# CORPORATE PROFILE



2024

# Introduction

Step into the wonderland of Universal. Universal AU are the leading candy importers in Australia with a growing range of lollies, premium chocolates, beverages, sugar products and product licensing.

In 1983 our founder, Jurgen Fengels (a young migrant from Germany), had a vision: to bring joy and the world's favourite confectionery brands to everyday Australians.

Since then, his humble family business has grown significantly to become the #1 novelty candy importer in Australia, and generations of Australians have grown up enjoying the best-selling candies and lollies that Universal AU acquires from overseas and local manufacturers.

Thanks to an unrivalled distribution network, Universal AU controls over 80% of the domestic novelty candy import market and has a growing footprint across export market.

Our distribution partners supply confectionery from 148 wholesalers to over 40,000 retailers.

Our portfolio has also expanded beyond novelty confectionery. We have a Licensing division, and a Gourmet & Beverage division who partner with leading licensors, premium chocolates and novelty beverage brands from around the globe.

#### ALWAYS THINKING. ALWAYS LEADING. ALWAYS EXPLORING.

As the Australian novelty candy market evolves, we continuously work tirelessly to embrace it. Whatever opportunities the future holds, the values that shaped our success and our spirit of family will never change.

Discover how we can grow your confectionery business together and make an appointment with our team.



# **Company Structure**

















# One vision. Five pillars.

Today, Universal AU Pty Ltd operates under five distinct but interconnected divisions. These reflect the multi-faceted scope of the business as we continue to grow and evolve into exciting new markets.





For more than 40 years, Universal Candy has been renowned for its innovative products and commitment to quality. Boasting many of the world's most loved and iconic novelty confectionery brands, we remain dedicated to delighting customers across Australian and global markets.

# Leveraging opportunities with iconic global brands

Launched in 2020, Universal Licensing develops exclusive product partnerships under license from major global brands and media properties including Warner Bros, Nickelodeon, Sesame Workshop and Mattel. The result is a unique and highly collectable range of licensed confectionery products, leveraging the powerful appeal of popular culture.

# Experience the world's finest confectioners and chocolatiers

GOURMET

Universal

Catering to the refined tastes of gourmet consumers, Universal Gourmet searches the globe for premium confectionery products offering a true point of difference. From the bustling laneways of Europe to the vibrant street markets of Asia, lines are handpicked to create confectionery experiences like no other and transport consumers to a world of pure delight.



## Making holiday periods even sweeter

Holidays are a time when families and fun intersect. By focusing on these peak periods throughout the year, Universal Seasonal presents strategic opportunities for our retail partners. Branded packs and stands are hand-tailored to special occasions like Christmas, Easter, Valentine's Day and Halloween—each with a dedicated range of seasonal treats.



## Injecting a new wave of fun into the beverages category

Across the globe, the worlds of confectionery and beverages are uniting quickly—and the opportunities are endless for Australian and New Zealand retailers. Universal Beverages is leading this expansion through the launch of innovative and refreshing drink options aligned with existing confectionery themes and brands including Warheads Sour Soda.



# Comprehensive Distribution Across Australia

# 148 Confectionery Wholesalers supplying over 40,000 retailers.

- 510 EG Group
- 995 Woolworths Grocery Stores
- 800 Coles Stores
- 700 Coles Express Stores
- 465 IGA Supa Grocery Stores
- 2000 IGA Grocery Stores
- 14 Campbells Cash & Carry
- 140 SPAR Stores
- 970 McDonalds Stores
- 400 Hungry Jack Stores
- 315 Donut King Stores
- 250 Michelle's Patisserie Stores
- 300 EB Games Stores
- 100 Foodworks
- 183 Big W Stores

- 284 Target Stores
- 234 Kmart Stores
- 380 Reject Shops
- 13 Costco Stores
- 350 Discounters
- 4000 Aust Post Stores
- 55 Newslink/Relay Stores
- 700 7 /11 Stores
- 621 Ampol Sites
- 200 BP Sites
- 288 United Sites
- 75 Event Cinemas
- 50 Hoyts Cinemas
- 500 Aldi Stores
- 300 Chemist Warehouse

ALDI AMPOL QAustralia Post BIGW
Coles coles costo donut®
EVENT
FOODWORKS HOYTS JACKS
Metcash Michel's
NGW NewsLink THE REJECT SHOP
RELAY, SPAR & Jarget.
Sister Woolworths 6





# **Company Milestones**



# **Company Milestones**



#### Universal Candy:

- Launches Christmas stockings into market
- Becomes the largest novelty supplier to Woolworths
- Expands product range out of China
- Launches Trolli Gummi Tubs to achieve a 500-tonne volume

Universal Candy: to

Acquires the Candy Brokers business adding Chunky and Bpop brands to its expanding portfolio

account

- Introduces a licensing arm to source strong licences
- Is appointed exclusive distributor for Zed Candy and Zaini
- Establishes the Woolworths 0 Novelty stand - the first to develop in a grocery

- Builds a strong export arm to service Korea and Pacific Islands
- Is awarded exclusive distribution right to Korea for the Warhead brand
- Is offered exclusive right to new product development for the warheads brand
- Agrees to source all new manufacturing for Warheads total export business

- Acquires the Funtastic business adding Beacon & X-Treme brands to the portfolio
- Is appointed as Warner **Bros Licensee**
- Introduces a Gourmet arm to the business after being awarded the Anthon Berg, Walkers Chocolates and Belfine agencies
- Introduces a Beverage arm to the business with the exclusive launch of Warheads soft drinks

# TODA

The business restructures to become Universal AU.

Due to recent acquisitions and the development of new business arms, the business restructures to become Universal AU, while continuing to trade as Universal Candy.

Universal AU now offers a comprehensive service to many international confectionery brand owners.

Services include the most cost-effective path to launch and guarantee rapid distribution into the Australian domestic market.

The team has a wealth of knowledge, of local and international markets, and can draw from decades of experience, to design a product offer to best suit the retailer, consumer and manufacturer alike.

Supply chain management is second to none with an experienced team managing the shipment of merchandise from all corners of the world into a 10,000 square metre warehouse. Regardless of the merchandise, no inventory leaves this warehouse unless it's guaranteed to make its entire journey in a 'climate controlled' environment.



#### Universal Candy:

- Achieves 1-million-unit sales in Christmas stockings
- Is appointed exclusive distributor for Cavendish & Harvey, Topps, Pez, Zombie Chews, Wicked Fizz, Brain Licker, Lickedy Lips, Pop Rocks, Warheads, Yowie & Vidal
- Becomes the largest kid's novelty supplier to Coles ο
- Forms partnership with Coles on Private label for seasonal





# What Our Suppliers Say

## 66

The now over 30 years partnership between Universal Candy and Trolli is without doubt a real success story. Due to the excellent support of Jurgen Fengels, his son and his team of Universal Candy we were able to successfully establish Trolli as an important brand in the Australian Candy market. Thanks to our intense exchange of new, innovative ideas, we have managed to develop concepts that obviously satisfy the expectations of our Australian customers with a mix of European and traditional taste. The fantastic atmosphere and the productive, professional work of both our teams enable us to quickly respond to product ideas in form of tailor-made items.

This in turn leads to a consistent increase in brand awareness and distribution. We look forward to continued collaboration with Universal Candy, which so far has brought us a lot of joy and success.

HERBERT MEDERER Trolli GmbH

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PETER HEMPEL Area Business Manager PEZ International GmbH

sales channels.

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The first year of our co-operation in the

Australian market has been successful beyond

our expectations. PEZ has gone through turbulent

times in the past but Universal Candy managed to

re-establish PEZ as a strong confectionery brand in

the Australian market both in the grocery channel

momentum by widening the distribution to accounts

we have never reached before, as well as readjusting

the brand to major accounts and strengthening the

Universal for their passion towards our brand and

It is always a pleasure to meet up with the team

for business...and we also appreciate the positive

excellent work, mates! In Australia Universal Candy

chemistry on the personal level. Keep up the

managed to bring PEZ back on track!

the professional approach to new opportunities and

and the route trade. We are constantly gaining

in-store presentation in existing accounts.

We would herewith thank the entire team at

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Universal Candy is one of the most reliable, valuable and successful partners of Crown Confectionery Co., Ltd. in Korea for more than 25 years.

Their excellent, dedicated and highly professional team with their deep understanding of the Australian market and great nationwide distribution network having built a strong and stable Zappo business in Australia.

We believe that their business will be more prospered because of their enterprise. We specially value also the long term friendship and trust for more than 25 years.

#### LEE DONG KI

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General Manager Overseas Business Division Crown Confectionery Co., Ltd.







# What Our Suppliers Say

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We have built up a very good and prosperous partnership. Cavendish & Harvey is very happy to work with Universal Candy in Australia as we have achieved positive distribution of our products in the Australian market.

When it comes to service levels and your support we only have to state that we increased our Australian business by 168% since changing to Universal Candy. We think this tells a lot about the efficiencies of Universal Candy.

GERHARD BAUMANN Cavendish & Harvey



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Myriad Marketing has been working with Universal Candy as our Exclusive Distributor in Australia since 2012.

They are the complete distribution company to handle Australian National Distribution.

Prior to 2012, we had business and personal dealings with key personnel on their staff for more than 20 years.

The entire Universal Candy team, from administration, right through to the owners and Directors are extremely professional in all their dealings.

Universal Candy has demonstrated integrity and professionalism in our relationship.

Myriad Marketing look forward to further growth of our business in Australia and we are very confident that Universal Candy is the company to do that.

SIMON RAZEY Myriad Marketing

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We had been selling the Warheads Brand in the Australia/New Zealand market for many years, but when we recently partnered with Universal Candy our business changed dramatically. We are now working in a true partnership and together we are growing the Warheads business to new heights.

We work closely with Justin, Wayne, Danny, and Tom and their knowledge of the local market, retailers, and love of the brand are invaluable to our continued success. They are easy to work with, great communicators, and very positive. Together we have developed new products, created the proper packs and promotions for different retail channels, explored new suppliers, and we are just getting started.

We are looking forward to a long, mutually beneficial, and prosperous partnership with Universal Candy.

JEFFERY A. ROME President & CEO Impact Confections, Inc.

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# **Our Brands**

Over the years we have helped a growing number of international and local brands to become firm favourites with Australian families.



## **Our Licensed Brands**





## Awards





## What Our Customers Say

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I have been doing business with Universal Candy for a period of 12 years. In that time, I have found them to be an extremely proactive and creative supplier that has supported my business in all facets of its operation.

We currently order from Universal Candy on a weekly basis and the ordering process is extremely easy. Ruth has always assisted with all and any of my queries in a very timely and professional manner. Most orders are delivered within 3 working days and I am unaware of any errors/logistical issues that we have experienced.

Wayne Henderson has personally looked after my business for many years. His knowledge of confectionery and the market place is outstanding and he is very honest and open about his recommendations in relation to the product ranges Universal Candy currently manufacture and supply. Universal Candy is a very easy and professional organisation to deal with and I am happy to call them a preferred and respected trading partner.

ISTAIDUTORS

#### TONY MCINTOSH

Managing Director The Distributors Brisbane

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I (Brian Taylor) have personally worked with the Universal Candy team for over 8 years. In the last 14 months I have become partner in a successful family owned & operated business called Redwood Pacific Ltd. In January, 2017, Redwood Pacific Ltd was appointed the sole agent in New Zealand for Universal Candy products across all channels. For 30 years Redwood Pacific Ltd has established & maintained quality relationships with a large number of suppliers & manufacturers from across the globe. The relationship Redwood Pacific has built with Universal Candy since our first meeting in 2016, is one of the closest we have to date. Wayne, Justin & the Universal Candy team are professional, personable & highly organised in all their dealings. The exceptional levels of service & support provided by this business are second to none & their combined industry knowledge, flexibility & passion to exceed expectations are attributes shared by both companies. It is these synergies that make our partnership strong & it is why we are extremely proud to be representing Universal Candy & their quality brands in NZ.

#### STEVE WARE, NICK WARE, BRIAN TAYLOR

Redwood Pacific Ltd Auckland,New Zealand

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Sweeties Confectionery have dealt with Universal Candy for more than 17 years and during this time they have provided exceptional customer service to my business. The team at Universal Candy are a pleasure to deal with and nothing is ever a problem for them. Our business has enjoyed double digit growth year on year as Universal Candy continue to range innovative and high quality products. Universal Candy eliminate risk from my business and delivery certainty with all products being guaranteed. With almost 100 suppliers in my business, ease of doing business is important to me and Universal Candy lead the way in this regard. They are the best communicators in the business. There are plenty of 'players' in the import/novelty & bulk game, and Universal Candy are, in my opinion, the best at it. A small but significant example of this, is when the Australian dollar hit some record highs in 2011/12, Universal Candy set a precedence by taking a price decrease across their range of imports. I look forward to continuing our business partnership with Universal Candy in the future.

#### LEIGH STOKES Sweeties Confectionery

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red/wood



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Just a note of thanks to Universal Candy for the help, support and supply of your confectionery products. The level of service is second to none. The Westco/ Universal Candy association goes back many years and I am sure this relationship has been beneficial to both companies.

With Wayne, Jay and Tom as our contacts we are confident that the we will continue to work together for many more years.

**KERRY HEADLEY** Westco Confectionery





# What Our Customers Say

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Universal Candy are certainly the market leaders when it comes to Novelty Confectionery. We have been dealing with them for over 35 years and they have some magnificent brands such as Trolli, Zappo, Yowie, Warheads, just to name a few. They have a magnificent team of people that represent their company at the highest level and they are a pleasure to deal with. They are extremely innovative with their brands and certainly are the most supportive to our team in terms of Point of Sale and Incentive. We are certainly lucky to be dealing with such a professional company in Universal Candy.

#### **CRAIG BAIN**

Managing Director Accredited Distributors Pty. Ltd.



#### **PAUL SAITOV** Senior Buyer The Reject Shop

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Universal Candy has always maintained

and strived for a "Best in Class"

approach in relation to supplier

a thorough, always professional

and open book approach along

partnerships, this is managed with

with unique brands and innovative

internationally with Universal Candy

extremely professional which ensures

positive and proactive results for both

companies, both TRS and Universal

Candy enjoy discussing, developing

ideas and new concepts that together

can ultimately result in great outcomes

THE REJECT SHOP

NPD. When TRS meets locally or

all meetings are insightful and

for our respective businesses.



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Universal Candy combines the best of both worlds in supplier partnerships: a collaborate and refreshing approach coupled with innovative product. All meetings and communications are extremely professional with a little fun thrown in and allow us to easily do business. We enjoy sharing ideas and working in partnership to grow our respective businesses.

**TERESA RENDO** Head of Trade Big W

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Quality products, competitive pricing and assured supply have been the strength of Universal Candy dealing with our business. We have developed a strong business relationship and they have demonstrated their willingness to do more business by being creative and agile with their processes. Universal Candy has also received plenty of praises from our distribution partner on their professionalism and account management practices. We will continue to grow our excellent relationship and collaboration with Universal Candy and will highly recommend their services to other businesses.

#### **RUBAL ISLAM**

Purchasing Analyst -Australia & New Zealand Purchasing & Supply Chain -McDonald's Australia Ltd



**BIGW** 





## Jürgen Fengels Executive Chairman

Arriving in Sydney from Hamburg in 1968, Jürgen embarked on a career-long journey that would shape the confectionery landscape in Australia. With an apprenticeship in commerce and a certificate in export and import trade, he was naturally drawn to the world of freight forwarding and spent five years at the renowned Schenker; Co before setting up his own sales and marketing office for Rohde+Liesenfield (now Geodis/Wilson).

In 1983, Jürgen saw an opportunity to acquire a small confectionery import company called Sweet Ring Imports. In the 40 years since, it has evolved to become the business we today know as Universal Candy—Australia's leading importer of confectionery and novelties. Jürgen also took the strategic decision to become majority shareholder of Accredited Distributors, which is now one of the largest independent wholesalers of confectionery, beverages and snack foods in Australia. Today, Jürgen oversees the Universal AU Group as Executive Chairman, proud that the business continues to deliver on his original vision: to spread joy and laughter through the world's most iconic confectionery, chocolate and beverage brands.



# Justin Fengels

After completing International Business studies at Bond University, Justin briefly worked at Accredited Distributors before embarking on his career journey with Universal Candy. Starting as an apprentice under the guidance of his father, Jürgen, he progressed through various roles within the business including Wholesale Sales Representative and National Wholesale Manager before eventually taking on the responsibilities of General Manager and then Managing Director in 2013.

Today, Justin is focused on nurturing and building the Universal Candy business, continuing his father's vision to share the world's most iconic novelty confectionery brands with all Australians. With the unwavering support of Jürgen and the wider Universal AU team, Justin has personally overseen the transformation of Universal Candy from a humble family start-up into a thriving confectionery import business, expanding into new areas such as Licensing, Gourmet and Beverage. He continues to dream big—inspired by the ongoing opportunities and challenges of shaping the future of the confectionery industry.



## Wayne Henderson National Sales and Marketing Manager

Wayne's confectionery career began with Cadbury in 1983, where he quickly immersed himself in all facets of the business—including route market sales, grocery sales, new business development, account management and wholesaler management.

In 1991, Wayne sought to broaden his horizons in manufacturing and importing, working for several family- run businesses before starting a specialist consulting business in 2000 helping Australian confectionery businesses get their products to consumers more cost-effectively.

In 2003, Wayne took on a national role with The Distributors, Australia's largest confectionery wholesale group, responsible for new business, managing national accounts and launching two trade publications, 'Retail Edge' and 'Price Busters'. He then set up his own import business in 2006, developing and sourcing new children's novelties from China, before joining Universal Candy in 2008. Today, Wayne is responsible for sales and marketing across Australia and NZ, product sourcing and development, and building sustainable partnerships that deliver mutual success for both our manufacturers and retailers.



## Danny Verdun National Key Account Manager

Danny's confectionery career spans more than 40 years. He began in Sydney as a Sales Representative with Cadbury Confectionery in 1983, going on to hold numerous roles within the Confectionery Sales Division, including becoming State Manager for South Australia for several years.

In 1998, Danny moved to Melbourne to join JNH Confectionery (Funtastic Ltd) as National Wholesale Manager where he was responsible for introducing Kids' Novelty Confectionery into the Route/Impulse channel and the National Petrol; Convenience sector.

In 2003, he joined Accredited Distributors as Sales Manager, helping the business grow into the novelty candy importer powerhouse it is today. After nearly a decade, Danny was ready for a new challenge, moving across to Universal Candy in 2012 to oversee all National Petrol; Convenience Accounts and key Grocery Accounts in Melbourne. Soon after, he was working across the everyday and seasonal aspects of the business for all major accounts. After many decades of success, Danny is a central figure in the growth of Universal AU Pty Ltd as the business continues to evolve and strive for even better results.





## Jay Henderson National Key Account Manager

Jay originally trained in landscape and design. But he's always had a sweet spot for the world of confectionery, not least as his father, Wayne, has worked in the industry for over 40 years. When he first joined Universal Candy in 2010, this meant Jay already had a wealth of industry knowledge and experience invaluable as he began to work with many of the wholesalers he'd known since he was a child. Today, Jay manages Wholesale Distributor accounts nationally for Universal Candy, together with the Metcash, Campbells Cash; Carry and IGA businesses. He is also involved with national pharmacy distributors, toy retailers and the leisure segment including Dreamworld and Movie World. In recent years, Jay's responsibilities have expanded to include export markets, including South Korea where Universal Candy now ranges multiple lines with the country's biggest retailer, GS Retail. With a passion for innovation and new product development, Jay has also had the opportunity to source and create a variety of new product lines in his time with Universal Candy under iconic brands like Warheads, Zappo and Trolli.



# Tom Salama

After working in a variety of roles and industries, Tom found his true career calling in 2006 when he first entered the world of confectionery. Seven years later he joined Universal Candy as National Account Manager, responsible for Key Accounts and introducing exciting new product lines into stores across Australia.

Since 2013 Tom has helped the business develop strong relationships with high-profile retailers including Aldi, Costco, Australia Post, McDonald's and 7/11. Central to his approach is investing the time to really get to know his customers and understand their unique requirements—something that allows him to identify tailor-made solutions, such as bringing private label into major retailers and create targeted NPD to meet specific market requirements. Tom is passionate about Universal Candy's unrivalled ability to add value to retailers, large and small, by providing iconic brands and high margin products that boost their sales and profitability. He's also draws huge motivation knowing the entire the Universal Candy team shares his ambition for the future of the confectionery industry in Australia.





## Christina Vuckovic National Account Manager

Holding a degree in Economics, Christina spent 15 years working in a variety of roles with ANZ including Relationship Management and Product Development. Seeking a change from banking, she joined Don Smallgoods in 2011 as a Business Analyst, quickly progressing to Trade Activation Manager and Key Account/National Account Manager. Staying in the perishables category, Christina then took a new role with Barossa Fine Foods before moving to Danone, working with major accounts including Coles, Woolworths, ALDI, Costco and Export.

In 2019 she had the opportunity to turn her passion for lollies into her day job, heading up customer accounts for confectionery business Funtastic with iconic brands like Beacon and Xtreme, before moving to Universal Candy in 2021. With extensive FMCG account experience, Christina has a deep passion for customer service, together with a strong creative approach that helps her develop new ideas and growth opportunities for her customers. With an unrivalled portfolio of novelty candy brands and a growth mindset, she's excited about the future for Universal AU.



# Stuart Clark

After working with some of Australia's largest multinational grocery companies, Stuart joined Dinnie Rundle in 1986—an importer and distributor of confectionery and snack foods, which became part of national distribution company, Network Foods. In 1989, Stuart relocated from Perth to Melbourne to take up the role of State Manager for Victoria and went on to hold various senior national positions at Network Foods, including Executive Director. He moved to Stuart Alexander in 2000, ultimately becoming Head of Sales; Business Development, before starting his own food and confectionery consulting business in 2005. Stuart joined Park Avenue Foods in 2009 as a Brand; Business Manager, spending more than a decade developing and marketing licensed confectionery and biscuits for local and international customers.

In 2020, Stuart was ready for a new opportunity, joining Universal Candy to establish and then build a dedicated Licensing division. He loves being part of a business that puts smiles on the faces of Australian kids every day, and is grateful to be part of the constantly evolving confectionery industry.



## Steve Natsis Gourmet Business Manager

Steve's career as a retail professional began with the Coles Myer Group in 1982. Initially working in store management, he went on to hold State management roles with Coles, Kmart and Myer across Victoria, Tasmania, South Australia and Western Australia. After spending seven years on the road, Steve returned to his home city of Melbourne in a National Merchandise role, before deciding it was time to look at the other side of the desk—by marketing FMCG back into retail. His first role was building the JNH Confectionery business (later known as Funtastic) which included developing kids homewares, kids furniture and electrical goods. Steve's lifelong passion for food and confectionery saw him take a new position heading up Ontrack International—a leading Food for Gifts & Confectionery company. Having previously merged several international chocolate brands across to Universal, including Anthon Berg, Steve formally joined Universal Candy in 2023, where he is responsible for developing and growing the Gourmet Division.



### Jason Wyngaard National Account Manager

Jason is a seasoned FMCG professional with a track record of leadership, strategic management and business development. His career began as a Trainee Manager with Woolworths in Sydney, before going on to hold a variety of increasingly senior roles within the wider Woolworths business. In 1995, Jason transitioned to the supplier side of the sector, spending the next six years working with Simplot, Optus and BIC in roles spanning Merchandising, Business Development and Account Management. He then embarked on a new venture running his own vending business, contracting to Smith's Snackfoods for eight years. In 2009, Jason returned supplier side with Kraft Heinz, working as an Account Manager/State Sales Field Manager and later Foodservice Sales Manager. Five years later, he formally entered the world of confectionery, joining HARIBO as National Account Manager for Metcash/P&C in 2014 in a role that extended to oversee the HARIBO in-house and third-party sales teams, with overall responsibly for banner groups such as IGA, MSO and Foodworks.



# Notes







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