose and the high-level effect on retailers and consumers, with a focus on the contingency role of retail support on the frontlines.

Health & safety

Multiple legislative and certification requirements – quite rightly – govern FMCG retail and wholesale stores and all aspects of their operations, including the safety of their staff and customers in a clean and hygienic workplace.

Contents



STOREWATCH

Coop Switzerland – An ESG business model

By embracing ESG (Environment, Society and Governance) in everything that they do, COOP Switzerland have produced attractive bottom-line results for its employees, management and shareholders alike.

Shield Trade Show

The Shield Trade Show was the first trade show since the start of the Covid-19 pandemic in 2020. The show had 140 customers in attendance and a total of 75 suppliers showcased their all-time best-seller products, as well as some new favourites that will be popping up in stores soon.

COLUMNS

Delight your customers

Aki Kalliatakis states, "It's insane ... but we love it!" He explains, "Chances are that you also know how insanely expensive automated coffee pod machines cups of coffee are. It doesn't make any sense to buy coffee pods and customers are not stupid, so how do these companies get away with it?"

NEWS

A new era of digital retail in Africa

Exploring innovation, coupled with cutting-edge tech, is on the up in Africa.

Entries for social entrepreneurs to join FLM

Food Lover's Market's Seeds of Change Supplier Development Partnership is an opportunity for aspiring social entrepreneurs to join the company as a supplier.

Diesel tax refund

There is concern that giving relief to only one section of the food chain is unfair to those retailers, transport businesses, QSRs and restaurants that rely on diesel to ensure food safety as it works its way to the consumer.



www.supermarket.co.za

Advertisers Click on logo for more information



The Topping **ON THE CAKE**



South Bakels have completed the acquisition of the Cape Town based sweet ingredient solutions supplier **Orley Foods** from Kerry Ingredients South Africa Proprietary Limited.

South Bakels, who are celebrating their 75th year of doing business in South Africa, hold the position of market leader in providing bakery ingredient solutions and supplies to the South African bakery industry. The addition of Orley Foods is adding new capabilities to South Bakels to allow continued growth in existing and new customer segments.



Join us on our various platforms ... www.supermarket.co.za, on FB <https://www.facebook.com/supermarketandretailer>, IG @supermarketza, Helen on LinkedIn <https://www.linkedin.com/in/helenmaister/>, twitter @Supermarketmag or subscribe at info@supermarket.co.za

The world is in an energy crisis



Helen Maister

I had the pleasure of attending #Euroshop2023 for the first time at the end of February and beginning of March. The scale of the event was astounding, and it was an exciting experience with the bustle and hustle of brands flexing their muscles. I loved it.

The technology on display was fabulous, and the vision of

where retail is headed is also exciting. While we (Saffas) have some catching up to do in certain areas, we are leaps and bounds ahead of the game in other areas. Specifically, we lack the experiential aspect of a shopping journey, but we are leading in energy conservation. Over the past 15 years, we have had to bob and weave with the energy crisis we experienced during loadshedding.

Walking the show with some of our clients who introduced me to their suppliers and collaborators was a pleasure. These clients are bringing the best in innovation to South Africa, and they are actively developing it.

The world will need our skills as it dives into its own energy crisis. The Ukrainian/Russian war has affected the cost of living, with real inflation over the past year estimated at 30% in Germany



Image courtesy of energypartners.co.za

Energy savvy

What is it costing local retailers in South Africa to keep the lights on and the fridges and ovens running? The cost, it is turning out, is astronomical. Shoprite Holdings' operational update for the six months ended 1 January 2023 reports that, "The Group's additional spend on diesel to operate generators across our Supermarkets RSA store base in order to trade uninterrupted during loadshedding stages five and six amounted to R560 million for the period."

Meanwhile Reuters reported on 14 March 2023 that property developer Attacq is planning to reduce its reliance on diesel generators used to power its shopping malls, while Business Tech notes that due to loadshedding over the six months to January 2023, diesel costs across pharmacy and healthcare retailer Dis-Chem stores had increased by 54% to R36 million.

Health and safety compliance

Health and safety compliance is one of the key pillars of the South African FMCG retail sector – and supermarkets and wholesalers, as a crucial link in the food supply chain,



Image courtesy of sesotec.com



Image courtesy of ffmtmagazine.in

have a critical role to play in ensuring the safety of the food they sell ... and the environment in which it is sold. Multiple legislative and certification requirements – quite rightly – govern FMCG retail and wholesale stores and all aspects of their operations, including the safety of their staff and customers in a clean and hygienic workplace.

Helen Maister

Helen Maister

It's insane ... but we love it!

Aki Kalliatakis

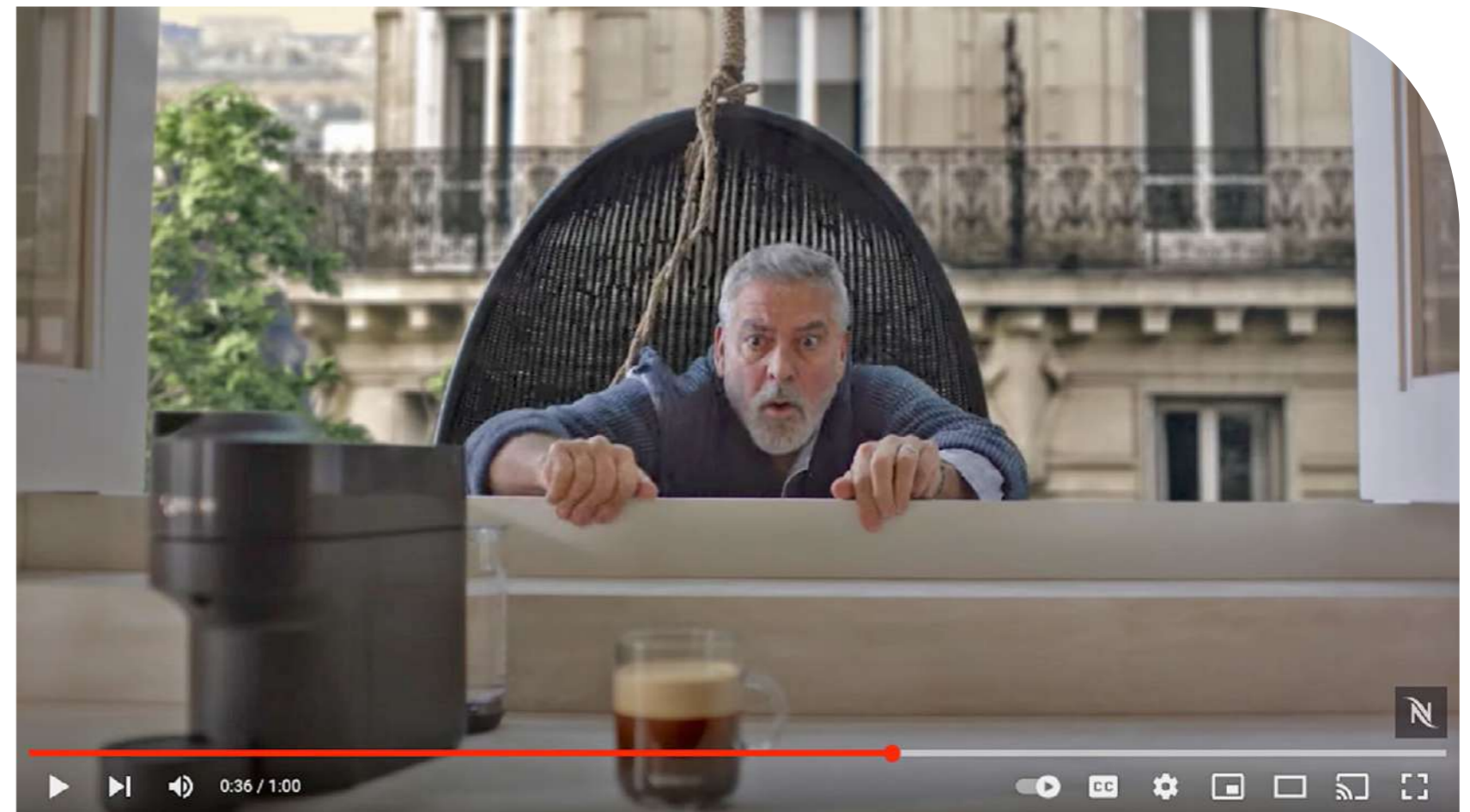
aki@leadershiplaunchpad.co.za

This is the next article in a series on how behavioural economics and 'being human' affects your business.

Chances are that if you are reading this you probably have one of those automated coffee pod machines at home or possibly at work. Chances are that you also know how insanely expensive these cups of coffee are. Since each pod contains around 5.5 grams of coffee, one kilogram of this same coffee would need around 182 pods and cost you R2730! By comparison, the most expensive ground coffee that you can brew at home in your plunger would cost you around R400 per kilo. If you drink instant coffee, it's closer to R200 per kilo.

Logically, it just doesn't make any sense to buy coffee pods. But logic has nothing to do with it – and customers are not stupid. So the question is, "How do these companies get away with it?" The leading company alone sold more than 14 billion pods last year and, if you add all the challengers and clones, you can probably double that number.

Does it have something to do with the special taste of a real cappuccino or espresso at home? That may be part of it, although I suspect that



Images courtesy of Nespresso video on YouTube

the cappuccino and espresso at my local garage shop, or even at my local McDonald's, tastes better.

There's something much deeper here and, as I delve into the psychology behind it, you may also find some ways to make your business more successful.

First, **make it easy and effortless**. A pod is easy and fast – press one button and it's done. The pod companies emphasise this by showing that a typical (cheap) cup of coffee needs you to boil a kettle, add your powders and milk, mix it all up, and so on.

I've already written about how Amazon allows you to buy using one click and complete your purchase in a few seconds. (Some retailer websites and apps in our country are almost as easy, although some are awful.) But the same is true in a physical store. Cast a critical eye on the way you do business and you will probably identify dozens of possibilities.

Second, **customers hate complicated, hard and ambiguous stuff**, and prefer the safety and certainty of predictable outcomes. A great

saniwipes®

The Power to Protect

don't just touch,
sani-touch®
Infection Protection Products (Pty) Ltd



Recyclable detergent disinfectant wipes.
The original trusted trolley wipe.

GREEN SANIWIPES recycled and repurposed into pallets, benches, jungle gyms and other useful products.



Let us help YOU to **RECYCLE**, CONTACT US TODAY



#WeCare

Zonki Cloths

Colour coded picture cloths.

HACCP made easy.
Printed picture cloths.

Prevent cross contamination between food groups and food prep areas.

Cloths can be custom printed.
(minimum runs apply)



sanitouch@sanitouch.co.za | +27 11 791 4860 | www.sanitouch.co.za



example is that Olympic champion Usain Bolt insists that before any major competitions he eats only Chicken McNuggets. Why would someone with a perfect physique abuse his body like this? His argument is that he needs two things ... a protein boost and he definitely doesn't need to get sick, so McDonald's hygiene is what makes it attractive.

Related to this is the third lesson, the '**Framing Effect**'. I already mentioned garage shops and fast-food coffee, but coffee shop coffees are far more expensive than a pod coffee. If your pod cappuccino costs you around R17 at home, then it will probably cost more than double that at your local coffee shop. As Rory Sutherland puts it, "This machine is practically making me money!"

Fourth, **luxury and fantasy**. Which woman in the world wouldn't want George Clooney to wake up next to her in his pyjamas? Which man in the world wouldn't want Penelope Cruz to walk into your kitchen in her nightie? Psychologists call this 'the halo effect' and it's defined as a cognitive bias that distorts our perception of others based on concrete information presented.

A specific example is what's known as the 'attractiveness stereotype', which suggests that we have a tendency to assign positive qualities and traits – intelligence, better health, more mentally stable, even higher moral values – to physically attractive people. So associating your brands and business with celebrities and admired people can make a huge difference.



And then there's the '**foot-in-the-door**' effect, where we get customers to make a commitment that it is much harder to get out of if they make up their minds. Razor blade companies have been doing this for years, as have mobile phone manufacturers. If I have your app on my phone, it just makes it that much harder to install and use your rival's app. Although not yet available in South Africa, imagine if a company that produces electric cars also subsidised the installation of the car-charging kit in your home? You'd definitely look a bit stupid if your next car was a petrol engine.

And it's the same with coffee pods. It seems impossible to find out whether they make any money on the machine that they originally sold

you, but I'm willing to put down real money that they don't make any money on those. They just have to make sure they get the darn thing into your home, no matter what.

Finally, the '**IKEA Effect**'. IKEA almost discovered by accident that customers loved putting their own products together once they arrived home with their flat-packed furniture. The implication of being involved made them feel a sense of accomplishment that also translated into commitment and loyalty. Does this in some way also apply to pods? Perhaps being able to produce a high quality luxurious coffee at home, something that would not have been possible just a few years ago, allows customers to feel the same way.



We are **MicroThumbs** a national Microgreen farming network!

We have more than **20 farms** across the country and are rapidly expanding.

We sell Farms, Fresh Produce and Products!

[Find out more about us](#)



[Click here to apply](#)
Start Your Own
Microgreens Business
with Microthumbs Farm



SUPER FOOD!!!
#MICROYUM

CONTAINS UP TO
40x
MORE NUTRIENTS
THAN VEGETABLES

Join the **MicroThumbs** revolution today and enjoy the freshest and healthiest microgreens around

We supply fresh, nutritious microgreens to Home Users, and the Retail and Hospitality Industry!

sales@microtumbs.co.za
062 807 2689

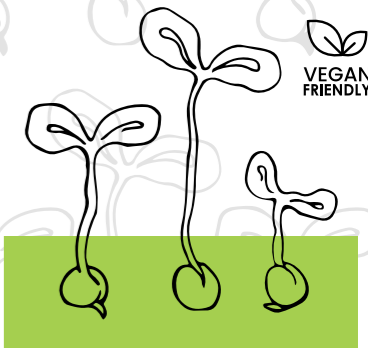


Discover the Flavorful World of Fresh Microgreens - [Shop Now!](#)



MICROTHUMBS
PESTO

CHUNKY OR SMOOTH



#TASTESLIKEMORE

Upgrade your pesto game and indulge in a nutrient-packed delight with our Microgreen Pesto, The delicious alternative to traditional pesto and perfect addition to everyday meals.

"MicroThumbs pesto is so versatile and works in a variety of dishes. Its fresh, Zesty and most of all tasty!"

Master Chef SA Winner - Roxi Wardman

MICROGREEN PESTO RECIPES WITH A ROXI TWIST



Zesty pesto Sirloin



Sweetcorn Benedict

Satisfy & revitalize your taste buds with a burst of flavor!

[Order your Microgreen Pesto now](#)



Once again, you may be able to explore how your customers can become 'part of the show' in your business – and you may discover that their commitment to you shoots upwards.

Of course, these examples are not limited to coffee pods. I know that when we want to bake a birthday cake at home, we inevitably buy the ready-mixed boxes. I've also seen cheese-making kits and home-brewing packages so you can make your own beer. DIY and hobby stores are also full of examples. These tick most of the boxes described in this article. After all, sushi is just some sticky rice with a microscopic sliver of seafood and avocado wrapped inside, isn't it? **SR**



Aki Kalliatakis is the managing partner of The Leadership LaunchPad, a company dedicated to helping clients become more customer driven. He can be contacted at +27 (0) 83 379 3466, or via the website at www.leadershiplaunchpad.co.za



SAPICS
THE PROFESSIONAL BODY FOR
SUPPLY CHAIN MANAGEMENT

IN ASSOCIATION WITH
saaff

Forward thinking supply chains >>>

45th Annual **SAPICS Conference 2023**

11 - 14 June 2023
Century City Conference Centre,
Cape Town, South Africa

Register now:
www.sapics.org.za

Get involved now!



The leading event in Africa **for supply chain professionals**

Load shedding

The cost of keeping the lights on

What is it costing local retailers in South Africa to keep the lights on and the fridges and ovens running? The cost, it is turning out, is astronomical. Shoprite Holdings' operational update for the six months ended 1 January 2023 reports that, "The Group's additional spend on diesel to operate generators across our Supermarkets RSA store base in order to trade uninterrupted during loadshedding stages five and six amounted to R560 million for the period."

Meanwhile Reuters reported on 14 March 2023 that property developer Attacq is planning to reduce its reliance on diesel generators used to power its shopping malls while Business Tech notes that due to load shedding over the six months to January 2023, diesel costs across pharmacy and healthcare retailer Dis-Chem stores had increased by 54% to R36 million.

In an eye-opening article by Nick Wilson for News24 Business, South African retail giant Woolworths announced that load shedding was costing the business R15 million per month. Admittedly the country has seen very high levels of load shedding over the last few months, and this number does reflect the impact of stage 5 and 6 (or higher) load shedding, but that is still a significant outlay. The retailer also noted that it expected an even



Image courtesy of Pixabay, Pexels

more challenging landscape as higher inflation and interest rates continue to affect consumers, and that "an imminent resolution to the debilitating power crisis ... appears remote."

The latest national budget speech from the South African Minister of Finance brought some

relief and certain concessions from government, which acknowledged the impact of load shedding on food prices across the country. However, there was a notable omission as the diesel-related price relief measures were aimed solely at manufacturers, even as food retailers have been spending huge sums of money on diesel to fuel freight vehicles and generators to keep shelves stocked, their stores operating, and consumers happy. As reported by Business Tech, the CEOs of South Africa's three largest food and grocery retailers

shared their disappointment that the South African government chose not to extend the diesel fuel levy refund to food retailers. The article (CEOs from South Africa's biggest retailers slam government's 'half-job' load shedding relief ([busettech.co.za](https://www.busetech.co.za)) shares comments from Pick n Pay's Pieter Boone,



SOLLATEK PREVENTS LOAD SHEDDING FROM DAMAGING YOUR APPLIANCES

Due to load shedding becoming so frequent in South Africa, you need to ensure your electrical and electronics equipment are protected. The Sollatek Voltshield range features products that **will protect** your equipment from the dangers caused by load shedding.

Whether you are looking to protect your business or your home, Sollatek provides solutions to every voltage power problem.

THE DANGERS OF LOAD SHEDDING

- **Sudden loss of power** can damage electrical appliances specifically those with a motor. Computers can be damaged and data loss and corruption can also occur.
- **Power back surges/spikes** can cause serious damage to electrical equipment.
- **Loss of neutral** can be due to cable theft or accidental damage and leads to a significant imbalance in the electrical system which results in your appliances being subjected to very high voltage up of 415V and higher.

AVS protects against:

- High voltage
- Low voltage
- Spikes/surges
- Powerbacks surges
- Loss Of Neutral (LoN)

WHY DO YOU NEED A SOLLATEK AVS?

- The Sollatek (AVS) Range is the ultimate shield against damages caused by over and undervoltage as well as power-back surges.
- With our Voltshield products, you won't have to worry when the load shedding hour strikes, knowing your appliances are fully protected.

HOW DOES THE AVS FUNCTION WORK?

The AVS works by monitoring the voltage of the electrical supply and when it detects a voltage fluctuation or surge, it automatically switches off power supply to the equipment.

When the Mains voltage returns to normal, the AVS will reconnect the power automatically, after a short delay to ensure stability. The AVS will filter out surges and spikes as well and will even withstand LoN high voltages of over 415V. All these features means the Sollatek AVS provides 100% against power problems.



ALL SOLLATEK VOLTSHIELD PRODUCTS ARE AVAILABLE FOR A VARIETY OF APPLIANCES

- **AVS15 micro:** A plug in solution for all loads plugged into a wall socket upto 16Amps.
- **AVS30 micro:** For single phase loads running up to 30Amps. The AVS30 micro can accommodate an inrush current of 110Amps associated with start-up. (The AVS30 micro can be used to switch a contactor if load runs at more than 30Amp).
- **AVS3P-0 micro:** For 3-phase loads designed to switch an appropriately sized contactor.

For more info visit- www.sollatek.com

Email: sales@sollatek.com

Tel: +27 (0) 11 788 1614



Image courtesy of [Businesstech.co.za](https://www.businesstech.co.za)_CEOs from SA retailers



Spar's Mike Bosman, and Shoprite Checkers Pieter Engelbrecht. The article says ...

“ The government has accepted the logic that the food industry should not be penalised for the energy crisis but has only done half the job. Our supermarkets are on the front line in keeping the lights on, and the shelves and chillers stacked, for customers during load shedding. ”

All three CEOs maintained that although they have absorbed as much of the cost of keeping the lights and fridges on as possible, they would not be able to continue indefinitely, and these costs will have to be passed on to the public eventually.

On 8 February 2023, retail group Pick n Pay announced that load shedding has been having a profound impact on its business practices – racking up a bill of R60 million a month to run diesel generators. The group said that the current energy crisis is a new permanent reality for the

retail sector, and immediate interventions are being planned, including solar installation and reducing energy consumption. Over the 2022 period, the

group said it had spent an additional R346 million year-on-year to run diesel generators for the first 10 months.



Image courtesy of Pixabay, Pexels

An unpredictable electricity supply continues to impact business

Nick Wilson's News24 Business article says that Woolworths was responding to the erratic electricity supply by “focusing on developing a longer-term business solution to mitigate both upstream and downstream impacts to this challenge.”

Woolworths added, “This includes the impacts on our suppliers, and particularly those where the costs required to manage the breakdown in infrastructure have become prohibitive.” Despite the fuel levy relief, food manufacturers are facing an ever-growing challenge. For many, an erratic

power supply is severely impacting their processes. The human toll is also real as many businesses are having to consider changing their operating hours to accommodate load shedding.

The same is true for smaller retailers who simply cannot afford to run generators or invest in renewable energy. Two to four or more hours of downtime every day is hardly a model for economic success.

Lena Le Roux, MD of locally based Staycold International, is fully aware of the impact of load shedding, as well as other supply chain challenges, that are currently putting pressure on the South African retail market. Staycold is committed to reach net zero (reaching zero greenhouse gas emissions) and, says Le Roux, the business is passionate about creating a product that is as energy efficient as possible, as sustainably as possible. Their efforts have been successful as they were recently recognised internationally as being in the top 3% of the supply base ‘for energy efficiency by a global brand’.

Graphene supercapacitors can solve loadshedding woes

Affordable, efficient battery storage technology is a **gamechanger** for business

Challenged by escalating electricity costs and an unstable power supply, businesses must harness South Africa's abundant solar energy. While the grid-tied solar systems favoured as a cost-effective solution can provide energy cost savings, they don't shield against the disruption of loadshedding. The real gamechanger is incorporating new affordable, efficient energy storage systems that enable hybrid solar solutions for business, says Frank Rovelli of power and energy solutions company Probe.

"As batteries become more efficient, long-lasting, faster charging, affordable and take up less space – the business case for large-scale hybrid solar installations improves," says Rovelli. "We're seeing huge leaps in energy storage capacity and round-trip efficiency, while the investment and space required for battery banks reduces. Modular set-ups further enable businesses to scale up systems by adding additional battery storage as needed, like lego."

Rovelli says the right energy storage solution with a solar PV installation can not only ensure businesses have consistent power, a major issue as loadshedding continues, but will also create major utility savings over time. "Businesses with efficient energy storage are able to draw power from stored solar energy during peak times, avoiding higher peak demand charges which form a significant portion of total electricity costs."

Graphene supersedes lithium-ion

Graphene supercapacitors are the future of large grid-scale and solar energy, offering the most efficient, durable, stable and scaleable battery investment for commercial solar on the market, according to Rovelli.



Frank Rovelli of power and energy solutions company Probe.

"Graphene supercapacitors offer a more energy-dense, lighter form of storage than lithium-ion batteries, delivering four times the power and lasting seven times longer," says Rovelli. "They are fully recyclable and far less hazardous, and can be charged and discharged at least three to five times faster."

Solid-state graphene supercapacitors deliver at least 43 000 cycles with a maximum degradation loss of 5% during their life span and no loss of efficiency, while lithium-ion offers 6 000 max cycles, losing efficiency and capacity over time. Importantly, they can be joined in parallel and in series with any type of battery, making them compatible with existing systems and flexible for future additions.

Containerised solutions

The potential of supercapacitors is maximised when it comes to containerised solutions, says Rovelli. "We can now deliver up to 8 MWh in a customised, integrated 40ft container, making these solutions economically viable."

While the total cost of ownership simply can't be matched, the initial capital outlay can be challenging. Probe offers rent-to-own and leasing solutions. "The right financial solution turns CAPEX into manageable OPEX,



enabling businesses to access the most appropriate, scaleable technologies. Graphene supercapacitors allow for accurate pricing of the storage solution over the life of the system, with limited maintenance costs."

The Probenergy range of solutions includes graphene supercapacitors from Mint Energy, the first commercially available graphene pure-play battery made from abundant sources of carbon. The construction of the supercapacitor module allows for localised grid-scale production. Plans are underway for South African production facilities of 1GW monthly in collaboration with OEMs.

Rovelli says that it is critical that businesses turn to reputable providers as a first step. "Providers should offer the latest battery technologies, well-priced Tier One products, energy assessments, ongoing service, and financing options. At Probe, we are battery experts, and we're committed to taking the best power solutions across Africa."

Probenergy
REDEFINING ENERGY STORAGE

+27 86 111 3507 | www.probegroup.co.za

Le Roux explains that their manufacturing plant is based in a rural area with an intensely loyal employee base who are willing to work odd hours around load shedding. Despite operating on solar as far as they are able, load shedding is still incredibly disruptive and, despite their flexible workforce, Le Roux says they can see the toll load shedding is taking on the human side of things.

Managing the impact of load shedding

For larger retailers and supermarket groups, investing in alternative energy supplies is the only way forward. With the South African government pledging to reach net zero by 2050 and the current legal and moral demands around sustainability and cutting carbon emissions, renewable energy certainly makes the most sense – for those who can afford it. Woolworths reports that its “significant past investments in its energy supply capabilities have proven beneficial, with 99% of its stores and all its distribution centres already equipped with generator capacity.” In an article for Business Tech, Luke Fraser writes ...

“Attacq, the owners of Mall of Africa and Glenfair Boulevard, is the latest prominent retail space owner to invest heavily in solar in an attempt to escape Eskom.”

He adds, “According to Attacq, during stage 2 load shedding, the company spends R170 526 daily to keep the lights on in its retail space. When rolling blackouts go to stage 6, these costs rise to over



Shoppers walk during the opening of the 'Mall of Africa' in Midrand outside Johannesburg. Courtesy of Siphwe Sibeko, Reuters

R511 500 – and this is before even counting the costs of lost business and sales as a result.”

Attacq has signed a Power Purchase agreement (PPA) for a 15MWp power supply in 2023 and has started construction on four new rooftop solar power projects.

“R17 million worth of retrofit projects are also underway in the country, with plans to invest further. Resilience principles will also be introduced, such as rooftop solar installations that are being grid-tied to their generator capacity. Other measures, like lighting retrofits that reduce energy use from common area lights, and generators with data panels that switch off during load-shedding hours, are also part of these resilience principles.”

(Business Tech, 29 December 2022).

Other mall owners are also investing heavily in solar projects. The Redefine Group, which owns amongst others the South Coast Mall, East Rand Mall, Centurion Mall, Kenilworth Shopping Centre, Maponye Mall, and the Golden Walk Shopping Centre, is investing R194 million in solar photovoltaic projects, smart

metering, and water and energy efficiency across its portfolio).

Shoprite has also increased its solar photovoltaic system capacity by “82% to 26,606kWp from the previous year –achieved via 20 soccer fields worth of solar panels.” The group has focused on solutions to improve energy efficiency, reduce its carbon footprint, and reduce electricity consumption overall. By installing LED lights at its sites, the group has saved “399 million kWh to date,” says Fraser.

Energy efficiency, energy conservation, and alternative energy sources

Tygue Theron, Head of Business Development at Energy Partners Intelligence – a division of Energy Partners and part of the PSG group of

*Reducing
energy costs
by more than 30%*



Hydrocarbon Range

*In keeping with reducing the impact of our units on the environment and our commitment to enabling the race to Net-Zero, many of our units are available with **Hydrocarbon refrigerant gas** either as standard or as an option.*



For more information on our products and how we are constantly striving to reduce their impact on the environment, please contact us on 056 819 8097 or by mail to info@staycold.co.za

www.staycold.co.za



Trust the Experience

companies – believes that a comprehensive energy strategy is crucial for cutting energy spend and carbon emissions. For Theron, energy efficiency encompasses not only solutions that help you use less electricity, but also those that help “manage costs, secure the best sources of energy supply, and address any risks that may leave the business without power at crucial times.”

Theron says that effective data collection is the only way to ensure a solution that is effective and fit for use across multiple store locations and to cover all their needs. Integral to this is the ability to “accurately measure and assess current energy usage and monitor progress in real time.” Theron argues that you would need a minimum of 12 months’ worth of data for an accurate assessment. The next step is managing that energy strategy. For Energy Partners, removing the human element and using technology, including IOT-enabled devices, automated controllers, and AI to control energy usage makes the most sense. Theron emphasises that accurate reporting is an absolute necessity. For this to work, you need the right resources and skills. This is why Theron advises using a dedicated outsourced service provider to structure the most effective solution for your needs.

Daniel De Beer, Regional Manager for Sub Saharan Africa at Emerson Commercial & Residential Solutions, is no stranger to the quest for ultimate energy efficiency, as Emerson has been manufacturing and installing energy-efficient technology for several years now, utilising highly effective compressors and condensing units.

Danfoss_Connected supermarket solution from case to cloud



skills, knowledge, and expertise needed for success. As he points out, retailers are often working with a range of equipment that has different operating requirements and different voltages. “Your solutions are only ever as good as the other tech in the system, and it needs to work together in harmony and seamlessly. If you are going invest in electronic controllers and smart tech – and it does come

He says ...

“ On average, retailers are using 70% of their energy consumption for refrigeration alone, and roughly 50% of that usage can be attributed to compressors. ”

Although there is some significant capital outlay, by Emerson’s calculations, a saving of 20% on electricity consumption is very achievable. Pay-back, in fact, was measured at 3 weeks to 6 months, depending on the size of the installation.

For Emerson, to be energy efficient is to also consider the responsible and effective use of electricity, as well as reducing consumption.

De Beer does, however, caution against throwing money at the problem without investing in the

at a premium price – it must be installed and managed by professionals who understand both the end-user needs and requirements, as well as the specifics of the technology being implemented.”

Staycold’s Le Roux says energy efficiency and surge protection are essential when it comes to coolers and refrigerated units. “Surge protection has become a standard necessity in the face of an unpredictable power supply and the electrical surges that occur with load shedding.”

Le Roux points out that even their standard protection has limits, however, withstanding about 80% of the surges currently being seen, as the company reports massive spikes are becoming a far more common occurrence. The same digital controller that provides surge protection also



ZIEHL-ABEGG

RETROFITBLUE



Feel the **future**

...with energy-saving fan technology

With the **Retrofitblue** program, upgrade old ventilation systems fast and effectively without lengthy downtime. The result: significantly improved performance with greater energy efficiency and reduced noise level. www.ziehl-abegg.co.za

Successful retrofit examples:



Heat exchanger

Highly-efficient ZPlus units with ECblue motors. **Estimated savings/year: 25.6% energy savings***



Supply air system

Efficient space-saving centrifugal fan formation with ECblue motors. **Estimated savings/year: 37% energy savings***

* Results vary depending on application, load cycle, the control and installed equipment etc. with many of our RETROfit customers experiencing >60% energy savings

The Royal League in **ventilation**, control and drive technology

comes with an eco-mode that is triggered if the cooler doors haven't been opened for a certain amount of time. Once this sleep mode is triggered, the lights and fans are turned off automatically and the temperature is maintained statically until the door opens again.

As Le Roux says, "We have been using this design for the last eight or nine years, and this level of energy efficiency does come at a cost – for which the retailer receives a high level of longevity, protection, and energy savings."

The sentiment amongst the experts is clear – while capex may be your priority, high-quality tech that is energy efficient, effective, and sustainable is not cheap. By running the numbers, asking the hard questions, and doing your research, retailers are investing in solutions that are looking increasingly necessary for their survival.

Solar outpaces coal as a cheaper alternative

In an article titled How solar power became cheaper than coal (www.mybroadband.co.za), writer Miles Illidge states, "Fossil fuels dominate the world's energy generation, but research shows that solar energy is now cheaper than coal." He goes on to say:

“The study found that electricity from solar generation is approximately 63% cheaper per megawatt-hour (MWh) than fossil fuels, and according to the World Energy Outlook for 2021, solar photovoltaic and wind power are the cheapest sources of new electricity generation.”

Image courtesy of Kindel Media, Pexels



The cost of electricity from coal dropped \$2 (R31) per MWh between 2009 and 2019, while prices associated with the generation of solar power decreased by 89% over the same period. In 2009, electricity generated from solar sources cost \$359 (R5 503) per MWh. By 2019, costs had dropped to \$40 (R613) per MWh.”

This has occurred for several reasons. Most notably, demand has increased, allowing solar technology and hardware manufacturers to achieve economies of scale. In addition, the technology driving solar power production has improved due to increased interest in sustainable and renewable energy sources.

Most importantly, solar power requires no fuel and has markedly fewer running costs than those associated with coal or nuclear power plants.

This is good news for those who have invested in or are in the process of investing in solar as a renewable power source. Demand is on the rise globally. As such, despite challenges related to raw materials and certain technologies due to the Covid-19

lockdown and the war in Ukraine, the cost of solar-produced electricity is notably lower than that of traditional power producers. The bad news is that South Africa is in the middle of a crisis of government, and political interference versus political support is, as yet undecided.

“Despite South Africa pledging to reach Net Zero by 2050 and the recent introduction of a Minister for Electricity, political interference and stonewalling when it comes to fully embracing and deploying renewable energy sources is concerning.”

Clean, free, natural energy with a high ROI & payback <36 months ... and a projected lifespan in excess of other systems.

Just add sun ... and the free thermodynamics improve the already enviable performance of our unit by up to 60%. Nothing can match that efficiency.

- The hotter it gets, the less the compressor works.
- Saves vast amounts of energy.
- Considerably reduces CO₂ emissions.
- Eliminates compressor failure due to over-heating.
- Substantially increases compressor lifespan.



- Phenomenal ROI with an unprecedented lifespan.
- COP figures (cooling capacity versus power consumption) of over 8 are possible on our multi-stage compression systems – just by adding the free energy provided by the sun.
- Retrofit systems are available on most types of refrigeration.

Testimonials

"After testing a single system for 3 months, we are now looking at installing this system on all process cooling, freezing and chillers throughout the building. Assuming the test figures are realised throughout, we will save in excess of €78 000 p.a. – and we will have our investment back with 14 months!"

Angelo Aquilina
Engineering Plant Maintenance,
Golden Harvest

"At the time the ambient temperature begins to warm up around 8:00am, the power of the machine starts a surprising decline into a 6Kw position, and remains there throughout the day's hottest phase."

Francisco Javier Vadillo
Chief Engineer, Pizza Hut

"Having collectively reduced the energy usage in seven of our sites by an average in excess of 36%, they were clearly the right partner for this project."

Richard Cos
Managing Director, Kay Group



Image courtesy of Los Muertos Crew, Pexels



Is solar all it's cracked up to be?

Emerson's De Beer firmly believes that solar as a renewable energy source is a viable option for South Africa. The company has spent considerable time investigating renewable energy sources such as solar.

While it is not necessarily about the payback, De Beer does believe that the positive impact it has in mitigating the impact of load shedding cannot be overstated. And, he adds, if the government approves Eskom's NERSA application to allow solar producers to push electricity back into the grid for significant incentives (which include the possibility of payment for selling excess electricity back into the grid), the demand will see the country achieve economies of scale that will continue to drive down the cost of solar installations.

Image courtesy of <https://mybroadband.co.za/>



Phase 1 of Solar Capital's De Aar Solar Farm, the biggest solar farm in Southern Africa.

For Le Roux, solar has its pros and its cons. She believes that generic solar is currently too expensive to be a viable solution for anyone but the biggest chains and franchises. She says, "We need the European supply chain to come up with affordable, practical solutions that will then work their way into our market."

While she does believe the use of solar will become the norm, and costs will therefore stabilise, she also says that we need clever tech solutions to be able to offer solar as an alternative for many franchise retailers and smaller stores. That innovation, she believes, is still coming.

Le Roux believes that slotting commodities into an existing solar stream is far more feasible, although it needs to be done by an expert. "It is an extremely complex process as each of the commodities must be considered in isolation,

“ There is no perfect solution. There can't be, the challenges are too great and the practicalities too complex. What we can focus on is energy consumption and our carbon footprint. We can work to reduce both of those, and also work with renewable or sustainable energy where possible. ”

the applications are all different, and this needs to be accommodated in the design phase. There is no perfect solution. There can't be, the challenges are too great and the practicalities too complex. What we can focus on is energy consumption and our carbon footprint. We can work to reduce both of those, and also work with renewable or sustainable energy where possible.”

The worst thing you can do is do nothing. **SR**

Sources:

www.reuters.com/world/africa/south-africas-attacq-posts-273-rise-distributable-income-2023-03-14/

www.engineeringnews.co.za/article/define-well-positioned-for-growth-with-new-simplified-asset-platform



Ann Baker-Keulemans writes on topics related to business, lifestyle, technology, and health, with extensive knowledge on the SA retail and wholesale landscape. Contact annbk@wilkinsross.co.za | www.wilkinsrossglobal.com



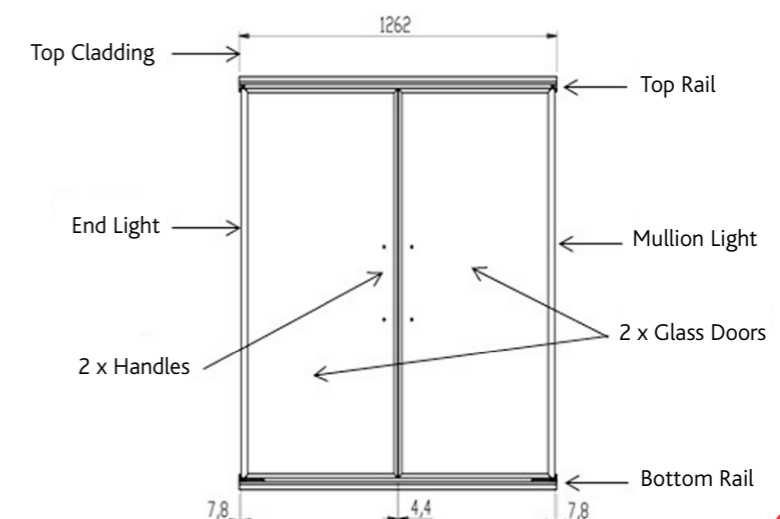
Close The Case

Designed as a retrofit solution for existing Supermarket display cases, the Glacier Air Shield Glass Doors offer up to a 40% energy saving in an ever-increasing energy cost environment as well as improved cabinet temperatures and product benefits.



Features and Benefits

- Reduced energy consumption.
- Extended product shelf life.
- Double glazed Argon Gas filled void for superior insulation.
- Optimal product temperatures.
- Spring loaded glass doors.
- Solutions for new cabinets or retrofitted on existing cabinets.
- Less cold air spillage – warmer aisles.
- Optional Mullion LED lights and door hold-open brackets.
- Heated option on our Standard Airshield Doors to suit coastal conditions.
- Integrated (full length) handle option.



Infinity / Infinity Integrate Glass Doors

The new Infinity Glass Door is designed with edge-to-edge glass and screen print border. This door offers increased visibility and a more modernised look and feel. Glacier has also launched their new Integrated Glass Door which incorporates a full length profiled handle.

Low Temp Eco Leaf (Energy Saving) Doors Aluminium Frames:

- Heated Door and Architrave
- Natural 15 micron anodized or black textured powder coating (Coating to SABS standards).

Glass

- Safety toughened 4mm glass inside and outside standard on all doors. (Toughened to SABS standards).
- All Glass Doors are Argon Gas filled for superior insulation.
- Low temperature doors are fitted with a heated front glass and a clear rear glass, both safety toughened.

Normal Temp Doors Aluminium Frames:

- Door and heated Architrave
- Natural 15 micron anodized or black textured powder coating (Coating to SABS standards)
- There is a thermal break on the inside of the door frame.
- All architraves are fitted with anti-sweat heaters.

Glass

- Safety toughened 4mm glass inside and outside standard on all doors. (Toughened to SABS standards)
- All Glass Doors are Argon Gas filled for superior insulation.
- Normal temperature doors are fitted with Low emission front glass and a clear rear glass, both safety toughened.

Lights (LED)

Energy Saving LED 22W, 6000K, LED Light fitted on the inside of the architrave in a closed polycarbonate light diffuser.

Lights (LED)

Energy Saving LED 22W, 6000K, LED Light fitted on the inside of the architrave in a closed polycarbonate light diffuser.



Switching on ...



Mike Smollan
Chief Growth and
Innovation Officer
Smollan

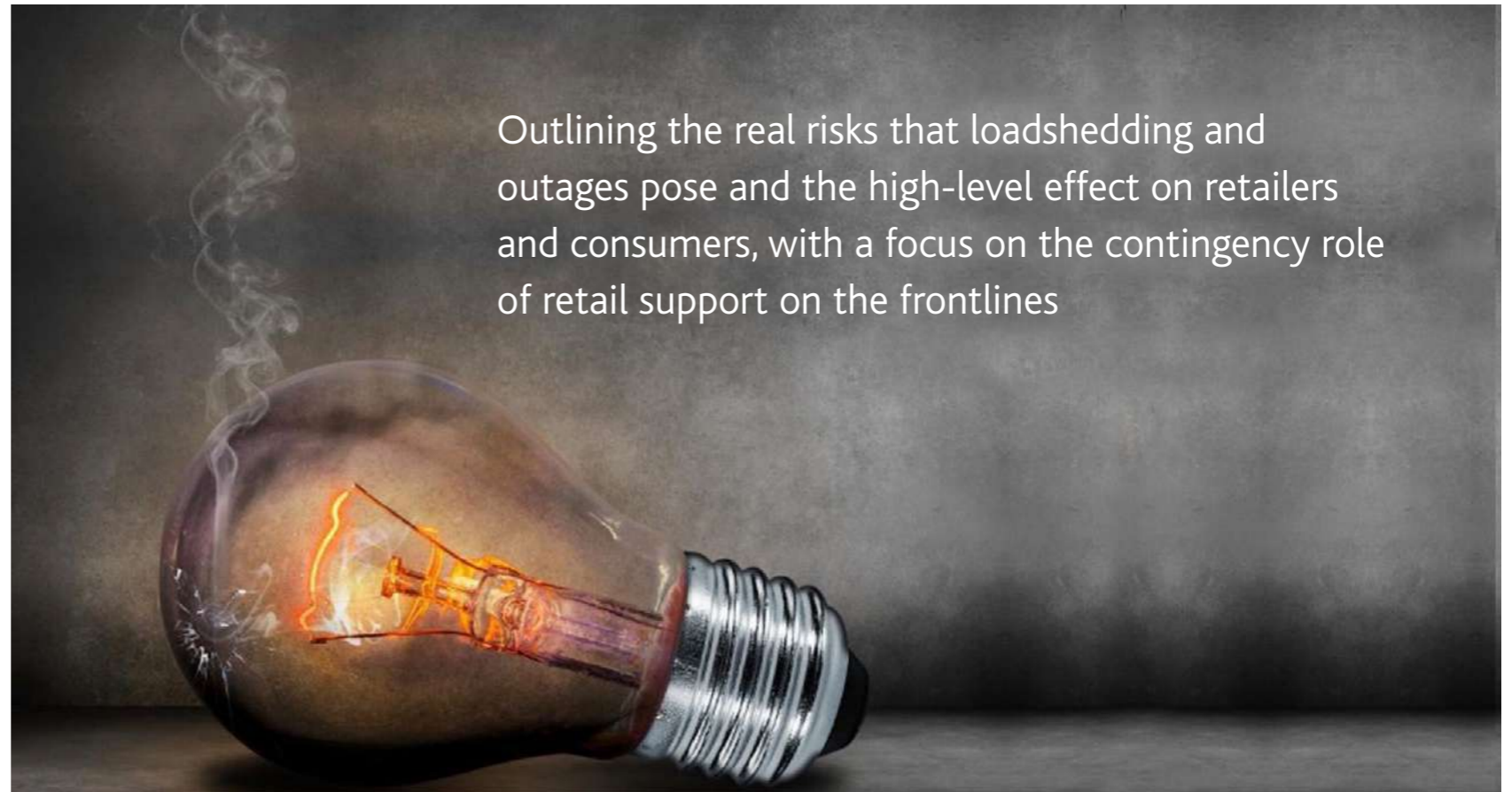
The role of retail in loadshedding

Admittedly seeing another loadshedding article can mean lights out for many – turn the page – next, as the hum of generators trigger a fragile sense of ‘normality’ when all we want is power plays, not dark delays. Despite the severity of the current status quo, humour typically prevails ...

“Imagine what they’re going to say about loadshedding this week on Carte Blanche – I mean we won’t be able to watch it but imagine.”

‘Permanent reality’

With businesses looking to recover millions spent on diesel and coping with the levels of flexibility required to operate daily, this ‘permanent reality’ provides the framework for the now. All large retailers are under pressure. Pick n Pay for example, reportedly spends R60 million a month to run diesel generators – making up an additional R346 million spend year-on-year on diesel alone. Costs that will be passed onto consumers in time – a tricky move so says Casparus Treurnicht,



Outlining the real risks that loadshedding and outages pose and the high-level effect on retailers and consumers, with a focus on the contingency role of retail support on the frontlines

<https://www.enca.com/news/load-shedding-schedules>

at Gryphon Asset Management as retailers will not be able to do so fully, as they are already operating in an environment with sticky inflation.

Regarding the mounting pressure on retailers to manage the diesel spike, just last week as reported by www.businesstech.co.za CEOs from SA’s biggest retailers expressed their disappointment that government had not extended the new diesel fuel levy fund to food retailers.

Managing the madness

Despite this, South African retailers and business owners’ innate superpowers around thinking on their feet and coming up with solutions to challenging situations, automatically kicks in.

We’ve seen the birth of many entrepreneurial innovations such as Brian Gadisi, Alan Gie and Themba Hadebe from Arion Power who from humble beginnings in a garage in Muizenberg,





Energy saving Refrigeration and Air-conditioning

Solar thermal – The hotter it gets, the more you save!

Introduction

LEMS Energy adopts a holistic approach to energy efficiency. This starts with measuring and monitoring to ensure opportunities are identified to demonstrate and verify opportunities for energy efficiency and savings.

Typically, at most retail sites the low-hanging fruit energy-saving opportunities have been acted upon – such as Led lighting.

Once implemented, clients usually look toward renewable energy technologies such as solar PV. However, these are best implemented once the site is completely efficient – thus allowing valuable roof estate to be used to optimal benefit.

HVAC – Heating, Ventilation and Air conditioning typically contribute 30–45% of a retail site's total energy usage. Until now, technologies to provide 20–30% energy savings have been capital-intensive with long payback periods, with the following driving forces in place ...

- Exponential, unpredictable increase in the cost of energy.
- Loadshedding driving energy sufficiency through generators and Solar PV. Here, size and capital cost can be significantly reduced by optimising energy efficiency in HVAC.
- Clients are driven to reduce carbon footprint and ESG strategy – drive to net zero.
- Banning of certain widely used refrigerant gasses.
- Southern Africa – has excellent Solar irradiance.

Locally proven technology that delivers!

LEMS Energy in association with Solar Cool has successfully implemented a number of retail and commercial sites, a renewable energy-based solar thermal technology Solar Cool, which has proven its ability to deliver 30–40% energy savings on refrigeration plants and 40–80% energy savings in air conditioning energy costs. Resulting in reduced generator consumption costs or Solar PV system size – resulting in significant reductions in capital and operational costs.

Solar Cool solar thermal technology works by replacing the heat generated by the compressor (which constitutes 80% of the total system energy usage) with solar-generated heat, allowing the compressor to work less, saving energy as well as maintenance costs. The benefit of using this technology is ...

- Solar Cool is 100% mechanical – no working parts, saving maintenance and driving reliability. Ideal for Africa
- The hotter it gets the better cooling and energy savings the system delivers.
- Reduces carbon emissions.
- Incredible ROIs, with typical payback in less than 36 months.
- Available as OEM and can be retrofitted to most refrigeration and air conditioning systems.
- Increases compressor lifespan.
- Can be installed in areas not optimal for Solar PV, leaving these spaces free for PV installation.
- Optimal usage of roof estate – one Solar Thermal collector (3.6m² of area) is equivalent to 40 (250W) solar PV panels (taking up 80–100 m²).



This technology is readily and easily installed

This technology, built for Africa, is one of few for HVAC that can drive savings from 40% and up. This energy-efficient refrigeration and air conditioning system works more efficiently the hotter it gets. Its success has grown through the demand and needs of the markets. We have added SCC – SMART Compressor Control to our HVAC efficiency offering. This allows single speed units to be retrofitted to a variable speed and control system that saves 20–30% of energy, making systems ready for Solar.

Thermal – reducing downtime and extending equipment life

Driven by the global drive away from HFC refrigerants, we have partnered with a company to deliver a range of natural refrigerants, giving 20–30% energy efficiency, improving equipment life – with easy retrofit, without costly oil changes and a GWP close to zero.



Contact: Craig Boyd: craig@lems.co.za

tel: **+27 79 891 4884** | <https://www.lems.co.za>

successfully launched WiBox a mini-UPS to power a router and fibre during power outages. More of that eagerly anticipated as push comes to shove.

So too, not only to keep head above water but to continue being a successful business – loadshedding schedules must be closely monitored (forewarned is forearmed); alternative energy supply considered, and new ways to trade up for review and implementation such as avoiding stockpiling items, how to pack freezers to adhere to strict quality controls along with monitoring fridges.

“ On the ground, let’s also not forget that employees are being negatively affected, losing income when they are unable to work due to loadshedding or because of supply issues. This is just the tip of the iceberg. ”

Customer experience

With the key focus on continuing to deliver excellent service to shoppers, the reality is that loadshedding brings with it annoyed customers. Research indicates that 96% of customers will not return if there is bad customer service [Forbes: *Achieving Customer Amazement Study*] – employees need to be trained in how customer



<https://www.businesslive.co.za/bd/national/>

care needs to shift specifically during loadshedding. How shopper needs must be met despite power being on and off. To get the message across that the wheels will keep turning no matter what.

How is this best achieved?

By giving those at the coal face tech and tools to optimize the way they work. Furthermore, allow for two-way feedback to that they can spot the pinch points as to what’s working and what’s not and offer solutions. Allow them to feel more in-the-loop when it comes to how things need to be managed during loadshedding cycles so they can serve customers in the best possible way. Making sure frontline staff open their minds to different ways of doing better business – where they feel empowered to bring new solutions and strategies to the table. **SR**



SUPERMARKET & RETAILER

Business knowledge for smart retailers



Want to target real decision makers?

Who are we?

A trusted source of retail information for over 65 years, our magazine informs and empowers retail business owners to grow whilst tackling current industry topics.

How can we help you?

We connect FMCG brands, and Equipment and Service suppliers to retail decision makers around South Africa. Elevate your brand with our wide variety of digital offerings.

Let our team help you with a digital strategy that targets real decision makers

SCAN TO VIEW MAGAZINE



Contact 011 728 7006 | info@supermarket.co.za

www.supermarket.co.za



Effective solutions to reduce the cost of in-store refrigeration

Polyurethane Injected Panels

- Standard panels: Outer and inner skin of frost white Chromodek, also available in black finish.
- Polyurethane injected panels for superior insulation and adhesion.
- High-impact PVC interlock profiles on all edges provides totally sealed insulation and a perfect vapour barrier.
- Tongue and Groove panel options available.
- Easily erected.
- Optional skin finish in Stainless Steel – Grades AISI 304 AIS 403.

Cold & Freezer Rooms



Floors – Fabricated and Concrete

Fabricated Floors

- The inside floor finish is 1.5mm Aluminium tread plate glued and screwed to a marine ply base.
- Galvanised plate options available in lieu of the Aluminium Chequer Plate finish.

Concrete Floor

- Concrete floors are used for flush or step-up entry and in permanent structures. Usually a recess of 150–170mm is used to accommodate the foam slab insulation and the concrete screed.



Meat Rails

- Hot Dipped Galvanised system.
- Support structure integrated into insulated panels.
- Optional free-standing continuous galvanised system with bends and switch gear.

Aluminium Chequer Plate

- Installed as an option to protect panels from scratches and light impact damage.
- 1.5mm and 2.0mm thick options.
- Standard height 1 250mm AFFL.





Insulated Structures
Efficiency At Work



Up to 40%
Energy Saving



New or Retrofit
Existing cases

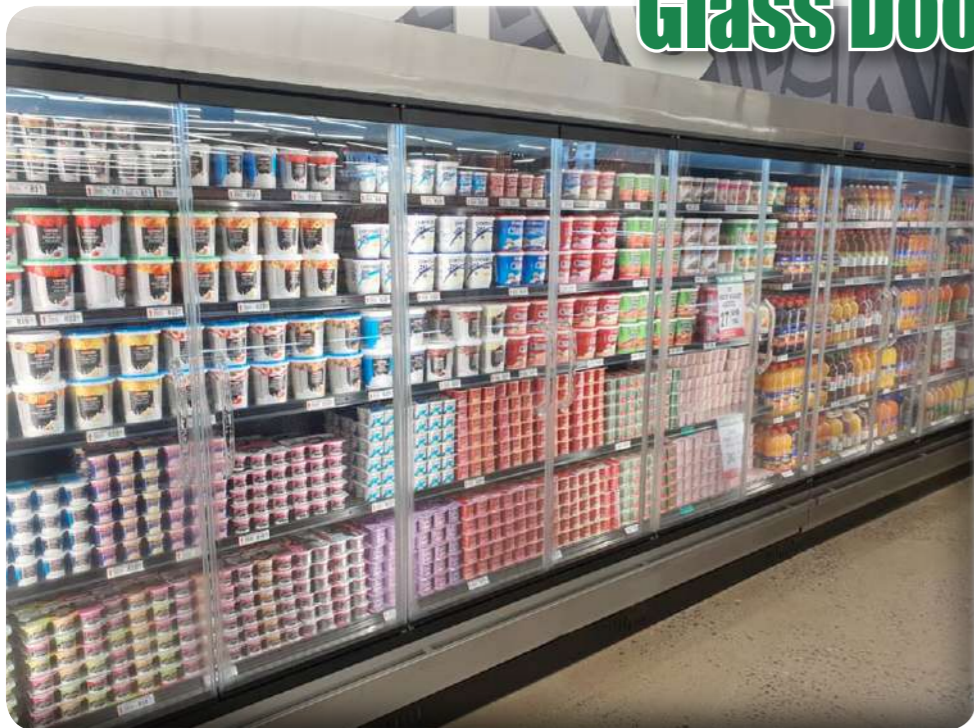


Environment
Respect

Benefits of Airshield Glass Doors

- Reduce Energy consumption.
- Extend Product shelf life.
- Double Glazed Argon filled void for better insulation.
- Optimal Product temperature.
- Glass doors have an option of Mullion lights. Quoted separate.
- Handles included.
- Up to 40% energy saving.
- Solution for new cabinets or retrofitted on existing cabinets.
- Doors are spring loaded.
- Less cold air spillage – warmer aisles.

Airshield Glass Doors



Ways to save

With energy cost rising and food retailers looking to improve the shopping experience environment for customers, Insulated Structures has developed an effective solution to reduce the cost of in-store refrigeration while enhancing the customer experience.

Insulated Structures doors are easy to retrofit on in-store cabinets to reduce the energy required to keep chilled foods at the correct temperature.

Meanwhile, customers are able to clearly see and access the products on offer. Reduced energy requirements means smaller refrigeration plant selection for new stores. These savings will off-set the initial cost of the doors. Up to 40% reduction in refrigeration requirement has been achieved.



Standard Airshield Glass Doors with a Black Frame.
Heated Hybrid also available in this design.
Heated Hybrid Glass Doors are fitted with a heater to reduce condensation on the doors in Coastal areas.
Heated Hybrid is fitted with soft closers.

Premium Airshield Glass Doors.
Frameless Door with Argon Gas filled for better insulation.



GET IN TOUCH WITH US
+27 (0)11 462 2130



QUERY? SEND US A MAIL
sales@insulated.co.za



VISIT OUR WEBSITE
www.insulatedstructures.co.za



Health & Safety compliance in 2023

Food Safety first, despite massive power challenges

Health and safety compliance is one of the key pillars of the South African FMCG retail sector – and supermarkets and wholesalers, as a crucial link in the food supply chain, have a critical role to play in ensuring the safety of the food they sell, and the environment in which it is sold. Multiple legislative and certification requirements – quite rightly – govern FMCG retail and wholesale stores and all aspects of their operations, including the safety of their staff and customers in a clean and hygienic workplace.

South African retailers and consumers have barely come through the grip of the Covid-19 pandemic with its own barrage of health and safety restrictions, and already face another threat in the form of escalated loadshedding.

Loadshedding impacts every aspect of a store's health and safety compliance, but in the scramble to deal with the daily occurrences of power outages and to become autonomous from Eskom supply, could Covid-19 hygiene best practices be receding into the past?

Various operational challenges are piling up for local retailers as they look for ways to keep their refrigerators cold, frozen foods frozen, fresh



www.freshproduce.com/resources/food-safety/.jpg

produce fresh and in-store circulation and air quality at optimum levels. And loadshedding or not, health and safety compliance goes on, which means workload and monetary output to remain compliant has increased significantly.

While the Covid pandemic was certainly challenging from an operational perspective, especially during total and partial lockdowns, food safety was never really at risk from the respiratory disease. (food security became a perceived risk from a consumer point of view). Supermarket and wholesale retailers weathered the storm and, in true resilient South African fashion, adapted, adjusted, and found ways to differentiate, innovate and continued to trade.

But the current power crisis is an altogether different animal. Not only is it forcing many supermarkets and retailers to spend exorbitant amounts on alternative energy sources, it's also posing challenges for maintaining food safety standards.

Food safety

According to Hahn & Hahn Attorneys, there is no single food law that governs food safety compliance. "The Foodstuffs, Cosmetics and Disinfectants Act, Agricultural Products Standards Act, Meat Safety Act,



Acrow focuses on excellent initial and after-sales service. All Acrow products are in component form for self-assembly or supplied as part of Acrow's professional design & installation service. With a wide range of options and components, all Acrow systems can be tailor-made to meet your precise needs.



New ideas in the Design, Manufacture & Supply of reliable & efficient storage, materials handling & construction solutions.



Wire Products & Accessories

Racking & Shelving

- Shelving for Retail and Wholesale
- Static pallet
- Mobile racking solutions
- Mezzanine floors and structures
- Cantilever systems
- Live pallet and Live carton
- Scaffolding and Formwork



Mobile Racking



Wholesale Shelving



Drive-in Racking



Cantilever Racking



Pallet Flow Racking

Johannesburg
+27 11 824 1527

Cape Town
+27 21 905 0500

KwaZulu Natal
+27 84 845 7262
+27 82 719 1196

Warwick UK
+44 07841 391 421

Italy
+39 0124 418112

Zambia
+27 79 968 6252

08600 ACROW
info@acrow.co.za
www.acrow.co.za

HEAD OFFICE
37 Dekema Road, Wadeville, Germiston
P O Box 14217, Wadeville, 1422



Inset:
In-rack
Wire
Baskets



Freezer
Racking



The Chartered Institute of
Logistics & Transport
South Africa

and the Consumer Protection Act can be relevant,” says their website.

The Foodstuffs, Cosmetics and Disinfectants Act (54/1972) governs general hygiene requirements for food premises, transport of food and related matters.

Each Act has various regulations that may apply to retailers and wholesalers and some of these may overlap.

On top of this, “grocery stores that produce fresh and cooked foods in-store are required to follow the same food safety procedures as restaurants and other food-serving businesses and can apply... HACCP [safety principles] adapted to the specific condition” (www.rentokil.com/blog/). HACCP (Hazard Analysis Critical Control Points) is an internationally recognised food safety system that identifies hazards in the food handling process, develops and implement controls, and reduces risk.

Food safety compliance for retail stores selling foodstuffs is a massive and ongoing undertaking.

Food safety and temperature control

When it comes to food safety, one of the biggest challenges for retailers is the need to maintain temperature control. Certain types of food, such as meat, dairy, and fresh produce, require specific temperatures to prevent bacterial growth and spoilage.

In addition, many products, such as frozen foods and ice cream, must be kept at a constant temperature to maintain their quality. Without reliable power supply, it can be difficult for retailers

Cook Meat and Eggs to Safe Internal Temperatures

www.cdc.gov/foodsafety

<p>145°F</p> <p>Pork Roast Rack of Lamb</p> <p>Beef Brisket</p> <p>After cooking, let meat rest for 3 minutes before serving</p>	<p>160°F</p> <p>Ground Beef</p> <p>Egg Dish</p>	<p>165°F</p> <p>Ground Turkey Turkey</p> <p>Chicken Leftovers</p>
<p>145°F</p> <p>Fish Fillet</p>		

www.cdc.gov/foodsafety

to maintain consistent temperature control. Power outages, brownouts, and fluctuations in voltage can all compromise the safety and quality of food products.

For community supermarket giant SPAR, food safety has – and will continue to be – the first priority, above everything else. According to SPAR’s Rob De Vos, Executive, South Rand Corporate Stores, while the pandemic cast a light on a different type of health challenge, with Covid-19 being a respiratory illness, food safety remained a constant focus across the supermarket and wholesale landscape.

“While it’s important to keep an eye on Covid-era

health protocols, both in-store as part of our ongoing operations but also for consumers at home, there’s no question that part of the focus now has to shift to managing the impact of the power crisis,” says De Vos.

Health and safety, food safety and the risk of contamination

Another challenge is the risk of contamination. Ever since the damaging listeriosis outbreak of 2017 and 2018 that saw almost 4 000 tonnes of produce destroyed and resulted in the deaths of more than 200 people, food contamination has been firmly in the spotlight.



MEETING CONSUMER DEMAND FOR SAFE, HIGH-QUALITY FOOD

Bureau Veritas provides the testing and certification services you need to ensure the safety and quality of your food products.

Bureau Veritas is a global leader in providing analytical testing services on food-related products. Our highly skilled personnel work tirelessly to ensure the absolute highest standard of food safety. With our world-renowned SANAS 17025 and GLP accredited laboratories, we are proud to be shaping a world of trust!

WE SPECIALISE IN:

- Food Safety Testing
- Pesticides Residue Testing
- Disinfectants & Sanitiser Testing
- Drinking Water Testing
- Microbiology Testing & Nutritionals

Bureau Veritas Certification Services offered for food-related products include:

- ISO 22000
- FSSC 22000
- GFSI Audits
- SMETA 4 Pillar Audits
- HACCP Compliance Audits
- Customised Supplier Audits

www.bureauveritas.co.za

Food Certification | Sadiq Mohamed | +27 79 740 4159 | sadiq.mohamed@bureauveritas.com
Food Testing | Peter Moopeloa | +27 81 399 9737 | peter.moopeloa@bureauveritas.com



**BUREAU
VERITAS**



To minimise the risk of contamination, retailers must ensure that their products are stored, handled, and displayed in a sanitary manner. This may involve regular cleaning and disinfection of equipment and surfaces, as well as proper storage of products to prevent cross-contamination.

Maintaining a sanitary environment can be challenging without a reliable power supply. Many cleaning and disinfection processes rely on electricity, such as the use of electric floor scrubbers and UV lights. In addition, refrigeration and freezer units may need to be defrosted periodically to prevent the buildup of ice and bacteria.

Without power, these tasks become much more difficult, if not impossible. In some cases, retailers may be forced to dispose of entire batches of food products if they cannot ensure their safety.

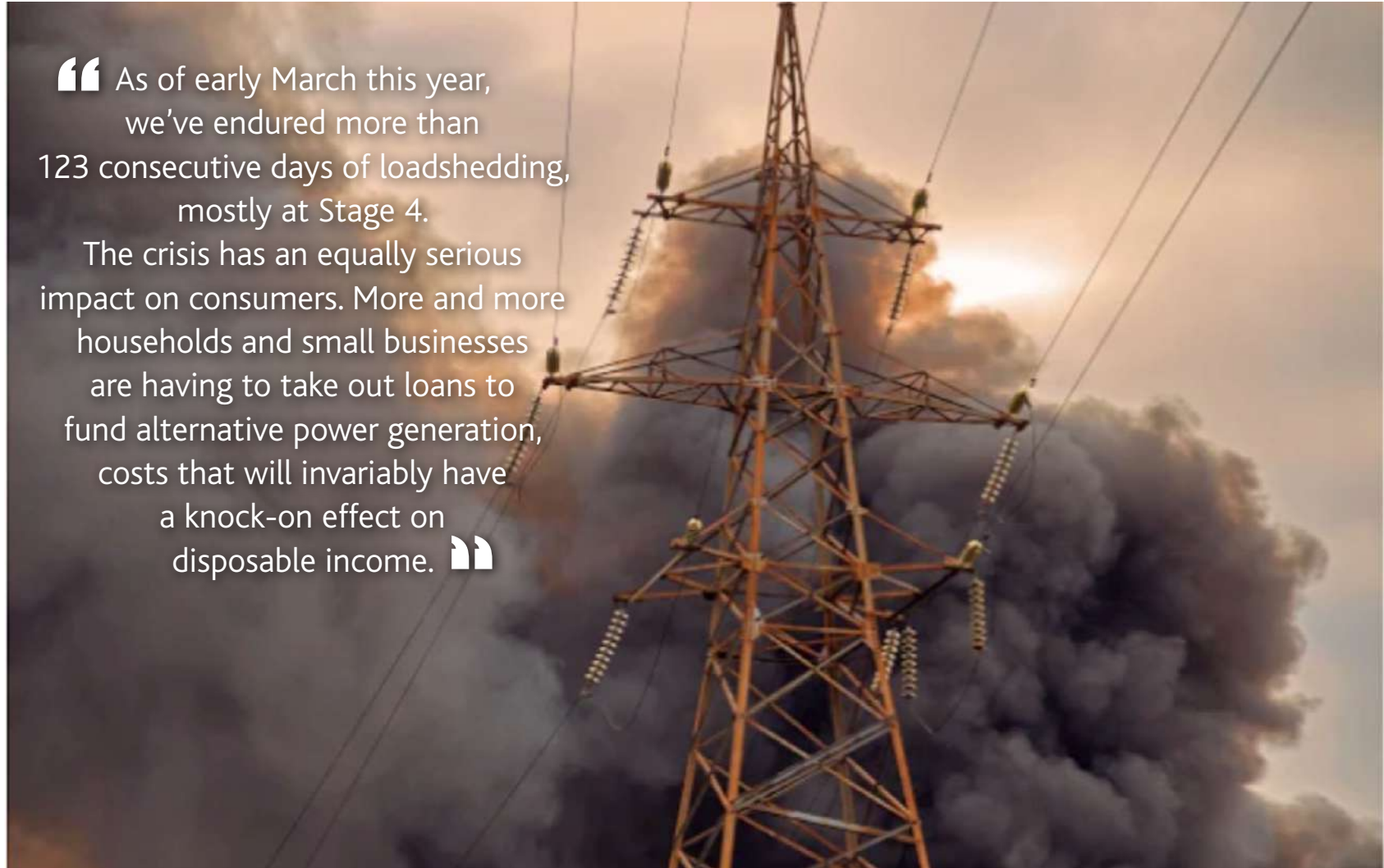
The impact of loadshedding and finding solutions

The country is in the midst of its toughest period of loadshedding since the word became part of the common vernacular – as of early March this year, we’ve endured more than 123 consecutive days of loadshedding, mostly at Stage 4.

As if that isn’t enough, the crisis has an equally serious impact on consumers. More and more households and small businesses are having to take out loans to fund alternative power generation, costs that will invariably have a knock-on effect on disposable income.

“Most people understand the massive cost that is impacting retail in just keeping the doors open and

businessstech.co.za/news/energy/



“As of early March this year, we’ve endured more than 123 consecutive days of loadshedding, mostly at Stage 4. The crisis has an equally serious impact on consumers. More and more households and small businesses are having to take out loans to fund alternative power generation, costs that will invariably have a knock-on effect on disposable income.”

the fridges running cold,” says De Vos. “No landlord or retailer, no matter how big, has access to all the backup and power generation equipment required to run entire stores as they would when the lights are on, every day and through the night. Even the equipment we do have is just not designed for it.”

The threat for many retailers is regular breakdowns in the electrified equipment so critical for maintaining health and safety and food safety levels: cold storage, refrigeration, and HVAC (heating, ventilation and air conditioning).

The power crisis impacts every part of the retail ecosystem, but it’s the critical parts responsible

for maintaining food safety levels that are most at risk, for example, fresh produce that has been insufficiently cooled and that would normally be removed from shelves, to slip through cracks.

“For us it’s not just about reducing the large amount of additional wastage due to power outages across the chain, but rather finding smarter solutions so that wastage doesn’t happen in the first place,” says De Vos.

“We’re working from a consistency and food safety perspective, buying in pre-packed fresh produce such as lettuce and other fruit and vegetable produce, with sell by and use by dates clearly marked,” he says.

“This is happening throughout our stores, not only in fresh produce, bakeries and butcheries, but increasingly also in our deli sections with pre-packed ready-to-eat meals. We’ve recently launched a range of products that get delivered to store pre-packaged, which is much easier to manage under these conditions.”



Image courtesy of C. Sittisak, Pexels

Food safety and the cold chain

No matter what, the cold chain must be maintained, which is why a worsening of the power crisis is of real concern. Just this month, South Africa’s biggest retailer Shoprite Holdings posted strong

sales growth, but also that it spent R560 million for the six months ended January 2023 on diesel for generators, which is over and above the company’s R2 billion yearly electricity bill (www.iol.co.za/business-report).

Another major retailer, Pick n Pay, is spending upwards of R60 million each month to keep generators working during trading hours, and company representatives have been quoted as saying this is the “permanent new reality” for South Africa (<https://businesstech.co.za>).

Likewise, Woolworths spent R90 million in the 26-week period up to December 2022 to combat the effects of load shedding, particularly on its cold stores (<https://businesstech.co.za>). In a statement, the company said that its priority is protecting the quality and ‘integrity’ of its cold chain. “We have made significant past investments in our energy supply capabilities, with 99% of our stores and all our distribution centres already equipped with generator capacity.”

De Vos says finding the right solutions is not easy, and that no-one has all the answers just yet. “Solar is one option, but that largely depends on investment by landlords, which is why we’ve been working closely with our landlords so that we’re all on the same page in that regard,” he says.

“Then there’s the challenge of ensuring the generator, electrical supply and solar panels all work together properly and efficiently to deliver the most cost-effective mix,” he adds. “I don’t think any of us really believe the storm will pass by the end of the year, or even in two years, but if you

don’t do what you have to do today, your doors won’t be open tomorrow.”



nationaltoday.com_world food safety day

Sanitisation and health hygiene

While retailers and wholesalers work hard to mitigate the impact of loadshedding, keep their businesses viable, keep food fresh and safe to eat, and keep the workplace safe for their employees, there is still sanitisation and health hygiene to be considered.

With Covid restrictions all but lifted, a certain complacency has set in, not just for consumers, but also retailers, to the point where the strict hygiene protocols consumers had to follow during the pandemic are slowly falling by the wayside.

We’re seeing telltale signs that the healthy hygiene habits that have been drummed into the

collective psyche for the last few years are starting to wane. Whether it's a case of complacency now that the immediate threat is no longer there, or a sense of 'liberation' from the routine of mask wearing, hand spraying and trolley wiping at almost every retail entry point, the question remains about the standards of store-entry hygiene.

"Back in 2005 nobody really saw the need for things like trolley wipes, and sanitary hand wipes were mainly limited to medical applications," says Annette Devenish, marketing executive for hand and surface wipe manufacturer Sani-touch. "Covid saw the market surge more than 500%, but with Covid legislation in the past, retailers are faced with an even bigger challenge – prioritising spend, when they have to spend so much more just to do business, which invariably is going to impact the provision of 'complimentary' products like wipes."

The good news, says Devenish, is that hygiene is already at a very high level, and consumers are far more aware of their own responsibilities for in-store hygiene than they were pre-Covid.

"From our perspective, the market for sanitary wipes is down to pre-Covid levels, but that doesn't

necessarily mean hygiene standards are dropping, it just means easy access to freely-available in-store sanitation is back to 'normal'," she adds.

"The biggest stores are still offering trolley wipes as standard, and we're working with at least one conscientious retailer who's committed to recycling up to 70% of the trolley wipes they issue. However, on the whole, I'm not surprised their focus has shifted to more pressing matters."

Keeping hygiene top of mind

What can stores do to keep hygiene front of mind while necessarily having to scale back on what they can offer their customers in-store?

Most South African retailers offered some of sanitary wipe during Covid, and should continue to do so, especially at till points. Now that more companies are manufacturing wipes, supply is no longer an issue. It would also be short sighted for retailers to stop offering some sort of hygiene protection at the storefront. Trolley wipes are still standard issue, by and large, but the debate here is about visibility and making hygiene protocols an accepted part of a shopping trip for consumers.

"Our job as suppliers is literally to put hygiene in hands of the consumer, but we need the buy-in from retailers to make it happen," says Devenish.

In terms of sustainability, says Devenish, "One thing we're passionate about is recycling, and we have had some success with our largest client, colour matching trolley wipes to their brand, and getting their commitment to recycle up to 70% of their in-store wipes. That seems to have struck a chord with consumers that are likewise environmentally conscious, and is just one idea that is working for keeping hygiene relevant when there's so much else going on."

De Vos concurs ...

“We can't tell customers how to behave, but the way we behave in our stores and the examples we set, I believe will set the tone for consumer behaviour too.”

"If we have sanitisers available and demonstrate the food safety habits entrenched in our operations, that will also set the tone for our customers, and I can already see that happening in our stores."



Image courtesy of FoodSafety.gov

Health & safety: A quick refresher

Health and safety compliance in a supermarket or wholesale environment is all about good planning, discipline, and ensuring your staff are fully briefed, trained, and prepared for any eventuality. Extra vigilance should be given during times of power outages to avoid injuries to staff and customers. This includes ...

Good housekeeping to minimise slips and falls

- Keep aisles free of boxes and trolleys while replenishing stock.
- Use safety signage.
- Maintain all floors, steps, slopes and ramps in a good condition.
- Keep floors dry at all times. Install absorbent mats at entrances to soak up rainwater.
- Repair holes in floors immediately.

Cleaning

- Always follow the manufacturer's instructions when using cleaning chemicals.
- Your employees always need to wear protective gloves and use the correct cleaning equipment.
- Store cleaning materials correctly.
- All cleaning activities to be logged.

Handling and moving stock

- Procedures for safe deliveries and collections.
- Safe lifting and handling techniques.
- Store heavy items at an appropriate height.

Working at height

- Provide stable ladders for your staff.
- Train staff how to work at height – not overreaching, wearing correct footwear, not placing ladders on uneven surfaces.

Working environment

- Temperatures must be comfortable.
- Limit time in cold rooms.
- Clean fresh air at all times.
- Establish a procedure for staff to report feeling unwell because of working conditions.
- Provide the correct equipment, clothing and items required for each department's specific needs.

Shop equipment

- Staff to report any equipment not in good working order, both in-store and back office.
- Organise electrical safety checks to prevent the possibility of fire.
- Evaluate the risk of injury from broken fixtures.
- Repair, replace or remove defective equipment.

Ensure your staff are fully briefed about the limitations of your store during loadshedding. Consult with your department heads about the health and safety challenges and difficulties they face during power outages and prioritise solutions for the most urgent items first. Extra vigilance should be given to the following ...

Lighting (store): Make sure you have sufficient lighting to avoid customer slips and falls.

Lighting (back of house, restrooms): check the lighting in these areas. Too often customers find restrooms in total darkness, which is a potential safety hazard.

Floors must be clean and dry, especially in areas that may not be as well-lit during loadshedding, to avoid trip hazards.

For wholesalers, avoid stocking high shelving

where the lighting might be compromised during the loadshedding period.

Store security to be extra alert during loadshedding. **SR**

Sources:

Occupational Health & Safety Act 85 of 1993 (www.gov.za/documents/occupational-health-and-safety-act)
www.workplace-rm.com/health-safety-fire-safety-for-retail-stores/



www.foodsafetyculture.co.za

Sources:

<https://hahnlaw.co.za/consumer-food-law/>
www.gov.za/documents/foodstuffs-cosmetics-and-disinfectants-act-regulations-general-hygiene-requirements-food-0
www.rentokil.com/blog/food-safety/food-safety-supermarkets
www.iol.co.za/business-report/companies/shoprite-posts-strong-sales-growth-but-r560m-diesel-bill-cuts-into-profit-839c32cb-4b48-4787-b50a-d2bacbf7cb2f
<https://businesstech.co.za/news/business/662923/loadshedding-costs-pick-n-pay-r60-million-a-month-the-permanent-new-reality/>
<https://businesstech.co.za/news/business/669201/loadshedding-hits-woolworths-for-r90-million-but-profits-soar/>).
www.gov.za/documents/occupational-health-and-safety-act
www.workplace-rm.com/health-safety-fire-safety-for-retail-stores/



Guy Lerner is a highly experienced writer and photographer, writing across diverse topics in business, technology, and retail, including consumer technology, telecommunications software, user experience technology, security, and power systems in many print and online platforms. He has worked with multinational companies in South Africa and Australia and is currently based in Cape Town.

Guy holds a B.Sc. Honours degree from the University of Witwatersrand and is married with two children (and a delightful dog). Contact Wilkins Ross Communications (www.wilkinsrossglobal.com) or guy@wilkinsross.co.za. Contact Linda Wilkins at communications@wilkinsross.co.za



PETIT FORESTIER,

REFRIGERATED RENTAL SPECIALIST

Contact us at 06 76 74 05 73



**DISCOVER
OUR OFFERS**



COOP Switzerland

A profitable ESG business model



Joos Sutter,
Board of Directors Chairperson

Inset centre: Philipp Wyss,
General Manager of Coop Switzerland

Top left: Headquarters buildings,
in Basel (Switzerland)

Top right: A Coop Switzerland vehicle
leaves the distribution centre
to serve the sales units

Middle right: External view of
a Swiss Coop store

Bottom: Grüze Markt, a large shop
in Winterthur (municipality in
the Canton of Zurich, with over
one hundred thousand inhabitants)



ESG?

What are you talking about?

ESG (Environment, Society and Governance) have been on the scene for a while, but only recently have many businesses and corporations started to look into the ramifications of ESG and its possible benefits.

Some detractors see it as 'socialist interference' into a capitalist model, but their arguments are shallow and lack substance. The great majority of businesses that are embracing ESG have indicated in their annual reporting the benefits to society and the environment.



Now a B-BBEE Level 4 contributor

Fully automated weigh, price, overwrap & labeling machine

Colour Display, built in security features & Linerless

User Friendly & reliable. Fast Thermal Printer



Basic POS functionality & Fast Thermal printer



Ishida UNI-3



Ishida WM-AI



Ishida UNI 9



Ishida UNI 5



ISHIDA LINERLESS

UNI-3 & HANGING SCALES

- Ergonomically designed
- A neat, compact and modular scales system
- Easy to install and interface with other scales and wrappers
- The teflon coated mechanisms prevent the linerless paper adhesive from adhering to parts.
- The linerless label with zero backing paper enhances the environmentally friendly image and responsibility we strive for.
- Our Linerless paper have variable print lengths based on information quantity.

CONTACT US TODAY to discuss any weighing, labeling & barcoding applications or to arrange a FREE demonstration:



Hanging Scale front view



UNI-3 Linerless

enquiries@avocetsa.co.za

Tel: 0861 AVOCET (286238)

Website: www.avocetscales.co.za or scan the above QR code

HEAD OFFICE - Tel: (011) 392 3781
 JOHANNESBURG NORTH - Tel: (011) 794 3643
 JOHANNESBURG SOUTH - Tel: (011) 613 5838
 PORT ELIZABETH - Tel: (011) 613 5838

GEORGE - Tel: (044) 698 1696
 CAPE TOWN - Tel: (021) 982 7321
 DURBAN - Tel: (031) 701 5225
 NELSPRUIT - Tel: (071) 683 1285

BLOEMFONTEIN - Tel: (051) 430 1198
 EAST LONDON - Tel: (043) 726 7541
 POLOKWANE - Tel: (015) 293 2013

This article also proves that, by embracing ESG in everything that they do, COOP Switzerland have produced attractive bottom-line results for its employees, management and shareholders alike.

A plethora of activities

Having incorporated social responsibility into their mission statement, COOP Switzerland executives, personnel and participants focus on a daily basis on creating a better environment by adopting sustainable processes and applying solid governance principles to everything that they do.



Here are some examples of what they call 'deeds' (there are over 400 of them) ...

- The COOP **sponsorship of mountain areas** has been campaigning since 1942 for better living and working conditions for people living in mountainous areas of Switzerland. Sourcing of ethically produced goats and pigs from small farmers is but one of such actions.
- A **bee awareness programme** teaches children and adults alike about the urgent need to preserve the bee population for the benefit of agriculture as a whole – Citizens can donate CHF80 (R1 600) per annum for a gift subscription on educational material.
- Their '**Zero waste by 2026**' campaign encourages customers to bring their own bags for shopping and their own containers for products from service counters. This, together with many more ideas, has reduced the use of plastic packaging drastically from their range of products.



Above: Dramatic mass displays draw the customers into and around the huge fruit and vegetable department

Top right: Colour blocking is used extensively in the fresh produce departments, complemented by the wood and green colour of the crates

Centre right: Everyday fruit and vegetables – those who work behind these stalls strive to guarantee freshness and authenticity, as these are the values in which Coop invests its credibility

Bottom right: Display of fruit and vegetables in a Coop Switzerland shop





We provide a smart, powerful software solution for your business

Our offering includes ...

- Point of Sale Software & Hardware
- RFID User Log Ins
- Biometric Scanners & Readers
- Scales
- Dual Customer Displays
- Barcode Labelling Printers
- Slip Printers
- Magnetic Cards
- Signature Pads



Our solution is elegant, friendly & really easy to use!

Very easy to install & setup.

Works on all current hardware, such as slip printers, cashdrawers, pole displays.

Free Remote Service & Support.
We are the most value for money in the business!
We pride ourselves on after-sales support.

Our clients include Retail Stores, Hospitality, Repair Shops, Pawn Shops, Hire/Rental/Loan, Beauty Salons, Car Wash.



Image by Nathan Dumlao, Unsplash



Our solution is ...

- Simple & Easy to use
- Quick Setup
- Easy Training
- Powerful
- Easy Control
- Excellent Support



Book a demo

Call: **074 200 7200**

www.easyasonline



SCAN ME

- Their vision is that from 2025 they will only procure **fruit and vegetables from Swiss greenhouses** that are heated by 80 percent fossil-free methods and from 2030 it will be 90 percent.
- Their **Organic Bud palm oil policy** follows these guidelines ...
 - Compliance with the strict Bio Suisse guidelines
 - No cultivation on land cleared after 1994
 - No burning of surfaces
 - No synthetic pesticides and fertilizers
 - Compliance with social standards (decent working conditions, ban on child labour, employee co-determination rights, social security for employees)
 - Wherever possible, preference is given to smallholder cooperatives.



- They have pioneered a **dual-purpose chicken** – a new chicken breed has been developed where the female chickens are used for egg production and the males for fattening.
- **Animal welfare** in the production of food is of paramount importance to COOP Switzerland. Sourced mainly from Switzerland and Germany most fresh meat is organically grown and strict animal husbandry protocols are in place.
- **Reduction of the CO2 footprint** by reducing flights, increasing virtual online meetings and use of carsharing and trains when travelling.

Bottom left: A view of the fresh departments within a larger COOP outlet

Top: Bakers at work, open to the scrutiny of the shopper

Centre: Employee serving at the bakery

Below: Bread sold on a self-service basis at the bakery department



Designed to Captivate

32"



21.5"



15.6"



ID Series

Available in 32", 21.5" and 15.6" models with sleek designs, stunning resolutions, and easy installation, the Polaris ID Series gives you everything you need for eye-catching and interactive digital signage.

32" INCH

Touch:
Optional True-flat PCAP touch with multi-touch support

[LEARN MORE](#)

21.5" INCH

Touch:
Optional True-flat PCAP touch with multi-touch support

[LEARN MORE](#)

15.6" INCH

Touch:
N/A (with a glass cover)

[LEARN MORE](#)

Attractive



Designed to deliver eye-catching imagery and videos for retail, the Polaris ID Series with its exquisite Full HD experience, provides immersive, impressive messaging to attract customers wherever needed.

Alluring

The eye-catching nature of the Polaris ID Series is ideal for retailers to leverage it as a media and advertisement medium to interact with customers.

CPU

Intel Bay Trail J1900

UP TO

8 GB DDR3L

OS

Win 7

POSReady 7

WE 8.1 Industry

Win 10 IoT



- **Innovation projects** include fairtrade organic cashew nuts (Benin), organic sugar, organic seed breeding for spelt, wheat and tomatoes, Baltic grassland feed, sustainable cocoa (Honduras and Ecuador), sustainable basmati rice (India), sustainable products produced from algae, and many more.
- **Use of sustainable building materials** when building new or refurbishing existing stores. LED lighting is used throughout the group, as well as solar panels. Swiss granite is used on the floors of all supermarkets. Wood is widely used in the décor of all outlets.
- The **company's data centre** was built close to its main Distribution Centre. The heat exchange from the DC is used to cool/heat the data centre, thus reducing their CO₂ emissions by 1 000 tons per annum.
- Imported products have '**By air**' stickers indicating, not only that they have applied the strictest of production processes (as prescribed by Swiss law), but also to make the shopper aware that they are buying a product that has a larger carbon footprint.
- **Home deliveries** to households are conducted by bicycle instead of cars.
- They were the first retailer in the world to use **electric delivery trucks** and now they use **hydrogen-fuelled trucks** for the transport of merchandise. COOP have opened Switzerland's first hydrogen filling station.



Top left: The Swiss embrace the flavours of their Italian neighbours, so much so that they dedicate special space to Italian products in the COOP shops

Top right: Long arrays of cuts characterise the counter of the 'service butcher shop'

Centre: Italian flavours are also represented in the service counters

Below: Cured meats are less popular than cheese but nevertheless occupy significant space

- One day a year is chosen as '**Good Deed Day.**' This year it will be Saturday, May 6. Citizens are called on to do a good deed, such as assist in fund raising, collect data of infirm people, understand nature better with WWF, do a first aid course with the Swiss Red Cross, distribute food (about 16 tons) of good food to poor people throughout Switzerland ... and the list is endless.



We have outlined only a small range of the many actions undertaken by the company, its management and 95 000 employees in 2 600 outlets, as well as by their respective communities.

The end result

Apart from having won many accolades for its sustainability efforts, at the end of the day it is the bottom line that counts.

The COOP produced a turnover of CHF 32 billion (R640 billion) in 2022, a growth of 7,45% over the previous year. Now THAT is a great result for embracing ESG principles in one's business.

Below: Sausage making and other butchery process visible to the shopping public



Above: Swiss cheese specialties, on display merchandised in terms of 'light and dark' varieties

Top right: Cheese inspires the creation of specially dedicated spaces

Centre right: Cheese is huge staple in the Swiss diet and exclusive spaces are designed into every store layout



White and blue colours identify the fish department



Left: Dramatic view of a perfumery' department



Top right: Warm and exclusive environment, reserved for 'wines and spirits'

Bottom right: Beer, in Switzerland, like meat and cheese, takes on particular attractiveness with island displays on wooden flooring.

SR

THE PLANTPOWERED® SHOW

Cape Town | 26 - 28 May 2023
Cape Town ICC 2

Johannesburg | 4 - 6 August 2023
Kyalami ICC

Africa's biggest - and most exciting and inspiring - plant-based food, drink & conscious living event.

*T&C's apply: Friday only, with promo code **TRADE**

APPLY TO EXHIBIT

BOOK FREE TICKETS CAPE TOWN*

BOOK FREE TICKETS JOBURG*

📘 @theplantpoweredshow

🌐 www.plantpoweredshow.com



Serves: 4
Preparation time: 30 minutes
Cooking time: 1 hour

GOLDI, COUNTY FAIR, FESTIVE or MOUNTAIN VALLEY Braai Pack

INGREDIENTS

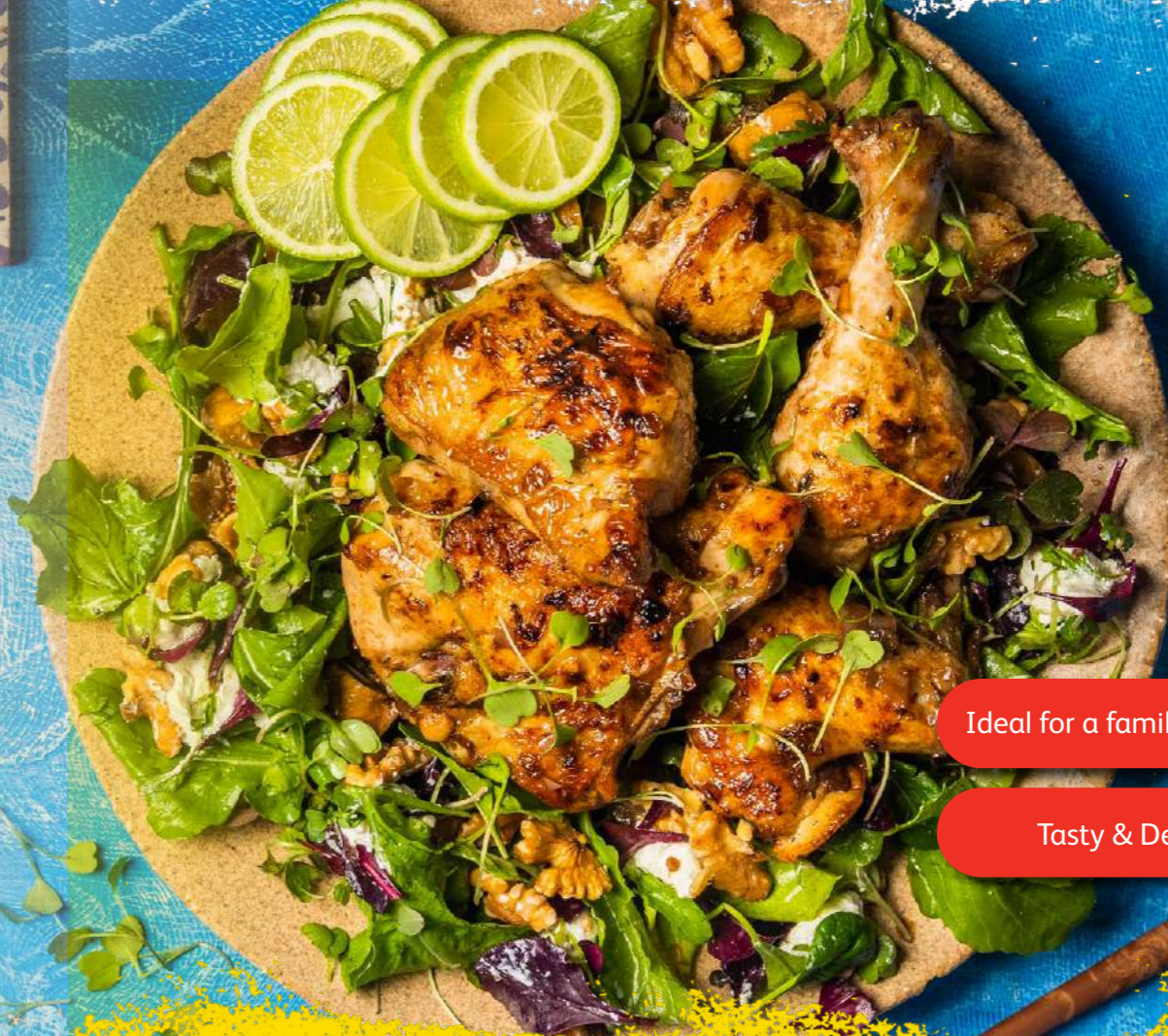
Chicken:

- 1 Tbsp (15ml) butter
- 1 tsp (5ml) olive oil
- 5 chicken pieces braai pack
- 1 small onion, finely chopped
- 2 cloves garlic, finely chopped
- ½ tsp (3ml) thyme leaves, preferably fresh
- 1/3 cup (80ml) red wine
- 340g fig preserve
- ¼ cup (60ml) orange juice
- ¼ cup (60ml) balsamic vinegar
- 3 thyme sprigs

INGREDIENTS

For the salad:

- 50g rocket leaves
- 6 medium-large figs, sliced into wedges
(if figs are not in season, you can use dried figs)
- 100g goats cheese
- 50g toasted walnuts
- 1 Tbsp (15ml) olive oil
- 1 ½ Tbsp (20ml) orange juice
- 1 Tbsp (15ml) balsamic vinegar
- 1 Tbsp (15ml) honey
- Pepper, to taste



Ideal for a family meal

Tasty & Delicious

BALSAMIC AND FIG ROASTED CHICKEN WITH FIG AND GOATS CHEESE SALAD

Sticky, sweet and utterly satisfying – this is a must-make recipe.

Method:

- Preheat the oven to 180°C.
- Heat the butter and olive oil in a pan. Add the chicken pieces skin side down and allow to render until lightly golden, then remove from the pan.
- Add the onion to the pan and sauté for 4 minutes. Add the garlic and thyme and sauté for a further 3 minutes. Deglaze with the red wine and allow to simmer for 3 minutes.
- Add the fig preserve, orange juice and balsamic vinegar. Simmer for 5 minutes.
- Place the chicken pieces in a casserole dish and pour over the sauce.
- Place the thyme sprigs on top. Cover with a lid or foil and bake in the oven for 45 minutes.
- Remove the lid or foil, and bake for a further 15 minutes, or until cooked.
- In the meantime, prepare the salad – Lay the rocket down in a bowl or platter.
- Top with the fig wedges, crumble over the goat's cheese and scatter over the walnuts.
- Whisk together the olive oil, orange juice, balsamic and honey.
- Just before serving, drizzle over the dressing and season with pepper.

Great South African Chicken Every Day!



www.astralchicken.com

Johannesburg 011 206 0600, Cape Town 021 505 8000, Durban 031 563 3661 | Follow us on   



Serves: 4
Preparation time: 30 minutes
Cooking time: 1 hour

GOLDI, COUNTY FAIR, FESTIVE or MOUNTAIN VALLEY Chicken Breast Fillets

INGREDIENTS

Chicken:

- 4 chicken breast fillets
- 1 cup (250ml) plain yoghurt
- 4 cloves garlic, finely minced
- Zest and juice of 1 lemon
- 2 Tbsp (30ml) tomato paste
- 2 tsp (10ml) chilli flakes
- 1 tsp (5ml) cumin powder
- 1 tsp (5ml) coriander powder
- 2 tsp (10ml) paprika
- Salt and milled pepper

- 1 red pepper
- 1 yellow pepper
- 1 Tbsp (15ml) olive oil

INGREDIENTS

For the yoghurt hummus:

- ¼ cup (60ml) full-fat plain yoghurt
- ½ cup (125ml) hummus
- Juice and zest of ½ lemon
- 5g coriander, chopped
- 5g mint, chopped

TURKISH CHICKEN KEBABS WITH YOGHURT HUMMUS

Kebabs are a great way to enjoy chicken fillets.
The Middle Eastern flavours in this version are a worthy update!

Method:

- Slice the chicken into even chunks, about 1.5cm x 1.5cm.
- In a bowl, whisk together the yoghurt, garlic, lemon zest and juice, tomato paste, chilli flakes, cumin, coriander, paprika, and a big pinch of salt and pepper.
- Add the chicken chunks and mix well. Place in the fridge and allow to marinate overnight, or for a minimum of 4 hours.
- While the braai or grill is heating up, place the chicken chunks onto skewers, either 4 large or 8 small.
- While the grill is very hot, brush the peppers with olive oil and place them on the heat to blacken all over.
- Remove the peppers from the heat and place them in a bowl. Cover with clingfilm and allow to steam for 15-30 minutes, then discard the stalk and pips and peel the skin off. Slice the peppers into 1cm wide strips
- Prepare the yoghurt hummus dressing – Mix all the ingredients together. Season to taste with salt and pepper.
- Grill the chicken skewers on the grill until nicely charred and cooked through.
- Place each on top of a flatbread. Top with slices of peppers and drizzle over the dressing. Top with picked herbs and a lemon wedge. Serve.



Ideal for a family meal

Tasty & Delicious

Great South African Chicken Every Day!



www.astralchicken.com

Johannesburg 011 206 0600, Cape Town 021 505 8000, Durban 031 563 3661 | Follow us on [f](#) [@](#) [t](#)





Jaime Van Aswegen
Staff writer

Shield Trade Show



The Supermarket & Retailer team was excited to attend the annual national Shield Trade Show. This was the first trade show since the start of the Covid-19 pandemic in 2020. The Shield buying group negotiates great prices for their members backed by the scale of the Massmart group.

The show had 140 customers in attendance and a total of 75 suppliers showcased their all-time best-seller products, as well as some new favourites that will be popping up in stores soon. Interaction at the show offers both members and suppliers the perfect opportunity to mingle, network, and negotiate prices and quantities that suit business needs.

Many supplier stands were kitted out with banners and marketing material to boost brand awareness and give ideas of what kind of presence the many new products will boast within the retail space. Suppliers offered the opportunity to sample new products and ran several competitions which won the attention of members and attendees.





FOR YOUR **shade of beautiful**

REVEAL THE TRUE BEAUTY & RADIANCE OF YOUR SKIN

TRY NIVEA's NEW Radiant & Beauty range & wear your beautiful skin with pride. Enriched with ingredients for your specific skin needs.



NEW

Radiant & Beauty ADVANCED CARE

Reduce the appearance of stretchmarks in 2 weeks*



Enriched with
5 oils & vitamins



48H Deeply
Nourished Skin



NEW

Radiant & Beauty EVEN GLOW

Get visibly radiant & even tone skin in 2 weeks**



with 95% Pure Vitamin C,
Turmeric & Pearl Extract



Skin Protection with SPF15



*Based on the product in use test, use twice daily for 2 weeks. Study done by ACNielsen in 2021. **Continuous use twice daily.



Supreme



Consistently

**exceptional
products.**

› The best baking starts with quality ingredients. Choose **SUPREME FLOUR** every time.





Masscash Shield offers independent retailers and small businesses in South Africa a valuable opportunity to compete in a challenging market by leveraging the collective purchasing power of a larger group.
www.massmart.co.za/our-brands/

SR



www.identitec.co.za

What's trending?

Workforce Connect™



What is it:
Workforce Connect™ is a communication and task management software solution from Zebra Technologies.

The software helps increase efficiency by providing tools to manage tasks, share information, and keep teams connected. It also allows managers to easily track employee performance and get up-to-date visibility into the status of their projects.

Additionally, the software offers advanced security features to ensure confidential data remains safe and secure.

Why retailers need this:
It has been found that 86% of organisations are acknowledging that frontline workers need enhanced technological insight for quicker and better decisions in the moment.

Retailers need Workforce Connect™ to help streamline their in-store operations and ensure that their employees are well-equipped to deliver excellent customer service.

This helps retailers stay organized and efficient and allows them to quickly respond to any changes in customer demands or store operations.

Furthermore, the platform offers powerful communication tools such as group messaging, walkie-talkie functionality, and alerts to ensure that employees stay connected and informed.

Benefits:

- **Increase Productivity:** Workforce Connect™ helps employees stay connected in real time and informed throughout their day, allowing them to quickly respond to tasks that demands instant action, i.e. security alerts, stock availability, customer assistance.
- **Improved Communication:** Workforce Connect™ streamlines communication. All employees within an organisation, managers, team members, and 3rd party service providers, are instantly connected via a secure platform making it possible to execute urgent actions quickly and monitor progress.
- **Automation of Tasks:** By setting up automated tasks, employees can minimise having to leave the shop floor and can therefore focus on ad-hoc requirements and offering customer their best shopping experience, whilst managers can easily track performances and get up-to-date visibility into the status of their projects.

A new era of digital retail in Africa

Exploring innovation coupled with cutting-edge tech is on the up as brands and retailers consider what, when and how to ride the new wave of consumerism in Africa. With the future of digital retail in Africa an exciting and ever-changing landscape.

Africa overview

Customer expectations are forcing retailers to reassess the service they provide, not just in terms of convenience and pace but also around engagement, service excellence and shopping satisfaction. Africa is playing catch up in a global sense – experiencing incredible change that presents both opportunities and challenges.

According to Google Africa, the continent is home to 19 of the top 20 fastest-growing countries in the world, and its internet economy has the potential to grow to \$180 billion by 2025.

By the same year, more than half of Africa's population will be under 25, creating an even more pressing need to generate economic opportunity. Done the right way, digital-first and data-led distribution is set to transform Africa.

To that point, (www.ITNewsAfrica.com) reported that, amidst limited infrastructure and a lack of skilled workers in Africa, ecommerce platforms such as Jumia, Konga and Mall of Africa and mobile payment offerings such as M-Pesa and Airtel Money, are already ringing in a new era of shopping for both retailers and consumers.



Drilling down

Looking closer, small, and medium-sized businesses are under the microscope, making up 90% of all businesses in Africa. However, at a time when digital connectivity is more important than ever to small business resilience, not forgetting the unfolding age demographic, Africa has much to do to keep up with their global counterparts. The potential, however, lies in equipping people and businesses with tech tools to meet local needs and in turn unlock innovation.

Warren Brett Cluster Executive, SEA Region, Smollan Tanzania shared his thoughts saying,

“According to Google Africa, the continent is home to 19 of the top 20 fastest-growing countries in the world, and its internet economy has the potential to grow to \$180 billion by 2025”

“Digitalisation in Africa is changing quickly at a sales force, manufacturing, and distribution level but not as much at a retailer level. On the most part it's only scratching the surface. Traditionally the retailer must initiate the purchase of FMCG goods from wholesalers and distributors – sometimes having to physically close shop to collect stock and in turn losing out on potential earnings. Putting the power in retailer's hands is the answer – building retailer databases and creating solutions enabling brands to reach them using technology to support the link between all parties.”





Want to improve your efficiency and profitability?

Integrated retail management solution

for the edge in retail



Retail

In-store stock & margin control



Enterprise

Manage multiple stores centrally



Mobile

On-the-floor access to operational info



Accounting

Operational data flow to financial system



Loyalty

Reward loyalty & obtain customer info



eStore

Integrated online shopping platform



eReplenish

Fully automated procure-to-payment



Value Adds

Convenience and efficiency at POS

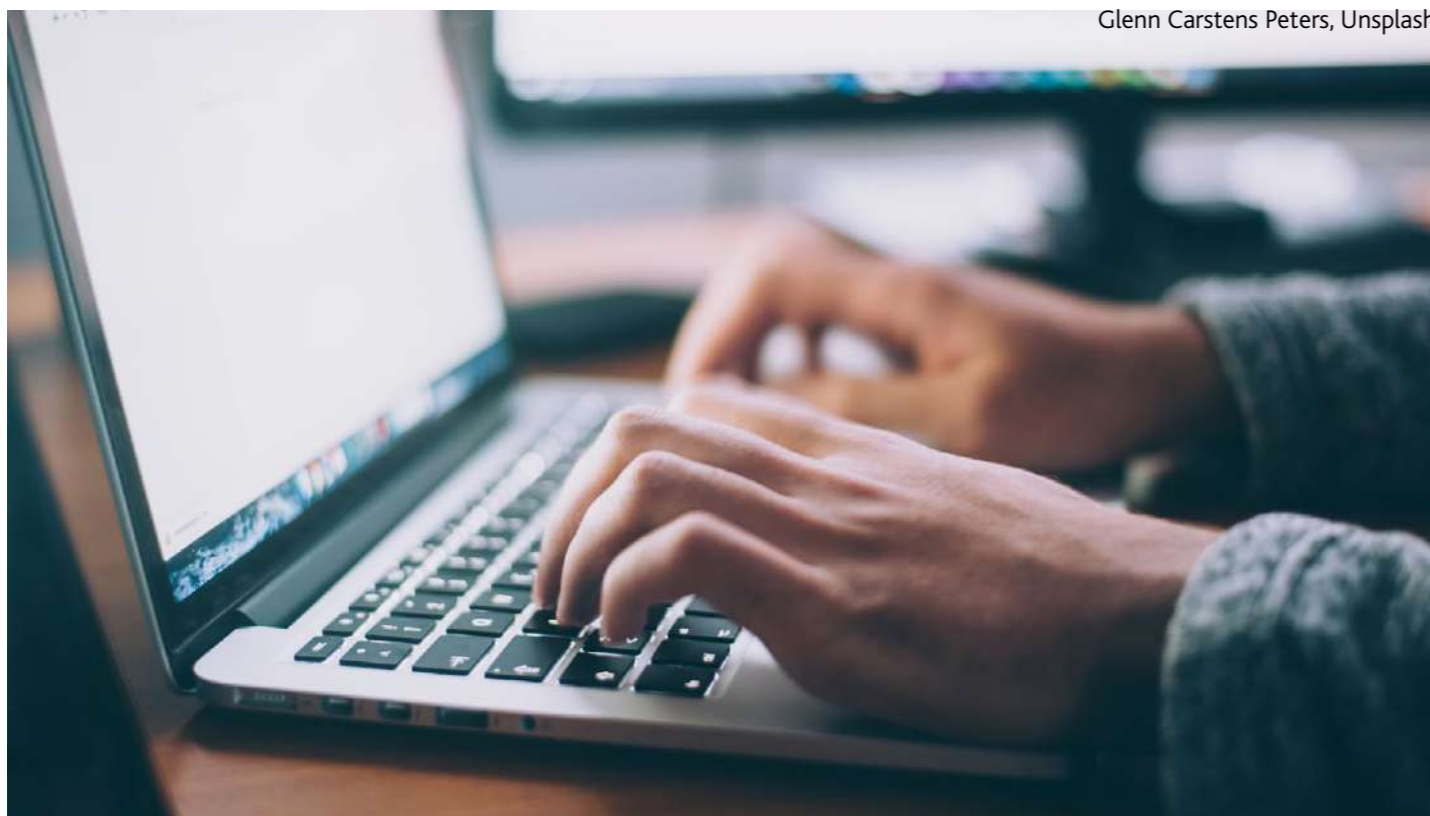


Fuel

All-in-one integrated forecourt solution

+27 21 556 2724
webinfo@archsoftware.co.za
www.archsoftware.co.za





Glenn Carstens Peters, Unsplash

Solutions

Working to solve the digitalisation gaps in Africa is an exciting challenge. A good example is the launch of Kyosk – an app that provides a seamless link for traditional retailers (providing them with market data visibility and last mile delivery), local eateries (access to quality products at competitive prices delivered directly to them within 24 hours) and small-holder farmers (provide end-to-end digitisation of their value chain).

Currently operating over 40 fulfillment centres across Kenya, Tanzania, Uganda, and Nigeria.

So too, the Wasoko app works in communities in Kenya, Senegal, Tanzania, Rwanda, Uganda, and Côte d'Ivoire. Allowing shopkeepers 'delivery on demand' with free same-day delivery to stores when placing an order via SMS request or using their mobile. **SR**



SUPERMARKET & RETAILER

Business knowledge for smart retailers

Who are we?

A trusted source of retail information for over 65 years, our magazine informs and empowers retail business owners to grow whilst tackling current industry topics.

How can we help you?

We connect FMCG brands, and Equipment and Service suppliers to retail decision makers around South Africa. Elevate your brand with our wide variety of digital offerings.



Want to target real decision makers?

SCAN TO VIEW MAGAZINE



Let our team help you with a digital strategy that targets real decision makers

Contact 011 728 7006

info@supermarket.co.za

www.supermarket.co.za

Food Lover's Market

Entries for aspiring social entrepreneurs to join the company as a supplier.

Food Lover's Market, South Africa's largest privately owned retailer, is launching the Seeds of Change Supplier Development Partnership for the third consecutive year. This programme is an opportunity for aspiring social entrepreneurs to join the company as a supplier, and entries close on 17 April 2023.

Terri Coppin-Harris, Culture and Communication Manager for the Food Lover's Market Group, says, "We are deeply passionate about our communities, and Seeds of Change is a natural extension of this."

Food Lover's Market launched the Seeds of Change Supplier Development Partnerships as part of the retailers' impetus to be the best store in the community it serves. The retailer understands that there is a need to source local suppliers, specifically small businesses, that have integrated social change at the heart of their operation.

"We realise that there is a big gap between launching a product and then being able to scale up through the engine of a big retailer like Food Lover's Market. Seeds of Change connects those dots while enabling us to discover exciting fresh products and services that will delight our customers," says Coppin-Harris.



Riccardo Annandale, Unsplash

"This is an opportunity to create employment and make a social impact across South Africa. We are looking for suppliers that mirror these socially focused values, are passionate about retail and are motivated to deliver the best quality product or service."

"It's an honour to partner with these remarkable businesses and see the social impact they make on a local level. It speaks directly to the core values of Food Lover's Market – to social impact, quality and innovation are critical to achieving a more sustainable economy," says Coppin-Harris.

As an emerging sector, social enterprises provide an opportunity to solve many of the prevalent social and environmental problems in South Africa while contributing to economic growth and job creation. Unfortunately, this sector is still not prioritised as a key driver in the South African economy. Food Lover's Market aims to challenge this mindset by presenting a unique opportunity for social enterprises to become part of the corporate supply chain.





IKEA social entrepreneurship

Top Ten Bootcamp

The top ten will be announced on 15 May 2022 and will attend a four-day Bootcamp between 19 and 22 June 2023 at the Old Biscuit Mill. In this Bootcamp, they will receive the guidance, mentorship and necessary skills to market their business. They will also be exposed to a macro view of the global and South African retail landscape, including trends, challenges and opportunities within the sector. The top ten businesses will then do a final “Fertile Ground” pitch to the Food Lover’s Market board on 23 June 2023 – the successful applicant will be announced on the same day.

Qualifying Criteria

Food Lover’s Market is interested in social enterprises that, at the core of their business, positively impact their communities. The retailer also intends to prioritise applications from businesses that will add value to the Food Lover’s Market shopping experience. These include smallholder

farmers, freight businesses, commercial services, and produce and products that sit within in-store departments such as bakery, confectionery, groceries and liquor. Some of the requirements to apply include ...

- The business should be operational for 12 months.
- The business should show financial stability.
- The business should have a business plan showcasing successful implementation.

Seeds of Change will be facilitated by the Social Enterprise Academy (SEA), which is the foremost specialist learning and development organisation supporting social change organisations in South

Africa. With a proven track record globally, SEA has extensive experience with social enterprise models from South Africa and around the world.

Concludes Coppin-Harris, “We have seen some exciting businesses come through in the last two years and discovered a few social enterprise gems – we believe this year will be no different. Anyone who owns a business with social impact and a retail product suitable to be sold at a Food Lover’s Market should consider entering.”

Applications close on 17 April 2023, and the Top 20 successful applicants will be notified by 25 April 2023. **SR**

Interested social enterprises may apply online via <https://foodloversmarket.co.za/seeds-of-change-supplier-development/>



Social entrepreneurship_Wikipedia



What about the rest of the value chain?

Diesel tax refund for food manufacturers does not go far enough

In government's recent budget, it was announced that, with effect from 1 April 2023, manufacturers of foodstuffs (excluding beverages and ingredients used to produce beverages and certain other foodstuffs) may claim back the prescribed portion of the Road Accident Fund of the price paid for diesel if the diesel is used in the manufacturing process of the relevant foodstuffs. If diesel is used for a generator that powers any portion of or the whole food production process, then the producer can claim the relevant part of the Road Accident Fund levy paid. This will take effect from 1 April 2023, with refund payments taking place once the system is developed and will be in place for two years until 31 March 2025.

The Franchise Association of South Africa (FASA), which represents franchise brands that cut across fourteen different business sectors, is concerned that giving relief to only one section of the food chain is unfair to those retailers, transport businesses, QSRs and restaurants that rely on diesel to ensure food safety as it works its way to the consumer and who are also impacted by load-shedding. "While it's important that food manufacturers get relief at the source of food manufacturing," says Fred Makgato, CEO of FASA, "what about the rest of the food chain – from the refrigerated trucks that transport the food to

Image courtesy of Nataliya Vaitkevich, Pexels



retailer to the food retailers who make sure to keep that food fresh and safe for human consumption?"

This, alongside an announcement of no increase in the general fuel levy, is intended to benefit sectors such as agriculture, farming, forestry, fishing and mining sectors. Although government started implementing a diesel refund system in 2000 to provide full or partial relief from the general fuel levy and the Road Accident Fund (RAF), in light of the electricity crisis a similar refund on the RAF levy for diesel used in the manufacturing process, such as for generators, has been extended to the manufacturers of foodstuffs.

The fact that this new regulation applies only to pure manufacturing operations, and not to any premises at which wholesale or retail sales of foodstuffs takes place has been criticised as being too selective and not taking into consideration the rest of the value chain that is also impacted negatively by high fuel prices and load shedding. Retailers that rely on 24-hour generators have to put in place long-term energy generation plans – and it's

costing them dearly. Just in the last few months of 2022, two of the country's largest supermarket groups – Shoprite and Pick n Pay – spent a combined R906 million on diesel for generators at stores, with Woolworths adding another R90 million – taking it up to a staggering R1 billion.

"It is small businesses that will bear the brunt and be the biggest losers in this if they are also not assisted," says Tony Da Fonseca, CEO of OBC Better Butchery and past Chairman of FASA.

"Food retailers are already burdened with unrealistic energy increases, extended blackouts not only due to scheduled load shedding but



Image courtesy of Engin Akyurt, Pexels



also ailing infrastructure and constant cable theft in certain areas. The food retail sector has little choice but to run their generators and to insist on imposing road related taxes which is an absolute injustice.

“Retailers simply can’t absorb these costs. In a franchise environment where individual owners do not have the benefit of having a group ownership structure, these irregular and unexpected expenses are placing individual retailers under undue stress and destroying the ability of individual franchisees from growing and creating employment.

“The wholesale and retail sector employs 20% of the nation’s workforce and this attitude reflects

how little understanding government has on what it costs to secure the food value chain. OR they simply don’t care!”

Whilst the diesel levy refund is intended to alleviate some pressure off food prices, it doesn’t go far enough, according to Maria D’Amico, Chairperson of the Franchise Association of South Africa (FASA). “I hope that the manufacturers factor these rebates in their prices, so they are passed down and if they do, that the next tier i.e., the wholesalers and retailers also accommodate the prices down to the end user. If not, then it defeats the purpose of providing relief to the public where only the first tier i.e., the manufacturers receive some reprieve.” **SR**

**WE ARE
ENDING
PERIOD
POVERTY,**

YOU CAN TOO - MINACUP.COM



**ONE
MENSTRUAL
CUP AT
A TIME.**

CONTACT US TO BECOME A STOCKIST