

NEWS & FOOD REPORT

MARCH 2015

Communicating Information on the Food Distribution System • Official Publication of NH Grocers Association



Promoting Preparedness Is Good For Business

See story on page 14



**2015-2016
Legislative Review**
Pages 8-11

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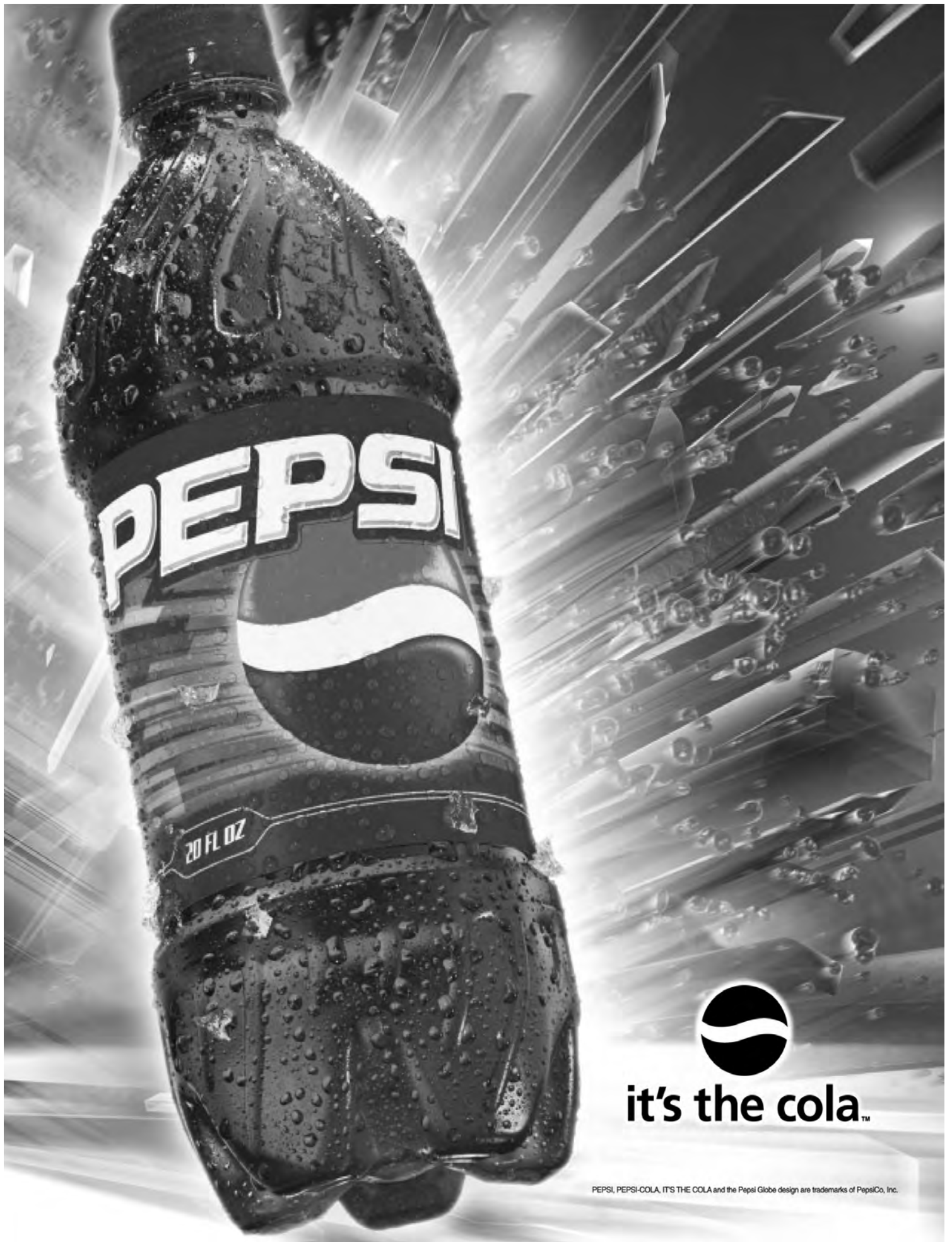
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MARK YOUR CALENDAR

April 23, 2015	NOTE: DATE CHANGE	NHGA Government Relations Day
April 15-16, 2015		Day in Washington Supermarket Industry Fly-in
June		NHGA Day at the Seacoast

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To Keep The Membership Informed:

NHGA maintains a collaborative relationship with numerous state, regional and national organizations including Food Marketing Institute, National Association of Convenience Stores, National Grocers Association, United INDUSTRY for Recycling, Food Research Society, Grocery Manufacturers of America, NH Food Bank, Food Industry Assoc. Executives and Food Trade Press

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Be Aware – Be Proactive

With all of the recent snow storms, all businesses need to be aware fast moving changes. With respect to weather conditions, NHGA established several years ago an industry specific Emergency Operations Center (EOC) that collaborates with New Hampshire's Homeland Security and the Bureau of Emergency Management. Emergency Management is responsible for coordinating the State's response to major disasters.

To say the least this year, so far, has been the most active for weather conditions and the impact it has on the entire food industry. Through our ALERT! communications, every segment of the food and beverage industry, regardless of membership can have access to the latest weather conditions, road conditions and closures, power outages and related safety information. Anyone not receiving the reports only needs to contact NHGA to be added to the list. This free service also offers the opportunity to call in situations, as they happen, for assistance from any public or private company or agency.

As important as immediate access to weather related information is, one should not lose sight of government activities. In New Hampshire, NHGA is tracking over 100 legislative bills and remains vocal in representing the interest the entire food and beverage industries for producer, to wholesaler to retailer. Our State House lobbyist issues, for our members, a weekly update on bills and provides a follow-up conference call to provide more detail or answer any questions. This is meant to assist businesses in being aware of potential changes. It also requires that you become engaged in the process, by knowing and talking to your elected officials, writing letters, speaking with customers and attending Public Hearings to show your support or opposition these Bills.

Awareness also extends to Congressional action. We are fortunate to pass along the information and resources of numerous national trade associations. However, here too, all of us need to support them. Our industry cannot rely only on the Nightly News for our information. We need to be diligent in understanding what will be impacting our business and what we have to do stop harmful laws and regulations from being enacted.

To address all of these issues, the next few months are a very important. For convenience store, NACS will be in Washington from March 2nd to 4th for their Government Relations Conference. April 15th and 16th independent and chain stores will converge on Washington through a joint meeting of several food trade groups.

Back in New Hampshire, NHGA will be hosting the highly regarded Government Relations Day in Concord on Thursday, April 23rd. This is a unique opportunity to hear from the Governor, key Legislators and state agency officials. It is an opportunity to listen to their concerns and have them learn about of yours. However, nothing mentioned above will happen, unless you contact NHGA and make to commitment to be proactive.



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The State We Are In

By Stuart D. Trachy



Governor Maggie Hassan's budget proposal has been rolled out and is now in the hands of the House Finance Committee. Given the political makeup of the committee, it is a safe bet that her plan will be altered considerably, and may not be very recognizable.

Of particular interest to NH Grocers Association is the increase in the cigarette tax, up 21 cents if the Governor gets her way. Currently New Hampshire's per pack tax is \$1.78 and this would bring it to \$1.99 per pack. If this went into effect, gone would be a major cross border advantage with Maine, currently at \$2.00 per pack. Massachusetts currently taxes cigarettes at \$3.51 per pack, and Vermont is \$2.62.

As John Dumais has said over and over, it is not just the cross border sales of cigarettes that New Hampshire retailers and the State of New Hampshire should be concerned about. If people stop coming to the state for their cigarettes because it is not worth the trip, the state will also lose out on collateral sales of beer, liquor, gasoline, lottery tickets, etc.

Republican leaders in the House and Senate have given that proposal a thumbs down, and as the budget process goes along, it is hoped that the opposition continues to stand firm.

Other major sources of additional revenue are Hassan's proposal to increase auto registration fees by 35% (also unlikely to be approved), as well establishing legal Keno with 250 licenses.

The move to allow on and off premise liquor licensees to sell refillable growlers (craft or specialty beer on tap) has once again hit a roadblock. Beer manufacturers have been concerned about the proposal, citing concerns about lack of control over quality. The bill that is pending, House Bill 554, would have allowed manufacturers to opt out of letting licensees fill growlers with their products, but there are other concerns, however unfounded, that are coming into play here.

Another battle playing out in the House Commerce Committee is whether the legislature should eliminate the current \$3,000. minimum grocery inventory required of off-premise licensees. Specialty beer retailers have complained about the need to carry grocery items in their stores. NHGA has argued for the inventory, and have even recommended that the amount should be increased to reflect inflationary increases. While there may be some compromise reached to recognize a different type of grocery product, we would just as soon see HB 114 be killed.

The NH House heard the concerns of those who collect the state's 9% meals and rental tax for the State of NH. Licensees who rent cars, sell food (mostly in restaurants, but in some grocery stores as well) and rent rooms in hotels/motels, are currently compensated for collecting the tax for the State. These tax collectors are eligible to a commission of 3% of the tax if they submit the payments in a timely manner and do so electronically. The full House killed House Bill 576, which would have done away with the commission and added about \$8 million to the state coffers each year.

The House and Senate take the last week in February off, and then have the month of March to dispose of their bills, the surviving ones going to the other body after cross-over, April 2nd. It is amazing the speed in which legislators deal with over 900 pieces of legislation in just over 5 months.

Get the latest Legislative and Regulatory updates from Stuart every Friday by e-mail and live call-in conference calls each Monday morning. Access even more information at the website www.grocers.org or Facebook/NHGA. All of these benefits are for members at no additional cost.

NHGA Legislative Report 2015-2016

Bill	Title	Sponsor	Status
HB 554	Relative to sales of beer in refillable containers (authorizes the sale of beer in refillable containers. This bill was requested by commission to study the sale of beer in refillable containers established in RSA 176:19)	Williams, Kermit	Committee executive session Tuesday, March 3, 2015, 1:00 PM, 302 LOB
HB 219	Relative to uses of the electronic benefit transfer (EBT) cards (prohibits the use of EBT cards in business that primarily engage in body piercing, branding, or tattooing; cigar stores and smoke shops; and marijuana dispensaries. The bill also requires the department of health and human services to establish an education program relative to the use of EBT cards and requires the department to report on the effectiveness of electronic blocking of EBT cards at prohibited locations)	McMahon, Charles	Passed the House 2/11/15
HB 429	Reviving the commission to review and consider alcoholic beverage manufacturing processes and retail sales at manufacturing facilities (revives the commission to review and consider alcoholic beverage manufacturing processes and retail sales at manufacturing facilities, which was repealed November 1, 2014. This bill was requested by the commission to review and consider alcoholic beverage manufacturing processes and retail sales at manufacturing facilities established by RSA 175:9)	Rice, Fred	Committee executive session Tuesday, March 3, 2015, 1:00 PM, 302 LOB
HB 550	Relative to the administration of the tobacco tax (makes a variety of changes to the tobacco tax laws, including changing and adding certain definitions and removing references to metering machines. This bill clarifies activities which constitute unauthorized sales of tobacco products. The bill also adds records of tobacco stamps sold and tobacco products distributed to required taxpayer records)	Ober, Russell	Before the House 3/4/15 with a recommendation the bill pass. 19-0 vote.
HB 114	Relative to grocery sales by stores licensed to sell alcoholic beverages (eliminates minimum grocery inventory language from the definition of "grocery or convenience store")	Murphy, Keith	Committee executive session Tuesday, March 3, 2015, 1:00 PM, 302 LOB
HB 585	Relative to fines for violations of alcoholic beverage laws (I. Establishes a penalty assessment for violation of alcoholic beverage laws. II. Eliminates payments to counties and towns from fines for violations of alcoholic beverage laws)	Cushing, Renny	Ways & Means Exec. Session 3/3/15, 10:00, 202 LOB
HB 660	Relative to small farms and farm stands (exempts small farms and farm stands from certain laws)	Kurk, Neal	Exec. Session 3/2/15, 10:00, 303 LOB
HB 200	Defining "farm stand" (defines "farm stand" for purposes of statutory construction)	Brown, Rebecca	Executive session 3/2/15, 10:00, 303 LOB
SB 216	Relative to the sales on premises of beverage manufacturers and nano breweries (allows a beverage manufacturer or nano brewery to sell beverages for consumption on its premises without serving food)	Boutin, David	Hearing 2/5/15, 2:20, 100 SH
SB 99	Establishing a committee to study allowing the sampling of beer or wine at farmer's markets	Feltes, Dan	Passed the Senate 1/29/15 with amendment
SB 169	Relative to permissible uses of electronic benefit transfer (EBT) cards (expands restrictions on the use of EBT cards. The bill also directs the department of health and human services to report on the adoption and implementation of restrictions on the use of EBT cards)	Forrester, Jeanie	
SB 35	Relative to the definition of wine- fortified (removes the word "grape" from the definition of wine-fortified)	Carson, Sharon	Passed the Senate 1/29/15
HB 197	Relative to sales and samples provided by wine manufacturers (allows a wine manufacturer licensee to charge for samples provided to visitors at its facility. This bill also authorizes the wine manufacturer to conduct sampling and retail sales at locations other than its manufacturing facility)	Hansen, Peter	Committee executive session Tuesday, March 3, 2015, 1:00 PM, 302 LOB
SB 93	NEW TITLE: Relative to the definition of beverage	Sanborn, Andy	Passed the Senate 2/12/15 with amendment
SB 196	Appropriating funds to the department of environmental services for the purpose of funding eligible water supply land protection costs under the state aid grant program	Fuller Clark, Martha	Tabled in the Senate 2/12/15
HB 366	Relative to the alcohol percentage used to classify beverages	Hunt, John	Exec. Session 3/3/15, 1:00, 302 LOB

Bill	Title	Sponsor	Status
HB 428	Relative to NH products sold by the liquor commission (modifies the requirement that the liquor commission purchase and list for sale New Hampshire products (wine and spirits). This bill was requested by the commission to review and consider alcoholic beverage manufacturing processes and retail sales at manufacturing facilities established by RSA 175:9)	Rice, Fred	Committee executive session Tuesday, March 3, 2015, 1:00 PM, 302 LOB
SB 106	Restricting the sale or possession of synthetic drugs (prohibits the sale, use, or possession of synthetic drugs in this state. The bill also requires the governor's commission on alcohol and drug abuse prevention, treatment, and recovery to make recommendations for public awareness and education on the dangers of synthetic drugs)	Kelly, Molly	Passed the Senate 2/12/15 with amendment
HB 391	Applying the E911 surcharge to prepaid cellular telephones	Introne, Robert	Hearing 2/12/15, 4:00, 304 LOB
HB 187	Relative to information sharing for enforcement of the tobacco tax and relative to the biennial adjustment of the filing threshold for the business enterprise tax (permits the sharing of information between the department of revenue administration and the liquor commission's division of enforcement for purposes of enforcement of the tobacco tax. Also sets formula for BET filing formula. Request of DRA)	Major, Norman	Before the House 3/4/15 with a recommendation the bill pass. 18-0 vote.
SB 199	Including prepaid communications services as taxable under the communications services tax	D'Allesandro, Lou	Before the Senate 3/5/15 with a recommendation the bill be killed
HB 477	Relative to workers' compensation benefits and establishing payment schedules (changes the weekly compensation for temporary total disability, permanent total disability, and temporary partial and permanent partial disability. This bill also requires the labor commissioner to establish medical payment schedules)	Flanagan, Jack	Retained in committee.
HB 450	Relative to the definition of employee for purposes of workers' compensation and establishing a commission to study and make recommendations for a common definition of employee (exempts any employer that relies in good faith on a written determination of the department of labor that an individual is not an employee from certain interest or late fees under RSA 282-A:141 and RSA 282-A:142)	Murphy, Keith	Hearing 2/3/15, 2:00, 307 LOB
HB 409	Banning corn-based ethanol as an additive to gasoline in NH (bans manufactured corn-based ethanol for use in gasoline. This bill also bans the sale of gasoline containing corn-based ethanol as an additive in New Hampshire)	Pitre, Joseph	Before the House 3/4/15 with a recommendation the bill be killed. 17-1 vote.
HB 365	Prohibiting an employer from using credit history in employment decisions (establishes the Employee Credit Privacy Protection Act which prohibits employers from using credit history in employment decisions)	Cushing, Rene	Exec. Session 3/3/15, 10:15, 307 LOB
HB 122	Relative to advertising of liquor or beverages (modifies the prohibition on advertisements of alcoholic beverages referencing minors)	Murphy, Keith	Committee executive session Tuesday, March 3, 2015, 1:00 PM, 302 LOB
HB 411	Repealing laws relative to the payment of subminimum wages to persons with disabilities (prohibits employers from employing individuals with disabilities at an hourly rate lower than the federal minimum wage except for practical experience or training programs)	Ley, Douglas	Hearing 2/10/15, 10:15, 307 LOB
SB 189	Relative to liquor manufacturers (requires that all liquor manufacturer licensees ferment and distill liquor from raw materials and expands their authority to sell their products)	Bradley, Jeb	
HB 267	Requiring employers to verify an employee's eligibility to work in the US	Duarte, Joe	Hearing 1/28/15, 11:00, 307 LOB
HB 177	Relative to sales for consumption on premise of beverage manufacturers (allows a beverage manufacturer to sell beverages for consumption on its premises)	Hunt, John	Committee executive session Tuesday, March 3, 2015, 1:00 PM, 302 LOB
HB 594	Establishing keno	Ober, Lynn	Ways & Means Exec. Session 3/3/15, 10:00, 202 LOB
HB 392	Relative to the minimum hourly wage (establishes a state minimum hourly wage to be adjusted by the cost of living index)	White, Andrew	Hearing 2/10/15, 1:00, Reps Hall
HB 687	Relative to redetermining eligibility for Medicaid (requires the department of health and human services to verify income, residency, and identity for purposes of eligibility for Medicaid. The bill requires the department to procure and contract with a vendor to conduct data matches to verify eligibility for medical assistance. The bill grants rulemaking authority to the commissioner of the department of health and human services for the purposes of the bill)	Hess, David	Killed in the House 2/18/15

Taylor's Excellent Adventure



(Photo Top Left): Representing New Hampshire at the NGA National Best Bagger Contest was Darrel Fraser, Assistant Store Manager of Hannaford Supermarket at John E Devine Drive, Manchester; Taylor Marcoux, New Hampshire State Best Bagger and Heather Thompson Paquette, Hannaford Supermarkets, Delhaize America Vice President, Retail Operations, Eastern Division. (Photo Bottom Left): Taylor Taking the stage. (Photo Top Right): National Grocers Association Best Bagger Contest brought together 25 contestants who competed for the title and bragging rights of National Best Bagger.



New Hampshire State Best Bagger Taylor Marcoux of Hannaford in Manchester did us proud as he competed for the coveted National Best Bagger title and \$10,000. on February 8th in Las Vegas. David Tochinskiy of Rosauers Supermarket in Spokane, Wash., claimed the title of the National Grocers Association Best Bagger Champion. Tochinskiy was awarded a \$10,000 grand prize and a "Golden Grocery Bag" trophy.

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Bill	Title	Sponsor	Status
HB 601	Relative to cash dispensing machine requirements (removes the requirement that operators of cash dispensing machines notify the banking commission of the operation of cash dispensing machines)	Schleien, Eric	Exec. Session 3/3/15, 1:00, 302 LOB
	Relative to the rate of the business profits tax	Spillane, James	Exec. Session 3/3/15, 10:00, 202 LOB
HB 128	Authorizing individuals and certain businesses to purchase health insurance from out-of-state companies	McClarren, Donald	Work session 1/21/15, 9:00
SB 3	Relative to payment for reasonable value of services (requires the insurance department to set rates for payment for medical services necessary for the treatment of injured workers under workers' compensation)	Daniels, Gary	Hearing 2/10/15, 2:00, 100 SH
SB 2	Reducing the rate of the business profits tax (reduces the rate of the business enterprise tax over a 3-year period)	Sanborn, Andy	Before the Senate 3/5/15 with a recommendation the bill pass with amendment
HB 684	Increasing the minimum wage	Cilley, Jackie	Exec. Session 3/3/15, 10:15, 307 LOB
HB 361	Relative to the definition of "employee" (modifies the definition of "employee" to exclude persons who work exclusively at home via the Internet for online business activities)	Infantine, Will	Exec. Session 3/2/15, 10:15, 307 LOB
HB 559	Relative to vehicle registration by entities doing business in NH (requires nonresident business entities to register certain vehicles in New Hampshire. This bill was requested by the department of safety)	Hinch, Richard	Before the House 3/4/15 with a recommendation the bill pass. 15-0 vote.
HB 673	Establishing a sales and use tax (imposes a 2.25 percent retail sales tax. The bill also imposes a 2.25 percent use tax on the use or storage of property in New Hampshire when no sales tax has been paid. Use tax is imposed, for example, when a New Hampshire business buys property out of state tax-free and uses it in New Hampshire. It also applies when a business makes personal use of property that it has purchased for resale or has manufactured for sale)	Shattuck, Gilman	Exec. Session 3/3/15, 10:00, 202 LOB
SB 24	Relative to blanket accident and health insurance (clarifies the definition relating to blanket accident and health insurance. This bill also adds certain policyholders which may be covered by blanket accident and health insurance)	D'Allesandro, Lou	Killed in the Senate 2/12/15
SB 261	Establishing a state minimum hourly wage	Soucy, Donna	Hearing 3/3/15, 2:05, 103 SH
HB 668	Relative to expense deductions under the business profits tax	Sanborn, Laurie	Retained in committee.
HB 686	Establishing a single payer health care system and making an appropriation therefor	McNamara, Richard	Killed in the House 2/18/15
HB 1	Making appropriations for the expenses of certain departments of the state for fiscal years ending June 30, 2016 and June 30, 2017	Kurk, Neal	Hearing 3/5/15, 4:00, Rep's Hall. 3/9/15, Kennet High School, North Conway, 5:00-8:00 PM. 3/9/15, Derry Town Hall, 5:00-8:00 PM.
HB 600	Relative to paid sick leave for employees (requires employers to provide paid sick leave for employees)	Gile, Mary Stuart	Exec. Session 3/3/15, 10:15, 307 LOB
HB 2	Relative to state fees, funds, revenues, and expenditures	Kurk, Neal	Hearing 3/5/15, 4:00, Rep's Hall. 3/9/15, Kennet High School, North Conway, 5:00-8:00 PM. 3/9/15, Derry Town Hall, 5:00-8:00 PM.
HB 381	Allowing a liquor manufacturer to be issued an on-premise license	McConkey, Mark	Exec. Session 3/3/15, 1:00, 302 LOB
SB 113	Relative to video lottery and table gaming (gambling bill providing for two casinos)	D'Allesandro, Lou	Hearing 2/17/15, 9:00, Rep's Hall
SB 238	Relative to the workers' compensation appeals board (adjusts the size of the workers' compensation appeals board and raises the per diem amount of compensation for its members)	Fuller Clark	Hearing 2/18/15, 10:30, 101 LOB
HB 163	Raising the minimum wage	Robertson, Timothy	Committee executive session Tuesday, March 3, 2015, 1:00 PM, 302 LOB

Snow Day 2015 a Huge Success for All

The N. H. Food Industries Education Foundation's Snow Day 2015 was one of the best gatherings ever. The event is annually held at the Bretton Woods Ski Area with overnight accommodations at the Omni Mt. Washington Hotel. Activities are always planned for the Tuesday of school vacation week. However, this year more families arrived on Sunday to take advantage of NHGA's discounted room rates and ski lift tickets.

On Monday the logistics of the program took place as several vehicles and a commercial truck offered by A&J Trucking, delivered cases of products, promotional signs and over one hundred gifts for raffles and prizes. Meanwhile, Snow Day Committee members were busy organizing the room and checking last minute details.

An early start on Tuesday morning began the final preparations for the gathering.

An impressive number of retailers and wholesalers, along with family and friends, attended this year's event. Over 100 attendees enjoyed an extended menu of breakfast items before heading out for all of the various winter activities. In recent years the number of possibilities has increased. While downhill skiing is

Snow Day 2015 a Huge Success

Continued on page 15



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Grant's Supermarket
Hannaford
Harman's Cheese

Harpoon Brewery
Harvest Market/Vista Foods/Sullys
Hershey
HP Hood
Jeannotte's Market
Jiffy Mart
Kulick's Market
Lepage Bakeries
Lisai's Chester Market
Market Basket
Mt. Grove Coffee
Pepperidge Farms
Polar Beverage
Rite Aid
Route 13
Schroeder Construction Management
The Napoli Group
Utz Chips
Waste Management
White Mountain Distributors
Woodstock Brewing



Snow Day 2015 a Huge Success

Continued from page 14

still the most popular, Snow Boarding, Zip Line tours, kids camp, ski lessons, skating, snowmobiling and tubing also had their followers.

Everyone enjoyed hamburgers and hot dogs for lunch, accompanied with salads and desert items. After skiing the kids were given an opportunity to make their own S'mores, while young and old alike were encouraged to try the "climbing

Wall". After the entire crowd posed for a group photo, each attendee was given a free souvenir photo of themselves and of the group. Next were the Silent Action and an expanded raffle prize drawing.

The day's activities came to a close with a full course Italian dinner buffet. Yet, the fun continued back at the Hotel for the youngsters who joined in the Teddy Bear Hunt through the main and lower levels of the hotel. Each was given a souvenir teddy bear for their efforts. On last event was the ability to watch a

movie, while the adults visited the cave lounge.

Our appreciation is extended to all who contributed or attended this event. The net proceeds of this program (and the UltraViolette Golf Tournament to be held Thursday Sept. 4th) insure enough money is raised each year to award 56-\$1,000 scholarship to our industry's students. With successes like this, the Foundation will be able to continue furthering our youth's education.



Promoting Preparedness Is Good For Business

Helping customers prepare for the first 72 hours following an emergency event encourages sales and saves lives.

“By informing customers about what they should have in their emergency kits and then featuring those items in stores, grocers are performing an important public service,” Homeland Security and Emergency Management (HSEM) Director Perry Plummer said. “Working together, we can increase the chances that residents and visitors will be prepared to sustain themselves for the critical 72 hours following an emergency event when first responders may not be able to reach them quickly. It’s during the first 72 hours that residents will likely need to rely on the items they have on hand to survive. This is why having a well-stocked emergency kit is essential to preparedness.”

HSEM would like to place *Emergency Kit Shopping Lists* with grocers throughout New Hampshire, Plummer said. The lists direct shoppers to purchase items for their emergency kits and also to download NH Alerts, the State’s free emergency alerts mobile app. The lists are printed on 3x5 cards and could be placed in the vicinity of items that customers should have in their emergency kits.

Plummer said that a well-stocked emergency kit will include the following:

- Bottled Water;
- Non-perishable foods;
- NOAA radio;
- Flashlight and Batteries;
- Personal Hygiene items;
- First Aid Kit;
- Whistle;
- Manual can opener;
- Copies of Important Documents;
- Blanket or Towel;
- Change of Clothes;
- Durable waterproof container;
- Generator;
- Prescription medications;
- Pet Food;

As part of its preparedness mission, the New Hampshire Department of Safety has launched the *ReadyNH.gov* campaign to help anyone in New Hampshire stay informed and prepare for before, during and after local emergencies and statewide

disasters, Plummer said. HSEM will customize any materials that have been used as part of this campaign and make them available for in-store use, he said. These materials include radio and television public service announcements and a variety of printed materials (e.g., large and small posters, pass along cards, and static stickers). Additionally, HSEM will create new materials that can be customized to best meet store needs, Plummer said.

“The goal is to get as many people prepared as possible,” Plummer said. “By working together, everyone wins.”

EMERGENCY KIT SHOPPING LIST:



Visit: ReadyNH.gov and download NH Alerts.



ReadyNH.gov
TAKE ACTION. BE SAFE.

**HOMELAND SECURITY
EMERGENCY MANAGEMENT**
ENSURING SAFETY. PROTECTING COMMUNITIES.





DISASTERS CAN HAPPEN ANYWHERE...ANYTIME

GET READY TO RESPOND:

SIGN UP FOR EMERGENCY ALERTS

MAKE A PLAN

BUILD AN EMERGENCY KIT

GET EMERGENCY CONTACT CARDS

Visit ReadyNH.gov to get the tools you need! Be Safe!



ReadyNH.gov
TAKE ACTION. BE SAFE.

**HOMELAND SECURITY
EMERGENCY MANAGEMENT**
ENSURING SAFETY. PROTECTING COMMUNITIES.



NH Food Bank Honors Long-time Advisory Board Member

Carl Provencher, Raymond Hannaford Store Manager, honored for 20 years of service on NH Food Bank Advisory Board

The New Hampshire Food Bank, a program of Catholic Charities NH, honored Carl Provencher for his 20 years of service to the New Hampshire Food Bank at a surprise ceremony at Food Bank headquarters in Manchester on Friday, February 20. Provencher, the Manager of the Hannaford Supermarket in Raymond, has served on the New Hampshire Food Bank Advisory Board since 1995. As part of the ceremony, Hannaford delivered 42,632 pounds of nutritious food to the Food Bank in honor of Provencher's hard work and dedication.

"Carl was with us back when we were located in a 16,000-square-foot facility on West Brook Street, distributing 2.5 million pounds of food in 1995. We have come a long way since then," said Bruce Wilson, NH Food Bank Director of Operations. "Carl has continued to provide guidance as we have evolved and moved into our new 60,000-square-foot facility at 700 East Industrial Park Drive in Manchester. He has seen our distribution numbers increase along with the introduction, growth and continued success of our outreach programs. We continue to be grateful to Carl. He is a true partner and friend to the New Hampshire Food Bank."

"The Advisory Board serves as a support system for the New Hampshire Food Bank," said John Dumais, President and CEO of NH Grocers Association and Co-chairman of the New Hampshire Food Bank Advisory Board.

Provencher was presented with a plaque representing his 20 years of service to the New Hampshire Food Bank.

"The last 20 years have been very special," Provencher said. "It has truly been an honor to work with such an outstanding organization doing great work all over the state. I hope the partnership continues for another 20 years."

Provencher was honored by John Fifield, Hannaford's Director of Operations for Southern New Hampshire, John Dumais and Arthur Sullivan, Co-chairmen, New Hampshire Food Bank Advisory Board, Dominique Rust, COO, Catholic Charities NH, members of Provencher's family, Hannaford Store Managers and staff from the New Hampshire Food Bank.

"Carl's commitment to the Food Bank is a wonderful example of the work so many Hannaford associates do to serve the people of New Hampshire," said John Fifield, Hannaford Director of Operations for the Manchester area. "Volunteer efforts such as his make a real difference for communities across our state. They also make all of us at Hannaford proud."

About the New Hampshire Food Bank

The New Hampshire Food Bank, a program of Catholic Charities New Hampshire, has been working to relieve hunger in the Granite State since 1984. In 2014, as the state's only Food Bank, the New Hampshire Food Bank efficiently procured and distributed over 11 million pounds of food to people in need through more than 400 non-profit registered agencies. For more information about the New Hampshire Food Bank, please visit www.nhfoodbank.org.



The New Hampshire Food Bank honored Carl Provencher on Friday, February 20, for his 20 years of service on the Food Bank Advisory Board. As part of the surprise ceremony, Hannaford donated 42,632 pounds of nutritious food to the Food Bank to honor Provencher, who is the store manager at the Hannaford Supermarket in Raymond. Pictured here, from left to right, Bruce N. Wilson, Director of Operations at NH Food Bank, John Fifield, Hannaford's Director of Operations for Southern NH, Don Provencher, Carl's brother, Christine Provencher, Carl's wife, Carl Provencher, John Dumais, President & CEO, NH Grocers Association and Co-Chairman of NH Food Bank Advisory Board, Arthur Sullivan, Principal Partner, Brady Sullivan Properties, Co-Chairman of NH Food Bank Advisory Board, and Dominique Rust, COO, Catholic Charities NH. Courtesy photo.



NHGA Welcomes New Members

A special welcome goes out to the newest members at NHGA!

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Woburn, MA 01801

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Paul's Choice, Inc

815 Court Street
Keene, NH 03431

Joel Kapelson & Robert Aries

10 Deerwood street
Litchfield, NH 03052

If you have not paid your membership dues why not join these fine businesses today! The Association is your voice in many vital areas that effect your business and you.

For further information call (603) 669-9333.



Don't leave money on the table...

**NHFIEF Scholarship Deadline
is APRIL 1, 2015.
Encourage your employees and
their dependants to apply today.**

grocers.org

Industry Personnel Remembered

Donald P. French

GOFFSTOWN — Died Jan. 14, 2015. Worked for HP Hood. Donations may be made to the American Legion, 35 West Brook St., Manchester, 03101.

Steven J. Tyler

MANCHESTER — Died January 19, 2015. Worked as a machine operator with Coca-Cola Bottling Company. Memorial donations may be made to the charity of one's choice.

Brigett A. Mikkelsen

PORTLAND, Maine — Died Jan. 17, 2015. Worked 30 years for Hannaford Brothers. Donations can be made to a cancer research organization of your choice.

Mary A. Bunnell

MANCHESTER — Died on Jan. 20, 2015. Worked at Genest Bakery and Sandy's Variety. Donations may be made to the charity of one's choice.

John J. Scannell

LONDONDERRY — Died Jan. 21, 2015. Was a commercial truck driver for Fresh Valley Foods in Haverhill, Mass. Donations may be made to the American Cancer Society, 30 Speen St., Framingham, MA 01701.

Henry U. Boissonneau

AMHERST — Died Jan. 24, 2015. Worked at Bellavance Beverage Co. Donations may be made to the Alzheimer's Association of NH, 166 South River Road, No. 210, Bedford, NH 03110, or to the N.H. State Veterans Cemetery, 110 Daniel Webster Highway, Boscawen, NH 03303.

Robert F. Cere Sr.

MANCHESTER — Died Jan. 25, 2015. Worked at Budweiser Brewery in Merrimack. Memorial donations may be made to Parish of the Transfiguration, 107 Alsace St., Manchester, NH 03102

Ralph C. Hudson

LITTLETON — Died Jan. 23, 2015. Worked for Colabro Cheese, in Wells River, Vt. at the creamery in Woodsville. Donations may be made to Fisher House Foundation, 111 Rockville Pike, Suite 420, Rockville, MD 20850-5168

Carolyn E. Shea

HOPKINTON — Died Jan. 25, 2015. Wife of predeceased James P. Shea, former owner of Capitol Distributors Inc. in Concord. Donations may be made to the Concord Regional Visiting Nurses Association (CRVNA), 30 Pillsbury St., Concord, NH 03301, or to the charity of your choice.

Charles M. Wrenn

HOOKSETT — Died Jan. 26, 2015. Worked at Poultry Products from 1976 to 1978.

Marie F. DiMare

LONDONDERRY — Died Jan. 29, 2015. Was the evening manager at Purity Supreme prior to her retirement. Donations may be made to the New Hampshire Catholic Charities, 215 Myrtle St., Manchester, 03104, or to Rockingham VNA and Hospice, Community Relations, Attention: Vivian Brown, Exeter Hospital, 5 Alumni Drive, Exeter, 03833.

Phyllis B. Hunter

TUFTONBORO — Died Feb. 2, 2015. Managed the deli at E. M. Heath's in Center Harbor, and was a cashier at the Melvin Village General Store. Donations may be sent to the Hikers Scholarship Fund or the Tuftonboro Historical Society.



Oral health is important to everyone.

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Northeast Delta Dental is well-known regionally for keeping its promises to its customers and backing them up with a service guarantee. We demonstrate our sense of corporate social responsibility by investing generously in many New Hampshire nonprofits and by awarding grants to New Hampshire oral health initiatives.

Contact Kevin Daigle at NHGA at 603-669-9333 to discuss dental benefits for you and your employees.

Northeast Delta Dental
www.nedelta.com

Hannaford Delivers \$80K Donation to NH Food Bank

Two tractor-trailer loads of food from the supermarket's Hannaford Helps Fight Hunger program delivered to the food bank.

As part of the Hannaford Helps Fight Hunger program, the New Hampshire Food Bank received a donation of more than \$80,000 in food from Hannaford today, consisting of shelf stable items, including pasta, sauce and vegetables. The Buy One, Give One promotion that triggered this company donation is a component of Hannaford Helps Fight Hunger, a partnership between the supermarket and its customers, aimed at providing food and monetary donations to local pantries and regional food banks. Food and monetary donations collected at Hannaford's stores throughout the state are distributed to the agencies that feed the 1 in 9 men, women and children in need throughout New Hampshire.

"Hannaford is thankful that so many of our customers participated in the program to help feed those in need," said Eric Blom, Hannaford company spokesman. "Together, all of us can make a difference in making sure none of our neighbors go hungry."

This donation comes in addition to that made by an anonymous Raymond, NH donor who issued a challenge to shoppers at the Raymond Hannaford's in December with a goal of increasing food donations to the New Hampshire Food Bank. As a result of these donations, the Food Bank has received more than \$110,000 in donations through the Hannaford program in the past three months.

"We are extremely grateful to Hannaford and their customers for partnering with the New Hampshire Food Bank in our fight against hunger," said Mel Gosselin, Executive Director of the New Hampshire Food Bank. "It is truly a team effort to support those in need in our state 365 days a year."

Following the delivery, Hannaford Store Managers spent time highlighting the importance of volunteerism through participation with the New Hampshire Food Bank's donation sorting process, in this case with fresh items also contributed by Hannaford. The New Hampshire Food Bank relies heavily on volunteers to assist with sorting product for distribution to the more than 400 partner agencies throughout the state.

Reprint: Concord Patch

APPLICATIONS NOW BEING ACCEPTED

**for NH Food Industries Education Foundation
SCHOLARSHIP PROGRAM**

SHARE THE NEWS WITH YOUR EMPLOYEES!

DEADLINE IS APRIL!

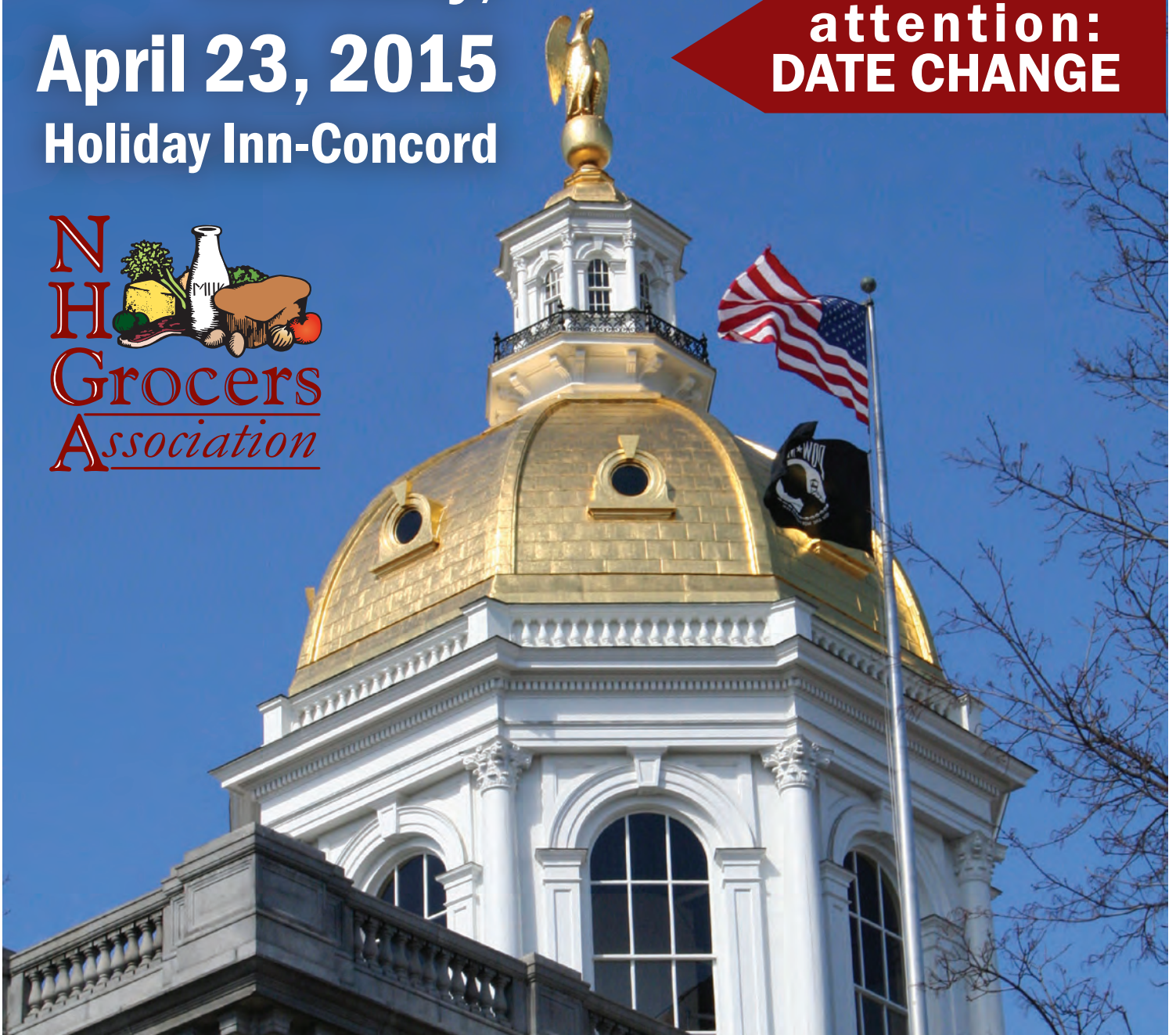
Go to www.grocers.org to apply today.

SAVE THE DATE

GOVERNMENT RELATIONS DAY

**Thursday,
April 23, 2015**
Holiday Inn-Concord

**attention:
DATE CHANGE**



2015 Government Relations Day | APRIL 23

Holiday Inn 172 North Main St., Concord, NH

Registration Form



NH Grocers Association
110 Stark Street
Manchester, NH 03101
Tel: 603-669-9333
TF: 877-669-9333

Step 1 Company Information

Company: _____ Tel: _____

Contact Name: _____ Fax: _____

Address: _____ City/ST/ZIP: _____

Email Address: _____

Step 2 Badge and Registration Information

(Please list all attending. Make additional copies of registration form if necessary.)

	LAST NAME	FIRST NAME	COST \$45 per person
1.			
2.			
3.			
4.			
5.			
6.			
(# of Attendees _____ X \$45 each)			TOTAL PAYMENT \$

Step 3 Registration Payment Information

► By Check:

Make checks payable to NH Grocers Association Check # _____ Check Amt: _____

► By Credit Card:

☐ Visa ☐ Mastercard ☐ Discover ☐ American Express

Card #: _____

Exp. Date: _____ Zip Code: _____ CV2#: _____

Authorized Card User: _____

Step 4 Mail of Fax your completed registration form to:

NH Grocers Association
110 Stark Street, Manchester, NH 03101
Fax: 603-623-1137

WWW.GROCERS.ORG
To download forms or
for more info

2015

Government Relations Day | APRIL 23

Sponsorship Form



NH Grocers Association
 110 Stark Street
 Manchester, NH 03101
 Tel: 603-669-9333
 TF: 877-669-9333

Held in the state capitol at the Holiday Inn 172 North Main Street, Concord, NH 03301

☐ **YES!** I would like to have our company listed as a Government Relations Day Sponsor.

SPONSORSHIP LEVEL: Select your level of participation.

- | | |
|-----------------------------------------------------------------|------------------------------------------------------------------|
| <input type="checkbox"/> Granite Level \$1000 | <input type="checkbox"/> Platinum Level \$6,500 |
| <input type="checkbox"/> Statesman Level \$500 | <input type="checkbox"/> Gold Level \$3,200 |
| <input type="checkbox"/> Guardian Level \$250 | <input type="checkbox"/> Silver Level \$2,500 |
| | <input type="checkbox"/> Bronze Level \$1,500 |

Company Information

Company: _____ Tel: _____

Please List Our Name as: _____

Contact Name: _____ Fax: _____

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Email Address: _____

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Make checks payable to NH Grocers Association Check # _____ Check Amt: _____

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☐ Visa ☐ Mastercard ☐ Discover ☐ American Express

Card #: _____

Exp. Date: _____ Zip Code: _____ CV2#: _____

Authorized Card User: _____

Mail or Fax your completed registration form to:

NH Grocers Association
 110 Stark Street, Manchester, NH 03101
 Fax: 603-623-1137

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 To download forms or
 for more info

When An Employee Needs An Attitude Adjustment

By Bruce Tulgan

When an employee starts seeming like someone with a bad attitude, you need to start talking about that in your regular one-on-one dialogue with that person. Zero in on the negative behaviors, one at a time:

1. Describe the specific words, format, tone and gestures.
2. Connect the behavior with tangible work outcomes.
3. Make reference to the performance requirement or best practice from which the negative behavior deviates.
4. Define the replacement behavior that you will use as a specific performance expectation against which to measure the individual's improvement. Discuss some possible replacement behaviors and then decide on one.
5. Continue to follow up in your ongoing one-on-ones. Pay attention. Monitor, measure and document as best you can. Ask the individual to self-monitor and report to you on progress on a regular basis. Reward success. Do not accept failure.

It is no doubt true that every case is different, especially if one were to really try to understand the inner feelings at the source. The good news is that the inner feelings of each employee are none of your business. Using the outside lens of "communication practices," we've identified in our research

the six most common types of individual attitude problems— aberrant communication habits— that have a negative impact in the workplace. They are:

1. Porcupines

Porcupines want to be left alone with a special vengeance. Their words, tone, and gestures all say: "Get away from me!" Your entreaties will be greeted, at best, with a cold curt response meant to be uninviting of further interaction. Or you might well be received with a stinging word, tone, or gesture. After a few times, you are meant to learn to keep your distance.

2. Entanglers

The opposite of the "porcupine" is what I call an "entangler." Entanglers want everybody else to be involved in their issues, no matter how mundane or idiosyncratic those issues may be. As much as porcupines do not want attention, entanglers want to be noticed, observed, listened to, and engaged. Whatever it is that's going on for the entangler at any given point, the entangler just wants you to share in (or be the audience for) that experience.

3. Debaters

If entanglers are into communication that goes nowhere in particular, debaters always speak as if they have an agenda.

When an Employee Needs and Attitude Adjustment

Continued on page 26



Who wins the New Hampshire Lottery? Everyone.

Our players. Our ticket sellers. And most importantly, our students – the biggest winners of them all.

Since 1964, the New Hampshire Lottery has generated over \$1.6 billion to support public education.

NH Lottery

Over \$1.6 billion to education

nhlottery.com

Unconventional Partners Putting Food Waste to Productive Use

By Jeanne von Zastrow,
Senior Director for Sustainability,
Food Marketing Institute

There is no question that the problem of food waste is a significant issue de jour, as we look to the future and a growing population with reduced natural resources. The food waste challenge has electrified the importance of unconventional partnerships between government, business, NGO's, academia and consumers groups in an imperative to work together on radical collaboration and innovation.

The U.S. Environmental Protection Agency (EPA) recently recognized the accomplishments of participants, including grocery retailers Kroger and Shop Rite of New Jersey, in EPA's Food Recovery Challenge and WasteWise program for reducing food loss by sending good food to the hungry, and by redirecting food waste away from landfill to productive use. The EPA Food Recovery Challenge participants diverted more than 370,000 tons of wasted food away from landfill or incinerators. A number of FMI member companies participate in both these programs, which help retailers calculate, benchmark and better manage food waste.

The Food Waste Reduction Alliance, which includes 24 companies and was created by FMI, GMA and National Restaurant Association, is working alongside EPA, USDA and other strategic advisors towards the same goals:

1. Reduce food lost throughout the supply chain with better management systems;
2. Save good food that would have



been lost and send it to hunger relief; and
3. Redirecting food waste away from landfill to productive use.

Innovations and best practices are documented along with reports benchmarking industry progress on the FWRA website, FoodWasteAlliance.org.

At FMI, increasing donations among food retailers to feed the hungry is a priority, and rescuing food before it is wasted has helped increase donations to Feeding America by 400% over the last 7 years – from 30 million pounds to 1.3 billion pounds.

The USDA estimates that wasted food costs America more than \$165 billion dollars a year, and that the average family of four throws away \$1,600 of food waste each year. There's a lot of activity incubating that will help consumers with reducing food waste. For example, the Natural Resource Defense Council has just partnered with the Ad Council to develop an educational campaign to help consumers reduce food waste. They es-

timate this campaign will received \$90 million in donated media. Consumer groups are beginning to prioritize this issue, and EPA has just completed and is testing a toolkit to help consumers understand, track and reduce food waste.

Because of the courage and commitment of many non-traditional partners to join forces to achieve our common goals of reducing food lost, feeding more hungry people, and sending unavoidable food waste to productive use, the future is a little bit brighter.

APRIL 1 DEADLINE

for

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to apply today.**

**got
news?**

Does your store or company have an event or newsworthy accomplishment you'd like to submit to the News & Food Report?

Submit photos, photo caption and up to 500 word story to: rosanne@grocers.org. Deadline for editorial content is the 15th of each month to be published in the following months issue. Editor reserves the right to edit stories and publish on www.grocers.org

AG New England Open House Expansion Tour Huge Success



Governor Hassan and Senator Ayotte are taken on a special tour of the facility led by Mike Bourgoine, AGNE President/CEO.



Mike Bourgoine, President and CEO of AG New England, Governor Maggie Hassan, US Senator Kelly Ayotte and Thomas Bradbury, AG Board Chairman.

The snowstorm did not put a damper on AG New England's Open House Tour on Saturday, January 24th, 2015 in Pembroke, NH. Despite the weather, it was a great turnout by many employees and local and state officials.

This landmark occasion was an excellent opportunity to showcase AG New England's newly completed expansion project. The tours were split into two sessions – a closed, morning session for dignitaries and an afternoon session for employees and their immediate families.

AG New England broke ground on this important undertaking last spring, with construction being completed prior to the closing of 2014. The expansion includes an impressive 95,300 square-feet of warehouse space, and an additional 10,600 square-feet of office space.

Tours were led by AG New England's Senior Management Team, which included a special tour of the facility for Governor Hassan and Senator Ayotte, led by President/CEO Mike Bourgoine. Other activities of the day included a special appearance by Pembroke Academy's VEX Robotics Team, demonstrations of the Dematic Multi-shuttle automated selection system and numerous points of interest throughout the tour.

To learn more about Associated Grocers of New England, Inc. and its expansion, visit them online at: <http://www.agne.com/>.

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MG Coffee Roasters.....(802)281-4151
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Retailers, if your supplier is not listed here, tell them about the benefits of a NHGA membership. Better yet, let us send them a valuable information packet in your name.



New Hampshire Grocers Association

110 Stark Street, Manchester NH 03101
Toll Free: (877)669-9333 ext. 105 or
Email: kdaigle@grocers.org

When an Employee Needs and Attitude Adjustment

Continued from page 22

Sometimes debaters have a very specific interest or constituency whose perspective they seek to represent, seemingly in every conversation at virtually every turn. In other cases it might be a different issue every day. But it's always something. The debater always has an argument to make.

4. Complainers and

5. Blamers

I treat complainers and blamers together because they are such close cousins. The most important thing the characters have in common is that each points responsibility for problems away from himself. Often they work as a sort of tag team: The complainer points out something negative and the blamer jumps in and points a finger at somebody – internal or external.

6. Stink bomb throwers

Some people go as far as making sarcastic (or worse) remarks, cursing under their breath (or aloud), or even making a

loud gesture such as slamming a door (or their hands down on a table). This sort of “communication” is basically just a tantrum.

What is a manager to do? Just like any other aspect of performance, managing attitude is just a matter of applying the fundamentals to this difficult, complex, and all too common challenge. You need to define it and spell it out as a set of expectations, and then monitor, measure, and document it—require it, recognize and reward it—like any other aspect of performance.

Here's what you need to do:

- Don't let attitude be a personal issue. Instead, make it 100% business. Make great attitude an explicit and regularly discussed performance requirement for everyone.

Never try to change an employee's internal state, only speak to the external behaviors. It's not about what the employee is feeling deep inside—the source of the attitude issues—but rather what the employee is expressing on the outside.

- Refuse to allow attitude –great, good, or bad— to remain vague in any way.

Make it 100% clear. Define the behaviors of great attitude: words, tone, and gestures. Monitor, measure, and document it every step of the way. Talk about it. Hold people accountable. Reward the “doers.” Remove the “won't-ers.”

ABOUT THE AUTHOR

Bruce Tulgan (New Haven, CT) is internationally recognized as the leading expert on young talent and supervisory relationships in the workplace. He is an advisor to business leaders all over the world, the author or coauthor of numerous books including the classic *MANAGING GENERATION X* (1995), the best-seller *IT'S OKAY TO BE THE BOSS* (2007), *NOT EVERYONE GETS A TROPHY* (2009), and *THE 27 CHALLENGES MANAGERS FACE* (2014). Since founding the management training firm RainmakerThinking in 1993, he has been a sought-after keynote speaker and seminar leader. Follow him on twitter @brucetulgan. He can be reached at www.rainmaker-thinking.com



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