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**Front cover image:** A Kenyan tea field assumes a festive air. This is the image we used for our corporate Christmas cards. (See Group News - page 6)

**Back cover image:** Runner up in the WED photography competition in the biodiversity category. Photograph taken by Tharindu Wickramatunga of Finlay Rentokil. Taken at Dayagama Farm, Dayagama, Sri Lanka, entitled: "If the bee disappeared off the earth, man would only have four years left to live" - Maurice Maeterlinck'

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### Environmental impact statement

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Guy Chambers

# Letter from the Group Managing Director

Guy Chambers explains the importance of embracing change as a way of ensuring the future success of the Group

*“Finlays’ portfolio of businesses has performed relatively well in difficult circumstances, with revenue for the year forecasted to be 9% up versus last year”*

Guy Chambers  
Group Managing Director

In the previous edition of the magazine, I shared an overview of our Group Strategy (‘Our Road Ahead’). In this edition, readers will see some of the detailed changes that have been made as we make progress on this path. But in this opening article, I would like to put these into a broader context and share news of two recent developments.

But first, here is a brief update on this year’s trading results. From a macro perspective, global markets have been challenging with a slow-down in consumer spending (particularly in China) combined with volatility in exchange rates. Finlays’ portfolio of businesses has performed relatively well in difficult circumstances, with revenue for the year forecasted to be 9% up versus last year. Operating profits are also expected to be slightly above prior year. The Extracts & Ingredients Division continues to be an important driver of profitable growth. Finlays Colombo also performed well, offsetting tough trading conditions for our Sri Lankan tea estates. Results from Finlays Beverages in the UK were challenging, a subject that we will turn to below and elsewhere in this edition.

**Adaptability explains why we are still in business today**

Overall, our global growth has been encouraging and testimony to the dedication of our employees around the world.

Over the years the Finlays Magazine has brought news of many changes. A business - like a living organism - is constantly evolving, so it is only natural for us to witness change.

In fact, we could do worse than to learn from Charles Darwin, who observed that “in the struggle for survival, the fittest win out at the expense of their rivals because they succeed in adapting themselves best to their environment.”

So, actively changing is not unusual, but is in fact core to survival. This does not mean change simply for the sake of change. It means adapting to meet our customers’ needs and the market environment in which we operate. The long history of Finlays since 1750 provides strong evidence of our adaptability and willingness to embrace change. This adaptability explains why we are still in business today.



1



2

*“I firmly believe that we close the year as a “fitter” business.”*

Sometimes, change is necessary but extremely difficult - especially when it involves restructuring how we operate. I would like to explain two such changes here. First, after many years of decline in the UK private-label black tea teabag market, we have taken the decision to restructure part of the operations in Finlay Beverages’ South Elmsall facility. We will stop supply to several loss-making accounts which will result in the reduction of about 60 positions. This has been an extremely difficult decision to take and one that has only been made after exploring many different options. However, it is intended to stem the losses from this line of business which (if left unaddressed) undermined the viability of other more profitable parts of the Group. Second, we have closed our branch office in Pakistan. The branch was opened in 1890 and played an important role in our South-East Asian business for many years. However, in recent times, the branch has operated in businesses that are very different to the rest of the Group and shared little in common other than our name. I would like to express my gratitude to the affected employees of Finlay Beverages and James Finlay Pakistan for their loyalty and devoted service to our Company. We wish them well.

Looking forward to 2017, I anticipate that we will continue to adapt and be successful across our portfolio of various different businesses. Specifically, we have many opportunities to improve: how we work across the Group; how we sell to our customers and how we manage our assets around the world. I look forward to sharing more news on these opportunities in our next edition. We also need to continually improve our understanding of consumer trends for tea and coffee. These trends are the key to the success of our customers and - by extension - our success. So, in this edition, we have included a special feature article that looks at global consumer trends. We hope that you find it thought-provoking.

Finally, let me close by thanking the entire staff of the Finlays Group for their hard work during 2016. I firmly believe that we close the year as a “fitter” business and in an even better position to embrace the opportunities of the coming year. ■

- 1 Sunset over Kericho
- 2 Guy visited former Chairman Richard Muir and his wife Lady Linda Muir during a recent trip to Kenya



Christmas cards



This year it was decided to send electronic Christmas cards to employees, suppliers, stakeholders and friends. This means we are not only protecting the environment but can also reach out to more people.

Although not traditionally festive, the image we chose of a Kenyan tea field has a seasonal air about it and we think it makes a very cheery Christmas card, whilst also focusing on the central themes of tea, sustainability and how we strive to bring the best from bush to cup.

We wish all our readers a very happy Christmas and a prosperous New Year! ■

Pensioners' Reunion 2017

Next year's UK Pensioners Reunion will take place in Glasgow on Thursday 25 May 2017

As in recent years this will take the form of an informal lunch which will again be held in the Windows Restaurant of the Carlton George Hotel, 44 West George Street. Invitations will be issued next March to all Scottish based pensioners and those who have previously expressed an interest in attending.

If you live outside Scotland, would like to see former colleagues and know you are not on our mailing list, please contact Duncan Gilmour - Swire House, 59 Buckingham Gate, London SW1E 6AJ or duncan.gilmour@finlays.net. ■

Appointment



**Philippe de Gentile-Williams**

Philippe de Gentile-Williams was appointed a Non-Executive Director of the Company on

1 September 2016. He joined John Swire & Sons in 1988 and has held various management positions in the Trading, Aviation and Property Divisions of the Group in Asia, the Middle East and Europe.

Philippe's most recent role was as Director, Human Resources with Swire Properties based in Hong Kong. Prior to this he was Director Service Delivery for Cathay Pacific Airways and Chairman of Cathay Pacific Catering Services (HK) and Hong Kong Airport Services. He was appointed Staff Director for John Swire & Sons in London in September 2016.

Philippe was educated at the French Lycee in London and New York and is a graduate of Oxford University. ■

Tea caddies

A limited number of bespoke tea caddies featuring the old Finlays roundel logo have been commissioned for use as corporate gifts. The caddies were made in Sri Lanka and each contains 100g of pure Ceylon tea from our Court Lodge Estate. The teas packed in the caddies contain leaves plucked and processed from tea bushes that are more than 100 years old! We are proud of our heritage and proud to be able to perpetuate the provision of our quality teas. ■



Pakistan

The operations of the Group's branch office in Pakistan were closed in October. Finlays House in Karachi is currently let to external tenants.

Swire China Conference



l-r - Guy Chambers, Sally Henderson, Merlin Swire, Raymond Wang, Sam Swire.

The Group was represented at a recent Conference organised by John Swire to mark 150 years since the Company opened an office in China.

Head Office news

Road Safety Week

On Tuesday 22 November, staff at Swire House observed Road Safety Week with a series of short video clips on safety while commuting to work as a cyclist or a pedestrian. In particular these stressed the importance of wearing the right gear and making sure that you can see and be seen.



Rodney Jenkins takes a refresher course in safe cycling

We gave away high visibility arm bands and cycle clips to encourage people to make sure they can be seen on dark winter mornings and evenings.

A road safety quiz was held to engage everybody's brains and refreshed their memories on the Highway Code, as well as the Green Cross Code! There was a prize for the overall winner, George Slattery. Congratulations to him on his general knowledge of British highway laws and codes! ■



Swire scholar



l-r - Andrew Beasley, Rose Selim and Thomas Morgan

On 8 September Tamie Hutchins, Finlays Group HR Director and Philippe de Gentile-Williams, Staff Director for John Swire & Sons hosted a lunch for Rose Selim to mark her successful completion of an MSc in Biotechnology from The University of Glasgow. Rose was sponsored in her post graduate studies by John Swire having achieved a First Class degree in Biotechnology and Bio Safety from the University of Eldoret in Kenya.

After lunch Tamie introduced Rose to the Finlays team with a tour that included an introduction to the New Production Development Applications team and laboratory. She is pictured here with the team's manager, Andrew Beasley, Commercial Director EMEA and FEA.

Rose is keen to continue her studies and already has plans for gaining her PhD before returning to Kenya and sharing her knowledge and experience at one of the country's universities. ■

Duncan Gilmour's retirement



Duncan with Anna Schiavo, Finola Fennell, Delyn Pindai and Harpreet Kung.

As advised in the last issue, Duncan Gilmour retired after 43 years' service with the Company on 30 June. A reception to mark the occasion was held in the East India Club in London on 6 October.

Although now retired, Duncan continues to serve as editor of the Finlays Magazine and as a Trustee and Secretary of The Finlays Pension Fund. ■

Appointment



**Mike Keating**

Mike joined the Company as Group Head of Health & Safety on 7 November, bringing with him over 20 years of previous

H&S experience, the majority of which was gained in the food and drink industry.

Mike's new role will see him building on the progress already made in improving health and safety, and he is very much looking forward to working with everyone across the Group to develop a world class culture that not only delivers safety, but creates a team environment that enhances the experience of all employees, contractors and visitors who work with Finlays.

Married to Katrina, with five children, he enjoys keeping fit, watching rugby and motorbikes. ■

MacMillan coffee morning



On Friday 30 September Head Office hosted a MacMillan coffee morning to raise funds for this very worthwhile charity. We gathered in the kitchen to drink coffee and eat homemade cakes and cookies. By the end of the day we had collected over £120. ■

New starters' evening



l-r - Mhairi Bensted, Ukti Shah, Olga Jemec, Chiko Ezimora, Victoria Goltz and Rocio Delapre

On Tuesday 22 November a social evening was held for members of staff who have recently joined the businesses based in Swire House. Held in a nearby pub, it was a good opportunity for the many new staff who have joined in the past 18 months to get to know one another outside the office environment.

We welcome all our new staff and wish them all the very best for their careers with Finlays. ■



**Neil Willsher**  
Managing Director

## Business update

Focusing on the customer to ensure we deliver “The Best from Bush to Cup” is underpinned by the continual development in the way we grow, make and sell our tea and coffee solutions.

This begins with sourcing raw materials. Although the tea business has been underperforming, the Mombasa team has delivered a strong set of results through increased sales and service levels to our biggest customer. In Kericho we have begun to restructure the way we manage the “Grow” and “Sell” parts of our supply chain. This has resulted in a strengthening of our Kenya Marketing and Sales team to ensure that we continue to meet our customers’ needs for quality, consistency and value.

On the sales side of the business, growth in the USA continues to outstrip the global market with 2016 expected to be a record year for both tea and coffee. This result is driven by a mix of excellent growth of our existing business and some exciting new customer focused innovations with Cold Brew Coffee. This focus on collaborative innovation with our customers will see us shortly start construction of a new \$17Million world-class R&D customer centre in Rhode Island. In Asia and Europe our sales teams have now grown from one to six. As we enter new markets and delivery channels their core focus is on the development of existing and new customers whilst continuing to build our collaborative relationship with Damin.

2016 has been a challenging year for Damin and the Chinese economy, with beverage consumption flat and the Ready To Drink Tea category facing challenges from other beverage segments. Damin continues to work successfully on new product development with both domestic and international customers in order to counter the lag in base growth in China. During the year the main factory underwent a major overhaul; the rationalisation of equipment layout, further process automation and the installation of pilot testing lines have led to productivity improvements which will ultimately enhance service levels to our customers.

The success of our customer offering is also determined by what we make and as we approach year-end it is worth reflecting on the progress we have made in this area. Hull has exceeded expectations in a difficult environment and reached the landmark of one year without a Lost Time Accident. Our coffee facility in the USA continues to meet ever increasing orders whilst maintaining excellent quality and service levels. In Saosa, our tea extracts facility in Kenya, the leadership team has continued to improve hazard awareness and operating standards, supporting this drive with a NEBOSH General Certificate training course to improve and embed safety in the workplace. Investments focused on increased capacity, new product development and the continued improvement of environmental standards have all progressed well.

The organisation continues to be strengthened through both internal promotion and external recruitment to ensure we have the right skills and capabilities in place. The team continue to work under the banner of “Together we can do it - Pamoja Twaweza”, to drive operational discipline and continuous improvement activities required to reach our goal of becoming a World Class Operation.

We are a growth business; however we all recognise that we will not succeed unless we work together as one. It is fitting that the careers of our employees continue to grow hand in hand with that of the business and is a reflection of high caliber of the talent we now have available to support our operations. ■



## FEI UK London

### Appointments



**Idwin Bouman**

Idwin Bouman joined in August as FEI’s Global Head - Quality Assurance & Sustainability. He holds degrees in Clinical Chemistry, Biochemistry and Biotechnology and has 19 years’ experience in the FMCG industry in Quality Assurance, Quality Control, Research & Development, Vendor Assurance, Process Technology and Sustainability.

His new role with Finlays sees him responsible for Group Quality Assurance and Group Operational Sustainability.

Immediately prior to joining Finlays Idwin worked in Belgium as Global Head Quality Assurance for the Swiss-based company, Barry Callebaut, a world leader in cocoa and chocolate production.

Idwin is a Dutchman with two children in the Netherlands where he spends most of his free time. He loves to cook and enjoys a good glass of wine.



**Raymond Wang**

Raymond joined Finlays in August as Sales Manager for Asia Region. He works closely with the Damin Commercial and

Research & Development teams to develop customer relationships and commercial opportunities for our global extracts portfolio throughout Asia and China. Raymond has 16 years’ experience in sales and business development with various multi-national food and beverage companies in China.

Raymond is originally from Shanghai and at weekends enjoys cycling with his 15-year-old son. ■



**Hans-Joachim Winter**

Hans-Joachim (Hajo) Winter joined Finlays in September as Commercial Manager, EMEA based in Germany.

Hajo is a graduate in business administration of the University of Applied Science, Wiesbaden, Germany and brings with him 24 years’ experience of international management in FMCG and B2B sales, marketing, and business development. In recent years he has worked for Doehler, Tetra Pak and Symrise.

Hajo loves cooking with his family, and is married with an 18-year-old daughter. He has a passion for exotic plants, classic cars and hiking.



**Julie Willsman**

Julie joined Finlays in August as Regional Supply Chain Manager for EMEA/FEA. Julie’s

experience includes six years with Twinings and most recently, three years as Supply Chain Manager for Caffè Nero. In her spare time, Julie is the Secretary for her local Motor Neurone Disease Association branch, supports Southampton Football Club and enjoys baking. ■

### Internship



**Victor Chan**

I have always believed that the business values and working culture of a company to a large extent outweigh the financial rewards

for employees. I joined Finlays on 4 July as an intern for two months. Throughout my time at Finlays it has been clear just how immensely proud my fellow colleagues are of the Company’s heritage and positive impact it has on people’s lives and communities around the world. Learning about the plantations and being immersed in the world of tea has been a truly enriching experience.

As a marketing intern from Hong Kong it has been a dream come true to work in the UK. Not only have I gained international exposure, but I have also been able to explore the country. I will never forget my time at Finlays and living in the UK – from arriving in London to being chased by a fiercely barking dog, being submerged in a sea of breath-taking lavender in Hampshire or to sneaking into the halls at Cambridge University - thankfully I didn’t get caught!

I am grateful to the many friends I have made in Finlays for making me so welcome and wish them and the Company the best of luck in the future. ■

## FEI UK Hull

### Hull health & safety record



Pictured are two of the sites health and safety representatives, Russ Mould and Richard Cavanagh supported by some of the decaffeination team, and supervisor Peter Bingham.

In October Finlay Hull completed a year without any lost time accidents for the first time in its history. This is a fantastic achievement and is the result of everyone on site working together to promote a safe working environment. A small reward was given to each employee as a thank you from the Company. Many employees chose to donate this to a local Hull based children’s charity. ■

**FEI Dubai**

**Dubai visits Kenya**



Tea in Kericho

James Finlay (ME) based in Dubai supplies tea to the Middle East, Europe and CIS countries

We have four regular buyers in the Ukraine with annual shipments exceeding 6% of total Ukrainian tea consumption. As their purchases from Africa were increasing one of our Ukrainian buyers recently asked us to arrange a visit to Kenya.

Accompanied by Andrey Kraynev of the FEI Dubai Office, visits were made to the Mombasa Office where James Finlay Mombasa General Manager, Nick Munyi and Business Development Manager, Jessie Kezengwa organised a tasting session and a visit to the auction.

A couple of unforgettable days were then spent in Kericho where visits were made to Kitumbe and Chomogonday factories, many tea gardens and the flowers department.

Our visitors were very impressed with our high standards and commitment to sustainability.

Sales have increased following their visit! ■

**FEI UK Vietnam**

**Retirement**



**Mrs Hai Nguyen**  
Hai Nguyen, Finlay Vietnam General Manager, retired on 31 August after 11 years with Finlay Vietnam. To mark the occasion, Finlay

Vietnam had the great pleasure of welcoming Neil Willsher and Mark Lawson to her farewell party on 21 July. We thank Ms Hai for her great contribution in developing Finlay Vietnam into one of the biggest and most reliable tea exporters in Vietnam. We all wish Ms Hai a long, healthy and happy retirement. ■

**Appointment**



**Mrs Van Anh**  
Mrs Tran Thi Van Anh joined Finlay Vietnam on 4 May as General Manager. With 18 years' experience working for a big Vietnamese

spice processor and exporter in several senior positions, Mrs Van Anh will lead the Hanoi trading office as they work to grow the business and widen the existing client base. ■

**FEI USA**

**Appointment**



**Neal O'Brien**  
Neal O'Brien joined the Company in September as Plant Manager for the Lincoln Rhode Island manufacturing facility. He reports

directly to Nigel McGinn, Vice President of Operations, and is responsible for the production, maintenance and sanitation departments working closely with quality, customer service and logistics in playing a key role in the next growth phase of the coffee extracts business in the United States.

He holds an undergraduate degree in Microbiology and a master's degree in Biomedical Science from the National University of Ireland in Galway. Neal, the eldest of three brothers, originally hails from Ireland and lived in the United Kingdom for seven years prior to moving to the United States in 2009. In his spare time, Neal enjoys running marathons with success in Dublin, New York, and Chicago, and watching his favourite sports, soccer and American football. ■

**Promotion**



**Pat McGovern**  
Pat McGovern has been promoted to the position of Vice-President, Human Resources reporting directly to CEO, Steve Olyha.

Her role is expanding to support the rapid growth of the business. Pat will have overall responsibility for new employees with an immediate focus on filling the positions for the new manufacturing facility being built in Rhode Island. ■

**FEI USA**

**Retirement**



**Joel Wood**  
Joel Wood, Food Service Sales Director, will be retiring at the end of the year after 32 years with Finlays. During that time he has been a key figure

in the Company's success including the 2014 acquisition of Autocrat. Joel first joined in 1979 and, apart from a short break in the 1980s, spent the next five decades successfully managing and developing every facet of the sales organization with a particular focus on the food service retail businesses.

Given his experience and contribution over the years, Joel will be much missed by the Finlays team and his customers. He and his wife, Susan, are excited at beginning the next chapter in their lives and are looking forward to spending more time with friends and family. ■

**Long Service Award**

Ed Sparling, Lead Compounder, celebrated 25 years with the company, having started his employment on 26 June 1991. ■

**FEI invest in new production facility**



To meet the ever-increasing demand for tea and coffee ingredients and solutions, Finlay Extracts & Ingredients USA is investing \$17 million to develop a new facility intended to expand production capacity and product innovation capabilities

As part of Finlays global strategy to be the preferred partner and source of tea and coffee products for the world's beverage and food service brands, this new facility will enable Finlays to keep pace with shifting trends and consumer preferences by delivering innovative products for both existing and new customers.

Steve Olyha, CEO of FEI USA said "We continue to strive for excellence through our commitment to delivering innovative ingredients and unique solutions. This new investment will better position us as a global strategic partner, with increased speed to market in

delivering unique, high quality, customized food and beverage ingredients".

The new facility will be located within the Quonset Business Park in North Kingstown, Rhode Island with the first stage involving the construction of a 28,800 square foot Global Research and Development Center and Manufacturing Plant. Future plans include an additional manufacturing facility of over 65,000 square feet. The first facility is projected to launch in late 2017, with development of the second phase set to start in 2018. ■

**Staff Outing - Employee Appreciation Day**



FEI USA celebrated Employee Appreciation Day on Thursday 20 October, with a company-wide bowling party. Lauren Gagnon, Executive Assistant, organised 80 employees from both the Rhode Island and New Jersey sites to attend the event at CW Lanes & Games, a local Rhode Island establishment renowned for "food, film, and fun."

The celebration kicked off with a message from Steve Olyha, CEO, and Nigel McGinn, VP of Operations, regarding FEI USA's future expansion plans.

The group then formed into 16 interdepartmental teams to participate in a friendly bowling competition, complete with pizza, salads, and soda. Prizes were awarded for both best and worst bowlers, the team with the highest score, the team with the lowest score, and one lucky door prize winner. No one left empty-handed; Finlays jackets were given to the entire FEI USA team to say "thank you" for all their hard work. ■



FEI Saosa

Training



(l-r) Declar Chepkemoi (Mechanical), Hellen Cherotich (Electrical), Edgar Kipngetich (Mechanical) and Edwin Edwin Tonui (Electrical).

The development of key skills is critical to the ongoing growth and success of any business. On a recent visit to the Saosa Tea Extracts facility, HR Director Tamie Hutchins met with five apprentices who are midway through a course run by the Saosa Training School and supported by internationally recognised provider, City & Guilds (C&G) which is designed to build their skills and enable them to gain diplomas in both electrical and mechanical engineering.

The school has worked with C&G to coach its own internal trainers not only to support the apprenticeships but also the ongoing training needs of the factory. All five of the apprentices spoke very highly of the programme and in particular the practical experience they were gaining through working on the shop floor alongside Saosa's experienced operatives. ■

Support for Saosa Primary School



Saosa School Choir

FEI Soasa have been supporting Saosa Primary School with the provision of a library and books in addition to providing upgraded washroom facilities and making other improvements to the school building. The much improved environment makes it easier for pupils to learn and excel.

The grade 7 and 8 classes recently took part in a national music festival and reached the finals in Nairobi coming 4th out of the 25 schools that participated.

The Tea Directorate – Annual Tea Industry Gala Awards



Sam Waheho and Caroline Ruto attended the recent Tea Directorate Annual Tea Industry Gala Awards and we are proud to report that Saosa was awarded first place for 'Value Addition'. We are unique within the African tea industry, so it was good that the panel could see the benefit that we bring in producing high value extracts for international markets.

This kind of recognition is important in building the reputation of Finlays and is also good for morale within the team. ■



Business update



Simeon Hutchinson  
Managing Director

Weather patterns have remained unsettled, with very low rainfall in June, and August/September recording low temperatures that are normally associated with June/July. As I write we are in the middle of the "short rains" with October's rainfall 30% below the 10 year average for the month.

Tea production during the period has remained at budgeted levels, but prices have remained significantly below budget, largely due to the high cropping in the first quarter. Financial performance is therefore constrained, and has been further impacted by labour disruption in June, which was connected with the Employment Court's ruling on the 2014/15 Collective Bargaining Agreement. Prospects for the remainder of the year are gloomy, with little to suggest that tea prices will rebound. The four factory managers recently visited the 'trade' in Mombasa, familiarising themselves with the weekly tea auction, and meeting with Brokers and Buyers.

Performance in the Central Services Division has been mixed. The hydro power stations are running ahead of budget thanks to the better than average rainfall during the first quarter. Forestry sales are slightly behind budget due to the suspension of pole sales whilst sawmill sales are ahead by 8%. The management team are focusing on reducing the cost of production at forestry and sawmill both of which are currently higher than budget.

Dr Geoff Lloyd carried out a Corporate Risk Control Audit of Tea Estates and Central Services in May which resulted in a score of 65%, compared to the previous audit score of 55% - a little progress in improving the health & safety culture across the farm, but still a long way to go. Mariny Estate was awarded best occupational safety and health practice in the Agricultural Sector during the National Occupational Safety and Health Awards Competition organized by the Directorate of Occupational Safety and Health Services. Road Safety Day was celebrated on 30 September, with a road show that covered all of the busiest parts of the estate. By bringing forward the date from November, we were able to involve a large number of school children in the activities, and the event was graced by the presence of the County traffic base commander and officials from the National Transport & Safety Authority.

Ground breaking for the construction of Chemasingi Secondary School took place on 7 June, with all three contractors making good progress thus far. The first intake remains on course for the first quarter, 2017.

Phase II of the Mara Mara forest station rehabilitation project, comprising of 4.6 hectares, was completed in September. The trees planted in phase I continue to grow well. Eight beehives were donated to the Community Forest Association, who have the responsibility for caring for the trees. A second Bongo surveillance team, funded by the Initiative for Sustainable Landscapes under the South West Mau Landscapes project is due to commence operations shortly.

Daniel Kirui, the Human Resource Director, attended the Swire Advanced Management Programme at Insead, in France. Daniel Sang was appointed Group Manager, Chomogonday in July.

Our Kapsongoi mark, produced in Kitumbe factory, won best special manufacture PF1 at this year's Tea Directorate Awards ceremony - kudos to all concerned! ■

## The Tea Directorate – Annual Tea Industry Gala Awards



The Annual Tea Industry Gala Awards took place on Friday 14 October at the Villa Rosa Kempinski, Nairobi

Producers and individuals compete for awards in three categories, Tea Manufacture, Value Addition and Best Practices on Climate Change Adaptation and Mitigation. Presided over by The Cabinet Secretary for Agriculture, Livestock and Fisheries, the ceremony was attended by the heads of several Foreign Missions in Nairobi.

In addition to the success of FEI Saosa reported on page 12, JFK were also successful in a number of classes as detailed below

### Tea Manufacture

In the special manufacture category JFK Kitumbe Factory won the award for:

Highest Valued Black Tea out of 87 entries. The tea was valued at \$4.45.

Pictured above

**Standing** (Left to Right) Wesley Bosuben, Henry Abuta, Josiah Othira, James Chobit, Simeon Hutchinson, Paul Mutegi (TBEA), Caroline Too - Rutto

**Sitting** (Left to Right) Nicholas Tonui, Philip Rono (Outgrowers), Gideon Mugo, Daniel Kirui, Kipchumba Bullut, Rose Koech & Sam Waheho

In the specialty category JFK were awarded:

- Second Highest Priced White Tea (Silver Tips) – Valued at \$185.00
- Second Highest Priced Purple Tea – Valued at \$18.00.
- Third Highest Priced Orthodox Tea – valued at \$11.00

### Best Practices on Climate Change Adaptation and Mitigation

JFK were awarded the first runners-up prize for the Most Innovative Project for the introduction of the Ecolog tree harvester for use in its logging operations.

Philip Rono, who is a small holder farmer supplying leaf to Finlays through the Fintea co-operative, was also awarded first runners-up prize in recognition of various sustainability initiatives he has adopted on his farm including organic kitchen gardening, water harvesting, crop rotation and solar lighting. ■



Rafa Bashir Tarar – Pakistan High Commissioner; Elsa dig Abdalla – Elias Sudanese Ambassador; Rose Koech – Chief Accountant (Finance Dept. JFK); and Wesley Bosuben – Senior Sales & Marketing Manager (JFK)



Rafa Bashir Tarar – Pakistan High Commissioner; Elsa dig Abdalla – Elias Sudanese Ambassador; Kipchumba Bullut – General Manager Tea Estates JFK; and Nicholas Tonui – Group Manager (Kumylot Group JFK)



Rafa Bashir Tarar – Pakistan High Commissioner; Elsa dig Abdalla – Elias Sudanese Ambassador; Daniel Kirui – HR Director JFK; Henry Abuta – Factory Manager (Kitumbe Factory - JFK)

## Appointment



### Dennis Mutua

Dennis Mutua has been promoted to the position of Assistant Estate Manager, Marinyn Estate, with effect from 1 January.

Prior to his appointment, he was the Estate Assistant at Tenduet Estate. Dennis joined Finlays in 2001 as a Field Assistant and has worked in several estates within the Company. ■

## Finteaflo



Sam Waheho -Deputy General Manager Tea Extracts Saosa presenting a wheelchair to five year old Baby Shanice Cherotich 5 and her mother Caroline Chepkorir an employee of Tiluet Estate.

On 10 August HR Director Daniel Kirui and Sam Waheho, Deputy General Manager, Tea Extracts, Saosa, hosted a ceremony at Marinyn secondary school where Finteaflo presented revision text books and story books, a year's supply of sanitary towels, a year's supply of diapers for children living with disabilities, five tents and a wheelchair to a disabled child. Finteaflo is the organisation which manages the premiums generated by our Fairtrade certification. Finteaflo also provide academic sponsorship. ■

## Road Safety Week

Road Safety Week which took place between 26 and 30 September was marked by a major road show on 30 September. The theme for this year was "Make the 7S Road Safety Pledge"

### 'Make the 7S Road Safety Pledge'

- 1 Stop Squeezing in
- 2 Slow
- 3 Sober
- 4 Secure
- 5 Silent
- 6 Sharp Eyes
- 7 Sustainable - Share Rides

The road show was supported by Managing Director, Simeon Hutchinson and the senior management tea. Leaders from the Kenyan government and a representative from the National Transport and Safety Authority also attended. The road show caravan travelled around the estate and made several stops to educate employees, school children, matatu operators and boda boda riders on road safety. ■



JFK senior management supporting the road safety theme.



Sammy Kirui, General Manager, Corporate Affairs speaking to Marinyn Secondary and Primary Schools during the Road Safety Road Show.



Base Commander Kericho County – CI Denis Mwiti Kaburu speaking to Marinyn Secondary and Primary Schools during the Road Safety Road Show.





**Dushanth Ratwatte**  
Chief Executive Officer

## Business update

Tea Estates Sri Lanka have promised to revamp and turn the Ragala group of estates into a value added agri-business. We look forward to seeing what this might look like and how it could impact on the Group and its future strategic direction.

The earlier part of the year saw tea and rubber prices affected by continued political uncertainty, civil strife and security concerns in many of Sri Lanka's overseas markets. This has taken its toll on both of our principal plantation crops. That said, due to a shortfall of tea on the Colombo auctions as a result of an unprecedented drought, the worst reported in the country since 2008, we have witnessed a substantial rise in tea prices during the third quarter. The entire country has been affected by dry weather with less rainfall than last year and a fewer number of wet days resulting in an uneven spread of rainfall. Although this has adversely affected production volumes, there are signs of the weather and the crop picking up with the onset of monsoonal rains.

The forecast for the final quarter suggests that we should exceed our budget and could recoup part of the crop lost earlier in the year. As a result we are confident of meeting our budgeted earnings for the year as a whole.

The long drawn out wage negotiations with our plantation workers which became political and involved an argument over productivity, have now come to an end, with the signing of a new Collective Agreement linking wages to a productivity index.

Our newly regained estates in the Ragala zone show signs of all round improvement especially in the quality of the teas produced. Closer monitoring, better managerial control and material inputs is evident from the present trading results where we are seeing positive signs of a turnaround. In addition we have been successful with our experimental plots of coffee which leads us to believe that coffee can replace marginal tea to optimize the returns from our land base in this zone. This would give us an additional option for the future, and would add to our crop portfolio of tea, rubber, coconut, cinnamon, pepper, cocoa and our timber plantations.

We are considering how to harness the potential we have in those areas where we see synergies with Finlays Colombo. Already we have begun to work together on tea forward contracts with other initiatives likely to evolve over time.

2016 has also seen a major change in the directorate of the Company. Ratna Ramanayake, having served the Company for 24 years, playing a pivotal role in finance and latterly as Finance Director of the two PLC's, retired in June. We wish him a happy and a resourceful retirement.

Coralie Pietersz who is the Finance Director of Finlays Colombo has also become the Finance Director of Tea Estates Sri Lanka. We welcome Coralie on board and we wish her all the very best in her new dual role. ■

### Central Office – Annual excursion



The annual excursion for Central Office staff and their families was to the Long Beach Hotel on the picturesque south-western coast of Sri Lanka

On the first day, most families enjoyed the swimming pool and the nearby beach. The next morning was spent at the folk museum which is situated in the birthplace of one of Sri Lanka's greatest authors and intellectuals, Martin Wickramasinghe (1890 - 1976).

A number then took a boat ride to Madoldoowa, an isolated island in the Koggala river, which is an iconic landmark which features in Wickramasinghe's famous children's novel first published in 1947. ■

### Nahavila Estate – Staff annual trip



In July, the staff of Nahavila Estate visited the Jaffna Peninsula in the north of Sri Lanka. The trip was funded by the estate's Fairtrade initiatives. The area, which is populated mainly by Tamil speaking groups, has only recently been accessible to visitors following the post-war development which has taken place in the last few years.

During the trip staff visited the famous Nallur Kandaswamy Hindu temple, an iconic temple for Hindu devotees and Nagadeepa and Dambakolapatuna Buddhist temples, also icons for Buddhists worshippers. They also took in the Elephant Pass, one of the remarkable landmarks of northern Sri Lanka. ■

### Alupola Estate – Annual staff get-together



On 22 May the staff of Alupola estate held their annual staff get-together at Ellegan Rest, Lellopitiya. The event was organised in recognition and appreciation of the work put in by the staff to ensure the estate's success last year. ■

Children of the staff, Alupola Estate, participating a fun event at the annual get together

### Visit to Springwood estate's protected forest

On 25 June students and teachers from Pinnakanda school visited the protected mini natural forest near the Springwood estate to study its biodiversity. These mini natural forests are protected by the estate and are rich in indigenous tree species, and herbs which are used for local medicine. All have been named and tagged by a Rainforest Alliance initiative team for easy identification and educational purposes. ■





**Retirement**



**Ratna Ramanayake**  
Ratna Ramanayake retired in June, having completed 24 years with Finlays and over 33 years in the plantation industry. Ratna first joined the industry as an Assistant Internal Auditor for the Janatha Estate Development Board (JEDB), the government body which controlled many of the plantations from the early 1970s. From being a young auditor, Ratna rose to become the regional accountant of JEDB in 1987. He then joined Finlays in October 1992 as Chief Accountant of Hapugastenne Plantations becoming in time Financial Controller, and an Executive Director of both Hapugastenne Plantations and Udapussellawa Plantations.

We wish to place on record our thanks for his significant contribution to the financial management of Tea Estates Sri Lanka which he carried out in an exemplary manner. Always a team player and a mentor to younger employees we wish Ratna well for a long and happy retirement. ■

**Health clinics**

As part of our commitment to employee, welfare regular clinics are held across our estates covering a range of medical issues. On 26 May a consultant dermatologist from Badulla General Hospital, Dr Nalika Liyanage ran a clinic at Dammeria A Estate in Passara which screened workers and their families for skin diseases. Alnwick Estate held a non-communicable disease (NCD) and well woman clinic on 23 September for the benefit of the estate worker community. The Ragala Medical Health Officer and his team saw over 120 workers with those diagnosed with NCDs being referred to the Government hospital in Udapussellawa for further treatment. ■

**Appointment**



**Coralie Pietersz**  
Coralie Pietersz has been appointed Finance Director of both Hapugastenne Plantations & Udapussellawa Plantations with effect from 1 July. Her new role is in addition to her current responsibilities as Finance Director of Finlays Colombo.

Coralie is an associate member of the Institute of Chartered Accountants in England and Wales and a fellow of the Institute of Chartered Accountants of Sri Lanka. She has a BSc (Hons) in physics from the University of Sussex and holds an MBA from Heriot-Watt University, Edinburgh.

Coralie then trained with Thornton Baker, Chartered Accountants in London, now Grant Thornton, before returning to Sri Lanka where she held various appointments before joining Finlays Colombo in November 2010.

Coralie is active in the Institute of Chartered Accountants of Sri Lanka where she is a member of the council and serves on several committees. She is currently chair of the Committee for Student Promotion in Urban Schools and a member of the Corporate Governance Committee, Ethics Committee and Integrated Reporting Council. ■

**Helping to restore a jungle corridor for wildlife**



**B**amarabotuwa Environment Conservation People Unity, a community based organisation operating in the villages adjacent to Hapugastenne Tea Estate are planning a four year project to restore a jungle corridor between Peak Wilderness Reserved Forest and Bambarabotuwa Reserved Forest, both protected rainforests in the area. ■

The jungle corridor will be designed around two existing bodies of water namely 'Pandi Dola' and 'Bambaragala Dola' which flow through Hapugastenne Tea Estate.

**Friendly cricket match**



Teams from Shawlands Estate & Dammeria A Estate

A friendly cricket match between Shawlands and Dammeria A estates was played on the Passara

public ground with Shawlands emerging as winners in front of over 200 spectators from both estates. ■



**Business update**



Antonio Fernández Espinoza  
Managing Director

The 2015/16 season finished at the beginning of May with all outstanding orders packaged by the middle of July for shipment by the end of December.

**L**ast season was not as good as originally expected with excess rainfall, due to the effect of "El Niño" reducing yields. Extended periods of cold weather then delayed the start of the new season. As I write at the beginning of November the first round of harvesting has been completed although a shortage of green leaf has forced some factories to stop manufacture. We are expecting production levels to have returned to more normal levels by the beginning of December.

The official price for green leaf produced by out growers and fixed by the Government of the Province of Misiones has increased by 30% as compared with the previous season. Unfortunately this difference will affect our cost of production and should be reflected in selling prices but this is something that we shall be monitoring carefully.

As we start to negotiate contracts for the new season, demand for Rainforest Alliance Tea has noticeably increased.

This has justified our previous decision to produce more certified teas by leasing an additional 200 hectares of Rainforest Alliance certified plantations which now operate under our management and will help us to meet this extra demand.

The political situation and the economy in Argentina are showing signs of improvement. Although inflation is still high it is declining and the Government is committed to taking the necessary steps to bring this down further, an objective we expect to be achieved in 2017. ■





Argentina celebrates 200 years of independence



9 July 2016 marked the 200th anniversary of Argentina's declaration of independence, which ended decades of Spanish colonial rule.

Celebrations took place across the whole country, and in the Casa Fuentes offices in Buenos Aires, staff gathered to celebrate this momentous occasion by sharing a wonderful lunch. ■

Names of those in the photograph from the left to the right, back row: Maximo Agüero, Maria Eugenia Fava, Virginia Lungarini, Leandro Bordoy, Emanuel Marin, Lilian Vazquez, Fernando Perez Zambon, Patricia Bagala, Marina Tirinato, Antonio Agüero

From the left to the right, front row: Dennis Carboni, Ernesto Gonzalez, Antonio Fernandez Espinosa, Alberto Rimoldi, Roberto Leopardo.

Casa Fuentes Social Club

The idea of a social club started in 1998 when a few employees from Casa Fuentes joined together to celebrate Labour Day on 1 May. Subsequently in December of that year a suitable parcel of land was identified near the Obera office and the Campo Viera tea factory.



The football field

The legal documents required in connection with the land acquisition were finalised in January 2003. By September 2003, the club house was built and is now used to celebrate birthdays and marriages, and to hold large company functions and meetings.

In addition to the football pitch we also have a bocce field. Bocce is similar to English bowls and French petanque and is very popular in Argentina. We have a large barbecue, which is over 5 metres in length, and kitchen and washing facilities equipped to cater for up to 400 people. ■

Work started on creating a football pitch and in January 2000 the Club was properly constituted and now has its own legal identity.



Business update



Ian Bryson  
Managing Director

As the UK beverage world continues to change so must Finlay Beverages. Over the past four years I have continually highlighted my despair with the retail black tea market in the UK.

With declining sales across both brand and private label, the sector has become an increasingly difficult place to do business. Simply put, there are too many suppliers of private label black tea into UK retailers resulting in a culture of 'volume at any price' at the expense of profitability. We have been in a position where almost every box of retail tea manufactured down our production lines has been at a net loss to the business.

This has prompted us to undertake an in-depth and unemotional review of our business and specifically those sectors and customers offering the best opportunities for us to remain viable. Over recent months a small project team has been debating and discussing the effect which any change to our future strategy would have on our overall business model.

The decision we came to was actually quite simple: we needed to exit our large loss-making customers, Lidl and Co-op, and remove our business from the 'death spiral' of cheap retail black tea in order to focus on profitable growth sectors.

Accordingly in November we began the process of restructuring our operation at South Elmsall. It is with sadness that these changes mean that we will lose around 60 posts resulting in a number of our colleagues leaving the business early in 2017.

As we look ahead to the future, we have built a strong plan for 2017 that will see us deliver at least a break-even position. We will focus on growing our coffee business with our core retail customers (which is already strong) and drive new and profitable growth in the £7.9 billion foodservice coffee market. We have become experts in coffee pods over the past year and will continue to drive this new sector on the back of good wins in 2016.

We still have the ability to pack tea and will focus on using our knowledge to grow our share of the fruit & herbal, speciality and green tea sectors whilst continuing to supply black tea to both foodservice and retail where we can ensure a positive margin.

I am extremely confident about the future of Finlay Beverages as we have a strong core business and skilled and committed employees all of which will help us stand out amongst the rest.

I also believe that working more closely with the wider Group, where we have an unrivalled knowledge of leaf tea and tea and coffee extracts, will enable us to deliver a stronger proposition to both our current and new customers. There is no one else in the world who can do what we do as well as we do! ■

Beverages

Awards

Finlay Beverages won the 'Pioneers in Coop Own Brand Products' award at the Coop Annual Supplier Awards ceremony in September. The Pioneer Awards recognise suppliers and products that represent the original pioneering spirit of the Co-operative Movement. Our award was for "Finlays innovation in product development" in the launch of the Coop's Truly Irresistible Nespresso Compatible Coffee Pods. ■



Charity event - Wear it Pink



Top Left to Right Darren Edwards, Robert Landers, Emma Steadman and Imogen Bellerby)

Bottom Left to right - Denisa Enache, Susan Haigh, Lee Frost, Maria Roebuck and Sarah Newcome.

On Friday 21 October Finlay Beverages took part in Wear it Pink Day for Breast Cancer when a whopping £271 was raised for the charity. ■

Golf competioin

On Saturday 15 October, the Finlay Beverages Golf Committee held their annual Golf tournament at Crookhill Golf Club in Doncaster. Cain Atkinson, Team Leader, won the tournament and is pictured being presented with the trophy by Gavin Watt, Supply Chain Manager. ■

New coffee lines



With an ever-increasing need for flexibility in coffee packaging formats, Finlay Beverages have recently invested in two new vertical fill, form and seal machines.

Configured for either ground or whole bean coffee, these machines have the capability to produce current packaging formats as well as quad seal, making them incredibly flexible. In addition each machine can fill an increased range of formats from 200g up to 1 kg allowing us to meet both retailer and food service demands. ■

New starter



**Christopher Talkes**  
Christopher joined us from Lincoln & York in November as Senior Business Manager for Foodservice, and has a wealth of experience in the coffee market. He is married with two daughters and is a keen fisherman. He is currently training for sprint tiathalons and wants to learn to kite surf. ■

Long service - 25 years

June 2016

In June, Colin Waterhouse, Support Operative, celebrated 25 years of service with Finlay Beverages. ■

Retirement



Pete Cattlin, Production Operative retired after 24 years' service on 12 August. Pete joined Finlay Beverages in the Warehouse before moving over to Tea Production. Pictured with Andrew Knight, Team Leader. ■

British Retail Consortium (BRC) Audit

The site underwent its annual BRC audit in September and was awarded a provisional A\*grade. Karen Hewitt, Head of Technical, commented that "this was a fantastic result and just reward for the hard work the team put in across the year. In addition the unannounced element demonstrated just how well we operate the site." ■



London Tea

New listings

Royal Caribbean Cruise Line

London Tea have won a tender to supply tea for a minimum of 12 months to Royal Caribbean Cruise Line. This will see a range of London Teas being available on board their fleet of 22 luxury cruise ships and also offers opportunities for growth through Duty Free sales and listings with other cruise lines.

LTC's exposure will be greatly increased as 80,000 passengers sail with Royal Carribbean globally every week. This will result in London Teas reaching Sydney, Miami and Southampton to name but a few of Royal Caribbean's ports of call.

Wyevale Garden Centres

We have recently won a tender which will see LTC supplying Wyevale Garden Centres. Wyevale already take Winter Wondermint as a limited edition product but this new listing offers the opportunity for potential growth as part of their gifting offerings.

Other Wins

Coffee N Stuff, Wolff Olins and Bridge Valley Beverages ■

Gift guides and features

If you are looking for that ideal gift, London Tea products are currently listed in the Scottish Sun, The Business Insider, 1883, City Life and The Telegraph Gift Guide - to name but a few. ■



Blogsphere



Following up on our success with similar promotions earlier this year, LTC's last event of 2016 was with Blogsphere Magazine.

This involved displaying and tasting our new products, including Winter Wondermint and Purple Tea in the presence of 80-100 key influencers from our core market.

Moonpig

The listing with Moonpig is now live online whilst the filming of their new TV advert has just been completed. The Brew Crew Gift Tin and the Three Cheers for Tea gift packs are both included in the TV advert and we are working closely with Moonpig to create as much buzz online as possible. ■



New product development

New Product Development, in response to consumer feedback and market insights, is key to the growth of any successful brand, especially consumer-centric brands like London Tea.

We are looking to re-launch our World Duty Free (WDF) range in 2017 to make it more visible and profitable while offering a comprehensive range of products that are in keeping with our London Tea brand. This means that WDF customers will be able to recognise and buy our products wherever they are globally.

Winter Wondermint is already listed in Wyevale, selling on [www.londontea.co.uk](http://www.londontea.co.uk) and through Amazon as well as being included in gifting hampers globally. It is also listed in other independent stores across the country.

Artwork for our new Purple Tea is almost complete and there has already been press and consumer interest in the product. It is set to be launched in January in line with dry-January and healthier New Year's resolutions! ■



**Hunter Crawford**  
Chief Executive Officer

## Business update

In August two of our longest serving independent directors stepped down from our board. “Tanky” Wickremeratne and Richard Ebell were both generous in giving us their valuable time and good counsel.

Richard also chaired the Audit Committee, never an easy task and one which he managed with diligence and good humour. The departure of Tanky and Richard had been preceded by “Banda” Bandaranayake’s retirement earlier in the year. Banda skillfully and conscientiously chaired the Remuneration Committee. All three directors will be greatly missed.

The same board meeting was also Romesh Moraes’ last as an executive director. It is hard to adequately describe the contribution made by Romesh throughout his 39 years of service to Finlays but it has certainly been enormous. A wonderful retirement party was held for him on 14 October which was attended by over 300 of his colleagues. Happily, Romesh has agreed to stay on in an advisory capacity and so we will continue to benefit from his experience and industry relationships. You can read more about Romesh on page 38.

Romesh’s successor as Director of our tea business is Gihan Jayasinghe. Gihan joined Finlays Colombo in 2006 and has successfully built up our Welisera cold store and related logistics operations into Sri Lanka’s largest and most respected cold storage business. He joins the tea business at a tough time. Our margins are being squeezed on all sides and our traditional markets in the middle east continue to suffer from turmoil and economic duress. Notwithstanding, we do see opportunities in Saudi Arabia and other markets where Alwazah customers have migrated.

Our second largest market, Japan, has also been slowing in recent years but our close relationship with our partners in that country gives us confidence that we will be able to reinvigorate our sales there.

Gihan will be ably assisted in his efforts by a strong “tea team”. This will now be lead by Nishan Wickremeratne who has been appointed as General Manager & Head of our tea business, reporting to Gihan. Nishan has been with Finlays over 30 years and is well known to all our buyers.

With Gihan’s transfer to our tea business, Saveen Gunaratne has been appointed as the General Manager for the Cold Store. His immediate challenge will be to oversee the installation of a large solar panel array on the roof of the cold store after which he will be supervising the building of the final extension of the store and doing all of this while keeping our customers content.

In July, Coralie Pietersz was appointed Finance Director of Finlay Tea Estates, Sri Lanka, in addition to her current role as Finance Director of Finlays Colombo. This important appointment will help promote closer cooperation between the Tea Estates and Finlays Colombo management teams.

Meanwhile, our insurance and environmental services divisions have been steadily growing their business in the Maldives.

I mention this as I’m sure you will agree that as Managing Director I should take a close interest in the development of the Maldives market and encourage the local teams by making regular visits! Back on the island of Sri Lanka itself, both divisions continue to expand and will benefit from the growing economy. Our wholesale courier joint venture, Linehaul, also continues to impress with an energetic approach to its market.

I am delighted to report that Finlays Colombo has won the prestigious Sri Lankan National Occupational Safety and Health ‘Excellence Award’ for the Food and Beverage sector. This award recognises the huge amount of work and commitment to health & safety across the Company in recent years.

Looking ahead, the primary challenge for 2017 will be to grow turnover in all of our businesses. Based in a growing economy with rapidly increasing business costs it is essential that we propel ourselves ahead with a strong growth plan. ■



Finlays Colombo local board members

### Appointments



**Gihan Jayasinghe**

Gihan Jayasinghe, the main board Director overseeing the Temperature Controlled Logistics facility of the Company, has been appointed as the Director in charge of the Company’s Beverage Packing operation with effect from 14 October. Gihan takes up this appointment following the retirement of Romesh Croos Moraes.



**Nishan Wickremeratne**

Nishan Wickremeratne, General Manager - Tea Buying & Procurement, has been appointed General Manager & Strategic Business Unit Head of the Beverage Packing Division with effect from 14 October. With this appointment, Nishan will assume overall responsibility for the Beverage Packing, Warehousing and Green Tea operations of the Group.



**Saveen Gunaratne**

Saveen Gunaratne, Head of Operations of the Temperature Controlled Logistics, has been appointed General Manager & Strategic Business Unit Head of the Division with effect from 14 October.



**Sarath Jayaratne**

Sarath Jayaratne, who was the Group Finance Manager has been appointed Group Financial Controller, with effect from 1 August. ■

### Corporate Social Responsibility (CSR) – recent activities



The Authorities of the National Institute of Mental Health and the CSR Team Members at the donation of the 25 bedside lockers.

Plastic chairs were donated on 9 July to the community centre near the Company’s office in Vauxhall Street. These will be used by children attending English classes sponsored by Finlays Colombo.

A digital photocopier complete with scanning and networking facilities was donated to Vibulananda Tamil Maha Vidyalayam, Bathgoda, Haldummulla on 15 July. This is a school is situated close to the company’s green tea factory.

The photocopier will ease the many difficulties the school currently faces in preparing revision and test papers and printing other teaching materials.

Twenty-five bedside lockers were donated to the women’s ward of the National Institute of Mental Health in Angoda, on 19 August. This was in response to a request by the hospital for items to improve the facilities on the women’s ward. ■

### Ice-cream dansala

The staff of Finlay Cold Storage organised an ice-cream dansala (open house) for the sixth consecutive year on 19 June to celebrate Poson Poya day.



Ice-cream distribution in progress

Poson Poya is an annual event which commemorates the introduction of Buddhism to Sri Lanka. A total of 13,000 ice-cream cones were distributed during the day. ■

### Finlays Colombo F5 cricket tournament



The winning team - Rentokil Warriors

Finlays Colombo’s annual inter-division F5 or five overs a side cricket tournament was held on 22 October at the Bloomfield Grounds in Colombo. The games were played on a league basis with eight teams participating in the tournament. “Rentokil Warriors” emerged winners after a good afternoon of cricket. ■

## Study tour by University of Moratuwa – Faculty of Logistics and Transport



The Undergraduates of the UOM with Saveen Gunaratne and Nimantha Hewagama of Finlay Cold Storage

Undergraduates of the University of Moratuwa (UOM) - Faculty of Transport & Logistics, toured the Cold Storage facility on 2 June.

Finlay Cold Storage has been offering internships for undergraduates for many years, and this visit was arranged to create

awareness of our facility amongst students who, on graduation, will eventually take up roles in logistics and supply chain management. ■

## Health and safety award



On Friday 14 October, Finlays Colombo won the “Food and Beverages Sector - Large” award at the National Occupational Safety and Health Awards held at the Nelum Pokuna theatre. ■

Mr W D J Senevirathne, Minister of Labour & Trade Union Relations presents the award to Hunter Crawford, CEO, Finlays Colombo and Rifky Idroos, Manager, Health & Safety, Finlays Colombo

## Inter Group Health & Safety Awards 2016/17



### Group Advanced Defensive Drivers Competition 2016/2017

Coralie Pietersz, Finance Director, presenting the award to the winner - Chaminda Priyadarshana of the Buildings Division.



### Group Forklift/Reach Truck Operators Competition 2016/17

Gihan Jayasinghe, Director presenting the award to the winner - Ravindra Thisera of the Timber Preservation Division.

## Annual Sports Day



Gents Tug-of-War in progress



The Scorpions in action

The annual sports day for employees of Finlays Colombo was held on 10 July at the Bloomfield Grounds, in Colombo. Staff were randomly divided into four houses - Scorpions, Green Aliens, Blue Pirates and Pharaohs. In addition to each of the events, points were also awarded to the Best Cheering Squad and Best Decorated House. The Pharaohs emerged overall winners. As illustrated above a day of great fun and entertainment was had by everyone. ■



### Group Health and Safety Workplace Award 2016/17

Shabeer Achan Kandy accepting the award on behalf of Finlay Cold Storage (Pvt) from Hunter Crawford, Managing Director.

## Farewell to Romesh Croos Moraes



Romesh Croos Moraes and his wife arrive for their farewell lunch. From left to right - Kumar Jayasuriya (Chairman), Gihan Jayasinghe (Executive Director), Coralie Pietersz (Finance Director), Romesh Croos Moraes (Executive Director), Diordre Croos Moraes, Hunter Crawford (Managing Director) and Naresh Ratwatte (Non-Executive Director)



Kumar Jayasuriya (Chairman) handing over a token of appreciation to Romesh Croos Moraes (Executive Director).

Romesh Croos Moraes, Executive Director, retired from the Company on 31 October, after 39 years of distinguished and dedicated service. A farewell lunch was organised by the Company on 14 October, at the Grandeeza Hotel, Negombo. ■



A round of applause for the retiree.



**Steve Scott**  
General Manager

## Business update

Had someone told me, when I wrote the last Finlay Flowers update in April, that the months ahead would be some of the most difficult of my career I would never have believed them.

We had pinned a lot of our success this year on an exclusive crop called matthiola. You may remember from my last update that we had recently expanded our Lemotit farm by 6.4 hectares to enable us to grow and sell thirteen million stems, up from eight million in 2015 but we have been beset with problems including storms, seed issues or computer system errors.

In July we then suffered a strike on Lemotit Farm due to unhappiness over the slow progress of the Collective Bargaining Agreement (CBA) negotiations.

We managed to regain control but the negotiations with the union continue to be more than a thorn in our side. In July, the courts awarded Finlay Flowers a pay increment for General Workers in Kericho of 15% per annum for 2014 and 2015, a ruling which is completely unsustainable and unachievable (we had asked for 2%). We have had to take this to the Court of Appeal where we hope for a better result.

Meanwhile we have also been suffering the effects of foreign currency fluctuations and the challenges that this brings when negotiating with customers in the UK.



**Matthiola in bloom**

But I must hasten to add it is not all doom and gloom. Whilst the profit and loss account looks a bit sorry for itself, there is some light at the end of the tunnel. First of all, we appear to have overcome our matthiola woes. Production is good, sales are good and we are flying once again.

Other positive news is that the Agricultural Employers Association in Kenya recently signed a new CBA with the Kenya Plantations Agricultural Workers Union. Put simply if applied in Kericho this ruling would result in an increase of 4.9% per annum and will help us considerably in our own appeal process.

Finally it was always our intention post the Finlays Horticulture split, to recruit somebody to head up our commercial team. It has been a while coming but I am delighted to announce that Piet Kelderman joined the team in June and has done a sterling job already, helping to push sales and fight for every last penny and euro. Piet, as you may have guessed, is from Holland and has never lived in Kenya or outside of the Netherlands for that matter. However he comes with a wealth of experience in the flower world and we are excited to have him on board.

So we may not achieve what we had hoped for the end of 2016, but 2017 is certainly looking promising. With a robust commercial department now in place, our production issues behind us and some resolution in sight regarding the CBAs, we are expecting a strong 2017. ■

### World Environment Day



- 1 Workplace clean up.
- 2 Tree planting.
- 3 Walk to Work Day.

World Environment Day (WED) is celebrated globally every year on 5 June and was this year marked by a variety of activities at Finlay Flowers.

This year's WED motto was "Go wild for Life" and was all about creating awareness of the need to conserve our environment and wildlife.

We customised the motto to - "Keep it clean, keep it green" and on 3 and 4 June ran awareness sessions for our workers and the surrounding communities, including primary schools. These covered work place clean-up, avoiding environmental damage, tree planting and walking to work to cut down on emissions in order to keep the environment clean and green. More details of how successful we were are given on page 41 ■

### Road Safety Week 2016



The objective of Road Safety Week is to prevent road users from having traffic accidents. By changing our behavior on the roads, we can help to make our work place, villages and towns safer.

This year's theme was: Sober, Secure, Silent, Sharp, Stop, Slow and Shared ride.

Finlay Flowers marked the week by involving hundreds of road users including employees, dependants, contractors, and the general public within the boundaries of our business.

As road accident statistics in Kenya indicate that school children are some of the main victims, children in our primary schools were taught how to stay safe and keep others safe whilst on the roads. A testing kit to detect alcohol levels was acquired as part of an education exercise designed to ensure that employees do not drive if under the influence of alcohol.

Other activities included dances, quizzes, and a question and answer session, where employees' knowledge of road safety was tested. For every question answered correctly a prize was one! The event was marked by a keynote speech from the Managing Director.

Awareness of road safety issues has further highlighted by signage erected across our farm sites. ■

- 1 Flowers workers and contractors participate in road safety pledge.
- 2 Flowers school pupils making the Road Safety pledge.
- 3 Signage posted at Chemirei flower farm.



Rachel Jones

# Global trends

Rachel Jones, Head of Commercial Business Development at Finlay Extracts & Ingredients looks at current trends in global consumer spending and questions what this means for the beverage industry, the tea sector and the Group

*“Although Finlays is predominately a business to business organisation, its success is measured by its ability to meet the needs of its customers.”*

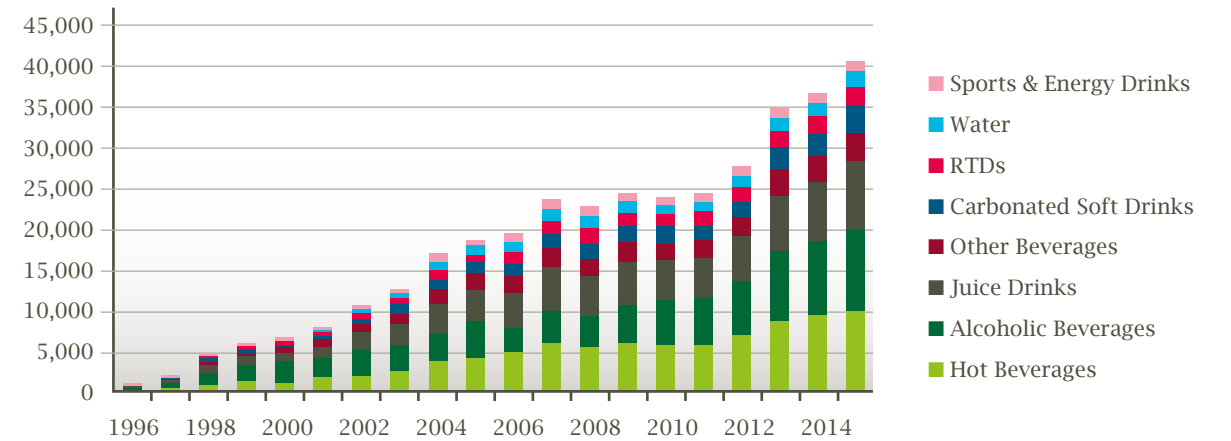


The global economy is growing ever more connected. Complex flows of capital, products, information, and people are creating interlinked networks which span geographies, economies and social groups and allow for large scale transactions to take place at any time. These changes have resulted in the need for businesses to adapt their business models and accelerate the pace of innovation. To meet these challenges Finlays needs to look at global markets to learn from those countries with scale and market share, to understand the impact of emerging economies and to seek out products with growth potential. Being able to use this knowledge to exploit product and service opportunities is paramount.

**Beverage companies are innovating and investing**

Organisations are only as good as their potential for future growth. No one can read the future, yet understanding consumer behaviour and what is driving this, can help a business to generate products and services which are in line with consumer demand, securing future commercial and economic viability. Although Finlays is predominately a business to business organisation, its success is measured by its ability to meet the needs of its customers by coming up with compelling new ideas which ensure the successful capture of new business. To do this we first need to understand what is really driving consumer thinking.

Beverage products launched to market per category



## Consumer Concerns

### 1 Agnostic shoppers

These consumers and their shopping styles are a growing sector in most global markets. They are well informed savvy shoppers with multiple opportunities to compare prices; these shoppers are less concerned about labels and recognised products. They flit between shops and products in their search for inspiration, value and novelty, presenting a challenge for brands who want to connect with them or inspire their loyalty.

#### What does this mean for the beverage industry?

To attract this typically non-loyal consumer, beverage companies are innovating and investing in product development at an unprecedented pace, whilst also being forced to offer value or benefits that compare favourably with their competitors.

The graph above shows the number of new products, range extensions, new formulations and new packaging designs launched worldwide between 1996 and 2015. This demonstrates that companies are under increasing pressure to entice shoppers with new products. Shoppers in developing economies are also demanding new product experiences as their disposable incomes grow.

### How does this trend manifest in tea?

New and innovative flavours, new packaging formats and new ways to consume tea, all designed to add value and attract consumers to the category. Manufacturers are also competing for brand share and loyalty by offering lifestyle benefits which cater for the trend towards health, wellness and convenience.

### 2 Buying time

Time is perceived as a key luxury. A 2015 survey from digital marketing agency VML Qias found 70% of affluent Indians aged 18-35 agreed that luxury related to how much free time one enjoyed, rather than an individual's purchasing power. This compared with 68% of respondents in South Korea and 59% in China. Saving time is still a key driver behind the continued rise of the consumer preference for local and online shopping.

#### What does this mean for the beverage industry?

Manufacturers are developing products which save time for busy consumers whilst also appealing to their desire for luxury. These include ready-prepared frozen smoothies, pre-mixed health drinks or health 'shots' that can be consumed within seconds but provide an entire recommended daily intake of vitamins.

### How does this trend manifest in tea?

Consumers seeking to spend their free time more indulgently are driving the growth of products such as loose leaf tea, craft-brewed coffee and latte art. These take longer to prepare but provide greater satisfaction and enjoyment in moments of relaxation. Brands are increasingly developing products which also enable quality consumption 'on-the-go'. The tea category has seen an influx of quick preparation products, such as "Matcha Flasks" which come with an incorporated whisk or flasks designed for 'tea on the go' which include an integrated temperature control.

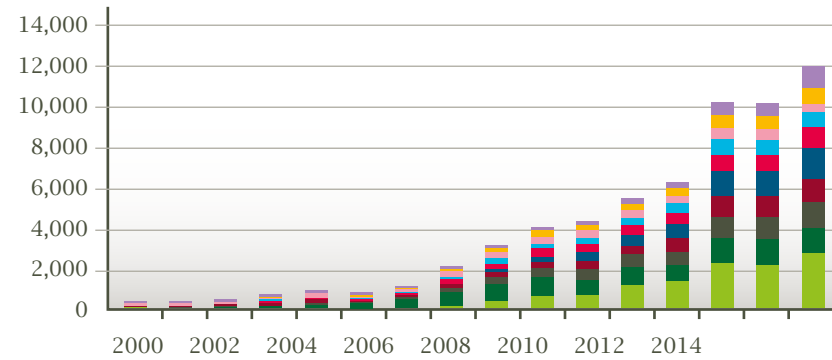
New tea flavours promote a feeling of indulgence often by taking their inspiration from desserts or confectionary. These products enable brand owners to add value by appealing to a wider target market and are often pitched at younger consumers who demand more than a standard black tea offering.

This trend has also spawned a range of tea ware and accessories which are associated with 'premium' and 'luxury' in the tea sector. This allows leaf tea to be consumed at home or on the move, enabling consumers to have these 'moments of luxury' anywhere. ➤





Beverages launched making functional claims



- Low/No/Reduced Allergen
- Digestive (Functional)
- Vitamin/Mineral Fortified
- Low/No/Reduced Calorie
- Low/No/Reduced Sugar
- Ethical - Environmentally Friendly Package
- Slimming
- No Additives/Preservatives
- Antioxidant
- Other (Functional)

### 3 Wellbeing

A growing number of people accept that how and what we consume has a significant impact on our physical wellbeing. However the fascination with promoting the wellness of their inner selves shows that consumers are also looking beyond physical health.

#### What does this mean for the beverage industry?

It is an opportunity for manufacturers to add value by promoting a range of health and environmental benefits (functional claims) which differentiate them from their competitors.

The graph above shows the world-wide growth of beverages making a functional claim since 2000, 'Other claims' includes products that do not fit into obvious claim categories, (for example 'alleviates stomach cramps' and 'strengthens cell function')

#### How does this trend manifest in tea?

Hot tea products making a functional claim have increased 3311% between 2000 and 2015 as against 1887% by the beverages market as a whole (Mintel) suggesting that hot tea is a key sub-category for these products.

Functionality has been added to tea by the inclusion of active ingredients (perceived or scientifically proven) although regulators are failing to legislate effectively on claims of "Vitality", "Boost" or "Immune" made by some mainstream products.

### 4 Changemakers

Trying to change things for the better is becoming a more mainstream priority with consumers wanting to enrich lives and preserve the earth's natural resources through their purchases.

#### What does this mean for the beverage industry?

In addition to consumers wanting to have a positive impact on the environment and the community through such things as recycling, charity donations and volunteering, there is an expectation that companies should also contribute to global economic, environmental and social causes.

Brand owners are using this as a tool to inspire loyalty by making their consumers feel 'good' about choosing their brand or product.

#### How does this trend manifest in tea?

Brands are increasingly attempting to connect their consumers with environmental causes and company values associated with their production and brands. As an example, every 'Peeze' tea sachet features a story from an employee on their tea plantation, providing a direct link and personal connection between consumers and the people at the start of the supply chain.

### 5 Greener food

An increasing number of people care about cutting down on food waste in and beyond the home, avoiding unhealthy food and overeating whilst seeking more natural, local and seasonal food.

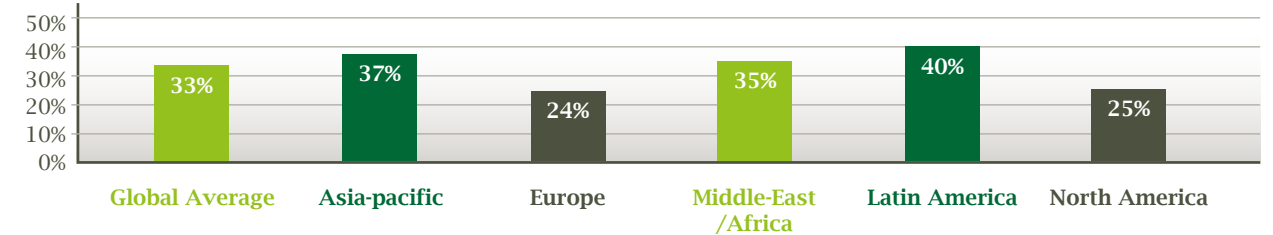
Tying in with the focus on Health and Wellness and the sub-trend of 'Changemakers', consumers are seeking to make choices that limit their negative impact on the environment either by their own actions or by their interaction with a trusted brand or company.

#### What does this mean for the beverage industry?

Growth in products claiming to be natural, non-artificial, organic, sustainably and locally sourced, puts pressure on manufacturers to improve their environmental credentials. We can also see shopping habits changing, as consumers look to support local manufacturers by purchasing products at farmers' markets and smaller localised retail outlets.

Stand-out claims include 'environmentally friendly/recyclable packaging' which has increased from one beverage product in 2000 to 11,037 products in 2015 and 'ethical - humane' which has increased from 15 products in 2000 to 2,088 products in 2015.

Percentage of people willing to pay a premium for organic products



#### How does this trend manifest in tea?

Tea manufacturers and brands seek to further emphasise the origin and credentials of their tea, putting greater pressure on suppliers of organic, fairtrade and rainforest alliance tea (among other standards). This will also influence the trend toward premiumisation, as consumers are increasingly willing to pay more for organic products (see graph above, Nielsen, 2015)

### What does this mean for Finlays?

#### What products or services do we have today that we could align to these trends?

Any products which have an added health benefit or an additional 'wellbeing claim' are potential winners. Examples we currently produce include high catechin green tea in Kenya and purple tea extracts where there is a perception of increased health benefits. Luohanguois a fruit predominately grown and consumed in Asia which when extracted has very close characteristics to sugar, as well as being perceived as a healthier alternative. This is a product which Damin are extracting and supplying to their domestic markets whilst exploring the possibilities for selling outside China.

Finlays also have a number of products which cater for the trend to 'luxury and the appreciation of time' - cold brew coffee being an example.

#### What challenges do we face as a business?

Increasingly smaller companies, in particular start-ups, are seen as the hotbeds of innovation. So is it the case that large companies must be dull, slow moving, slow growing with all the exciting stuff being done by small, agile start-ups? No is the simple answer. However it is imperative that large businesses recognise some of the tools needed to remain relevant in today's competitive market place. Having been around for over 250 years Finlays has shown the ability to adapt to change but it is more crucial than ever that we are able to both deliver for the short term whilst planning for the future.

It is important for large businesses to retain the ability to think like startups, creating a way of harnessing the incubation process that entrepreneurial companies go through when finding or creating their products. Keeping ahead of the market, by being close to it (and our customers) is core to creating innovative products that give us a competitive advantage and strong industry relationships.

As already mentioned globalisation has increased the pace of change and has led to increased competition in most sectors. This competition can be related to products and service, cost and price, target market, technological adaptation, quick response times and quick production.

Finlays is a business that is committed to the long-term as evidenced by our desire for expansion into new territories and the mitigation of risk through geographical and market diversification. Examples include:

- Finlays partnership with Damin which only came into existence in 2005 but is now the largest extracts producer in the world. Finlays were quick to capture this opportunity to not only gain a foothold in China but to also harness some of the entrepreneurial drive of Mr Jiang and his team.
- Finlays acquisition of Autocrat to strengthen the Group's position and to diversify our product offering in the US.
- The strategic changes currently being undertaken to streamline operations, integrate our business model and teams, to ensure that the Group works as one team with the focus on the customer.

The challenge we face is to ensure that we are able to meet the requirements of our customers today whilst having the ability to look around the corner and predict what they will want tomorrow. We are now building an internal data base which will give us greater visibility of the global trends affecting our businesses worldwide. More to follow in the coming months! ■



www.finlays.net



# Finlays new shop window

Julian Davies, Director Corporate Affairs and Rachel Jones, Head of Commercial Business Development at Finlay Extracts & Ingredients explain the thinking behind the Group's new website

A website is often referred to as the 'shop window' to a business. It should intrigue enough to make people want to explore further but hold back some of the 'back shop' secrets to pull out when the audience has been captivated. The new Finlays website, which launched in August to replace the existing site, has started on its journey to do just that. We now have a solid foundation on which to build and like any good website it will evolve and expand to further meet the requirements of our business as well as showcasing the very best of what we have to offer to our customers and the markets we serve.

The emergence of the internet has changed the way that individuals communicate with each other, the way that consumers purchase products, and the way businesses market their services. The 'digital influence' has truly made an impact on the way the world works and has revolutionised how we live our day to day lives and conduct our business. At the time of writing there are a total of 1.1 billion live websites and an average of 7.7 billion searches per day.

With 46% of the world's population using the internet on a daily basis, the importance of businesses having an online presence is paramount. Between 2000 and 2016 the number of individuals able to access the internet at home has increased by an average of 16% year on year.

With websites being such a powerful way of communicating a business identity and service, the new Finlays website has been built with a structure that enables us to clearly highlight the products we offer. Over the coming months we will be capitalising on this by providing more specific information on all of our products and services whilst including live examples of innovation in action!

As well providing details of our products and services, expansion of the website will allow us to give the business an online personality by focusing on the people who make this happen. Our people, after all, are what make our business great. We will therefore be developing the news and blog section of the website by uploading content relevant to our various different businesses and by asking our teams around the world to update us on interesting developments and stories of success.

Thanks are due to a number of people across the Group whose efforts have ensured that the new website is set up for success.

Please bookmark and add [www.finlays.net](http://www.finlays.net) to your favourites list to ensure that you keep up to date with developments at our various sites across the world. ■

The new website is set up for success

*"Like any good website it will evolve and expand to further meet the requirements of our business."*



Ian Bryson

# Foodservice to the fore

Ian Bryson, Managing Director, Finlay Beverages reports on the launch of the Café Express range and how this will meet the needs of the fast growing UK food service market

*"Coffee sales in this sector are worth an estimated £7.9 billion and sales of tea a further £300 million."*



As highlighted in my Update on page 21 and also in the last issue of the magazine the UK foodservice market is growing strongly. Coffee sales in this sector are worth an estimated £7.9 billion and sales of tea a further £300 million. If you bear in mind that retail roast & ground coffee sales are worth £142m and total coffee pod sales an estimated £350 million, then this is a huge market.

To enable us to capture some of this profitable growth we have launched our Café Express foodservice range. The aim of the range is to provide a total out-of-home solution across all hot beverages adapted to suit the individual needs of foodservice outlets.

To ensure we can offer a full range to our customers we have partnered with Single Source, one of Europe's largest single portion businesses which means we can supply a range of foodservice instant coffees, London Tea Company teas, sugars, hot chocolates and biscuits.

Due to the knowledge and experience of our own tea and coffee buyers we can offer an unrivalled range of quality, consistency and knowledge paired with a dedication to personal and individual service.

At the core of the range is the finest Italian Espresso bean blended from some of the world's leading producers and roasted by our experts to the same exacting standards every time. Every bag is signed by our most senior coffee expert, Alan Davies!

Each new customer we target receives a welcome pack from Café Express which includes samples of all of our products, a cafetiere, a range booklet and some chocolate covered coffee beans

Café Express is at the core of our budget for 2017 and we have high expectations for the brand. We have just recruited a Senior Business Manager, Chris Talkes, who has many years of experience in this sector to work alongside our current Business Manager, Sarah McLelland. Sarah has already opened several new accounts and is building relationships with many more.

If you would like to try the new Café Express coffee please do not hesitate to contact the team on 01977 655500. ■



# Waldemar – Sri Lanka’s first Oolong tea factory

Priya Gunewardene, Head of Forestry and Ancillary Crops and Asela Ratnayake, Superintendent Waldemar Estate, Tea Estates Sri Lanka look at the history of the Estate and the recent conversion of its factory to the manufacture of Green and Oolong teas



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**W**aldemar Estate nestles between the cool climes of the highlands of Nuwara Eliya, and those of the mid country Uda Pussellawa estates. The Estate is approx. 175 kilometers from Colombo in the central hills of Sri Lanka, between 1,200 to 1,600 meters above sea level and is located in ideal agro-climatic conditions for plantation crops.

The Estate, originally planted with Coffee in 1870, had a coffee processing factory at its Bungalow Division. However, like all coffee plantations in Ceylon, Waldemar was very quickly devastated by “coffee leaf rust”, the fungal disease caused by *Hemileia vastatrix*. At the time plantation owners, had no alternative other than to turn the coffee fields over to tea which was newly emerging as a plantation crop in Ceylon in the mid-19th century. The tea factory on Waldemar Estate was built in 1917 by the then Superintendent Mr ETC Farr and produced orthodox black tea for almost a century, until last year.

In the early 1970s, the estate was nationalised before Finlays acquired Waldemar in 1998 under the Government of Sri Lanka’s tea plantations reform initiatives. Subsequently after 99 years, manufacturing black tea, Finlays decided to convert the factory to enable it to manufacture both green and Oolong tea as a value addition initiative. This gives Finlays the advantage of being able to manufacture either type of specialty tea according to market demand.

We also have a competitive advantage which comes with commissioning the first ever commercial Oolong tea factory in Sri Lanka.

Brown & Company were contracted to modify the existing orthodox tea factory into a dual purpose Green & Oolong tea factory while Finlays invested in high quality machinery from Taiwan and mainland China.

**Finlays invested in high quality machinery**

- 1 Waldemar Green / Oolong Tea Factory
- 2 Asela Ratnayake (l) inspecting semi processed Oolong Tea with operator Veeraia Paramalingam (r)
- 3 Asela Ratnayake (l), Princely Benjamin, Assistant Superintendent (m) and Thaminda Dharshana Senior Assistant Factory Officer (r) tasting Oolong tea produced at the factory



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As no conventional withering is required for green and Oolong tea, Waldemar, which was originally a four-loft building, now operates as a modified two-loft factory. Structural alterations have also been made in the building, to allow for smoother internal operations. The manufacturing line of green tea has been automated in order to minimize handling. As a result, the man power required has significantly reduced due to the simplified manufacturing process of Oolong tea.

As Oolong tea is new to Sri Lanka, we sent our experts to Taiwan to master the art of manufacturing of Oolong and to acquire the technical know-how to train the new staff at Waldemar. Once the basics were learnt, the factory was set up to produce Da-Hong-Pao type matching Oolong Tea, under the guidance of our consultant, Huaifu Wang from Finlays Extracts & Ingredients in the UK. Following a series of trials Waldemar now manufactures a high quality Da-Hong-Pao type of Oolong tea which is on par with the best from elsewhere in the world other than mainland China and Taiwan.

4 Large woven bamboo basket cylinders are used to initiate the fermentation process, known as tumbling

Oolong is a traditional Chinese tea which is semi-fermented and produced by unique processes including withering the green tea leaves under direct sunlight and oxidation prior to curling and twisting. The origins of Oolong tea date back almost 400 years. Legendary Da-Hong-Pao (Big Red Robe) type tea is a Wuyi rock tea grown in the Wuyi Mountains of China. According to Chinese myths, a Ming dynasty emperor of China was sent a Big Red Robe to clothe the four tea bushes grown in Wuyi Mountains. In gratitude for his mother being cured by drinking tea produced from these bushes, he named the tea Da-Hong-Pao.

Today Waldemar collects fine tea leaves from tea bushes over 100 years old which were planted by the pioneers of tea in Sri Lanka. These pioneer tea plantations used seedlings which were Chinese in origin and known as China Jat. The original China Jat tea bushes still growing at Waldemar are small tough leaf and lower yielding varieties that produce greater character in manufacture. The rocky landscapes and misty, windy climate at Waldemar result in unmatched fresh tea leaves for producing Oolong Tea, identical to traditional Da-Hong-Pao type Chinese Oolong teas.

Oolong tea has a fruity flavor and a pleasant aroma. Despite its low caffeine content compared to black tea, it can still be extremely relaxing to drink. The health benefits of Oolong tea are basically the combined qualities of black and green tea. The polyphenolic compounds available in Oolong tea are said to be beneficial for chronic health conditions such as heart disease, inflammatory disorders, and high cholesterol levels whilst the antioxidants are thought to promote superior bone structure, robust skin and good dental health.

**1,200 – 1,600m above sea level, this location is ideal agro-climatic conditions for plantation crops.**



Oolong tea, although new to Sri Lanka, is in great demand in world markets and fetches a very high price compared to orthodox black teas. We hope to compensate for the current dip in tea prices by improving our profitability through the production of these value added products. ■



# A life with Finlays – Romesh Croos Moraes

Kumar Jayasuriya, Chairman, Finlays Colombo pays tribute to Romesh Croos Moraes who retired in October after 39 years with the Group

**R**omesh Croos Moraes retired from Finlays Colombo on 31 October, on reaching the age of 60 and after serving the Company with distinction for 39 years. I have had the opportunity of seeing Romesh's career develop in Finlays (the only company for which he has worked) from the shy but youthful high school leaver who joined the Company as a Trainee Tea Taster to the position of Executive Director responsible for the company's largest division, Tea Export.

At the start of his career Romesh learnt and mastered the art of tea tasting, grading and auction buying which led to him being entrusted with the task of looking after some of the Company's more important clients based in the Middle East. Helped by his marketing qualifications, he developed an unrivaled understanding of the Company's wide range of customers which allowed him to fashion products to meet their requirements. As a result Romesh established long lasting relationships with several customer groups. In particular distributors and customers of the Alwazah and Istikan brands in markets such as Kuwait, Saudi Arabia, Iraq, Syria, Turkey and the UAE, depended and were well served by his knowledge and expertise.

**Romesh learnt and mastered the art of tea tasting**

This expertise is exemplified by his ability to read volatile market conditions, introduce a particular blend to a certain market segment, or in designing eye catching package to attract the discerning shopper. He even worked out the best logistical routes to ship and transport products to markets in regions suffering turmoil and instability. Needless to say, his ability to regularly meet and exceed customer expectations earned the Company their respect, trust and confidence and for him, lasting friendships.

Romesh's knowledge and expertise were also greatly valued by the Sri Lankan tea trade, especially the Colombo Tea Traders Association, the Tea Exporters Association and the Sri Lanka Tea Board. In each of these organisations, he served on committees, panels and advisory councils at various stages of his career. I recall that when the trade developed a vision and strategy for the Sri Lankan tea industry, Romesh was one of the key contributors to the deliberations that ensued. Consequently he is recognised and well respected as a senior member of the Sri Lankan tea trade.

Romesh has also been involved in social and charitable work in line with his Christian faith. He is a mentor to young persons, a counselor and also a lay preacher giving of his time voluntarily in the service of the needy and the less fortunate. Romesh also has an ear for music whether as the live-wire of the Finlays choir or strumming his guitar at company functions where a sing-along is a never to be forgotten experience.

I am sure Romesh will look back at his career at Finlays with a sense of satisfaction. As he hands over the mantle to Gihan Jayasinghe and Nishan Wickremeratne, he will justly feel a sense of achievement and know that he has contributed in no small measure towards the overall success of the Tea division. The Company will not lose his services entirely as he has agreed to serve in an advisory capacity, continuing to make available his knowledge and expertise to the Tea Division as it moves forward in its drive towards achieving its vision of "more tea, for more people, in greater variety, at better value".

Whilst thanking Romesh for his services, we wish him a long and happy retirement, good health and the time and space to pursue his many and varied interests. ■



# Combating climate change

Kipchumba Bullut, General Manager, Tea Estates Kenya explains how soil and water conservation measures are helping to mitigate climate change problems affecting James Finlay Kenya

**S**oil and water conservation practices can play a major role in the mitigation of agriculture's contribution to greenhouse gas emissions and help in adapting to changes in seasonal rainfall and temperature patterns.

Many tea estates in Kericho are currently renewing their old and unproductive seedling fields with newer varieties that are high yielding and make teas of higher quality. The replanting activities involve significant land preparation that potentially exposes soil to erosion and run-off.

About 5-10 tonnes per hectare of productive top soil can be lost by water erosion in tea growing areas especially during land preparation. Eroded soils have poor physical and chemical properties and decreased nutrient content resulting in poor plant performance and lower yields.

## Examples of measures designed to mitigate climate change.

### 1 Drainage

Drainage in new tea developments is being designed to enhance rainwater infiltration and reduce surface run-off that causes soil erosion. The new design of drains (i.e. step main drains, step artery drains, and bunds) maximise infiltration, whilst channelling excess water out of fields and retaining as much soil as possible.

### 2 Planting of cover crops-lupines

Lupines are leguminous plants bearing nitrogen fixing bacteria. Apart from nitrogen fixing, the lupines shield the young plants from harsh weather especially during dry spells by creating a humid microclimate. Cover crops hold soil particles together helping to minimize soil erosion. When slashed periodically they provide mulch to young tea, and also enrich the soil with organic matter. Returning crop residue to the field to increase nutrient cycling can contribute to carbon sequestration and help us mitigate and adapt to climate change.

### 3 Infiltration/micro-catchment pits

Pits aid in retaining rainwater in the field and reducing soil run-off. Run-off occurs when rainfall intensity exceeds the capacity of the soil to retain water. This protects plants from drought stress during the dry season.

### How do these best practices contribute to long term environmental conservation and sustainability?

Stable soils and efficient utilisation of water in the fields creates a foundation for productive and sustainable yields. Since there is a direct relationship between soil and water conservation practices and maintaining and/or increasing productivity, these practices can ultimately reduce the need to increase production by expanding into new land areas such as forests.

This ensures better crop performance as the plants are able to withstand periodic weather changes such as heavy rains and dry spells. New drainage, infiltration pits and increased organic matter as a result of planting cover crops protect the plants from being washed off by rains and also during the dry periods aid in conserving moisture from rain ("green" water) and therefore reducing the need to abstract and irrigate using "blue" water (from rivers/dams).

### What are the socio-economic impacts of these best practices?

- Good policies/practices for soil and water conservation will have positive impacts on soil and water quality and productivity.
- By maintaining soil fertility, less fertiliser will be required in future
- Reduction in the loss of plant seedlings and the associated costs of replanting
- Reduction in siltation in rivers or dams leading to the preservation of aquatic ecosystems
- There is a close relationship between climate change, limited global water and soil resources. As climate change impacts the world's soil and water resources, it threatens to negatively impact food production. ■

# Finlays gets WED



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- 1 Steve Scott, General Manager Flowers
- 2 Robert Mutai, Production Clerk Chemirei Farm
- 3 Lelon Chepkwony, Production Manager Chemirei Farm
- 4 Receiving the WED trophy, from l-r: Lelon Chepkwony (production manager Chemirei farm), Jo Millar, Steve Scott (General Manager Flowers), Mary Opisa (Assistant Manager Research and Development) and Jane Ndirangu (Environment, Safety and Sustainability Manager)

Jo Millar, Sustainability Manager, provides a roundup of the various events held across the Group as part of World Environmental Day



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**W**orld Environmental Day (WED) was held this year on 5 June. Initiated by the UN Environment Programme in 1972, the events and projects organised around this day enable everyone to realise not only their responsibility to the environment, but also their power to become agents for change in support of a cleaner, greener and brighter place for now and future generations.

This year Finlays celebrated WED by holding local events highlighting local issues and local solutions.

Group Sustainability ran a competition to highlight these projects.

**The competition had three categories:**

- 1 **Best overall project**
- 2 **Best innovation**
- 3 **Photography with a biodiversity theme**

Participation was enthusiastic with all the projects being both locally relevant and effective which made judging particularly difficult.

## Best Overall Project

The winners of the Best Overall Project were Finlay Flowers, Kericho who were awarded the WED trophy for their ambitious two day programme of events which included planting indigenous endangered trees within the Flowers wetlands. These included the Giant Fern (*Cyathea manniana*), Sagawaita (medicinal), *Prunus Africana* (medicinal).

On WED day itself the whole management team walked, ran or cycled to work. This was to raise awareness of our over reliance on fossil fuels. All personal vehicles were banned from the Flowers site and some managers travelled as far as seven kilometres, to reach work. The event was a great success and as a result has led Flowers to consider the introduction of a more permanent scheme to allow employees to walk, run or cycle to work on Fridays and Saturdays as a way of promoting environmentally friendly practises and employee fitness.



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On the following day the Flowers team planted trees in the villages whilst all senior managers gave a twenty minute talk on environmental issues such as wildlife preservation, the importance of tree and forest preservation and waste management. Teams then took to removing litter from streams, roads, villages and the local environments. A great effort which was much appreciated by all.

The runners up in this category were Casa Fuentes with their school interactive session on the importance of the care and preservation of the environment near the Acaraguá factory. The discussions included wildlife protection and conservation of indigenous trees. This was followed by the planting of indigenous plants, including natural mosquito repellent.

**The Flowers team planted trees in the villages**

## Best innovation

The winners of the Best Innovation category were Demodera Estate, Tea Estates Sri Lanka, for their street drama on environmental pollution. The performances highlighted the importance of waste management and reducing water and air pollution by the appropriate disposal of garbage. The drama also looked at the importance of reducing deforestation and increasing conservation. The event was broadcast on a number of local TV networks. Well done the Demodera team.

The runners up were Alnwick and Depedene Estates, Tea Estates Sri Lanka for their arts and crafts projects which highlighted upcycling and the importance of waste reuse. Estate children created ornaments and art pieces from local waste.

## Photography with a biodiversity theme

Photography with a biodiversity category was won by Roshan Rajaratnam, of Finlays Cold Storage, for his photograph taken at Dambulla - Sri Lanka, and entitled: 'Irresponsible human act'

Tharindu Wickramatunga of Finlay Rentokil, was the runner up with a photograph taken at Dayagama - Sri Lanka, entitled: "If the bee disappeared off the earth, man would only have four years left to live" - Maurice Maeterlinck'

## Other projects

Estates in Sri Lanka held events which including clearing sites of litter, indigenous tree planting and delivering vegetable seed to locals. Throughout the day teams participated in clearing hospital grounds from waste and held educational talks about herbal plant growing techniques and herbal use. Children were engaged in activities such as art competitions, drawings and creating items from waste.

Finlays Colombo held community engagement activities including cherry tree planting and tree donations. A speaker from the Central Environment Authority of Sri Lanka delivered an interactive lecture on "Environmental changes and human life". In addition to planting trees, talks were given to staff on environment pollutants and related hazards.

Congratulations to all our winners and participants for an outstanding effort. We all look forward to next year's WED event. ■

- 5 Irresponsible human act
- 6 Hunter Crawford with photography winner Roshan Rajaratnam
- 7 The Flowers management team with the WED banner



Julian Davies

# Road Safety Week 2016

Julian Davies, Director Corporate Affairs describes how the Group is helping to increase road safety awareness amongst employees and their communities

*“As a responsible and ethical employer, and as part of our licence to operate, it is important for our businesses to take a leading role in improving road safety.”*



- 1 R - Abid Zainuddin, John Whittaker, Tanysha Dorsett and Gavin Hill, Swire House
- 2 JFK Senior Management pledging the Road Safety theme Front Row from right - Kipchumba Bullut General Manager, Tea Estates, Simeon Hutchinson - Managing Director, Reuben Langat - EHSS Manager, Nahashon Too - Senior Manager Chemase Estate, Raymond Cheruiyot - Group Manager Kitumbe and James Walubengo - Chief Accountant
- 3 School children in Saosa taking part in Road Safety Week
- 4 Staff in Saosa getting involved
- 5 Head Office presentation on cycle safety

In 2014 there were 1.24 million road traffic deaths across the globe and 50 million injuries.

Finlays has operations in countries which are amongst those with the greatest risk of fatal road traffic incidents in the world. For every 100,000 inhabitants there were 14 fatal road traffic incidents in Sri Lanka in 2014, 12 in the US and Argentina and 7 in Kenya. In the UK the number was 3.

Road traffic accidents (RTAs) are the eighth leading cause of death globally and the number is growing as the world becomes more developed.

As a responsible and ethical employer, and as part of our licence to operate, it is important for our businesses to take a leading role in improving road safety within the countries where we have operations. This is not only for the benefit of our own employees, but also for their families and the wider community within those locations. To accept each incident as just another statistic is not an option - these incidents have involved our employees and their families in the past and are likely to do so again in the future.

The second of the Group's annual health & safety celebrations after World Day for Safety and Health, all businesses have been celebrating Road Safety Week since 2015.



Road Safety Week is an annual world-wide event to raise awareness about road safety and promote steps that everyone can take to stop these needless deaths and injuries. By promoting and celebrating the event across our business we aim to inspire our employees and the communities within which they live and work to take action on road safety by promoting life-saving messages during the week, and beyond.

Our businesses have taken up the challenge with great enthusiasm, artistic endeavour and flair from parades and carnival conveys across tea estates in Kenya, police lectures and school visits in Sri Lanka, competitions and bike safety sessions in Swire House to driving competitions in Colombo.

**RTAs are the eighth leading cause of death globally**

*“Our businesses have taken up the challenge with great enthusiasm.”*

In addition to being an ideal opportunity to promote life-saving messages and show our commitment to road safety to employees and their families, customers, suppliers and local communities, Road Safety Week is also a fantastic vehicle to enhance and communicate our general commitment to health & safety across the Group. I have spoken before about the three 'C's of health & safety - Compliance, Control and Communication and the celebration of events such as this are fantastic ways for us to reach out and communicate our health & safety agenda and commitment to all.

Hopefully our teams will celebrate this worthwhile event for many years to come and we can continue to make a positive impact on road safety wherever we have operations. If we don't try and make a change, by showing leadership through such events, we will be failing not only our employees and their families but also the sustainability messages that underpin our business. ■





# South Indian memories



Graeme Nicholson delves back into his childhood to recall memories of growing up on the High Range over 70 years ago

**M**y father was an engineer/tea planter with James Finlay until his retirement in 1956. During his time in South India, which started in 1930, he was based on various estates including Top Station and Grahamsland in the Munnar area and Kadalaparai in the Anamalai district.

During my three years there I broke my big toe and was taken to school by rickshaw for two or three weeks when I was on crutches. The headmasters at the time were Mr Bury and latterly Mr Willy.

*“Pupils walked to school and back every day taking care not to upset the various toda tribal communities.”*



I was born at Top Station, Munnar on the 25 October 1935 with a regularly used nurse/midwife called Truttie in attendance. She was also present at the birth of my late half-brother in September 1951 and delivered the progeny of many tea planter families during the 30s, 40s and 50s.

My mother died in May 1940 from typhoid and is buried at the Church of South India church in Munnar. Neighbours in our village, who were on holiday in India in 2011, visited Munnar and the church and came back with some photos of her grave as it was 70 years later.

In 1942 when I was seven years old I started school in Ooty at Breeks Memorial School when pupils boarded at what is now Lushington Hall.

Pupils walked to school and back every day taking care not to upset the various toda tribal communities. On Sundays, Church was attended twice a day with Sunday school in the afternoon.

The isolation experienced by planters and their wives, whose nearest neighbours were often several miles away, was something they had to endure. Apart from a weekly visit to the High Range Club, it was important that they developed a hobby/interest, particularly in the case of my father who suddenly became a single parent. He considered himself fortunate to be a keen radio “ham” which gave him a means of contacting individuals all over the world. Additionally he had an interest in cine photography which allowed him to chronicle many of the exploits of life as a planter.



When the end of the war was declared, my father and I returned to the United Kingdom, arriving in Liverpool on the MV Georgic on Christmas day 1945. The ship carried 5000 troops, 2000 passengers and 1000 crew and although it was large, conditions were cramped. We travelled from Liverpool to Edinburgh where my maternal and paternal grandparents lived none of whom I really knew as I had only seen them briefly during a visit to the UK in 1938 when I was 3 years old. After a period of “leave” my father returned to South India in 1946 whilst I attended Daniel Stewart’s College in Edinburgh to continue with my education. My father remarried in 1950.

As a result of the 1939-45 war the school had an active cadet corps which I joined whilst working my way through the junior rugby teams to the 1st XV of which I was a member for two years, before leaving in July 1954. I revisited Munnar on three occasions during the school summer holidays in 1951, 1953 and 1954 in accordance with the policy operated by James Finlay at the time. These visits helped refresh my recollections of the area and happily coincided with the rugby season in the High Range. Munnar had an active planters team of which my father had been a member in his younger days. In 1934 he won the Coleridge Cup in the “Place, Drop and Touch kicking competition”.

*“Munnar had an active planters team of which my father had been a member in his younger days.”*

My early life in South India got me interested in animals having had various “pets” including rabbits, turkeys, jungle fowl, mouse deer, a sambur and what was described as a bison but was presumably a gaur. The last two had been brought in by the local Indians as young animals which had been deserted but as they grew bigger eventually they had to be released back into the wild. This interest in animals resulted in my decision to pursue a career in veterinary medicine which meant five years of study at the Royal Dick School of Veterinary Medicine in Edinburgh. After graduation in 1959 I started my career in a large animal practice eventually ending up as a deputy regional veterinary officer for the north of England when I retired in 1995. I married my wife Wendy in 1959 and have now been married for over 56 years and live in North Yorkshire where we have been for the past 32 years.

Looking back I would not have chosen the sort of upbringing that I had, but the unusual set of circumstances that prevailed at the time such as the death of my mother when I was only four years old and the 1939-45 war, meant that the options at the time were very limited. Despite this I consider that things turned out pretty well in the long run and that my early life in South India played a big part in laying the foundations of my career and family life. ■

**I consider that things turned out pretty well**

- 1 Graeme with Truttie
- 2 Graeme surrounded by his mother, father and factory staff
- 3 Grahamsland Factory in the 1930s
- 4 Mrs Nicholson’s Grave in Munnar



# Hull - a pioneering history



Rick Keane

Rick Keane, Factory Manager, Finlay Hull gives a brief history of the building which houses the Group's decaffeination plant together with the surrounding area and weaves this into Hull being awarded City of Culture for 2017



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*"To get a true sense of the history and prominence of our site it is necessary to dig back much further in time."*

- 1 The chapel in Lime Street
- 2 Promoting the City of Culture
- 3 William Wilberforce
- 4 Finlay Hull today

In the 1980s Finlays bought from Chambers and Fergus a mothballed solvent extraction plant in the industrial heartland of Hull, a port city in Yorkshire. Quite a bit is known about this company, indeed other parts of the business are still based in the city as the firm became Anglia oils, now Aarhus Karlshamn, a major producer of palm oil.

To get a true sense of the history and prominence of our site it is necessary to dig back much further in time. Records show that our building, which was known locally as the "Anglo-Egyptian Oil Mills & Refinery", was bought by Chambers and Fergus from the Hodge Family at the start of the 20th century.

A list of Hull Trades and Professions in 1892 records the building as being owned by "Hodge, Samuel & Son, seed crushers". Curiously the same records also show a Methodist chapel sited on what is now our car park.

### The Hodge Family

In Victorian times the seed crushing and oil mill trade in Hull was centred along the banks of the River Hull and around the thriving High Street alongside other merchants and traders. The Hodge family had a number of businesses in our area, including more than one based on the High Street and our factory site in Lime Street.



The head of the family was William Hodge whose status was so high in the city that he became Mayor of Hull on a number of occasions during the reign of Queen Victoria.

We do not know exactly when the Hodge family came to our site on Lime Street but we do know that the chapel on our car park was built in 1826 by the Wesleyans who sold it in 1841 to a group of Methodists lead by the Hodge family. This was at a time when they were building and opening chapels in the area and suggests that they had interests in or around our site by the 1840s.



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Perhaps to the annoyance of the Hodge family there are also records of a public house on Lime street, right next to the site of our decaffeination plant dating back to 1851! A Victorian map from the 1880s clearly shows the site as being three separate businesses. This and the presence of "The Druids Arms" pub next door serves as a reminder that back in Victorian times the factories on Lime Street would have been much smaller than our present site and that a number of businesses would have occupied what is now Finlays.

### The Wilberforce connection

However, what about going back even further? In the Hull History Centre there are records of numerous family owners of a seed crushing and oil extraction businesses on our site going back through Victorian times. Notably one factory in Lime Street was an oil mill run by Spyvee and Cooper; this family can be traced back as far as 1774 when they operated a rope making factory probably on our site. Archive documents and maps support this with old maps showing a road called "Limehouse Street" going back to the early 18th century when ship building and seed crushing first came to the street. (Ship building continued next door to us until the late 1990s). We know an oil mill was opened on Limehouse Street in 1726 by the Wilberforce family and that in 1733 they owned shares in a sugar factory which also operated in the street. A soap-house with a warehouse for smelting tallow followed by 1760.

**Wilberforce was interested in social reform**

The Wilberforce family were members of Hull's increasingly prosperous merchant class, one of whose number was William Wilberforce. Wilberforce, who achieved national prominence, was born in Hull, and elected as MP for the town in 1780. His political life was motivated by a Christian faith which led to him becoming the leading opponent of slavery.

The campaign lead by Wilberforce contributed to the abolition of the slave trade in the British Empire in 1807 and of slavery as an institution in 1833. His family home was 23 - 25 High Street, right next to the offices of Samuel Hodge, albeit some years earlier. Less well known about Wilberforce is that his faith prompted him to become interested in social reform, particularly the improvement of factory conditions in Britain, conditions he would have witnessed first-hand in the new industries springing up in Lime Street.

### Hull - City of Culture

Hulls tenure as City of Culture for 2017 can be traced directly back to commemorations held in 2007 to mark the 200th anniversary of the abolition of slavery, something our city is proud to have played a major part. This celebration was the catalyst that first promoted the cultural talents of our city and gave birth to our annual Freedom Festival, which celebrates, through artistic and cultural expression, Hull's independent spirit and historic contribution to the cause of freedom.

The UK City of Culture is awarded every four years to a city that demonstrates the belief in the transformational power of culture. Organiser Phil Redmond told the city that it was the growing success of our Freedom Festival that was the evidence he needed to be confident in awarding the City of Culture status to Hull.

The programme for the year will celebrate the unique character of the city, its people, history and geography. The year will be split into four seasons, each with something distinctive, intriguing and created to challenge and thrill. The first season is called "Made in Hull", celebrating the stories of the City's revolutionaries, thinkers and innovators who broke the rules and made their mark on the world. A mind boggling array of events has already been announced from the Royal Philharmonic and Halle Orchestras to theatre plays, and even a return for Ziggy Stardust and the Spiders from Mars. It will also make Hull a destination for must-see national events including the 2017 Turner prize award.



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The event has brought major investments and improvements which have added to the sense of pride that the city has in its history. William Wilberforce, as part of that history was a force for change in the world, possibly the first person to champion the ideas of equality and health & safety. He made his mark and the world is a better place because of him. It is worth remembering that he would have been familiar with our street and the mills and factories of his time, including ones run by his family. He saw the working conditions and campaigned for improvement, values that Finlays share to this day. ■





# A day in the life



Michaela Halse

## What is your job title?

Executive Assistant & Office Manager.

## Where do you work?

James Finlay Limited (Head Office), Swire House, London.

## How long have you worked for Finlays and have you always done this job?

I've worked for Finlays since March 2008. I've always been in this role but it's evolved a lot since I started.

## Please describe what a typical day is like for you.

I usually arrive in the office between 8.30 and 9.00 am and start with making a coffee and touching base with the Executive Directors, before going on to deal with emails which have come in overnight. Whilst I am often working on numerous projects over a period of several weeks, such as business continuity, organising health & safety events, or collating and editing material for the Finlays Magazine, the day-to-day demands are many and varied, including managing business travel,

brand management, staff inductions, sorting out on-site IT and facilities queries, managing office contracts and meeting and greeting visitors, as well as the administrative responsibilities which come with providing secretarial support to the three executive directors Group Managing Director, Guy Chambers, Julian Davies, the Corporate Affairs Director, and Julian Rutherford, the Group Finance Director. There is never a dull moment!

## What are your three best attributes?

I'm flexible, calm in a crisis and a good team player.

## Did you think you'd end up where you are?

No. My career before Finlays was in the civil service. I was made redundant after 24 years and had no idea where I would end up after that. I was very lucky to get this job.

## What do you like most about your job?

The people. I speak to and interact with so many different people across the Group both within the UK and worldwide, as well as customers and suppliers. I've made a lot of friends here over the years.

## What has been your proudest achievement at work?

Probably the work I do in connection with this magazine. I enjoy reaching out across the Group to gather stories about what people have been doing as well as proof-reading and editing - it's challenging and interesting and every time we go to print it's a proud moment when you hold that minted fresh copy of the new magazine.

## What is your motto in life?

The Halse family crest carries a motto which says "Nihil Sine Labore" - nothing without work. You don't get anything for free, and anything worth having is worth working for.

## What would you have done if you didn't do this job?

I have a passion for the English language and I would love to have gone into journalism and broadcasting, probably radio. In my late teens I had my own hospital radio show!

## What is the most treasured possession in your office?

Probably my label printer. It saves me so much time and produces very professional looking labels at the flick of a switch!

## If there was one thing you would change about your job - what would it be?

I think it would be the commuting time. If I could afford to live closer to London it would cut down the amount of time I spend travelling. Currently I spend about an hour and a half travelling each way, a total of around three hours a day. ■



Beatrice Langat

## What is your job title?

Personal Assistant to the Directors.

## Where do you work?

James Finlay (Kenya) Limited, Chepkembe, Kericho.

## How long have you worked for Finlays and have you always done this job?

More than 10 years. I started off as a receptionist and have risen through the ranks to my current position.

## Please describe what a typical day is like for you.

7:30 am: Arrive in the office to find my bosses already there - I wish I could arrive before them just once but that never happens!

7:45 am: Check on the Managing Director and the HR Director, before checking my mail. I keep a to-do list which I update at the end of every day so I check this first thing and start working on the day's priorities. Then the usual phone calls to which I respond and provide solutions where practicable. I make a few phone calls to Heads of Departments who have not sent in their reports.

I ensure my bosses' calendar are up to schedule and remind them of any meetings and where need be I support with preparation for these meetings.

8:30 am: I call the guest houses and ensure everything is running well and to the required standard. I organise for any new bookings and disburse funds for the purchase of supplies.

9:00 am: Mail van arrives and I circulate any urgent letters.

My boss may have a morning meeting - I ensure all the meeting logistics are in place; tea, snacks and audio visual equipment etc. I attend some and take notes especially the action points.

10:30 am: My bosses both break for morning tea. This gives me an opportunity to check on pending issues including visiting the guest houses. I then do the travel itineraries for all the executives including hotel/flight bookings.

1:00 pm: Mail van arrives. I sort out any urgent mail and emails.

1:30 pm: Lunch break.

3:30 pm: Filing time.

4:30 pm: I make sure my bosses' schedules and my to-do list for the next day are updated. I check all mail and ensure correspondence on all urgent matters has been taken care of.

5:00 pm: Before I leave, I check on my bosses one more time. I provide any detailed itineraries if they are travelling. I leave the office at 6.00 pm on some days but for normal days I leave at 5.30 pm.

## What are your three best attributes?

- Proactive
- Efficient
- Calm even when under pressure and able to think on my feet.

## Did you think you'd end up where you are?

Yes, as I have been determined and eager to learn more from my seniors.

## What do you like most about your job?

The ability to meet and network with people in all walks of life from all over the world.

## What has been your proudest achievement at work?

Coordinating and organising events leading to, and during, the Inter-Company Plantation management conference which involved delegates from various countries and key stakeholders in the Kenyan tea industry.

## What is your motto in life?

Winners never quit. Whatever you do, work at it with your whole being, for the Lord and not for men. (Colossians 3:23).

## What would you have done if you didn't have this job?

I would have been a law enforcement officer. I loved that uniform and the authority.

## What is the most treasured possession in your office?

Picture of my family; it reminds me to work smart and be a role model.

## If there was one thing you would change about your job - what would it be?

The long sitting hours. ■

## Births

### Casa Fuentes

#### Bayer

On 14 August, to Marcia Viviana Totel and Ruben Abrahan Bayer, Operator, Acaragua, a daughter, Lis Lianara.

#### Carboni

On 16 June, to Miryan Mabel Meza and Dennis Carboni, IT Manager, Buenos Aires, a daughter, Guadalupe Arami.

#### Perez-Zambon

On 11 July, to Gabriela Mariana Suarez and Fernando Daniel Perez-Zambon, Financial Controller, Buenos Aires, a daughter, Olivia.

#### Steckel

On 18 October, to Ramona Lujan Cardozo and Adolfo Conrado Steckel, truck driver, Obera, a son, Conrado Jhamall.

### Finlay Beverages

#### Mellor

On 1 October, to Sarah Mellor and James Mellor, Coffee Production Operative, a son, Eli Dennis.

### Finlays Colombo

#### Keerawella

On 2 August, to Krishani Nisansala, Staff Officer, Insurance Division and Chiran Keerawella, a son, Sathmin Randinu.

#### Waduge

On 2 August, to Nimesha Hansini and Shamitha Waduge, Shipping Clerk, Beverage Packing Division, a daughter, Hiyara Runithi Shehasna.

#### Disanayake

On 15 October, to Thilini Jayamali and Sumith Bandara, Reach Truck Operator, Finlay Cold Storage, a daughter, Chiransa Sandasi.

### Finlay Extracts & Ingredients USA

#### Diaz

On 8 April, to Elizabeth Diaz, Accountant, Florham Park, and Jose Diaz, a daughter, Arianna.

### James Finlay (ME)

#### Kraynev

On 18 November, to Ulyana Kraynev, and Andrey Kraynev, Marketing Executive, a son, Maxim.

### Tea Estates Kenya

#### Chepwogen

On 10 July, to Nancy Chepwogen, Nursing Officer, Kaproret Estate, and Vitalis Ngetich, a son, Roy Kiprono.

#### Mutai

On 15 August, to Regina Mutai, Assistant Research Manager, and Dominic Rono, a son, Kipkalya Rono.

## Marriages

### Casa Fuentes

#### Rotta - Mechkalo

On 13 August, Rodolfo Denis Rotta, Operator, Campo Viera, to Lidia Rosa Mechkalo.

#### Sierkierski - Schuerer

On 16 September, Renato Roberto Sierkierski to Karina Scheurer, Administrator, Acaragua.

### Finlay Extracts & Ingredients USA

#### Carter - Arnold

On 23 July, Bridgett Carter, Regulatory Affairs & Document Specialist, to Mark Arnold at North Kingstown, Rhode Island.

#### Assarsson - McDonald

On 27 August, Pauline Assarsson to Ross McDonald, Key Account Manager, Leaf Tea, North America, at Mellbystrand, Sweden.

### Finlays Colombo

#### Perera - Shabbir

On 27 January, Ayesha Ashanthi Perera, Accounts Clerk, Beverage Packing Division, to Godfrey Husain Shabbir, Co-ordinator - Shipping, Beverage Packing Division at St Mary's church, Nayakakanda.

#### Perera - Muthuthanthrige

On 6 May, Priyanwada Perera, to Shanna Asantha Muthuthanthrige, Service Controller, Hygiene Division, Finlay Rentokil, at St Joseph's church, Peralanda.

#### Shehangika - Udayanga

On 12 May, Kalani Shehangika, Clerk, Accounts Division, Finlay Rentokil, to Prabath Udayanga, Executive, Claims, Insurance Division, at Berjaya Hotel, Colombo.

### Basnayake - Kahatapitiya

On 14 May, Keshini Basnayake, S-Vat Clerk, Accounts Division, Finlay Rentokil, to Sahan Kahatapitiya, at JAIC Hilton, Colombo.

### Naulla Medagedarage - Halwala Priyankarage

On 15 June, Chamila Niroshani Naulla Medagedarage, Inventory Controller, Finlay Cold Storage, to Sameera Kelum Halwala Priyankarage, at Palm Village, Uswatakeyyawa.

#### Perera - Steelman

On 25 August, Buddhi Perera, to Rudi Steelman, Storekeeper, Beverage Packing Division, at St Sebastian's church, Kandana.

### Dharmalingam - Thevamani

On 3 September, Salomi Dharmalingam, Secretary, Finlay Rentokil, to Vinoth Thevamani, at the People's Church, Narahenpita.



## Lives remembered

### We are sad to report the deaths of the following former members of the Finlays family.

### James Finlay

#### Schoning

On 2 July, Hubert, aged 66. Until his retirement in January 2015 Hu had been responsible for procuring parts and equipment for the Group's tea factories for over 30 years.

### George Payne/ Finlay Beverages

#### Davey

On 20 June, Sheila, aged 90, widow of Phil Davey, Deputy MD and Sales Director Confectionary at Croydon.

#### Maynard

On 23 October, James William, aged 86.

#### Munro

On 31 May, Wendy, aged 81.

#### Perrin

On 8 October, Diana, aged 88 widow of Leslie, Factory Supervisor at Croydon.

#### Wilson

On 19 August, Maud aged 98 widow of Fred Wilson, Pay Office Manager at Croydon.

#### White

On 17 November, Ada, aged 80

### Tea Companies

#### Pirie

On 8 September, Susan, aged 97 widow of Douglas, North Indian Tea Estates, latterly Manager Difloo, Assam

#### McKenny

On 22 August, Jacqueline Mary, aged 90.

### James Finlay (Overseas)/ Finlay Tea Solutions

#### Stone

On 19 August, William (Bill), aged 82. He leaves a wife, Maureen. Bill was for many years the Company's London Shipping Manager. ■

### Obituary



#### Adam Hare

It was with great sadness that I learned of the death of Adam Hare on 8 November three weeks short of his 101st Birthday.

Born in Portobello,

Edinburgh, Adam was the last remaining planter to be employed by the Company prior to the Second World War. Having completed an apprenticeship as a marine engineer, he left the UK in 1937 to look after the Group's factories in what was then north east India. His career was interrupted by the war during which he served with distinction as a Lieutenant Commander in the Royal Indian Naval Reserve.

In 1945 Adam married his wife Barbara who had been with the Queen Alexandra Nursing Corps in Karachi. After resuming his career with Finlays he spend the rest of his

time in what was then East Pakistan, now Bangladesh, before retiring as Divisional Manager, Deanston Estate in 1970.

In addition to his managerial positions Adam took a great interest in the welfare of the mainly British expatriate community in the Sylhet district supervising the renovation of the church at Kalighat, in the Balisera Valley and carrying out a major survey of the graveyard.

On retirement to the UK Adam was awarded the OBE for his services to the tea industry and the British community in East Pakistan.

Loyal supporters of the Pensioners Reunions, Adam and Barbara used to travel to the Glasgow event from their home in Devon well in to their late 80s. Adam will be much missed by his extended family and the older members of the tea community.

*Duncan Gilmour*

### Stop Press

#### Sir John Swire CBE

As the Magazine was going to press we learned of the death of Sir John Swire on 28 November. Sir John was instrumental in John Swire & Sons first acquiring an interest in James Finlay in 1976 and was for many years a Non-Executive Director of the Company. A full obituary will appear in the next edition of the Magazine. ■



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