

infocus

COMPANY NEWSLETTER



JAMES HALL & CO
— ESTD • 1863 —

SPRING 2021



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Food Waste**
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Milestone**
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JAMES HALL & CO
— ESTD • 1863 —



northeast
convenience stores

GAP
Convenience Distribution Ltd



CLAYTON PARK **Fazilas**

GREAT NORTHERN
Standard Company



Your daffodil means we can care for more people



**The Great Daffodil Appeal
1st - 31st March**



Registered charity, England and Wales (207994), Scotland (SC038731), Simon Rawles/Marie Curie C657b



WELCOME TO **infocus**

The second edition of our new In Focus company newsletter features a selection of good news stories, company developments and community initiatives from the last six months of a very challenging, but productive year.

Despite all the challenges of 2020, James Hall & Co. continues to invest in new stores, retail partnerships, exciting product developments and collaborations that raise awareness of key societal issues such as domestic abuse and childhood obesity.

The SPAR Lancashire School Games continue to engage children and young people across Lancashire through a virtual programme of activities, designed to tackle rising levels of inactivity during the coronavirus pandemic.

SPAR stores across Lancashire have been helping to raise awareness of domestic abuse, in partnership with Lancashire Constabulary, signposting shoppers to the appropriate support through a suite of dedicated POS.

Corporate social responsibility continues to be a priority for the company. We support over 50 individual food bank

organisations across the north of England, donate surplus stock from Bowland View to FareShare and Community Gateway, and have launched a partnership with food waste app, Too Good To Go.

Our support for Marie Curie, SPAR UK's national charity partner, has reached a new fantastic milestone - £400,000! Thank you to everyone who has helped us reach this figure. £400K has enabled 20,000 hours of care for UK families facing terminal illness - an incredible achievement.

COVID-19 has certainly demanded change, adaptability and commitment from every department across the business. As a company, we have a huge responsibility to ensure communities across the north of England have access to vital products, and we have certainly risen to that challenge during 2020.

Your hard work, commitment and determination to face this virus has been very humbling and on behalf of the Hall family, I would like to say thank you again. The pandemic is far from over but we will continue to face this challenging time together and look towards a brighter 2021.

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MARIE CURIE

JAMES HALL & CO'S COMMUNITY



**Dominic Hall
Deputy Managing Director**



PREVENTING THE SPREAD OF COVID-19

In conjunction with Lancashire County Council, James Hall & Co. started weekly COVID-19 lateral flow tests at Bowland View on Monday 4th January 2021. After one week of working with The British Army, over 30 staff volunteers were trained in how to supervise, administer and process the tests. Undergoing training in how to protect themselves by wearing PPE (Personal Protective Equipment) and sanitising each station between tests. Staff process each result and enter details of positive cases on the NHS Test and Trace system so that the company can deliver weekly

reports back to Lancashire County Council and identify any positive cases quickly. If a staff member does receive a positive result, they must immediately leave site, self-isolate for the appropriate time and take another NHS COVID-19 test. They must also use this system when returning to work and cannot enter their department without a negative result.

Over 4,000 tests were conducted at Bowland View throughout January with staff tested at least once a week, and from these tests, a very small number of positive cases were successfully identified.

Steven Pickup, Health and Safety Director at James Hall & Co. said, "Clayton Park Bakery took part in a pilot testing scheme before Christmas and those tests proved very useful in protecting our workforce, identifying positive cases quickly and ensuring minimum disruption to production. As a result, we were keen to implement a testing scheme at Bowland View and with over 800 members of staff coming on-site during the testing period, these tests have played a very important role in protecting our keyworkers, their families and the daily business operations. We have had a very positive response from staff across the company and plan to continue testing until April when we will review the situation. Staff have embraced this weekly test willingly and we must say a huge thank you to the volunteers who have come forward to protect their colleagues and the continuation of the essential services our business provides. Your commitment is hugely appreciated by all across the business – thank you."

Pictured is Mollie Barton, volunteering at Bowland View's on-site test centre.



TACKLING INACTIVITY DURING LOCKDOWN

The SPAR Lancashire School Games launched their second virtual programme after UK schools closed their doors once again due to COVID-19.

The virtual programme offers a FREE structured timetable of activities designed to encourage families to ensure children are engaging with the recommended 60 daily active minutes.

Anyone can access these resources at www.lancshireschoolgames.co.uk



In September 2020, James Hall & Co. joined forces with the Lancashire Resilience Forum to support a countywide #noexcuseforabuse domestic abuse awareness campaign, backed by local councils, Lancashire Police, support agencies, the NHS and the Office of the Police and Crime Commissioner.

SPAR stores across Lancashire agreed to display a suite of POS to raise awareness of domestic abuse amongst the community, publicising the help and support available to victims and perpetrators, and highlighting how individuals can report concerns.

Angie Ridgwell, Chair of the Lancashire Resilience Forum said: "There is no 'them and us' when we're thinking about victims and survivors of domestic



abuse - they are our friends, our family, our neighbours and our colleagues. Domestic abuse is a national problem and sadly, it's happening here in our communities across Lancashire.

"We are delighted to have SPAR on board with the campaign, enabling us to reach as many people as possible in our

county with these important help and support messages.

"SPAR stores are located in the heart of our communities and this work is a vital lifeline to those who may be experiencing domestic abuse, giving them an opportunity to safely view help and support information."

Fiona Drummond, Company Owned Stores Director at James Hall & Co. said: "We are extremely proud to be part of this campaign and to be working with the Lancashire Resilience Forum to protect communities across the county. Thousands of shoppers pass through our doors on a weekly basis and with 100 SPAR stores in Lancashire alone, we hope that this campaign will reach those most in need and help signpost individuals to the appropriate support."

Detective Chief Inspector Mike Gladwin praised James Hall & Co. WW for their community mindedness: "James Hall & Co Ltd's decision to work with us to help raise awareness of the domestic abuse help and support services in our county is credit to their commitment to be there for their customers."

If you have been affected by domestic abuse, information and support is available at...

<https://www.noexcuseforabuse.co.uk/>

CHAMPIONING INDEPENDENT BRITISH PRODUCERS



Wilf Whittle, Fresh Trading Manager at James Hall & Co. said, "Before the pandemic, we had refreshed our fruit and vegetable offering to champion North West growers and this relationship has proved invaluable during the pandemic."

"COVID-19 presented us with a perfect storm: panic buying, yo-yo sales and supply chain disruptions, and British farmers have faced many challenges in finding enough skilled pickers at harvest time and adapting to social distancing."

"We work with farms in Southport, Formby, Tarleton, Hesketh Bank and Mere Brow, many of which are multiple generation farms and have decades of farming expertise. These farms provide a stream of fantastic local produce delivered straight from farm to fork, including Lancashire new potatoes, gem lettuce, leeks, chillies, broccoli, courgettes, swede and cabbage. We couldn't be more grateful for the support these family farms have shown us, in ensuring independent SPAR retailers could continue to offer fresh and nutritional produce to communities across the north of England."



JNH Hornby is a fourth generation, brassica farm with 120 acres of reclaimed Lancashire marshland in Hesketh Bank, growing the very finest broccoli and cauliflower since the 1930s.



Kate Hornby said, "Farmers have to endure lots of difficult periods throughout the growing season. By buying British, you are buying local produce that is super fresh and often in the shop the day after harvesting. Our products are grown by local people with a real passion for putting quality British produce on your plate."

HEALTHY EATING IN 2021

SPAR started the New Year with a bang by partnering with social media influencer Graeme Tomlinson aka 'The Fitness Chef' for the month of January.

Partnering with the myth busting, nutrition coach and personal trainer, saw SPAR sharing nutritional advice and recipes over the course of January, available at www.spar.co.uk



Too Good to Go!

A new partnership with self-declared waste warrior app, Too Good To Go, has provided a creative solution to preventing in-store food waste, allowing SPAR customers to purchase 'magic bags' of miscellaneous surplus stock.

Products are close to the end of their shelf life but still within best before dates and the Too Good To Go app provides businesses with a platform to reach those passionate about preventing food waste and eager to access delicious, unwanted food at a marked down price.

Fiona Drummond, Company Stores Director at James Hall & Co. said, "As a grocery business, we try to minimise food waste wherever possible and donate unavoidable surplus stock to local charities and food banks. We

WE'RE FIGHTING FOOD WASTE TOGETHER

already work with over 70 food banks across the north of England but have found logistical challenges exist when donating fresh food, as many organisations do not have the required refrigeration facilities to store or transport fresh food safely. This new initiative complements our current food bank collections and ensures that we can safely re-distribute all forms of surplus stock for individuals and families to enjoy."

After an initial trial in Lancashire and Merseyside, 26 SPAR stores are now using the app, having saved 8,150 meals and 20,375kg of CO2 from reaching landfill. Subsequently, SPAR International have also signed up to the programme, helping to keep CSR at the forefront of shoppers' minds.

£20,000 WORTH OF FOOD DONATIONS

In line with James Hall & Co.'s corporate social responsibility policy, a SPAR branded food donation bin has been introduced to attract customers' attention and promote local food banks. The branded food bins have helped SPAR stores to raise over £20,000 for food banks across the north of England.

Tomas Garliauskas, CSR Coordinator at James Hall & Co. said "The demand on local food banks increased dramatically during lockdown and although many retailers were collecting food donations before COVID-19, we wanted to create a coherent, branded stand to catch customers' eyes and promote local food banks in need. The branded collection points help SPAR retailers promote the fantastic work we do in supporting local people, and vulnerable sectors of the community."

Contact tomas.garliauskas@jameshall.co.uk to order your collection bin.





SPAR Lancaster University became James Hall & Co.'s 145th company owned store, previously independently owned since 1995, and located right at the heart of Lancaster University's student campus.

Fiona Drummond, Company Owned Stores Director at James Hall &

Co. said, "SPAR Lancaster University is a thriving store and delivers an essential service for students living and studying on campus. The store now boasts a large Clayton Park Deli and mouth-watering curries from our company owned ethnic food brand, Fazilas, F'real milkshakes, Dots Donuts and Polar Crush slushies. A refreshed range includes fresh produce, meat, dairy products, fruit and vegetables, healthy snacks, vegan

and gluten-free diets and a large international foods section to help overseas students feel at home. The store offers a good selection of beers, wines and spirits, and we've even included a selection of health and beauty, electrical and homeware essentials."

Staff have also been working with Lancaster University to offer self-isolation bags for international students required to quarantine after entering the UK. Over 1,000 bags have been prepared including staple student foods.



SPAR G&E TOTTINGTON

Once a used car showroom near Bury, SPAR Tottington now offers a 2,900 sq. ft. SPAR store with a Graham Eyes butchery counter, Clayton Park Deli, Cheeky Coffee and Tango Ice Blast machine.

Fiona Drummond, Company Owned Stores Director at James Hall & Co. said, "SPAR Tottington offers local residents the very best in modern convenience shopping with an extensive range of everyday essentials, delicious food-to-go and history boards celebrating Tottington's local landscape."



G&E Maryport re-opened in a brand new building, adjacent to the exiting store on Thursday 21st January. The old store building is being demolished.

The new, 3,000 sq. ft. fuel store is open 24 hours and offers customers a Graham Eyes butchery counter, Clayton Park Deli, and a fantastic selection of every day essentials: fresh foods, cold beers and wines, a premium wine section and freshly ground Fairtrade 100% Arabica coffee, with a Cheeky Coffee loyalty scheme for regular customers. Also available is Tango Ice Blast and F'Real milkshakes, smoothies and frappe, a hot 'grab and go' selection of savouries, sandwiches and a breakfast offer.

Company Stores Director, Fiona Drummond, said, "SPAR Maryport plays a vital role in serving its local community and has always been popular with customers. We are delighted to be able to invest in the future of this store and bring additional services, and jobs, to the community of Maryport."



AWARD WINNING SPAR WARTON

SPAR Warton has been recognised in the prestigious Forecourt Trader Awards 2020, claiming the top spot in the 'Northern England up to 4 million litres per annum' category, for the second year in a row!



The judging panel said, "SPAR Townsend Garage, with its smart and welcoming Shell-branded forecourt, had continued to increase its offering in the past year. Since the start of COVID-19 its customer numbers and sales have increased dramatically as it embraced the government guidelines which included introducing a payment window to make it even quicker and safer for customers to pay direct from the forecourt. In-store offers such as the butchery have also really come into their own with deliveries made in and around the community. The site also provided sandwiches to the local primary school to deliver free school lunches with children."

G&E Murgatroyd stores also achieved nominations for SPAR Bedale (Best Community Engagement), SPAR Hutton Rudby (Northern England up to 4mlpa) and SPAR Ormskirk (Best car care and lubricants outlet).



At the beginning of 2020, there were five Graham Eyes butchery counters operating in G&E Murgatroyd stores; Roe Lane and Cambridge Road in Southport, neighbouring Birkdale, Warton near Lytham in Lancashire and Murton in the North East of England.

The onset of the COVID-19 pandemic saw a significant move to 'local shopping'. Cautious customers preferred to visit their local convenience store, rather than enter large supermarkets and this shopping behaviour saw store and butchery counter sales literally double overnight. Massive increases in customer demand required an increase in product preparation from the butchery teams and this involved trying to obtain raw materials in the midst of a huge surge in demand across all food retail. More product needed to be cut, marinated, cooked (ready meals) and packed in a timely manner, to meet customer expectations.



During the pandemic, many people were required to shield as they were identified as being clinically extremely vulnerable. The Graham Eyes team set up a home delivery service, providing products to the homes of those that could not go shopping. This proved to be an incredibly popular service and a great example of the business going the extra mile for their local community.

Early in October 2020, G&E Murgatroyd opened a new store at Tottington, Bury that included a new Graham Eyes butchery counter. This became the sixth G&E site to include the Graham Eyes offer, which has proven very successful, despite significant local competition.



Exciting development plans are in place for the Graham Eyes business throughout 2021. Early in the year, new sites will include butchery counters at the new G&E stores at Maryport in Cumbria, and at Wolsingham, County Durham. With additional sites planned for 2021, many more communities across the north of England are set to benefit from a comprehensive butchery offer.

FIND OUT MORE - WWW.GRAHAMEYESBUTCHERS.CO.UK

Fazila and her team have been working on an impressive new website, designed to showcase the company's mouth-watering products, career opportunities and site facilities. With pages clearly outlining the brand's history, ethos and fantastic range of products on offer, the new website highlights the brand's renewed marketing strategy. Due to launch early in the spring, the new website is also supported by three Fazila Foods social media accounts: Facebook, Twitter and Instagram.



A spectacular new vehicle livery has also launched, guaranteed to catch customers' attention and highlight Fazilas' colourful branding. If you see the van out and about across the North West, do send a photo to digital@jameshall.co.uk or tag Fazila Foods on social media.



Fazilas and Clayton Park Bakery joined forces in 2020, working together to share customer contacts, drive new product development and offer customers a wider range of products.

Barry Thomas, Founder and Managing Director of Clayton Park said: "We are very excited about bringing Fazilas authentic range into our product portfolio. I am sure we can provide some unique recipes that will help both businesses to develop van sales and strengthen our businesses in the market."



Fazila Malek, Founder and Managing Director of Fazila Foods said: "The partnership of Fazila Foods and Clayton Park Bakery is a true meeting of East and West, and this is reflected in the products we are offering. It's a fusion in every sense of the word."

Fazilas also supported a charity fundraiser for the Green Gate Trust's Yemen Aid Convoy by donating Fazilas curries and rice portions for volunteers at the charity's fundraising car wash to enjoy.



Find out about the latest news and product developments from Fazila Foods by following @FazilaFoods on Facebook, Twitter and Instagram.

NECS SPAR KENTON

North East Convenience Stores were delighted to introduce customers to a SPARKling new store at SPAR Kenton in January 2021, after a full refurbishment at the suburban store in Kenton, Newcastle.

In addition to a bright new modern interior, SPAR Kenton now offers a refreshed range of fruit and vegetables with more space for chilled wines and beers, flowers, greeting cards, stationery and toys. Customers also now benefit from a craft beers section and Tango Ice Blast machine. At the



time of writing, NECS also have plans to refurbish SPAR Owton Manor and SPAR Howden.



IAN RETIRES AFTER 53 YEARS WITH SPAR



Peter Dodding, Sales and Marketing Director at James Hall & Co. said, "Ian has always been highly respected by his fellow retailers and Guild Committee members. His passion for retail has certainly kept us on our toes at James Hall & Co., with his detailed feedback, especially in regards to fresh foods. Seeing him with his customers in-store, even on the day of

Ian Procter, the Northern Guild's longest serving committee member, has retired after 53 years with SPAR.

Ian's father became a SPAR retailer in 1968, with Ian taking over the reins in 1970, alongside his brother. Later joined by his daughter, Susan, who managed the Post Office at SPAR Aspull, convenience retailing has remained a key part of the Procter family for an incredible 69 years.

In 1979, Ian purchased a second convenience store in Kitt Green, Wigan, joining the Northern Guild as a committee member in 1994. Ian has been instrumental in shaping change and development across the Northern Guild and will be missed by many.

handover, showed how much he was loved in his local community, a community he has supported with passion and pride. We wish Ian, and his wife Sylvia, a happy and healthy retirement."

The Procter family sold SPAR Kitt Green to James Hall & Co. in 2011, and have subsequently sold SPAR Aspull to another independent retailer who plans to continue the village's long found history with SPAR. Ian is looking forward to spending quality time with his family, enjoying his garden and visiting Ireland when he can.



SPECIAL RECOGNITION AWARD

Congratulations to Joseph Richardson who was awarded the 'Special Recognition' prize at the Forecourt Trader Awards 2020.

Recognised for transforming the family business from turning over £15m to £50m+, this award celebrates retailers who are "setting standards in the industry, blazing a trail, and displaying ingenuity and success in adversity."

£75K BOOST FOR THREE NORTH WEST CHARITIES

Lawrence Hunt & Co Ltd, a Lancashire family business operating 26 SPAR stores in the North West, has donated £25,000 each to Cash for Kids, St Catherine's Hospice and St John's Hospice.

In a positive move for the community, the independent SPAR retailer encouraged the general public in the area to support local charities after seeing how charities have suffered a loss of fundraising income following the COVID-19 pandemic.



Kevin Hunt, Managing Director of

Lawrence Hunt & Co, said: "We have worked really hard to support our local communities by remaining open and keeping a supply of essential items available for everyone throughout the pandemic. In return we are delighted to support Cash for Kids, St Catherine's Hospice and St John's Hospice. We have supported these three organisations for many years and know the effect COVID-19 has had on their fundraising efforts."

Nikki Thompson, Charity Manager at Cash for Kids, said: "I am so grateful to Kevin and all the staff at Lawrence Hunt SPAR stores for their continued support. The last few months have been the hardest in my ten years at Cash for Kids. Seeing all our fundraising plans and events disappear at the time when we needed help the most has been so difficult. This donation from Lawrence Hunt SPAR stores gives me hope for the future and will make the world of difference to us and the children we support."

Emma Jacovelli, Head of Community Engagement at St Catherine's Hospice said: "We're overwhelmed with the generosity of this fantastic donation, which is all the more appreciated given the unprecedented climate we're operating in at the moment. We've lost valuable income from fundraising events, our shops and our cafe, The Mill, over the past five months, but the demand for our services for patients and families remains as high as ever. Thank you."

STORE MANAGER OF THE YEAR

Clare Hale, Store Manager at SPAR Cleary Kexborough, has won the coveted 'Store Manager of the Year' award in the Retail Industry Awards 2020.

Clare regularly goes above and beyond to support and engage her team, and one judge described her as "just absolutely fantastic!" Clare was absolutely over the moon to win this award and thanked her team for their support and hard work.



VEGAN, VEGGIE AND GLUTEN FREE!



The number of new vegan products entering the UK market has increased by 128% since 2018*, with many customers looking for ways to reduce their meat intake, carbon footprint or avoid certain ingredients in their diet. To provide these customers with lighter, free-from options, James Hall & Co. launched eight new delicious lunchtime flavours, with three vegetarian, two vegan and three gluten free options.

Peter Dodding, Sales and Marketing Director at James Hall & Co., said "Complementing our current sandwich and wraps range, these new delicious flavours will offer customers the very latest in on-trend lunchtime options. James Hall & Co. launched its first vegan and vegetarian range in February 2019, and after a fantastic response from SPAR customers, later extended the range to include vegan and vegetarian salads. The ranges have proved so popular that our new product development team have been focussing on developing the range further and are delighted to introduce eight new flavours for 2021."

**UK demand for new vegan foods", The Guardian, July 2020

VEGAN:

Onion bhaji and Bombay potato wrap, and a vegan cheese salad wrap.

VEGETARIAN:

Falafel and red pepper hummus wrap; spicy dahl wrap with sweet mango chutney; and a BBQ Jack-fruit and coleslaw wrap.

GLUTEN FREE:

Egg mayonnaise and mustard cress on a gluten free roll; Tuna and sweetcorn on a gluten free roll; and Chicken tandoori on a gluten free wrap.



£400,000 FUNDRAISING MILESTONE!

James Hall & Co. has celebrated a charity milestone having raised £400,000 for end of life care charity, Marie Curie. Launched in March 2017, the partnership has seen staff across the company and SPAR stores across the north of England host in-store fundraising activities, sponsored challenges, automatic product donations and deliver products donations from the company's wholesale warehouse.

Great Tea Party, Halloween, Go Yellow Week and our SPARKle festive fundraising fortnight. As a company, we donate a percentage of sale from



Michelle Martin, Director of Development and Communities at Marie Curie, said: "On behalf of everyone at Marie Curie, I would like to thank James Hall & Co. for their incredible support and dedication. This is a tremendous milestone to reach and allows us to continue caring and supporting people living with a terminal illness and their loved ones. Without the support of partners like James Hall & Co., we simply would not be able to support as many families as we do."



Peter Dodding, Sales and Marketing Director at James Hall & Co. said "Staff from our SPAR stores, warehouse depot and network of

independent SPAR retailers have proudly supported fundraising activities over the past three years, including The Great Daffodil Appeal, Blooming

every SPAR sandwich sold in a north of England SPAR store, and a percentage of sale from products such as daffodil bunches and cupcakes during Marie Curie's flagship fundraising events like The Great Daffodil Appeal."

Peter added, "Despite the challenges of COVID-19, staff have been determined to do all they can to support Marie Curie and continue to host creative and enjoyable in-store fundraising activities. We are absolutely delighted to have hit the £400,000 milestone and look forward to continuing our partnership."



CRISIS
 DEPRESSION
 RELATIONSHIP
 ISSUES
 ANXIOUS
 LEGAL
 REDUNDANCY
 MONEY
 WORRIES
 PERSONAL
 ISSUES
 CARING
 BEREAVEMENT
 LONELY
 ILL
 DIVORCE
 STRESS
 RENT
 ARREARS

TURN TO GROCERYAID

We understand that problems can arise at any time, leaving you struggling emotionally and financially.

If you or your partner work, or have worked in any part of the grocery industry you are eligible for our help.

We offer free emotional support and advice on many problems including mental health issues, finance and debt worries, relationship breakdowns, legal questions and carers support.

We may also consider financial assistance. Each application is individually assessed based on your circumstances.

GroceryAid is the trading name of the National Grocers Benevolent Fund. A Registered Charity Reg. No 1095897 (England and Wales) & SC039255 (Scotland). A company limited by guarantee registered in England and Wales No 04620683.

HOW TO GET HELP

The Freephone Helpline is available 24/7 on **08088 021 122**

Or visit www.groceryaid.org.uk for Live Chat

Since October...

202,758
items of PPE delivered

over 3,400
shifts made possible

30,600
hours of care delivered

over 660
families supported

Thank you!






Care and support
through terminal illness

202,700 PIECES OF PPE DELIVERED TO MARIE CURIE COMMUNITY NURSES

Between October 2020 and January 2021, James Hall & Co. delivered over 202,700 pieces of PPE (personal protective equipment) to Marie Curie nurses working across the north of England.

Working with independent SPAR retailers and company owned stores, a month's supply of PPE is delivered to a designated SPAR store, which is usually less than three miles from each Marie Curie nurse's home address.

Allowing the nurses to collect PPE from their local SPAR store has not only saved the charity valuable time and money in distribution costs, but has helped over 3,400 shifts to take place, and enabled 660 UK families to receive care from a specially trained Marie Curie nurse.

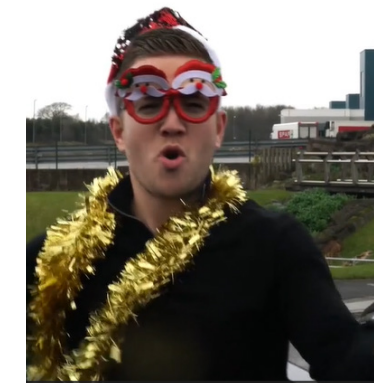
Peter Dodding, Sales and Marketing Director at James Hall & Co. said "Marie Curie Nurses play an integral role in the community and we are absolutely delighted that we can help save time and money for the charity. Thank you to independent SPAR retailers and staff who have worked on this initiative, your help has made a real difference at a very difficult time."



FESTIVE FUNDRAISING RAISES £26,670!

Staff from across the company got into the festive FUNdraising spirit throughout November and December, raising a phenomenal £26,670 for Marie Curie.

G&E Murgatroyd SPAR stores raised £24,839 through a dedicated 'SPARKle' fundraising fortnight. Despite all the challenges of COVID-19, staff were determined to spread festive cheer and raise as much money as possible for Marie Curie, hosting raffles and colouring competitions, selling homemade Christmas cards and bags of reindeer treats.



Staff at Bowland View also got involved by filming a festive fundraising video featuring plenty of tinsel and reindeer antlers to connect virtual teams across the business, spread festive cheer and raise funds for Marie Curie. In addition, a Mince Pie Friday and virtual Christmas Jumper Day helped to raise £1,831 through the company's Just Giving page.

Nurses at Marie Curie's Newcastle Hospice enjoyed festive donations of SPAR sandwiches, prosecco, hand cream, chocolates and handwritten SPAR Christmas cards for patients staying in the hospice over Christmas.



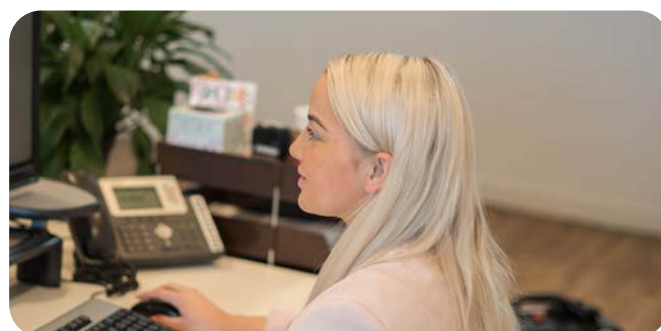
Care and support
through terminal illness

WHY NOT TAKE PART IN A 2021 FUNDRAISING CHALLENGE?

A fantastic way to challenge yourself, get fit and raise money for Marie Curie. There are dozens of organised challenge events and fundraising ideas on Marie Curie's website - www.mariecurie.org.uk

Keep us in the loop by emailing jameshall@mariecurie.org.uk

STAYING CONNECTED THROUGH PEOPLE ZONE



The year of 2020 was difficult for everyone with many people isolating at various times during the year, or working from home. This meant that employees struggled to access resources they would usually have access to in their normal working routine.

Building on the success of the Training Academy Programme (TAP) the Learning & Development team at James Hall saw a great opportunity to support employees across all Company Divisions by providing a self-service employee portal that would provide employees in every area of the business with remote access to everything they could need.



The team prioritised the development of the system during the summer, building an all-encompassing platform that hosts Company Policies, Communications & Briefings, Employee Benefits, and access to relevant,

engaging learning content.

PEOPLE Zone was released to all Company employees on the 7th September 2020, with exciting new features and a brand new look. Chris Chadford, Learning & Development Manager, said "During 2020, the peak in demand, and the increase of employees isolating meant that our teams couldn't always access the content they needed when they wanted; we saw this as a great opportunity to enhance our employee offer and provide everything that an employee could need in one platform.

PEOPLE Zone provides employees access to benefits, up to date communications and all the Company policies & procedures which are applicable to their job roles. We're really pleased with the feedback we've had, it's making a huge difference to our employees and we've seen usage increase by over 30% over the last few months". Chris went on to say that "We are continuing to add new and exciting content to the site which will help our teams learn new skills whilst also providing them with the resources and tools they need to perform in their roles".



TAP – INDEPENDENT RETAILERS

The Training Team continues to develop and offer a wide range of courses and modules available on the Independent TAP site. During 2020, the team released over 9 brand new modules, and welcomed over 20 new Independent retail stores to the programme. Independent retailers can continue to register for the programme and can still take advantage of Food Safety & Licensing Courses with an all-inclusive cost.

Chris Chadford, Learning & Development Manager at James Hall said "Times are certainly difficult and we face unprecedented challenges, however we must continue to ensure that our stores are compliant and trade safely, within the law. Our TAP package, is a multi-functional learning system that provides our Independent Retailers with a bespoke variety of learning modules. Our retailers can choose modules which are relevant for their business, access free training courses and be rest-assured in knowing their staff are trained to meet the necessary legislation, including the latest updates to legislation such as Lottery age restrictions and Natasha's Law."

CYCLE TO WORK SCHEME

As part of the Company's commitment to corporate social responsibility, James Hall & Co. launched a new Cycle to Work scheme on Monday 19th October 2020.

The aim of the scheme was to encourage healthy lifestyles and to help staff purchase a new bike or cycle accessory, with the option to spread the cost over a 12 month period and benefit from a saving of up to 39% off the original cost. Available from over 2,000 retailers, the scheme allows the purchase of any type of bike, clothing, part or accessory.

Log onto PEOPLE Zone to check if you are eligible, find out more and learn how to apply.



If you suffer from anxiety or low moods, why not try Woebot, an automated conversational agent (chatbot) which allows you to access 'in the moment' emotional support 24/7.

Recommended by the NHS and Grocery Aid, Woebot allows you to track your mood, keep a gratitude journal, identify patterns and give insight into particular issues or concerns that you may not have realised were causing emotional reactions. Woebot can teach you techniques and tools such as cognitive behavioural therapies or breathing exercises.

Download the Woebot app from your smart phone's app store and register with the code 'groceryaid1'.

This service is entirely confidential and free of charge.

KINDRED BENEFITS

Kindred is a website which allows you to get the latest gifts, gadgets, clothing and services at discounted rates, whilst also earning cashback for you – and for charity!

Being an employee in the James Hall Group of Companies allows you to take advantage of great discounts and services offered in partnership with Kindred across many famous brands including Apple, Timberland, New Look, Hollister, H. Samuel, The Body Shop plus many more.

Access Kindred quickly and easily through the benefits section on PEOPLE Zone, or alternatively through the website at... W

<https://kindred.co/extension/jameshall>





FEELING OVERWHELMED BY STRESS?

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