

MARCH 2017

UNITED WHOLESALE (SCOTLAND) CROWNED CHAMPION OF CHAMPIONS

UNITED Wholesale (Scotland), the Glasgow-based delivered wholesaler and cash & carry, was crowned Champion of Champions at Scottish Wholesale Achievers 2017.

The business, which operates depots at Queenslie in the east end of Glasgow, Maxwell Road in the city's southside and M9 Cash & Carry near Grangemouth, fended off stiff competition from wholesalers the length and breadth of Scotland to win the sought-after Champion of Champions accolade, this year sponsored by **Cott**.

In the key Employee of the Year category, sponsored by **Britvic Soft Drinks**, the top award went to Jason McLeod, the wholesaler's fresh food specialist.

United Wholesale (Scotland) also won three other categories: Best Licensed Operation, sponsored by **Halewood International**; Best Marketing Initiative, sponsored by **AG Barr**, for its initiative to advertise and promote its revamped M9 Cash & Carry; and Best Symbol Group, sponsored by **Lucozade Ribena Suntory**, for Day-Today.

Simon Harrison, sales director wholesale and out of home at **Cott**, presenting the 2017 Champion of Champions award to United Wholesale (Scotland), remarked that last year represented "another year of improvements in standards, disciplines and service to customers in the Scottish wholesale industry". The quality of the entrants "absolutely reflected this position", he said, pointing to the quality, professionalism, passion and commitment of entrants.



"While scoring within a number of the categories was very close, there is a clear winner of Champion of Champions this year," he said. "This wholesaler achieves consistently high standards, and it has won four of the eight categories outright, making the decision-making process relatively straightforward."

"This puts them in a great position to confront the continued challenges posed by the supermarkets and by economic pressures."

Other category winners included:

- JW Filshill, Best Delivered Operation (Retail), sponsored by **Mondelēz International**
- Dunns Food and Drinks, Best Delivered Operation (Foodservice), sponsored by **Premier Foods**
- United Wholesale Grocers (Springburn), Best Cash & Carry, sponsored by **JTI**

The Supplier Sales Executive of the Year award, sponsored by **Sugro**, went to Fiona Nisbet, national accounts executive at Mars Chocolate, with the judges commenting: "Fiona has huge experience and understands how to get the best from the Scottish wholesale industry."

"She recognises the changing mix between cash and carry and delivered, as well as the requirements of independent retailers and how the supply chain to the consumer stitches together – this allows her to maximise the outcome for her wholesale customers and employer."

Project Scotland, which highlights suppliers' understanding of the Scottish wholesale industry and their commitment to the sector, was won by **AG Barr** for its relaunch of Irn-Bru with a new design to differentiate the sugar-free version from the original. This project delivered an extra £500,000 in profit for retailers and wholesalers and a 6% increase in the number of households buying Irn-Bru.

Best Advertising Campaign saw wholesalers vote for their favourite advert with **The Famous Grouse** 'Full of Character' – this ad saw off competition from:

- Aunt Bessie's 'I'm a Celebrity'
- Tennent's 'T5s'
- Haribo 'Kids' Voices – Platform'

Kate Salmon, executive director of the Scottish Wholesale Association, commented: "Recognising and promoting best practice is our aim and Achievers does this with integrity – I am proud of this and I am also proud of the way Achievers has evolved because every year we act on constructive criticism to ensure that the awards remain meaningful and beneficial to all involved.

"A key part of this is consulting with leading wholesalers and suppliers to make sure that all elements of the judging are aligned to identify best practice within the industry, with criteria that is not only relevant but also bang up to date. I am extremely grateful to our suppliers for their contribution.

"Fairness is paramount to Achievers and although our awards have evolved over the years, what has remained consistent is our integrity – our uncompromising standards and high values across all aspects of the competition and we will continue to build on this in partnership with entrants, supplier sponsors and independent judges."

Almost 500 people attended the Achievers gala dinner and awards presentation, hosted by BBC Scotland TV presenter Catriona Shearer, at the Sheraton Grand, Edinburgh on Thursday, February 9.

Achievers was organised in association with *Cash & Carry Management incorporating Delivered Wholesaler*

Please direct all queries regarding Achievers 2018 to Kate Salmon on 0131 556 8753.

RESULTS IN FULL

CHAMPION OF CHAMPIONS, SPONSORED BY COTT UNITED WHOLESALE (SCOTLAND)

GREAT PLACE TO WORK, SPONSORED BY PHILIP MORRIS INTERNATIONAL FÁILTE FOODS, GLASGOW

Runner-up: United Wholesale (Scotland)

Highly Commended: Bidvest Foodservice Scotland

BEST CASH & CARRY DEPOT, SPONSORED BY JTI UNITED WHOLESALE GROCERS, SPRINGBURN

Runner-up: Bestway Batleys, Glasgow (former Sher Brothers depot)

Highly Commended: United Wholesale (Scotland), Queenslie

BEST DELIVERED OPERATION (RETAIL), SPONSORED BY MONDELÉZ INTERNATIONAL JW FILSHILL, GLASGOW

Runner-up: United Wholesale (Scotland)

Highly Commended: Iain Hill

BEST SYMBOL GROUP, SPONSORED BY LUCOZADE RIBENA SUNTORY UNITED WHOLESALE (SCOTLAND), DAY-TODAY

Runner-up: JW Filshill, KeyStore

Highly Commended: United Wholesale Grocers, Lifestyle

BEST DELIVERED OPERATION (FOODSERVICE), SPONSORED BY PREMIER FOODS DUNNS FOOD AND DRINKS

Runner-up: Bidvest Foodservice Scotland

Highly Commended: Fáilte Foods and Lomond Fine Foods

BEST LICENSED OPERATION, SPONSORED BY HALEWOOD INTERNATIONAL UNITED WHOLESALE (SCOTLAND)

Runner-up: Bestway Batleys

Highly Commended: Sutherland Brothers

BEST MARKETING INITIATIVE, SPONSORED BY AG BARR UNITED WHOLESALE (SCOTLAND) FOR ITS INITIATIVE TO ADVERTISE AND PROMOTE ITS REVAMPED M9 CASH & CARRY

Runner-up: United Wholesale Grocers for its new website and customer service app

Highly Commended: Fáilte Foods for the launch of its click & collect service plus its customer and digital interaction

EMPLOYEE OF THE YEAR, SPONSORED BY BRITVIC SOFT DRINKS JASON MCLEOD, FRESH FOOD SPECIALIST, UNITED WHOLESALE (SCOTLAND)

Runner-up: Derrick Richardson, EPOS manager, JW Filshill

Highly Commended: Irene Maitland, stock controller, Bidvest Foodservice Scotland

BEST ADVERTISING CAMPAIGN THE FAMOUS GROUSE 'FULL OF CHARACTER'

PROJECT SCOTLAND AG BARR FOR THE RELAUNCH OF IRN-BRU

Runner-up: Innis & Gunn for its project to support the launch of its craft lager in 500ml cans

Highly Commended: Lucozade Ribena Suntory for its initiative to deliver a better service to delivered wholesalers

BEST OVERALL SERVICE BY SUPPLIERS AB INBEV

Runner-up: AG Barr

Highly Commended: Heineken

SUPPLIER SALES EXECUTIVE OF THE YEAR, SPONSORED BY SUGRO FIONA NISBET, MARS CHOCOLATE

Runner-up: Linda Fraser, Nestlé UK

Highly Commended: Archie MacLellan, JTI

WINNERS FROM SCOTTISH WHOLESALE ACHIEVERS 2017



Great Place to Work
Fáilte Foods, Glasgow



Best Cash & Carry Depot
United Wholesale Grocers, Springburn



Best Delivered Operation (Retail)
JW Filshill, Glasgow



Best Symbol Group
United Wholesale (Scotland), Day-Today



Best Delivered Operation (Foodservice)
Dunns Food and Drinks



Best Licensed Operation
United Wholesale (Scotland)



Best Marketing Initiative
United Wholesale (Scotland)



Employee of the Year
Jason McLeod, United Wholesale (Scotland)



Best Advertising Campaign
The Famous Grouse 'Full of Character'



Project Scotland
AG Barr for the relaunch of Irn-Bru



Best Overall Service by Suppliers
AB InBev



Supplier Sales Executive of the Year
Fiona Nisbet, Mars Chocolate

CONCERN OVER COMMUNICATION OF AWRS

THE managing director of Wick-based wholesaler Sutherland Brothers, David Sutherland, has asked his MP, Dr Paul Monaghan, to express his concerns to the UK Government over the implementation and communication of the Alcohol Wholesaler Registration Scheme (AWRS).

Monaghan, MP for Caithness, Sutherland and Easter Ross, has written to Chancellor Philip Hammond outlining Sutherland's concerns and asking for his "support to ensure that this important scheme is a success" and pointed out that the wholesaler has been a large employer in the constituency for 125 years and employs 35 staff.

He wrote: "Alcohol fraud has had a significant effect on wholesale business in the UK for many years. The most recent Government illicit market statistics show the amount of beer sold illegally represents 15% of the total UK market.

"Alcohol fraud is affecting revenue to both legitimate wholesale business and the Exchequer. The success of AWRS will ultimately lead to savings for the Government and address serious organised crime.

"My constituent asks that you address these concerns as further delay to AWRS or inadequate communication to retailers will adversely affect his business. I would greatly appreciate your assistance in ensuring the effective introduction of the scheme."

MENTORING PROGRAMME CONTINUES TO GROW

TWO new mentees have joined our Mentoring Programme – Angus Patterson, operations manager at William Yule & Son in Kirkcaldy and Stephanie McCart, grocery buyer at JW Filshill, Glasgow.

Sandie Holmes, principal consultant at 121 HR Solutions, who facilitates the programme on behalf of the Scottish Wholesale Association, said: "We're delighted to welcome Angus and Stephanie as mentees and look forward to seeing them develop as they spend time with their mentors.

"The programme is all about improving skills and nurturing talent within the Scottish wholesale industry and it is encouraging that wholesalers see the value of mentoring by enabling staff to get involved. One of the benefits to employers is that the programme is structured around the needs of the business so mentees are able to fit in sessions with their mentors without taking focus away from their job."

If you are interested in being mentored or wish to nominate a prospective mentee within your business, please speak to Kate Salmon on 0131 556 8753 or send an email to kate@scottishwholesale.co.uk.



AWRS – KNOW THE FACTS AND BE PREPARED

RETAILERS must check that their alcohol wholesaler is registered under new rules which come into force on April 1.

After that date, any retailer who buys from a source which has not been approved by HMRC as a "fit and proper" alcohol trader could face penalties, including fines, seizure of their stock, and the loss of their licence.

The Alcohol Wholesaler Registration Scheme (AWRS) will protect shops and other outlets which sell beers, wines and spirits from prosecution by helping them ensure they only buy from wholesalers which have paid duty on alcohol products. It will also contribute to recouping the £1.2 billion duty revenue lost every year to criminals who sell duty-evaded stock to unsuspecting retailers.

The Scottish Wholesale Association has been in contact with its members to ensure they have been inspected and assessed by HMRC and issued with Unique Registration Numbers (URNs). It should be noted that the onus is on the retailer to check they are buying from a registered source – from April 1, simply go to www.hmrc.gov.uk and follow the link to the AWRS look-up service.

Retailers should also ask their wholesaler for their registration number and use the website to confirm that their wholesaler is approved. This will give the retailer peace of mind that their wholesaler is operating within the law. If a wholesaler is unable to prove a registration number or the number it supplies does not show its company details on the approved list, any retailer purchasing alcohol from that wholesaler will be breaking the law.

It is not enough to check the number once. Under the new rules, retailers will be responsible for regularly checking that their alcohol is purchased from AWRS-registered sources.

HMRC is in the process of completing its assessments of wholesalers and will have issued URNs to all those approved to sell alcohol by April 1. Retailers can buy from wholesalers without a URN until the end of March. After that date, any alcohol wholesaler without a URN will be trading illegally and retailers will face penalties if they buy from them.

More information is available from:

<https://www.gov.uk/guidance/the-alcohol-wholesaler-registration-scheme-awrs>



HANNAH TAKES OVER AS TODAY'S CHAIRMAN

SIMON Hannah has taken up the position of chairman of the Today's Group.

The group's youngest-ever chairman, Simon officially took up the role at Today's 30th anniversary awards dinner in Liverpool, attended by over 550 Today's Group members and supplier partners. It coincided with Today's annual two-day trade show.

United Wholesale (Scotland) won Retail Operator of the Year 2017, with Ali Afsar, impulse/grocery trading director and Anshu Chandra, licensed trading director, receiving the prestigious award from Simon Hannah.

ASIM SARWAR, STEVE FOX AND ANDREW MULDOON JOIN CONFERENCE LINE-UP

ASIM Sarwar, managing director of recently crowned Champion of Champions United Wholesale (Scotland), Steve Fox, managing director – retail at Booker and Andrew Muldoon, Booker's operations director, have been confirmed as speakers at the 2017 Scottish Wholesale Association Annual Conference in June.

Sarwar, Fox and Muldoon join social entrepreneur Josh Littlejohn, the man behind the not-for-profit Social Bite sandwich shop chain and Brewgooder craft beer, and Scottish Conservative leader Ruth Davidson as keynote speakers at the conference.

Other speakers confirmed for the conference – themed 'The Times They Are A-Changin' – include:

- **Robert Graham**, managing director of Graham's The Family Dairy
- **Marc Crothall**, CEO, Scottish Tourism Alliance
- **Tim Clay**, sales director of Asahi UK Ltd
- **Iannick Melancon**, sales director of Danone Evian
- **Laura McKechnie**, associate director, Coca-Cola European Partners
- **Richard Crabtree**, group sales director, Quorn
- **Louise McWhirter**, head of insight and digital, him!

Bookings and all queries about the conference, which takes place at Crieff Hydro from June 9-11, should be directed to Kate Salmon or Jo Mathieson on 0131 556 8753.



Asim Sarwar



Josh Littlejohn

MORE TRAINING COURSES ANNOUNCED

A NUMBER of training events have been confirmed by the Scottish Wholesale Association for 2017.

Effective Management Skills (Part 1) will be covered in two workshops, the first of which will take place on Tuesday, March 21. This event will allow delegates to gain a comprehensive overview of essential supervisory "people" skills, and cover the essentials of managing employees using interactive group discussions, helpful scenarios and case studies.

The second Effective Management Skills workshop, aimed at those completing Part 1, is scheduled to take place on Tuesday, September 26. It will cover managing performance, managing absence and capability (short-term and long-term absence), and focus on disciplinary and grievance procedures.



For full details of these courses, both delivered by the SWA's training partner, 121 HR Solutions, please contact: training@scottishwholesale.co.uk or call Sandie Holmes on 0792 121 3892 to book your place.

Please keep checking our website for details of upcoming training events.

SWA CONTINUES TO OPPOSE DRS IN SCOTLAND

THE Scottish Wholesale Association is writing to all relevant MSPs setting out our position on a deposit return scheme (DRS) and highlighting the negative impacts such a scheme would have on the wholesale and retail sectors as well as local authorities and consumers.

Meanwhile, we have also written to the MSPs who sit on the Environment, Climate Change & Land Reform Committee Sub Group on Deposit Return Schemes in Scotland requesting a meeting with them.

In a letter to Graeme Dey MSP, convener of the Environment, Climate Change & Land Reform Committee, Roseanna Cunningham refers to a feasibility study commissioned by her predecessor, Richard Lochhead MSP, to consider whether a deposit return scheme could “usefully play a role in Scotland”. It was published in May 2015.

She said: “It is important to be clear that this study does not reflect a proposal from the Scottish Government for a particular system, but rather included an example system to illustrate key issues for further consideration. The feasibility study did not fully quantify the benefits and impacts of deposit return, which is why the Scottish Government asked Zero Waste Scotland to undertake a call for evidence to augment the initial work.”

Ms Cunningham said the study stimulated “a very strong reaction across the spectrum of support and opposition to deposit return”. She added: “Deposit return schemes are commonplace in other countries around the world, and in theory there is no reason why Scotland could not also adopt deposit return as a preferred approach.

“It would, however, be a substantial undertaking with significant costs, essentially reforming the way that we manage materials in our communities. It would involve complex work to change the packaging on multiple products, install return systems, create an administrator to manage the system, introduce enforcement, redesign remaining kerbside services and so forth.

“None of that is insurmountable, but we should not overlook the scale of the action required. In deciding whether this is our preferred approach in Scotland, it is important that we consider in full the potential costs and benefits, in partnership with all of those who would be involved. While it is extremely helpful to now have a rich and lively debate on deposit return, we need to ensure that we take a decision on the basis of facts and figures.”

A series of workshops is scheduled to start at the end of March and it is anticipated that they will be completed in the first quarter of 2017-18. Ms Cunningham said: “I will consider next steps at that point, but what is clear is that the scale of the work involved in introducing a deposit return scheme would not be a trivial matter, and it is important that all parties and stakeholders have the opportunity to express their view on such a significant issue.”

The SWA will also continue to work with the Packaging Recycling Group Scotland (PRGS) to demonstrate what actions members or others are undertaking that makes a DRS unnecessary and, indeed, counter-productive to other Government objectives.

- **Maurice Golden MSP, deputy convener of the Environment, Climate Change & Land Reform Committee and member of the DRS sub-committee, has agreed to meet with the SWA at JW Filshill’s premises in April to hear more about our DRS concerns.**
- **Margaret Smith of Caledonia Public Affairs, who represents the SWA on PRGS, will be attending the SNP Conference on March 18-19 when she will seek to engage with relevant ministers and others on DRS.**



SCOTTISH CONSERVATIVE CONFERENCE UPDATE

CALEDONIA Public Affairs attended the recent Scottish Conservative Conference at which it was clear that leader Ruth Davidson – a keynote speaker at the SWA Conference at Crieff in June – continues to ride a high wave of popularity with the party confident of significant gains in the council elections on May 4.

Of particular interest to the Scottish Wholesale Association was a fringe event on the deposit return scheme idea. The speakers were Jim Fox, associate director of public affairs at Coca-Cola European Partners, Maurice Golden MSP, the shadow Environment Secretary) and Murdo Fraser MSP, the shadow Finance Secretary. About 40 people attended the event and the key points were:

- No Conservative position on DRS is fixed and opinion within the party is clearly divided. The party is likely to state its final position around June and claims this will be evidence-based.
- Maurice Golden is keen to work with the SNP to find a workable solution
- Small local retailers have no space or staff to host an automated DRS unit or manual waste facility.
- The feeling was that those attending are broadly supportive of DRS if practical considerations can be overcome.



SPRING BUDGET 2017

PHILIP Hammond, Chancellor of the Exchequer, delivered the Spring Budget statement in the House of Commons on March 8, stating his plans were intended to give the UK economy strong foundations and a global outlook as the country prepared to leave the EU.

Noting the British economy grew faster than those of the United States, Japan and France in 2016, he highlighted improvements in the levels of employment and unemployment. Hammond also welcomed a fall in the deficit but acknowledged debt was still too high, productivity too low and too many young people were leaving education without the correct skills.

Key points:

- Remains committed to plans to cut corporation tax from 20% to 19% in April and to 17% in 2020.
- National Living Wage rises to £7.50 per hour in April – not enough to meet the target of £9 by 2020.
- A one-year delay in the quarterly reporting for businesses that do not meet the VAT registration threshold.
- A decrease in the return on the soft drinks levy because producers were cutting the sugar levels in drinks. The Chancellor also announced the rates for the main and higher bands would be 18p and 2p per litre respectively. The Department for Education will still receive the full £1 billion originally expected to be raised by the scheme.
- Freeze on Vehicle Excise Duty for a year for hauliers and HGVs.
- The Chancellor set the level of a new “minimum excise tax” (MET) on cigarette packs, based on a retail price of £7.35 for a pack of 20. MET effectively acts as a floor price on ready-made cigarettes, with packs of 20 now attracting £5.37 in duty – meaning businesses need to sell them for at least this price. MET will take effect from May 20. Previously announced changes to tobacco and alcohol products include:
 - Tobacco Duty: all such products (including packs of cigarettes, hand-rolling tobacco and cigars) will see tobacco duty rise at a rate of 2% plus the RPI measure of inflation, from 6pm on March 8.
 - Duty on wine, beer, spirits and cider: duty on these will rise by RPI from March 13.
- Class 4 National Insurance contributions will go up to 10% from 9% and to 11% in April 2019.
- The tax-free dividend threshold will be cut from £5,000 to £2,000.

ROUND-UP

TWO NEW supplier members have joined the Scottish Wholesale Association – they are Pritchitts, the foodservice dairy company that is part of the Lakeland Dairies group and Nestlé Purina, the long-established petcare business. Kate Salmon, SWA executive director, said: “We are delighted to welcome both companies to the Association and look forward to working with them in the future.”

A VERY successful training workshop covering social media took place at Dunns Food and Drinks at Blantyre last month. The sold-out event was delivered by Sandie Holmes, principal consultant at our training partner, 121 HR Solutions. Thanks to Dunns for providing the venue.

SIMON HANNAH, managing director of JW Filshill, received an Industry Achievement Award at the Scottish Grocer Awards. The Scottish Wholesale Association’s executive director Kate Salmon and Julie Dunn, vice-president, attended the event at the Hilton, Glasgow along with retailers, suppliers and industry executives. Congratulations to Simon and all the winners.

UNITED WHOLESALE (SCOTLAND) will celebrate the 10th anniversary of its Queenslie depot in the east end of Glasgow at a special gala dinner on March 29. The wholesaler will also use the occasion to celebrate being crowned Champions of Champions 2017 at Scottish Wholesale Achievers. The SWA will join UWS directors and staff at the dinner, along with suppliers and other guests.



STOP PRESS

FIRST Minister Nicola Sturgeon has confirmed she will ask for permission to hold a second referendum on Scottish independence.

Making the announcement on March 13, she said she wanted a vote to be held between the autumn of 2018 and spring of the following year.

The First Minister said the move was needed to protect Scottish interests in the wake of the UK voting to leave the EU. She said she would ask the Scottish Parliament to request a Section 30 order from Westminster.