

Submission by Triple Luc Enterprises-14 February 2024

I believe that the tier system will limit our ability to set prices which are more aligned with the individual region of each bakery and be centrally controlled. As far as the passing off cost go, BDH has always passed on the cost to its franchisees of its pos system and we have never had any ability to question the cost with them. Another thing that is not been mentioned in this proposal is the fact that BDH is making franchisees accept an EFTPOS system that is much more costly than one I can get as a lone operator thru an 3rd party which adds cost to the franchisees and BDH seem not to be to upset with that and we have no choice but to use it no other system is available it seems. The system that is to be used has now also changed from the one that we were initially shown in the workshop's around the net work, it is harder for staff to begin an order which slows down customer service and iam sure there will be other things that they change before it all goes live.