

## a) Case Status of reported retailers.

The following table summarises the status of reports, the main reasons for its status and the retailers this applies to. Details of each case are provided in the shared case management file (Attachment 1).

CASE STATUS	REASON FOR STATUS	REPORTED RETAILERS	NO. OF REPORTS
<b>Resolved</b>	Confirmation that the reported retailer is no longer using banned bags. Confirmation achieved via phone/email contact where evidence of compliance was provided by the retailer or via a spot check which found the bag to be compliant or not plastic.	Airport Kebabs & Pizza, AJ's Bakehouse Gisborne, Akaroa Adventure Centre, Aladdin's Turkish cafe, Ascot Chinese Takeaways, Ataturk Turkish Cafe Whakatane, Avondale Market, Awakeri Takeaway, Bakers Oven, Bakery, Bangkok Thai Palmerston, Barilla Dumpling, BHV Bakery, Bikanervala, Boba Bear at ENTX, Bobby's Fresh Fish Market, Bombay Butler, Bombay Post, Brandy's roasts, Briggston fish and chips, Bruce Lee Sushi, Cafe Eminem, Canton Grill Seafood Restaurant, Chaahat Indian Cuisine, Chawla's Indian Restaurant, Chelsea Bakery And Roasts, Chicken n Chips, Chicken shop, Clayton Park Bakery, Coin Save, Copper chimney, Copy Wright Fashion / Hilary Pointin Fashion, Corner dairy (Tower Superette), Cosmic, D.H. Supermarket, Daqinghua dumplings (Yummy Dumpling), Deli Roast, DF Souvenirs, Dumpling Delight, Dun Huang, Dunedin Marathon, East village takeaways , Eastern Egret, Eat Mi, Engine parts Ltd, Evergreen, FMK hair salon, Fresho, Fruit and Vege stall, Garden Fresh Rototuna, Geraldine Cheese Company, Gogo music Cafe, Gorkha Kitchen, Grafton Convenience, Grey Lynn Bakehouse, Gun City, Hot Mum kitchen, Howick Bake house (pie shop), Hunan Restaurant, Imperial Mini Supermarket, Indian Heritage, Indian Taj, Jack links , K & K, Kathrin's Taste of Europe, Keymens Corner Lunch Bar, Kings roast wellington, Leveret Estate Winery and Cellar door, Lim Chhour Supermarket, Loong da Takeaways, Love Sports Dairy, Luxmore souvenirs, Marcel Bakery, Masala Cafe & Bar, MBIE, McGintys Kitchen, Mehfil Indian Restaurant, Moire road fruit shop, Morgans Rd takeaways, Mostly \$2 Shop, Mountainview Dairy, Naturally New Zealand Gifts, New World, Stoke, New Zealand Corner, Noodle Canteen, Noodle Club, Novelty sweets, NZ Herald, NZ Indian Flame, OK Gift Shop, Otara Vegeland, Paradise Indian Takeaway, Pet and Animal Expo 2019, Ping's kitchen, Ponderosa food market, Preston's master butchers, Primal Supplements, Rangiora Produce Market Ltd, Ravis Indian, Raviz Kingsland, Real Groovy, Rocket kebabs, Rodney Wayne, Roseberry Trading, Sagar Indian Restaurant, Sarnggam Indian Cuisine, Selera Malaysian Cafe, Shahi Dawat, Skingraft Ltd, Soma Bar and Restaurant, Sony bakery, Spicer, Spicy House, Stall at Otara Markets, Super Liquor, SuperSave, Sushi Ninja, Tandoori Heritage, Tasty noodle, Temuka Bakery, Thai Plimmerton, The Lunch Bar, TianFu Noodles, TLC Meats (Taranaki Meat Specialist), Ton's Thai, Top of the target takeaway, Town & Country Food Kawerau, Try Out Vietnamese, Vaishno Corner, Ashok vihar associated with Swiggy, Veges Direct, Vegetable and fruit vendors, Village	173

CASE STATUS	REASON FOR STATUS	REPORTED RETAILERS	NO. OF REPORTS
		Foodmart, Vinnies Op Shop Beach Haven (St Vincent de Paul Society), Wairoa Club Restaurant , Wakefield on the spot dairy, Westmeat, Westmere Roast, Yummy house  Aelia Duty Free, Aotea Gifts, Bed Bath n Table, Bed, Bath and Beyond, Bee dee bags, Black Pepper, Bras N Things, Chemist Warehouse, Colette, Converse, Cotton on body, DAISO, Dotti, Easi take out delivery, EB Games, Farmers, Footlocker, Global Culture, Hartleys, Huffer, Jacqui E, Jay Jays, Just Jeans, Kmart, LookSmart Alterations, Mirrou, Nike, Pak'nSave, Platypus Shoes Limited, Portmans, Preview, Puma, SaveMart, Strandbags, Subway	
	Multiple reports but retailer found to be compliant	Chemist Warehouse (x 61), Just Jeans (x 39) Savemart & Jay Jays (x 16)	132
In progress	Retailer contacted, MfE awaiting final confirmation that bags have been removed.	[REDACTED] [REDACTED] [REDACTED]  [REDACTED] [REDACTED] [REDACTED]	36
On hold until spot check	Attempted contact via phone and email 3 times or more but unable to establish any meaningful contact (eg. store may be open unusual hours, may have since closed, not have access to phone/email, manager unavailable). Only option is to spot check the physical store.	N/A	0
On hold until spot check (cont.)	Established some contact but retailer was unable to provide evidence to help determine compliance (eg. unfamiliar with technology, supplier delays, no invoice available, language issues). Only option is to spot check the physical store.	N/A	0

CASE STATUS	REASON FOR STATUS	REPORTED RETAILERS	NO. OF REPORTS
	Report is vague or person did not provide actual business. MfE has made attempts to resolve but report cannot be completely closed until spot checked.	N/A	0
Escalated	Extensive actions taken (contact and/or spot checks) but complex case requiring MfE advice.		2
	Out of scope (eg. supplier)	N/A	0
	Retailer refused to give evidence and refused to be spot checked.	N/A	0
	Attempts made to resolve were unsuccessful and location will be difficult to spot check.	N/A	0
Not started	Yet to be commenced.		2
Closed for MfE	Attempted to resolve via phone/email, then spot checked and informed of deficiency. MfE unable to revisit within contract timeframe.		0
	Report is vague or person did not provide actual business. MfE has spot checked 3 locations within this council area but cannot fully resolve this report within timeframe.		0
	MfE contacted market organisers and made arrangements for stallholders to		0

CASE STATUS	REASON FOR STATUS	REPORTED RETAILERS	NO. OF REPORTS
	be informed. Spot check not possible as weekends only.		

## b) Determining high risk retailers

Case management and spot checks throughout this program have highlighted factors which increased risk of non-compliance in particular retail categories, models and locations.

### Category:

- The retail categories identified as high-risk represent the highest volume of reports and those most likely to fail spot checks:
  - For non-chain retailers - Food businesses – cafes, restaurants, takeaway outlets, and fresh produce stores (e.g., 100), plus convenience stores or dairies, supermarket/grocery stores.
  - For chain retailers – fashion and footwear represent the vast majority of those at risk, with a small volume of department stores, food, furniture and specialty retail reported. One large chemist retailer, however, was reported 61 times.

### Business size or structure:

- Of all reports received, 26% (56) of these retailers were chains and 74% (157) non-chains.
- Non-chains and smaller businesses often lack the infrastructure, communication networks and resources to invest a lot of time into considering alternatives and are thus more likely to gravitate towards cost-effectiveness and basic compliance.

### Location:

- Retailers located within retail precincts, or malls, rather than shopping centres, are at higher risk due to lack of centre management support and education.

### Culturally and Linguistically Diverse (CALD) segments:

- These retailers are impacted by linguistic differences, community norms and more likely to source directly from suppliers overseas who may not be aware of NZ legislations.



## c) Spot check schedule

Island	Trip Name	Region	Start / End Points	Major stops	Dates
North Island	A	Wellington	Wellington / Wellington	Levin Paraparaumu Hutt Valley Petone Johnsonville Newtown / Kilbirnie	Tues 17 - Thur 19 March
South Island	B	Canterbury	Christchurch / Christchurch	Christchurch Templeton Hei Hei Hornby Papanui QE11 CBD Riccarton	Tue 7 - Thur 30 July
North Island	C	Auckland	Auckland / Auckland	Auckland Suburbs	Tues 4 - Tues 11th August
South Island	D	Canterbury	Christchurch / Christchurch	Timaru / Ashburton	Wed 2 September
South Island	E	West Coast	Christchurch / Christchurch	Hanmer Springs Westport Greymouth Hokitika	Wed 9 - Fri 11 September
North Island	F	Wanganui / Manawatu	Wellington / Palmerston North	Wanganui Palmerston North	Mon 28 September - Thu 2 October
South Island	G	Otago / Canterbury	Dunedin / Dunedin	Dunedin Oamaru	Mon 12 - Wed 14 October
South Island	H	Otago / Southland	Queenstown / Invercargill	Queenstown Cromwell Alexandra Gore Invercargill	Mon 19 - Fri 23 October
North Island	I	Bay of Plenty / Hawke's Bay	Tauranga / Taupo	Napier Hastings	Wed 28 - Fri 30 October
South Island	J	Tasman / Nelson	Christchurch / Nelson	Nelson	Mon 2 - Tues 3 November
North Island	K	Taranaki	New Plymouth / New Plymouth	New Plymouth	Mon 9 - 11 November
North Island	L	Waikato	Hamilton / Taupo	Hamilton Tauranga Rotorua Taupo	Mon 16 - Fri 20 November

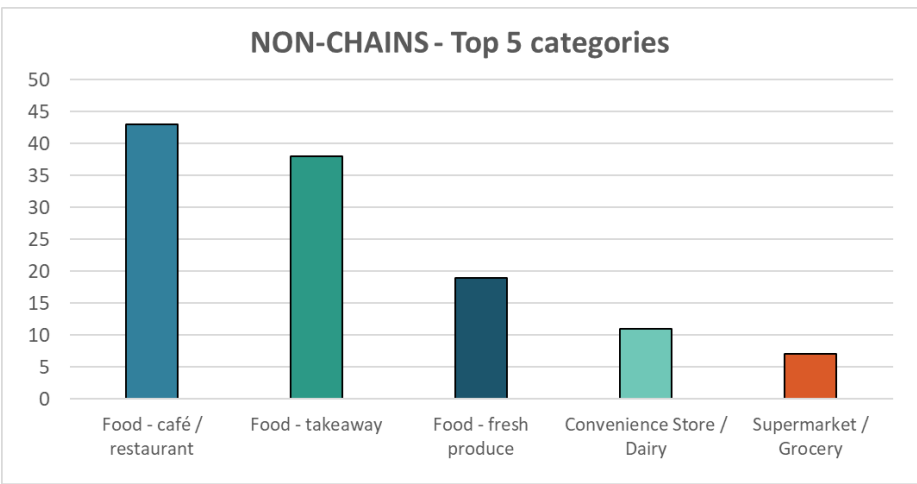
Area	POP
<b>NORTH ISLAND</b>	
Auckland	1628900
Hamilton	241200
Tauranga	141600
Rotorua	59500
Whangarei	58800
Wellington	418500
Napier-Hastings	134500
Palmerston North	86600
Napier	62800
New Plymouth	58300
Hastings	45000
Whanganui	40900
<b>SOUTH ISLAND</b>	
Christchurch	404500
Nelson	67500
Timaru	28300
Greymouth	8160
Dunedin	122000
Invercargill	51200



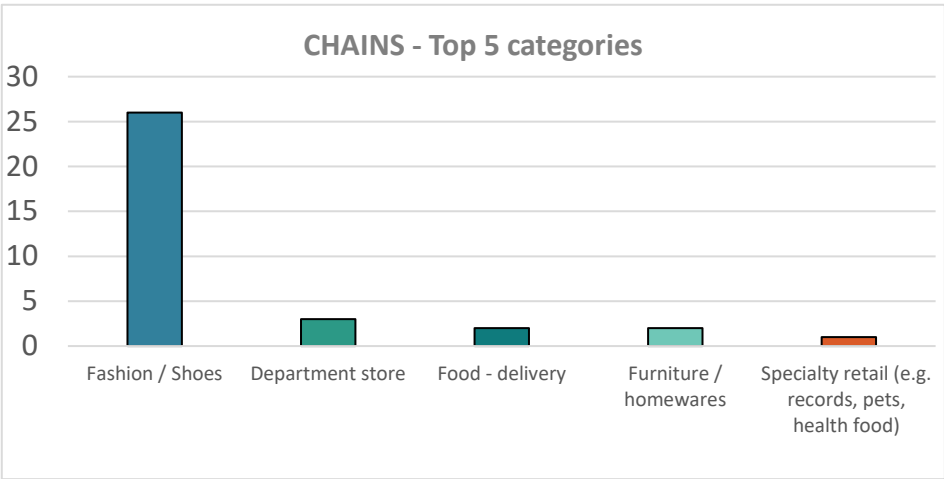
d) Key results (as of 31 December 2020)



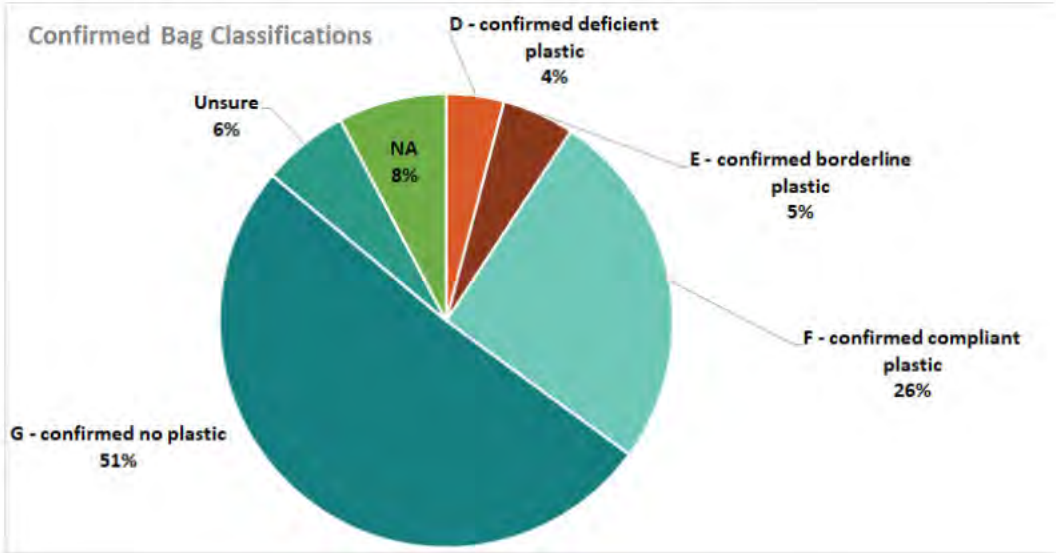
Non-chain stores represent the majority of businesses reported. Less chains are reported but are reported multiple times.



As previously outlined, the Food Retail categories are identified as high-risk and represent the highest volume of reports, and most likely to fail spot checks.

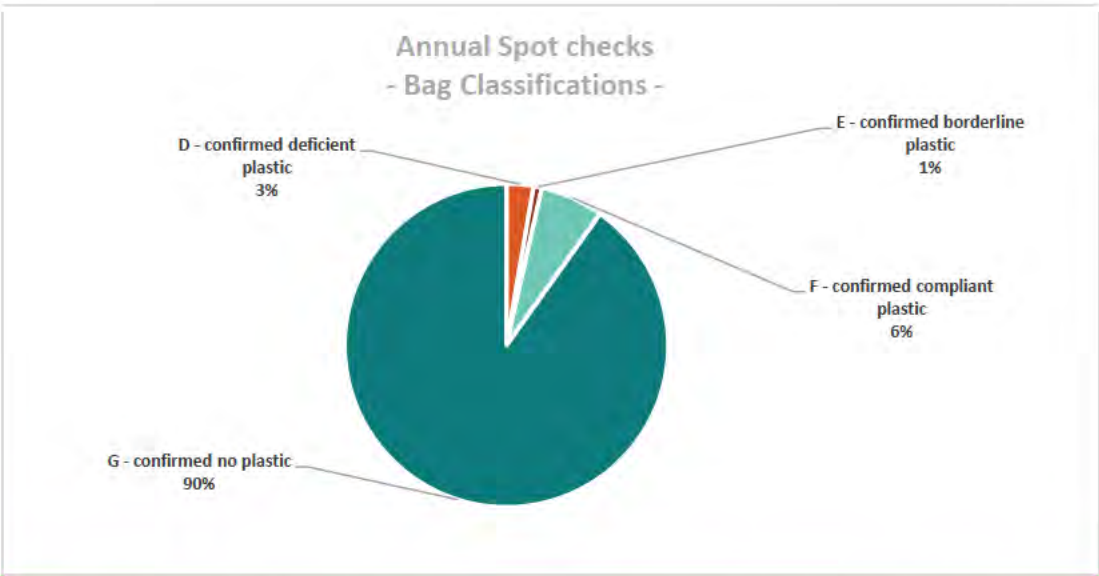


*Fashion and footwear represent the vast majority of those at risk, with a small volume of department stores, food, furniture and specialty retail reported. One large chemist retailer, however, was reported 61 times*



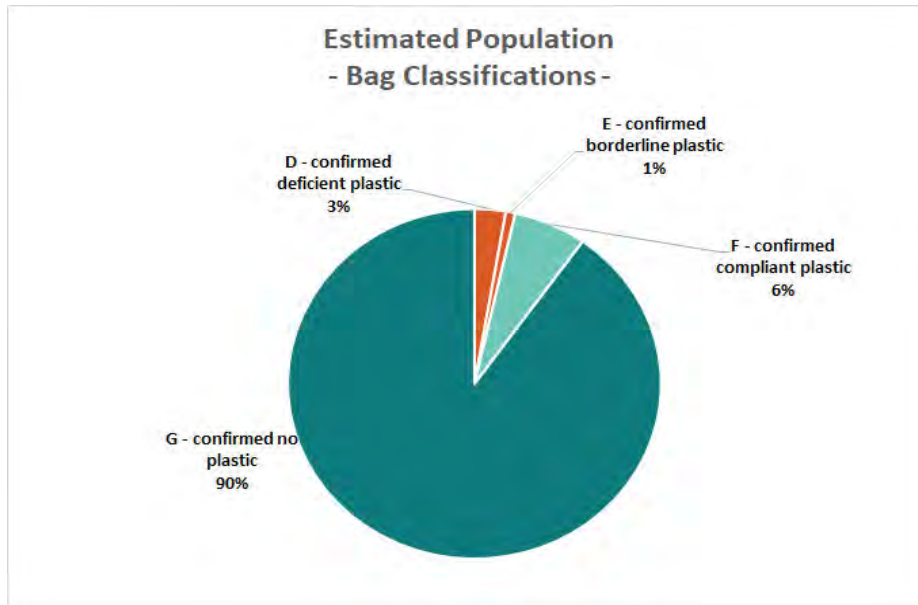
Of the confirmed cases, 51% are no longer using plastic shopping bags at all and 26% are using thicker reusable plastic (over 75 microns).

5% are using plastic which measure over and above 70um (internally referred to as 'borderline') and 4% are using plastic bags less than 70 microns and have been asked to cease using them immediately. NA refers to resolved cases which did not meet reporting criteria (eg. spam email).



1818 high-risk stores were spot checked with 1639 not using plastic bags and 115 using compliant plastic (96% compliance). 49 were using deficient plastic bags and asked to cease supplying them immediately, 15 were using borderline and advised to consider other options.





There were approximately 3147 stores in the precincts spot checked. 1754 stores were deemed low risk and assumed as compliant (not spot checked), plus 1393 stores were found to be compliant on spot check.

Therefore, it is roughly approximated that over the population, 96% of stores are compliant, 3% deficient and 1% using borderline bags."



## Head Office

Environment House  
23 Kate Sheppard Place  
PO Box 10362  
Wellington 6143  
New Zealand

Freephone: 0800 499 700  
Phone: +64 4 439 7400  
Email: [info@mfe.govt.nz](mailto:info@mfe.govt.nz)

**[www.mfe.govt.nz](http://www.mfe.govt.nz)**