

**Special points of interest:**

2009 Christmas and New Years Holidays

Changes coming for break laws

## Season Greetings


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### 2009 Supplier Awards

The 2009 NARGON Suppliers Awards were held in Auckland's Civic Stage on 29 October and it was Cookie Time which walked away with the grand award and \$5,000 worth of advertising with Redbow media. Cookie Time General Manager Lincoln Booth accepted the overall prize for Best Trading Partner having earlier also won Best Small Supplier.

Speaking to the NARGON News just before the company-wide awards celebration, Mr Booth said Cookie Time was quite overwhelmed to win the award but was naturally proud and delighted to do so. He admitted it was a bit of surprise given they were a "small business up against multinational companies which have done very well in the past."

"The award is recognition of the work we have done over the last three years. It is a testament to our brand, innovation, franchise support network and our simple theory of doing the basics right. They say good things take time and it's only taken us 27 years to win the top award!" says Mr Booth.

Cookie Time intend to try to keep the trophy on the shelf next year too with Mr Booth promising "more of the same." "We will do the basics well, keep coaching and developing our people. When you deliver a superb customer experience, the rest will follow," he says.

NARGON congratulates all the nominees and winners. Planning is already underway for the 2010 Suppliers Awards.

### 2009's Christmas/ New Year Holidays

This year Christmas Day and New Year's Day fall on a Friday and this means that Boxing Day and 2 January will fall on a weekend day (Saturday) and will therefore be 'Mondayised' for some employees. Mondayisation is intended to ensure Monday to Friday employees get a Christmas/New Year holiday where one or both of the public holidays falls on a weekend day. Therefore, for employees who do not usually work at the weekend Monday, this year, is for them their official public holiday (Christmas/New Year's Day). However, for employees who do usually work on a Saturday, Saturday remains the official public holiday.

#### For both Christmas and New Year this works as follows:

<b>Employee usually works on a Friday</b>	Entitled to day off paid at relevant daily pay (what the employee would have earned if he or she had worked)
<b>Employee does not usually work on a Friday</b>	Not entitled to any payment nor to any other time off
<b>Employee usually works on a Saturday</b>	Entitled to the day off paid at relevant daily pay (what the employee would have earned if he or she had worked)
<b>Employee does not usually work on a Saturday</b>	Entitled to a day off on Monday paid at relevant daily pay (what the employee would have earned if he or she had worked)
<b>Employee usually works on a Friday and does work</b>	Entitled to payment at time and a half for the hours worked and an alternative paid day off on some other working day.
<b>Employee usually works on a Saturday and does work</b>	Entitled to payment at time and a half for the hours worked and a paid day off on some other working day.
<b>Employee does not usually work on a Saturday (so Christmas Day and New Year's Day are Mondayised for that employee) but works on the Monday</b>	Entitled to payment at time and a half for the hours worked and an alternative paid day off on some other working day.

All employees are entitled to payment at time and half for work on a public holiday. However, an employee who only works for an employer on a public holiday has no entitlement to a paid day off at some other time.

No employee is entitled to more than 4 public holidays over the Christmas/New year period or to 4 alternative days should an employee work on all 4 public holiday.



“will encourage both employers and staff to negotiate in good faith about workable rest and meal break arrangements”

As well as generating entrepreneurial ideas to improve business, the process helps staff members feel valued and included



Supermarkets and stores are the backbone of retail in New Zealand and we need an economic environment where they can grow, invest and create jobs.

## Retail sales up, food prices down again

The biggest increase in retail sales for the September 2009 quarter was recorded for supermarket and grocery stores (up 1.1 percent or \$41 million). Overall, Statistics New Zealand figures show the value of total retail sales in the quarter increased 0.5 percent (\$82 million). Although sales values were up, volumes were flat (up

just 0.1 percent), suggesting that prices, in general, rose this quarter.

That was not the case for food with Statistics New Zealand also recording food prices decreasing 1.5 percent in October 2009. This was the largest fall in three-and-a-half years. All five subgroups

recorded decreases with the largest contribution coming from the fruit and vegetables subgroup (down 4.6 percent). For the year to October 2009, food prices rose 2.0 percent, the smallest annual increase since a rise of 1.8 percent in the year to May 2006.

## Changes coming for breaks law

The National-led Government has introduced a bill amending the law around meal and rest breaks. Minister of Labour Kate Wilkinson says the Employment Relations (Rest Breaks and Meal Breaks) Amendment Bill will give employers and employees the opportunity to develop rest and meal break policies best suited to individual requirements.

Ms Wilkinson says the Bill will move the legislative focus from “one-size-fits-all” prescription to flexibility, and will encourage both employers and staff to negotiate in good faith about workable rest and meal break arrangements. She described the bill as a restoration of common sense.

Under the Bill, there is still the

requirement to provide meal breaks and paid rest breaks, but there will now be the added provision for compensatory measures. These could include later start or earlier finish times, or time off in lieu. The bill is still before the House. It is expected to be passed but there is no indication of when it will come into force.

## Unleashing staff potential

Businesses are being invited to get the rewards from their staff members' ideas. The country's largest employer's group, Business NZ, says asking staff for their ideas can have hugely positive outcomes and have developed a website to help generate, capture and reward those ideas. The free programme is called Unleash! IT and the web address is [www.unleashit.co.nz](http://www.unleashit.co.nz). As well as generating entrepreneurial ideas to improve business, the process helps staff members feel valued and included.

## More than muddling through

The Government has begun thinking about long-term economic development with Deputy Prime Minister Bill English looking to generate some serious debate on the issue. Mr English has said “the real risk for New Zealand as it emerges from recession is that it reverts to the mediocre economic performance that has marked much of its recent past. Over the next year or so, I hope we have a very robust economic debate about whether, as a country, we want to do better than just muddle through,”

NARGON shares Mr English's belief that New

Zealand can do much better than that. We want our country and our businesses to do well. As New Zealand moves out of recession we need to tackle medium and long-term challenges around productivity, innovation, skills and value. We have to change the way we do business.

Supermarkets and stores are the backbone of retail in New Zealand and we need an economic environment where they can grow, invest and create jobs. If the Government can do its part, NARGON has every confidence the sector will do much more than simply muddle through.

## Retail Quiz (5)

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

1. Who is the Minister of Commerce?
2. Is it legal to read a text while driving a vehicle?
3. Do casual employees require written employment agreements?

## Political comment – Hon Simon Power

Justice Minister and senior National MP Hon Simon Power sets out his views on alcohol reform in New Zealand:

*Liquor law reform is likely to be a major talking point for many people next year. It'll certainly be a major part of my focus. As both the Minister of Justice and the Minister of Commerce, I see liquor law reform from a broad perspective.*

*My role in this reform is to develop a regulatory model that achieves equilibrium between the harm caused by alcohol, both from a criminal justice point of view and a health point of view, and the social and commercial benefits associated with responsible alcohol consumption.*

*There's no doubt that the harm caused in both areas by the excessive consumption of alcohol is costing this country dearly. So we must do something about addressing that, but all the while being careful to balance it against those who use alcohol responsibly.*

*Getting that balance right is a major challenge and requires collective knowledge and input from all of those with an interest in the sale of liquor.*

*The Law Commission's 'Alcohol in our Lives' paper has provided a solid background for considering the way liquor is used in our society and offers some*

*preliminary ideas on reform.*

*These are ideas that I'm sure your members will have strong and informed views on, and I trust you have communicated these views through the public submission process. The Law Commission received more than 2,000 submissions to the review, indicating a strong level of interest in the liquor debate.*

*I read the commission's issues paper with close interest and am building up my own picture of the significant issues.*

*However, I'm awaiting the outcome of the Law Commission's final report before commenting on the substance of any future framework for regulating liquor.*

*One thing I'm committed to is that we will reform liquor laws once and we will do it properly.*

*We need to take a wide ranging look at the Sale of Liquor Act. There are many positive elements to the Act but over time the piecemeal changes have created inconsistencies and anomalies.*

*To achieve a clear statute, I am considering redrafting the Sale of Liquor Act. To this end the Law Commission's review and the Sale and Supply of Liquor and Liquor Enforcement Bill will be incorporated into one reform package.*

*Liquor issues are complex and require a rational and integrated approach. This is why the Government's reforms will have a regulatory focus – addressing the current complexity of the Sale of Liquor Act and providing greater clarity around the liquor licensing regime.*

*I recognise that your sector has a strong interest in the impact of any new legislation on off-licence premises, and I assure you that I will give careful consideration to proposals that affect the retail and grocery industries.*

*I intend to act swiftly after the Law Commission reports back to the Government.*

*Be assured I'll deal with any reform proposals in an open and direct manner. I'm committed to maintaining clear lines of communication with all affected parties.*

*Legislation is only one tool for addressing alcohol related harm.*

*Responsible retailing for the sale of alcohol also plays a key part in encouraging moderation and safety around alcohol use.*

*Much of the way we drink is a product of our culture and this will only change gradually over time, aided by the collective efforts of all New Zealanders.*



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“One thing I'm committed to is that we will reform liquor laws once and we will do it properly.”

### On a lighter note!

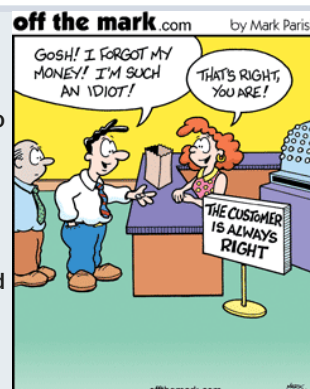
A cashier at a grocery store contributed this story to [www.notalwaysright.com](http://www.notalwaysright.com):

**Me:** “Did you find everything okay today, sir?”

**Customer:** “Yes, thank you, I did.”

(I start scanning his items. Out of nowhere, he grabs the hand-held scanner and points it at his forehead. Naturally, nothing comes up.)

**Customer:** “Just as I thought. I'm priceless!”



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

## NARGON

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**National Association of Retail  
Grocers and Supermarkets of  
New Zealand**



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**We have three positions available on the board. If you are interested, please contact the Executive Director below for more information.**

### Executive Director

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### The worst word you can say

An American poll of the most annoying words in the English language could have relevance for New Zealand stores. Forty-seven percent of the 900 American adults surveyed say "whatever" is the most annoying. The phrase "you know" came in second with "it is what it is," "anyway" and "at the end of the day" completing the top five. The big question is – how often do you and your staff use these phrases with customers?

### Reminder about written employment agreements

Though it has been a legal requirement for many years, NARGON reminds all members that full written employment agreements are required for every single employee. The member's section of the NARGON website contains draft agreements and advice on employment agreements – [www.nargon.co.nz](http://www.nargon.co.nz). The Department of Labour also has information on the topic including an employment agreement

# Season Greetings



The NARGON Board would like to take this opportunity to wish all our members the best for the upcoming Season and the New Year

### Contributions welcome

NARGON members are welcome to contribute articles, opinion pieces and letters to the NARGON News. We are also always looking for volunteers for our Profile section.

### NEW NARGON WEBSITE

If you are a member of NARGON and do not know your login details, please contact [director@nargon.co.nz](mailto:director@nargon.co.nz) or phone Trina on 04 496 6557

Visit *Nargon News* at  
[www.nargon.co.nz](http://www.nargon.co.nz) to view this and  
past issues of our newsletter

### Answers from page 2

1. Hon Simon Power
2. No
3. Yes. All employees do.