



MEDIA RELEASE

FCCC Signs Voluntary Compliance Framework with Tappoo PTE Limited Thursday 21 January 2021

The Fijian Competition and Consumer Commission (FCCC) has signed a Voluntary Compliance Framework (VCF) agreement with Tappoo Pte Limited as part of an ongoing initiative to help businesses be more proactive when it comes to complying with the FCCC Act 2010.

Following discussions between FCCC and Tappoo, the approach taken is distinct from previous VCFs, as Tappoo has committed to signing VCFs across their various business units (Retail, Automotive, Petroleum, and Travel).

“A high level of customer service and satisfaction over the last eight decades is one of the key ingredients of success for the Tappoo Group”, said Mr Mahendra Tappoo, a director of the Tappoo Group of Companies.

“We are associated with quality international brands, value for money, customer service and satisfaction to the highest degree. The spirit of the FCCC Act resonates with our core family and Company values of honesty, integrity and customer satisfaction, which we have clearly demonstrated over the past eight decades. Tappoo and FCCC have a common objective of looking after the interests of the consumers. We therefore welcome this initiative and look forward to working with FCCC.”

“By stepping forward and taking this initiative Tappoo is showing their commitment to protecting the rights of their customers and operating competitively and fairly, which is to be commended,” said FCCC CEO Mr Joel Abraham.

Mr Abraham said that the move to sign VCFs across their various business units is also strategically sound for FCCC, as establishing self-compliance by the trader means more resources can be diverted towards rural engagement.

“We took this idea on board under the condition that Tappoo business lines are fully FCCC regulated, such as their On The Go (Fuel Stations) stores, there is partial regulation for their On The Go Convenience Stores (Price Control Products) with an aspect of consumer protection for Tappoo retail chain stores. Under this engagement, FCCC will also require Tappoo to make a Consumer Governance charter.”

“FCCC has always had a positive relationship and respect for Tappoo Group, and we thank them for taking the next step as a responsible and ethical business. We hope this encourages others and we welcome and invite any organisation that wants to be proactive and ensure that they are being compliant.”

Mr Abraham said that they preferred a collaborative approach, as it was more sustainable in the long term, and it was vital that businesses work with FCCC to protect the rights of Fijian Consumers.

“The VCF allows FCCC to better enforce its mission and vision and was set up because the daily door to door inspections by a handful of FCCC officers was not sufficient when it came to the assessment of anti-consumer acts. The set of guidelines in the Framework outlines the compliance and enforcement tools that FCCC adopts to ensure compliance, which businesses that have a good reputation and history like Tappoo are able to implement with ease.”

Mr Abraham said that this was also a smart decision for businesses as, by operating in line with consumer rights, they are creating a more conducive and welcoming environment for their customers.

The VCF initiative is one of many ways in which FCCC carries out its strategic goals, such as keeping Fijian consumers informed of their rights and responsibilities as consumers, ensuring businesses are compliant with FCCC laws, regulations, price control orders, and guidelines, including that there is a consumer redress mechanism in place for any complaints and issues encountered.

Tappoo Group is one of Fiji’s largest and most respected, dynamic and multi-faceted corporations and employs over 1,800 Fijians. Its operations include retail and duty-free, wholesale and distribution, manufacturing, automotive, petroleum, travel and hospitality, real estate and investments.

Tappoo has also been a major player in the tourism industry for decades and has served millions of satisfied customers not only locally but from across the globe. The group has won multiple prestigious international and local awards.

For more information, you can contact FCCC on 8921991 or through live chat on their website at fccc.gov.fj.

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