



TOP LINE REPORT

January/February 2018

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HAPPY NEW YEAR! Mark your 2018 calendars for these exciting events.

GROCCERS DAY AT THE CAPITOL
FEBRUARY 27 & 28

DAY IN WASHINGTON
APRIL 10-12
SUPERMARKET INDUSTRY FLY-IN

2018 MGA SHOWCASE
JULY 19-21

THE NGA SHOW
FEBRUARY 11-14
*Watch our best bagger compete at 5:30 pm on the 12th!

MGA GOLF TOURNAMENT
JULY 19

A publication of the Missouri Grocers Association dedicated to providing information on legislative and regulatory issues within the state that directly affect the interests of the Missouri food industry. Missouri Grocers Association • 315 North Ken Avenue • Springfield, Missouri 65802 • 417-831-6667 • ISN 1522-0990

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5000 Kansas Avenue,
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CONSISTENT GROWTH

We continue to deliver on growth each year. As our store count grows, so does the buying power we possess as America's largest cooperative food wholesaler. There is great strength in our numbers. Now reaching \$10 billion in sales in 2017, AWG's momentum is delivered to all retailers.

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Keith Knight 615-290-6093
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NEW POLICY STEPS FOR:

Strengthening PUBLIC WARNING AND NOTIFICATION OF RECALLS

Statement from FDA Commissioner Scott Gottlieb, M.D.

Americans depend on the U.S. Food and Drug Administration to help ensure that the products they buy are safe. Last month, I committed the agency to further improve our recall processes because I believe that consumers should have actionable information for protecting themselves from any FDA-regulated, recalled product.

Recalls are an important safety tool. The FDA works with companies to get potentially unsafe products out of the marketplace as quickly and efficiently as possible. When we learn about a product in the marketplace that may be unsafe, the FDA must act quickly to keep people from getting sick or being harmed.

Today we published a draft guidance that better describes the FDA's policy on public warning and notification of recalled products as part of our effort to ensure better, more timely information reaches consumers. Although we often hear the most about recalled food, this guidance also covers other FDA-regulated products including drugs, medical devices and cosmetics.

Specifically, the draft guidance outlines circumstances when a company should issue

a public warning about a recall, describes the general time line for companies to issue such a warning, discusses what information should be included in a public warning, and describes situations where the FDA may take action to issue its own public warning should a company's warning be deemed insufficient. The draft guidance also describes the FDA's policy for moving forward with posting recalls to FDA's Enforcement Report before a

The draft guidance is a key step to enhance the recall process.

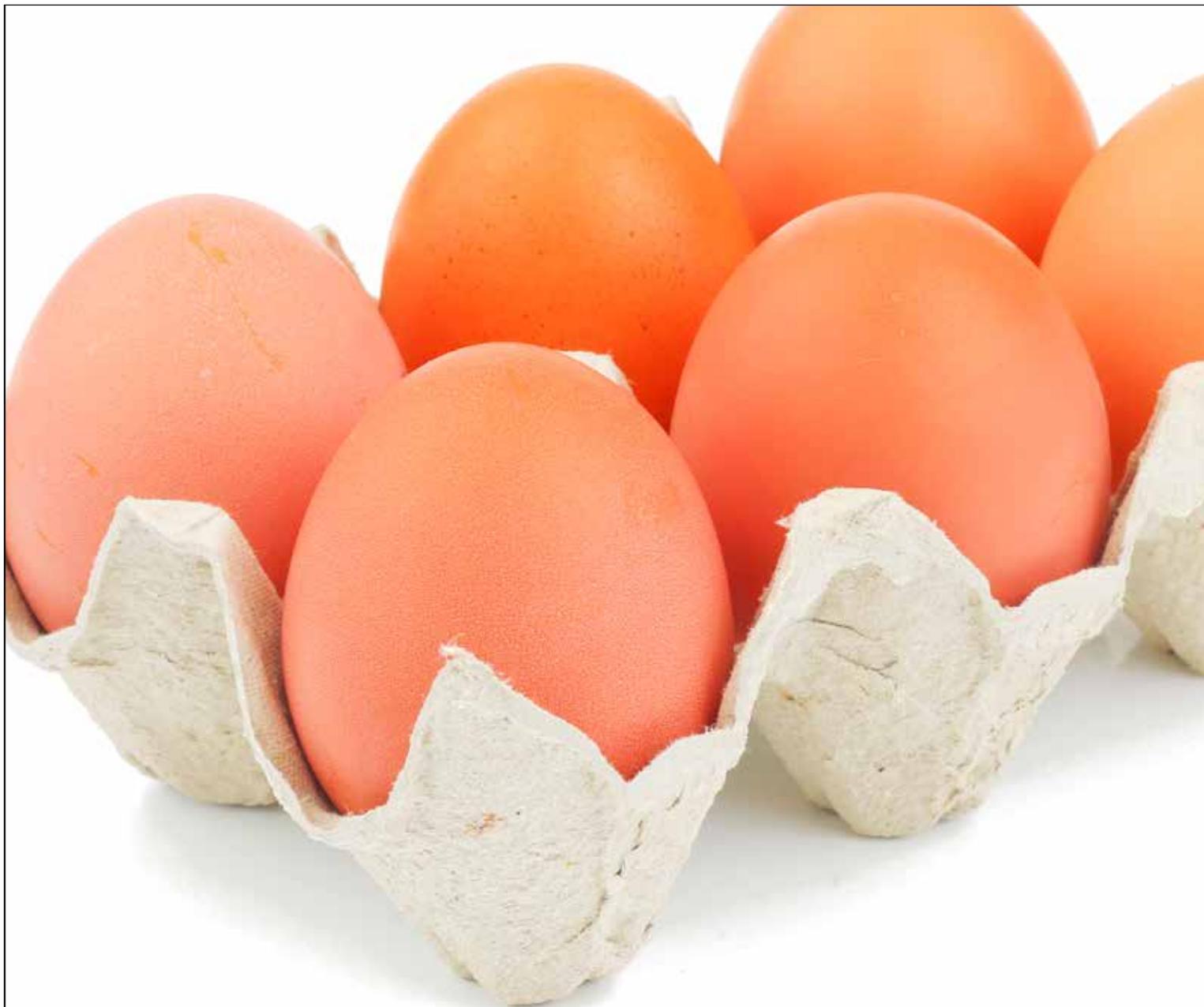
final health risk determination is made. The FDA's Enforcement Report is a listing of all recalls monitored by the FDA. You can read more about the changes the FDA made to its Enforcement Report in today's blog.

The draft guidance is a key step to enhance the recall process. It gives industry clear direction on how to navigate and work with the FDA to make sure that recalls are communicated promptly. Ultimately, it will better empower consumers by providing more timely and more accurate information on recalled products.

Furthermore, we are also developing a new FDA policy on what information the FDA will make available to help the public to identify a hazardous recalled food. With most products that the FDA regulates, consumers can typically identify a recalled product from the information a company provides about the packaging or brand name information.

As part of overseeing thousands of recalls

every year, the agency helps provide descriptions, lot codes and photographs to help consumers and others, such as stores identify affected products. The FDA also helps provide some geographic or retail-related information for many recalls. But in some situations, identifying additional information – such as specific stores that may have sold a potentially unsafe, recalled food – may help. As part of these efforts, we're planning to announce a new approach to the release of recall information this year. In the meantime, the FDA can and will publicize this kind of information if it is necessary to effectuate a recall.



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Our recall authorities – and how we deploy them – are a cornerstone of our vital, consumer protection mission

Making sure the FDA has effective recall practices in place, and that we take immediate action to address unsafe products, are high priorities of mine. Our recall authorities – and how we deploy them – are a cornerstone of our vital, consumer protection mission and I take these obligations very seriously.

The draft guidance issued today is just the first in a series of policy steps we'll take this year as part of a broader action plan to further improve our oversight of food safety and how we help implement the recall process.

We all know that hazardous recalled products can have a devastating impact on human lives. We're committed to making

sure that recalls are initiated, overseen, and recalls are initiated, overseen, and completed promptly and effectively to best protect consumers; and we will use all the tools at our disposal to carry through on this commitment.

The FDA, an agency within the U.S. Department of Health and Human Services, protects the public health by assuring the safety, effectiveness, and security of human and veterinary drugs, vaccines and other biological products for human use, and medical devices. The agency also is responsible for the safety and security of our nation's food supply, cosmetics, dietary supplements, products that give off electronic radiation, and for regulating tobacco products.



MGA MEMBERSHIP NEWS

POSTERS

We are excited to announce that we will now be providing state and federal labor law posters free of charge to all of our members. The posters have already been mailed out, so if you have not received yours, please let us know. If you need more than what was mailed, feel free to give us a call and we'll send you some more!

The posters are also available for purchase to non-members. Contact us for pricing information.

DUES

2018 membership dues were mailed out in December. If you did not receive an invoice, please let us know. Thank you for your continued membership and support of the association. Our work couldn't be done without you.

MGA PAC

We are working hard at utilizing the MGA PAC this year to further the association's political agenda. You all should have received a donation letter referring to this. We thank you all for your contributions.

For all questions and inquiries, please call us at 417-831-6667 or email jgaddie@missourigrocers.com.



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HOW TO DEAL WITH RETAIL MANAGER BURN OUT

By: Mark Fletcher



Managing a retail business is a challenge in almost any situation. The opportunity for burn out of managers and owners is real every day regardless of business size. Often, retail manager burnout is not recognized until it is too late.

By burnout, I mean the person in question losing drive and focus to the point where their health is in question and the business suffers.

How to Identify Burnout

Watch your people. Check in with them regularly on a business and personal level. Assess their manner, decisions and interaction with others. Watch for the telltale signs:

- Poor quality business decisions.
- Unexpected mistakes in day to day operations.
- A change in energy for the job and the retail business.
- Tiredness.
- By talking with your team about the potential for the problem. Bring it up at team and management meetings. Be open in talking with key employees about it.

It is vitally important that retail business owners watch for these and symptoms relevant to the situation. Catching burnout early on is key to resolution. The risk of not catching it early is that a good and valuable employee exits the business.

How to Address Someone Experiencing Burnout

Once you have identified someone experiencing burnout in their role, immediate action is essential to their well being and the future of the business. If the size of the business permits, bring in a professional to work with the employee. Follow the advice of the professional completely. If yours is a smaller retail business and cannot afford a professional to help with the situation, consider these suggestions:

Understand the key stressors in your manager's role and pursue ways of eliminating or adjusting these so that they no longer are stressors. Consider some personal time away from the business to recharge. Consider engaging in professional training for the manager which may help them fulfill their role with greater personal satisfaction and therefore less stress.

Assess carefully the workload and assign additional resources so that one person is not left carrying too much. Step into the role yourself so that you gain a personal understanding of their situation. Stay close to the employee by talking with them regularly and involving them in decisions about the solution.

How to Protect Your Business and People Against Burnout

Review the business from top to bottom and inside out, looking for processes and demands which place an unfair personal burden on team members. Look, too at each employee

role and find ways to provide variety in terms of workload and work focus as it variety which could help everyone have a more enjoyable work experience. Ensure that all employees take their full entitlement of annual leave each year. Engage in off-site team activities which give your people a chance to let off some steam. Good activities are going to sports games together, bowling, hiking or a nice meal out. Create change of pace opportunities in the work schedule - casual dress days, days when the business pays for lunch for everyone, swap jobs days where people change roles in the business. Establish a chill out space in the retail store somewhere if you have the space. This should be somewhere your people can go if they feel utterly stressed and need time away from their role to relax. Encourage personality. One of the key stressors in retail is the need to conform to a corporate style. Encourage your people to be more themselves. This puts the onus back on you to hire better, people who more naturally fit the needs of the business.

Retail manager burnout is real and challenging for any retail business. Time spent protecting the business and its employees against this will be a wise investment for any retail store.

*Mark Fletcher is a retailer, business advisor, and author.
http://EzineArticles.com/expert/Mark_T_Fletcher/637376*

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GROCERS DAY AT THE CAPITOL

February 27th & 28th, 2018

IT'S NOT
TOO LATE TO
REGISTER!

EVENT FLOW

DAY 1

Tuesday
February 27th

3:00 PM

Board Meeting
DoubleTree by Hilton
422 Monroe Street
Rose Room

7:30 PM

Legislative Dinner
The Millbottom
400 W. Main Street
Doors Open at 7:00 pm

DAY 2

Wednesday
February 28th

7:15 AM

Buffet Breakfast
Missouri Capitol
201 W. Capitol Avenue
Third Floor Rotunda

8:00 AM

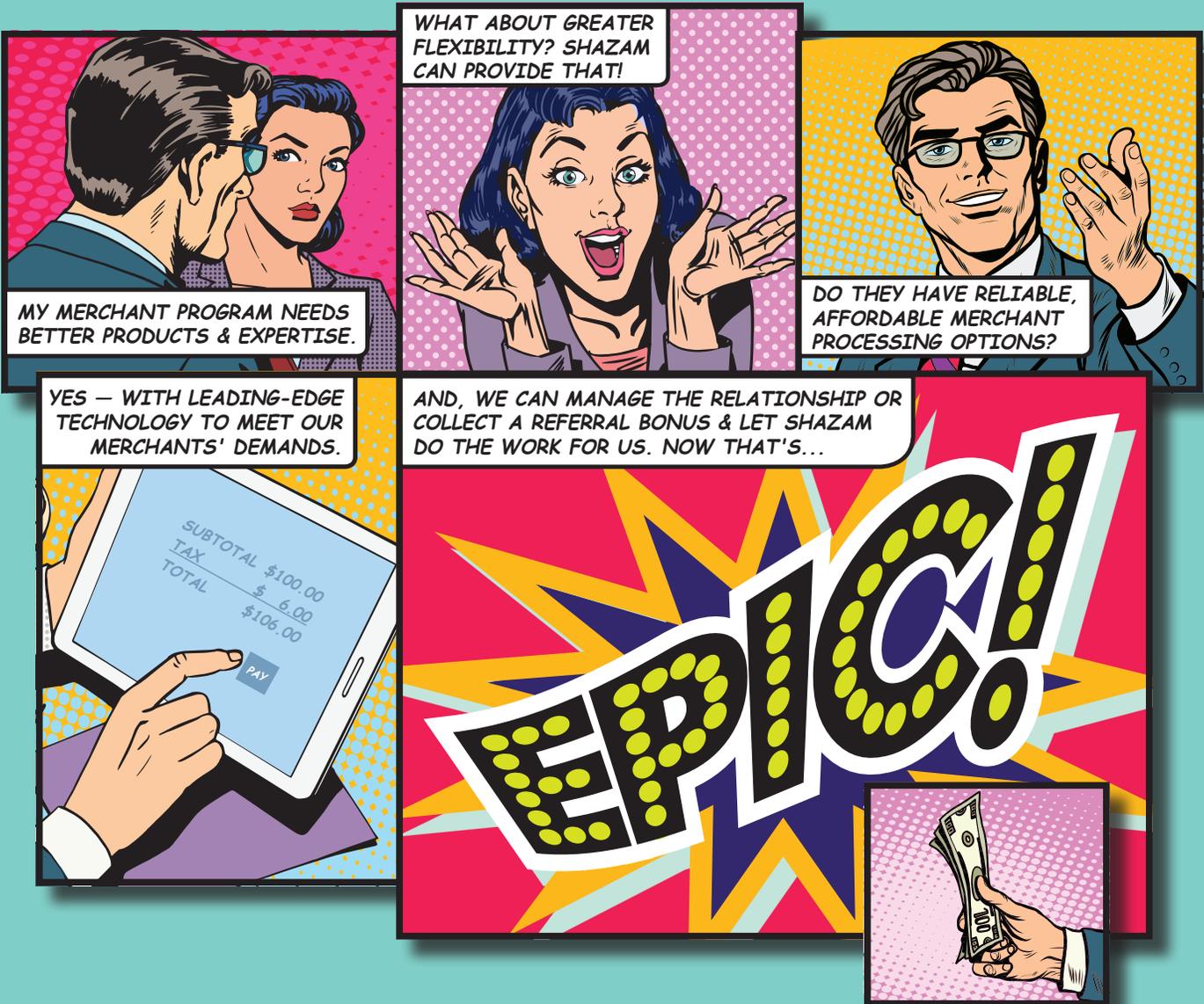
Issues Briefing
Missouri Capitol Basement
Hearing Room 2

9:00 AM

Legislative Visits
Missouri Capitol
Legislative Offices

11:00 AM

Ice Cream Social
Missouri Capitol
Third Floor Rotunda



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WHY SHOULD YOU ATTEND?

Grocers Day at the Capitol offers you the opportunity to call upon your representatives and senators to let them know how their actions affect Missouri's food industry. The MGA works hard to make sure that your concerns are heard at the Capitol, but there's no substitute for relationships built with individual grocers. Come out and meet your representatives and let them get to know you, they'll be more inclined to work on the issues affecting the grocers when they've actually had face-time and established relationships with us all!

2018 Grocers Day at the Capitol Registration

Company _____ Primary Contact _____
City _____ State _____ Zip _____ County _____
Phone _____ Email _____
State Senator _____ State Representative _____

*Hotel rooms are available for \$134 plus tax on the night of February 27th at the DoubleTree Hotel. If you need a room, please contact Jenna Gaddie at (417) 831-6667 or jgaddie@missourigrocers.com to verify availability.

List of Attendees:

Name _____ City _____ Email _____
Will this attendee need a room reserved for them? Yes, please reserve a room No, do not reserve a room

Name _____ City _____ Email _____
Will this attendee need a room reserved for them? Yes, please reserve a room No, do not reserve a room

Name _____ City _____ Email _____
Will this attendee need a room reserved for them? Yes, please reserve a room No, do not reserve a room

Name _____ City _____ Email _____
Will this attendee need a room reserved for them? Yes, please reserve a room No, do not reserve a room

Would you like to sponsor?

- Yes, I will donate \$150 for the event Yes, I will donate \$250 for the event
 Check enclosed Bill me

1. Fill out the form above and fax to (417) 831-3907 or mail to Missouri Grocers Association | 315 N. Ken Avenue | Springfield, MO 65802.
2. Visit www.missourigrocers.com. Click on the Events tab. Click "register" under 2018 Grocers Day at the Capitol. Fill out the form and click submit.

WAYS TO REGISTER

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