

Compliance Management System (CMS) Update

The CMS pilot stores (Inverloch FoodWorks, Michaels Supa IGA Korumburra, Michaels Supa IGA Leongatha, and Foster FoodWorks) have almost completed Topic 1.

Topic 1 includes:

- Managers Compliance Self Assessment Survey
- Introduction to Compliance and the CMS
- Introduction to the CMS Software
- Introduction to Cert IV in Retail Management
- Compliance Training & Knowledge Survey
- Employee store feedback survey
- Store Compliance Risk Assessment- MGA Compliance Officer Visit
- Compliance Training Needs & Gap Analysis
- Allocation of Compliance Roles & Responsibilities
- Development of a Store Compliance Training Plan

The CMS program will break for Christmas (Dec) and resume in early 2009.

Below are comments from Dom Brusamerello (FoodWorks Inverloch- Owner) regarding the CMS.

“As Independent operators we all allocate resources to training, tangible outcomes are sometimes difficult to evaluate. The CMS program provides a system whereby an individuals training outcomes can be recorded, tracked & are readily accessible as part of the stores compliance management process.”

Why are you participating in the CMS pilot?

“As a Management team we saw the need to develop the capacity of our Managers to be more confident in their ability to manage in all situations. Part of this process was to clarify responsibilities & improve our policies & systems which flowed onto our standards in training. I believe that the CMS program will deliver many positive outcomes in this area.”

What do you think the CMS's benefits are to the independent grocery industry?

“The CMS program provides a standardised model, with a well structured framework for effective training to occur

- Allocates responsibility & accountability at the appropriate level
- Provides a system whereby training is accurately recorded & validated.
- Provides an opportunity for Independent Grocery Operators to be leaders in E learning & compliance management.”



Sheree Murray- CMS Driver (Michaels Supa IGA Leongatha) and Sandy Bucello (BLM- CMS program developers) working through the CMS program



Trish Craven- CMS Driver & Chris O'Leary- Store Manager (Michaels Supa IGA Korumburra) reviewing results from the CMS store surveys

FREE onsite OH&S Consultation

Master Grocers Australia is offering 80 Victorian businesses employing up to 50 staff a free OH&S consultation.

The consultation includes:

- A compliance audit which involves reviewing your OH&S documentation and systems
- A safety audit, inc photos of potential hazards/risks
- A report detailing risk areas and how to rectify them.

The results of the audit will assist in ensuring your business is doing everything possible to protect its staff and customers and are not shared with anyone other than the store owner/manager on site.

The audits, conducted by our OH&S specialist represent approximately \$500 value.

For assistance please ask for Debbie, Nicky or Michael.
(03) 9824 4111 or email training@mga.asn.au