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**Cover:** Allan Pollard C.E.O. West Auckland Trust Services

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The Rosebank Roundabout is published by the Rosebank Business Association Inc. Copies are distributed free to approximately 1200+ businesses and in the Rosebank and other West Auckland districts. Editorial included in this publication reflects the opinions of the contributing authors and does not necessarily represent the views of the RBA.

# From My Perspective

RBA CEO **Mike Gibson** gives his perspective



**Mike Gibson,**  
RBA CEO

## Are we one team of 5 million?

I guess, even with our various medical experts and Government advisers, no one would have predicted how quickly this latest Delta strain of Covid would 1) spread and 2) be identifiable early so added prevention measures could be implemented.

Our generic complacency towards preventing “the spread” driven from

the top down has been filtering into the various sectors of our communities since 2020 where an “anything goes anywhere approach” has been in existence thus creating this latest calamity.

For some time, New Zealand as a nation has done remarkably well in protecting its citizens with only 26 deaths in directly Covid related circumstances. Our continuing challenge lies in the relatively small numbers who have been immunised, less than one in five as of this last weekend, hence why the Government has upped the ante in creating awareness programmes that encourage each and every one of us to become immunised ASAP.

And how we handle the coming months, notwithstanding our historical enjoyment of being outdoors in spring and summer will be the litmus test in our ability to limit the damage. We all need to comprehend that only by understanding the severity and fatal consequences of not heeding the government’s latest health advice and requirements to vaccinate that this epidemic will become Endemic.

While I have always supported New Zealand as being the bastion of true democracy founded on freedom of speech with less Government intervention than most, we have been a mostly compliant nation in terms of meeting the Covid challenge. What this recent arrival of the Delta strain has illustrated is that the

nation has been caught without “not their pants” but “without their masks” so the government’s intervention this weekend with masks now a compulsory addition to everyone’s wardrobe is a positive move.

Failure and non-compliance is not an option for any New Zealander, young, old or in my case OLDER. I simply love our country, what it offers, represents in freedom and the capacity to participate, but if we want to return to a semblance of normality then common sense and compliance with political requests around vaccination must prevail. And that’s for all of us irrespective of age, economic status, ethnicity, and gender. No one has any capacity to justify resistance, we have already been doing that for far too long.

So, in closing let me leave you with:  
Fast track our Delta resistance, Improve and Immunise.  
Cheers and best wishes,  
Mike Gibson  
Chief Executive,  
Rosebank Business Association.

PS: Be advised that the RBA, your community business and wellbeing provider has all of our staff available online to help in any way we can:  
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# Rosebank Advocates

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Dr Grant Hewison

## Pedestrian improvements on Rosebank Road

Auckland Transport have recently made pedestrian safety improvements along Rosebank Road, including:

- The construction of pram crossings with tactile pavers, side islands, and pedestrian refuge islands outside the addresses of 607, 519, 437, and 391 Rosebank Road.
- The relocation of bus stop 8557 (outside 437 Rosebank Road) and the associated bus shelter slightly southwest along Rosebank Road.
- Minor changes to footpaths.
- Alterations to lighting, road markings and signage.
- The removal of a tree to improve visibility for pedestrians and drivers.

### Why were changes needed?

Auckland Transport say the changes will improve pedestrian safety along Rosebank Road by introducing designated crossing facilities at locations that have been identified as frequent pedestrian crossing points. Changes to lighting, road markings and signage will raise driver awareness and ensure sufficient visibility for pedestrians using the crossing facilities and drivers approaching the crossings.

### What are the outcomes?

As a result of feedback received in 2019, the side islands originally proposed at the pedestrian refuge outside of 320 Rosebank Road have not been installed. Instead, trees creating visibility issues for pedestrians and drivers have been relocated elsewhere.

### Feedback received

Auckland Transport say the proposals received positive responses from community members and stakeholders who supported efforts to improve pedestrian safety along Rosebank Road.

### Cycling infrastructure

Requests were made to introduce a formal protected cycle lane along Rosebank Road and dual crossings. At this stage, Auckland Transport say they are unable to consider formal cycle lanes at this location due to funding constraints.

### Traffic congestion

There were concerns from the public that trucks frequently create bottlenecks along Rosebank Road.

### Broken Yellow Lines

There were concerns that vehicles frequently park along Rosebank Road despite the broken yellow lines already in place. As parking over broken yellow lines is prohibited, Auckland Transport has suggested contacting their Enforcement Team.

### Pedestrian crossings

There were requests to upgrade the proposed refuges to more formal pedestrian crossings – either signalised or zebra crossings. Auckland Transport say this is not warranted at present but may be re-investigated in the future. However, pedestrian refuge crossing points have been installed.

There were concerns raised about the placement of a crossing on the bend outside of 470 Rosebank Road. Auckland Transport say there is sufficient visibility to cross at this point.



There were requests for pedestrian crossing facilities on Rosebank Road between Jomac Place and Avondale Road, but Auckland Transport declined to include one here.

There were concerns that Rosebank is an industrial area. Auckland Transport say that the proposal will significantly improve safety for pedestrians, while having a minimal impact on the roadway. They confirm that large trucks will be able to manoeuvre around the pedestrian refuges.

### Driveway Access

There were concerns that the refuge outside 470 Rosebank Road will interfere with large trucks exiting the shared driveway immediately to the west of the proposed crossing (on the southern side of the road). There were concerns that trucks exiting the shared driveway for 482 Rosebank Road will encounter difficulties turning right due to heavy traffic. Auckland Transport say that large trucks can exit the driveway and turn right with the pedestrian refuge at the proposed location.

### Road widening

Requests were made that crossings and bus improvements be considered in conjunction with road widening. Auckland Transport say that road widening would be likely to encourage higher vehicle speeds, creating unnecessary safety issues for people walking and cycling at this location.

### Next steps

Auckland Transport will monitor the changes made and let businesses know if there are further changes proposed.

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# Kim's Corner

**Kim Watts** RBA Executive Engagement Manager  
Phone: 021 639 509, [kim@rosebankbusiness.co.nz](mailto:kim@rosebankbusiness.co.nz)



## Employees in Rosebank calling for supportive management styles

It's always good to get a gauge on where you sit and what you can improve on, and what better way to do this than put out a survey. So, for six weeks between June & July 2021 we asked our Rosebank workers a range of questions about their wellbeing at work. The good news is that overall, 71% of the respondents believe their workplace does enough to support their wellbeing in Rosebank.

The results from the 1st Rosebank wellbeing survey have found most employees in the business community prefer greater work life balance, supportive management styles and better workplace culture. Work life balance was more important to wellbeing for team members whereas having supportive management was more important to middle managers.

Approximately 154 responses were collected across a wide range of industries, with one-half in the four dominant industry types of Manufacturing, Wholesale Trade, Construction and Other Services. "The three leading causes of stress in the business community is excessive workloads, negativity and poor communication within workplaces. These are broad categories and need to be drilled down to find the root causes so that workplaces and leaders can properly address them", says Zaynel Sushil from Healthy Families Waitākere.

We wanted to know what things are really affecting employee



health and wellbeing, we've been through a lot with COVID 19 lockdowns so this survey was timely and a good way for us to check in and see how the RBA could support its members." Understanding the main stress factors in the community gives us an opportunity to find new and innovative ways to address them" says Kim Watts Executive Engagement Manager of the RBA.

The final insights report will be launched at a workshop planned for Tuesday 21st September. Business leaders and employees are welcome to register their interest to attend this event through this click or by getting in touch with Kim directly [kim@rosebankbusiness.co.nz](mailto:kim@rosebankbusiness.co.nz).

All participants had the opportunity to enter a draw with the lucky winner of our first Rosebank Wellbeing survey going to David Speedy from Direct Office Products Depot who received a \$200 Barkers voucher, well done David.

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# Rosebank News & Events

News, views and any other tidbits from the Rosebank Business Community.

## RBA together with Dale Carnegie present: How to Win Friends and Influence People

Interpersonal relationships are as important as ever in today's business world, yet it can be difficult to balance strong leadership and likeability.

Dale Carnegie offers a solution to this problem in 'How to Win Friends and Influence People.'

You'll learn how to inspire commitment and spur people to draw upon their natural strengths to reach new heights. Dale Carnegie's methods will help you create a friendly and open communication environment where people want to work harder together.

This timeless seminar gives you the attitude, skills, and tools to create synergy by connecting with and uniting others. You will learn to demonstrate proven leadership principles, gain commitment from others, and explore proven strategies for achieving your professional goals.

Learn how to:

- Co-operate with others to achieve the unexpected.
- Invigorate people and business.
- Inspire confidence by establishing credibility.
- Influence and persuade others with the clout!
- Recognize your hot buttons and maintain composure.
- Listen actively to ensure others feel appreciated.
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*Please note: This event is limited so don't delay - register to attend now! Two complimentary tickets per member company. A light breakfast will be served.*

**Featured presenter:** **Simon Weakley**  
Director of Sales and Training, Dale Carnegie New Zealand and



**POSTPONED**

**Date:** Tuesday, 14th September

**Time:** 7.45 - 9.30am

**Venue:** Browne St Cafe, 50 Rosebank Road, Avondale

To register contact our Events Manager  
anouschka@rosebankbusiness.co.nz

## RBA welcome you to join us for a hosting with Fair Food

Wednesday  
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**Date:** Wednesday, 29th September

**Time:** 8am - 9.30am

**Venue:** 2/624 Rosebank Road, Rosebank

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 SCAN ME



## Rosebank hosts Lawless murder series

*My Life is Murder*, starring Lucy Lawless, is a murder mystery, crime comedy-drama television series featuring the fearless and unapologetic Alexa Crowe whose unique skills and insights allow her to unravel the truth behind the most baffling of crimes.

Auckland itself is promoted in the show. Lucy Lawless remarks on the city of her birth, saying "The most memorable thing of the series is seeing my beautiful city, Tāmaki Makaurau (Auckland), shining like a jewel from every angle. New Zealanders are going to have to get used to seeing Auckland spiffed up."

Currently airing on TV1, the producers were faced with a shortage of permanent studio space when they moved the show from Melbourne to Auckland. With several major productions underway in Auckland, the team looked for innovative solutions. The answer came in the form of Avondale's former SquashXL squash club in Rosebank Road.

It took several months to create Alexa Crowe's apartment inside the squash club. The finished apartment included several bedrooms, bathroom, kitchen, hallway, living area and courtyard.

It was all top secret while filming, with neighbours asked to be discreet.

Will Greenstone Productions be back in Rosebank again? More than likely, but when, and with what movie or programme, is unknown.



Photo: Jeremy Painting

## Why is the Whau River Catchment Trust undertaking pest control on the Rosebank Peninsula?

Did you know that there is a Marine Reserve off the coast of the Rosebank Peninsula? This reserve is special because it is one of the few marine reserves established in our precious Hauraki Gulf. There are two islands within the reserve, Pollen Island and Traherne Island and a long shellbank extends from Pollen Island. The rest of the marine reserve extends further north to include the salt marsh and mangroves alongside Harbourview - Orangihina Reserve (Te Atatu Peninsula). The shellbank provides food for

many wetland birds including several threatened species (the rare fernbird). International migratory birds (bar-tailed godwit & red knots) feed at the shellbanks over summer, before flying back to the Northern hemisphere to breed over our winter. Even New Zealand migratory birds visit the marine reserve (South Island pied oyster catcher & wrybill). They nest in the South Island for spring and fly north late summer to feed at the marine reserve.

Forest & Bird established the Marine Reserves in 2005 to protect the native flora and fauna. Animal pest control is essential for protecting the rare fernbird inhabiting the marine reserve area. This weak flying bird is confined to isolated scrubby salt marshes because of the continuous reduction of shoreline scrub and as the coastal forest no longer exists. The birds nest close to the ground, making their eggs and young chicks vulnerable to predation by rats, cats and dogs. This is one of the reasons why the Whau River Catchment Trust are actively controlling animal pest along the coastal areas of the Rosebank Peninsula. You can actively help us by participating in pest control on your property or by allowing us to set up traps on your property.

For more information contact: Justine Newnham, Justine@whauriver.org.nz

### The Whau River Catchment Trust (WRCT)

*Working together for healthier streams and river through community participation and kaitiakitanga.*

W: [www.whauriver.org.nz](http://www.whauriver.org.nz)

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## Where Music and Art collide

The lights are bright, walls stark white, all the better to feature the internationally renowned artworks by artist Stephen Bambury, some in larger-than-life sizes, at his studio in Rosebank.

We grab a wine and take our seats, not sure what to expect, having never attended a live opera and instrumental concert before.

We soon became aware this was no ordinary concert. Stephen's studio provided the perfect setting with its double height ceilings creating exceptional acoustic ambience. The midwinter benefit concert has been put on by former Chair of the Arts Board and GM of the Christchurch Symphony Orchestra Murray Shaw and artist Stephen Bambury to raise funds to support Operatic and Instrumental top artists affected by Covid who have put their international careers on hold and come home.

The night begins with Flutist Luca Manghi, a well-known NZ orchestral musician who also teaches at the University of Waikato and has just completed a masters in 19th century flute music, something he plays for the

audience later in the night.

We were treated next by an operatic piece 'Che fiero momento', Orfeo ed Euridice - written by Christoph Willibald von Gluck and performed by Soprano Natasha Wilson, accompanied by pianist David Kelly. We didn't understand the words but didn't need to - it was incredible. Natasha recently returned home from singing with the Pittsburg Opera Company in the USA and is a winner of the Circle 100 scholarship for young singers. David is an internationally recognised pianist who has accompanied many famous singers.

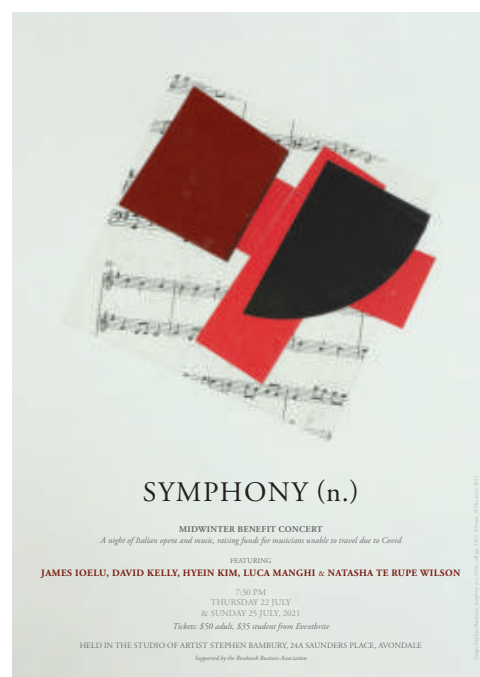
James Ioelu was another treat. He is a bass-baritone who returned from London where he appeared with the English National Opera, the Dutch Opera, Teatro Romano in Italy and with the San Francisco Opera Orchestra. He was accompanied by cellist Hyein Kim, winner of the 2020 Gisborne International Competition amongst many others and has debuted with NZSO and the Christchurch Symphony Orchestra.

The artists sang and played to the delight of the audience for two hours. It was pleasing to see the seats were all taken, and the next night was

also packed to capacity, as these top performers warranted the crowds, and then some.

Faultless, exceptional and a treat to the senses, this was a magical night of music and an experience never to be forgotten.

Another concert is planned at the end of the year, look out for it, you won't want to miss the experience.







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A man with a receding hairline, wearing a dark blue blazer over a red and white checkered shirt, stands with his hands clasped in front of him. He is smiling slightly. The background is a blurred liquor store with shelves of bottles and a sign that says "CHAMPAGNE".

# What future will you choose for West Auckland?

West Auckland is in a privileged position by being asked to think about possible change.

In weighing up the decision to vote to remove the monopoly rights or not, the West Auckland community needs to understand what happens now and what a change would lead to.

Under the current settings, we have a community-controlled model for the responsible sale of alcohol in off-licence retail outlets and under tavern licences. A wide range of other providers can sell alcohol as well, including online retailers, breweries, cellar doors, bar restaurants, clubs and cafes.

We have the flexibility to introduce more choice in the current model. We recently announced a partnership with Liquorland that will see four Liquorland outlets open and operate with Liquorland's national promotional pricing and its core product range. This



will give our customers even greater choice and introduce New Zealand's number one Flybuys and Airpoints loyalty programmes to the stores.

We can also upgrade, change and improve hospitality offerings that we operate under tavern licences. In the next 12 months we will significantly upgrade three venues, and there is a longer-term refurbishment plan in place for the rest of the hospitality portfolio. We are also actively pursuing new opportunities to increase our hospitality portfolio with modern pubs that are firmly focused on the future.

We can work to control our operating costs to increase the profit we use to support community initiatives, which we are also doing.

It is easy to claim this debate is just about changing what happens. But it is really about choosing the kind of community we want to live in, and whether or not we want to create wider social benefits from our local businesses.

In the current model, what we are striving to deliver is a community where people can access alcohol for their enjoyment, but with some safeguards in place so that we don't create, or exacerbate, alcohol-related problems. And we also share the surplus profits generated in our businesses back to the community.

So, what would change look like?

You would be likely to see alcohol in supermarkets, and maybe some hospitality operators would explore the viability of new tavern-licensed venues in the community.

What you would also see is an explosion in standalone bottle stores.

A recent Radio New Zealand interview with Alcohol Health Watch noted that over 80% of alcohol in New Zealand is purchased from off-licences. Licence data shows that just under half of the 965 off-licences in the Auckland district licensing region are bottle stores.

In my previous role at Masterton Licensing Trust, I was informed by the then long-standing CEO and President of the impact from the loss of the region's monopoly rights. Practically overnight, there was a significant increase in bottle stores and all supermarkets in the area applied for liquor licences which were approved by council.

The profit from the new venues that opened went straight back to the large companies and owner/operators involved. Masterton outlets experienced a significant decline in sales and in the value that it could deliver back to the community.

There is nothing in the current debate

and nothing about West Auckland that suggests we would experience a different outcome.

In a climate where more questions are being asked than they ever have before about whether New Zealand's alcohol sales regulatory settings are fit for purpose - to the point where the Minister of Justice himself has indicated the Sale and Supply of Alcohol Act 2012 needs review - it certainly seems out of step to be calling for a more relaxed approach in West Auckland.

Removing the licensing trust model is an irreversible choice with long term consequences around access to alcohol and community benefits.

It is a big decision, and one that we encourage the citizens of West Auckland to consider carefully, by listening to all sides of the arguments.

The current model is not perfect, but we are working hard to improve, and we remain steadfastly committed to our reason for being, which is to ensure the responsible sale of alcohol in West Auckland on behalf of the community and the return of surplus profit back into the community.

Allan Pollard C.E.O.  
West Auckland Trust Services



# Member Profiles

We profile **Members** of the Rosebank Business Association



## Pro Services

Based in Rosebank Road, down the same shared driveway as Bunnings Trade, Pro Services started out as Rich Rigging Project Services. In 2016 longstanding friends Neil Radley and Murray Rich decided to grow the business and rebrand it as Pro Services.

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The team at Pro Services love what they do, and it is evident in their commitment to their customers along with a professional service and top performing equipment.

To hire equipment or contact Pro Services:

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For enquiries, please contact Neil Radley: [neil@proservices.co.nz](mailto:neil@proservices.co.nz)  
<https://proservices.co.nz/>

## Burmester Realty

Laurie Bell is not new to Rosebank Road, he first worked for Phillips & Impey who owned Polycell Products on Patiki Road and manufactured paint, glass, and wallpaper. He then owned his own business for 38 years manufacturing ladies and men's leather accessories called Made on Earth along with dabbling in property before making a natural progression to move into Real Estate.

Laurie joined Bayleys in 2014 where he was involved in some major land acquisitions for a couple of very big housing developers. Laurie retired in December 2019, then Covid hit in March 2020. Laurie hated doing nothing and began receiving calls from friends and acquaintances looking for assistance to buy, sell and lease properties. This led to him working as a licensed sales agent for Burmester Realty in Helensville, owned by Jo Burmester, who exclusively deal out West and North.

Burmester Realty know what a client requires from their agent - a professional who can listen to their individual wants and needs and provide solutions for them. With seven people in the office what Laurie likes about the company is its grass roots and family atmosphere. Laurie continues to deal in land but is also looking for property to lease, purchase and sell. Laurie believes that with his previous database he can fulfill all those needs.

On a personal note, Laurie represented New Zealand in the 1972 World Sailing Championships placing 4th in the cherub class. This year he will receive acknowledgement of devoting 50 years to NZ Surf Life Saving and he has been on the board of the Marine Rescue centre in Mechanics Bay for 19 years.

Over the years Laurie has worked with the philosophy to "Treat other people the way you would like to be treated."



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Upskills partner with organisations like yours to help you take advantage of available government funding for training to grow your business and plan your organisation's learning and development. It might be through the Employer-led Workplace Literacy and Numeracy Fund (EWN) or Auckland Unlimited's Project Ikuna programme, that supports the future of Auckland's Pacific workforce.

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# Business Nuts & Bolts

Business to Business advice from **RBA Members & Partners**



Warwick Russell  
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## Excel is Dead for Reporting

Excel is used by business owner's accountants and managers everywhere to produce reports and to forecast income, expenditure and cash flow. If you want to analyse a load of numbers or do some complex modelling on a static data set, it's hard to beat. But running a company involves using data from across the business. And that's where using individual, disconnected spreadsheets creates all kinds of Excel hell:

### 1. Spreadsheets mistakes are common

Spreadsheets require manual data entry to maintain, making them susceptible to error. It's estimated that 20-40% of spreadsheets contain errors. Copy and pasting errors, accidental deletion of cells, changing formulas, updating interrelated spreadsheets that share cell values - all too familiar?

### 2. Spreadsheets can suck up a lot of time

You are asked to measure some key financial, sales or operational metric and the project builds momentum, more people are involved, and spreadsheets get emailed back and forward and edited by many users. You wonder which version you are looking at. And errors go unnoticed, until one day... they don't.

**3. Spreadsheet reports can present a huge amount of data** contained within an absurd amount of reports. There is often a general lack of agreement on what reports and metrics are important to the business. More is not better. Many staff can't interpret the results from large spreadsheets and pivot tables.

### 4. Spreadsheets are unfit for agile businesses

With the rate at which the business environment is evolving, organisations need to be agile and responsive to changes in order to thrive. They require instant access to up-to-date information to make decisions quickly and accurately. Relying on spreadsheets could mean being months behind on reports and missing out on timely and critical information.

### 5. Spreadsheets reports are often delivered without any form of context or insights.

Or where comments are presented, they are often presented separately from data and charts. The resulting flicking between documents leads to confusion and irritation, so people stop looking at them.

### 6. Spreadsheets are not designed for teamwork

Planning, reporting, budgeting and forecasting are rarely one-man projects. Plans require collaboration from multiple parties to supply their input and analyse data together. Attaching spreadsheets in emails causes delays and errors.

### 7. Spreadsheet reports take time to generate each month.

Individual spreadsheets from different data sources are time consuming to consolidate every month or week. The data may be outdated before you even get the reports. The lack of real-time data may harm your business and your ability to make decisions.

### 8. Bottlenecks around key individuals

Often only a few key individuals have the skills and knowledge to produce reports and analyses. If they get overloaded, go on leave etc. delays occur. And risk is increased - what you need to know today, you won't find out until next week.

If you are still using manual Excel spreadsheets for reporting, it is time to look at business intelligence tools that will bring your dry charts to life and make sense of your data.



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Bret Gower  
Smith & Partners Lawyers

## The misrepresentation doesn't have to be an express statement made by the defendant.

The Court's decision in Klissers Farmhouse Bakeries Ltd v Harvest Bakeries Ltd is an excellent example in terms of explaining the workings of passing off. In 1985 Klissers sold and marketed its (world famous in New Zealand) Vogel's range in polythene bags with checks of different colours and size or both with the bags tied at one end to produce a ponytail effect (yes, in 1985 the 'ponytail' was new). A rival bakery started selling its bread in polythene bags also featuring checks and tied with a ponytail. The Court decided that the rival was indeed trying to pass its 'milk and honey' loaf off as Klissers' by adopting similarly distinctive packaging and issued an interim injunction (an order requiring the rival to cease its actions).

Likewise, in Big Blak Saks New Zealand Ltd v D & A Marketing Ltd the plaintiff claimed rights in the packaging and overall presentation of a range of rubbish bags. While Big Blak Saks did not have a registered trade mark for the appearance of the product, it was able to persuade the High Court that it had a reputation and goodwill in the overall appearance of the goods and that the appearance of the defendant's products was a misrepresentation calculated to pass off the defendant's product

as that of Big Blak Saks causing it loss of sales. Those factors were sufficient to enable it to obtain an interim injunction to prevent the competitor marketing and selling look-a-like products.

Compared to passing off, a breach of the FTA is a more agile option for claimants. Under the FTA there is no requirement for your business to prove damage has occurred which means that rival

traders can bring an action under the FTA even though they have suffered no loss.

Obviously neither of these claims is to be made lightly, but if you have genuine concerns that your business is suffering at the hands of a copycat who is benefitting from your hard work you should contact a commercial and/or intellectual property lawyer to see about putting a stop to it. In the first instance call Bret Gower (commercial Associate at Smith and Partners Lawyers) on 09 837 6893 or email [bret.gower@smithpartners.co.nz](mailto:bret.gower@smithpartners.co.nz) for a quick chat to establish the basis of a claim.

## Dealing with copycats

**There is nothing worse than somebody else benefitting from your business' success by riding on your coattails and confusing customers that their products or services are the same as yours. The legal solution to these copycats is to make a claim against them of passing off and a breach of the Fair Trading Act 1986 (FTA).**

A claim of passing off and a breach of the FTA are invariably used in conjunction in look-a-like situations where one business tries to pass itself or its products off as the business or product of a rival.

To prove passing off, a business needs to show that:

- A distinguishing feature or combination of features of the business' goods or services has acquired a goodwill or reputation in the market so that its business is known and recognised by that feature or combination of features; and
- The other party has done something (either intentionally or unintentionally) to lead consumers to believe its goods or services are the goods or services of the business. This is called a misrepresentation; and
- That the business has suffered or is likely to suffer damage as a result of the defendant's misrepresentation.

The misrepresentation doesn't have to be an express statement made by the defendant. It can be implied from the use of names, marks or product 'get-up' that are sufficiently similar to cause confusion in the minds of the public.





Janine Roberts  
Accounting Associate at Haven

## Three tax updates you might have missed this year

Whilst we've been attempting to recover from the whirlwind year that was 2020, there have been a few changes to the Inland Revenue's tax rules this year. The mileage rate has decreased, the treatment of meal expenses has changed, and there have been some small amendments to the requirements for record-keeping and documentation.

### Mileage rate decrease

This year, the main mileage rate has decreased for the first time since the 2016 financial year. The mileage rate helps you to work out exactly how much you can claim in vehicle expenses for your business. You can see the updated rates below.

	2020		2021	
Vehicle Type	Tier One Rate	Tier Two Rate	Tier One Rate	Tier Two Rate
Petrol or diesel	82 cents	28 cents	79 cents	27 cents
Petrol hybrid	82 cents	17 cents	79 cents	16 cents
Electric	82 cents	09 cents	79 cents	09 cents

### What does this mean for you?

If you are using the kilometre rate method to claim vehicle mileage for your business, you will need to be calculating your costs with these new rates for the 2021 tax year. If you have already filed your tax return for 2021 using the 2020 mileage rates, you might need to recalculate.

Note that it isn't compulsory to use these exact rates when calculating mileage, but this is a simpler way of working out the amount you can claim.

### Meal expenses

This particular update might hit harder for those of you who are self-employed. The IRD has confirmed that grabbing a coffee or lunch out as part of your workday when you're self-employed can't actually be claimed as meal expense.

### What does this mean for you?

If you're having lunch out by yourself, this is not a business expense. However, if it's lunch with a client, this is different as it is part of your business, not just a private expense for yourself.

Bear in mind however that both your meal and your client's meal are only 50% deductible under the usual entertainment rules.

If you have employees and are taking them out for lunch, it is likely that under these rules you can only claim for costs relating to the employee and not yourself, depending on the reason for the meal.



### Record-keeping

As you'll likely be aware, businesses are required to keep records for a period of seven years after the end of the income year to which they relate.

There have been some changes to the format in which these records can be created and maintained. For example, if you

wanted your business records to be in Te Reo Māori, you would have had to submit an application, however with this new change, an application is no longer required.

Given the high levels of digitalisation we are experiencing, records may be stored in an electronic format. If you wish to store your documentation electronically, you will need to make sure that they are maintained correctly in line with the Contract and Commercial Law Act 2017 (CCLA).

Given the emphasis on this recently, it might be time to review your record-keeping processes. If you'd like some help with this, or want more information on the tax updates above, give us a call here at Haven Accounting on 0800 700 699.

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Jennifer Wyatt Sargent  
Human Resources Consultant

## What is Happening in 2021 and Why?

I recently participated in a nation-wide Zoom conversation on how 2020 has changed things. After the preliminaries we moved into breakout rooms to discuss things in more depth. Some of our observations weren't new and have been commented on before in articles, seminars and workshops, for example:

There is now a pervasive nervousness about almost everything, like having to return to work in the office, having to continue working from home, travelling on public transport, personal health, the family's health, continuing to have a job, the employer going out of business, financial insecurity. Stress has become a common and real complaint at all levels in many organisations.

Work and its various aspects was important of course. While many people loved the flexibility of working from home, as time went on the reality for some gradually became apparent - juggling childcare with continuing to work productively, feeling cut off from the business, little or poor communications from managers and supervisors and a growing dissatisfaction with the employer. This has resulted in an increasing desire to change jobs and/or careers such that many employees are now actively looking to change jobs.

What some of us perhaps hadn't noticed until it was raised by other participants is the greater emphasis on self. Flexibility in working arrangements is still desired, but employees are now more aware of the pitfalls when negotiating them. Self-protection has become front and centre of the lives of hospitality and ports workers. People's personal lives have greater priority, with work/life balance at the forefront along with a focus on personal relationships. And many seem to be using quite sophisticated ways of monitoring themselves, like reflection.

I was surprised to learn that employees are less aspirational in 2021. I personally haven't noticed this, but I will be looking out

for it as it will impact on employers' ability to promote and train internal candidates rather than going to the market.

There is now a general acceptance among employees that they have to accept the unexpected. I'm not sure if this should be included under nervousness and stress or under self. Perhaps both. But it suggests a degree of fatalism that could be a concern to employers.

Finally, poor behaviour seems to be a growing and serious problem. In the past few weeks I have helped five clients deal with unpleasant incidents, and it seems I am not alone. This may be the greatest obvious change wrought by 2020 and manifesting itself in 2021, and I suspect it is the result of all the various shifts noted above. But it would probably take a psychologist to explain the links.

Hi, I'm the psychologist - Stewart Forsyth\* - and true to form I will say, yes the research supports the points Jenn has made. The American Psychological Association reports that disturbing emotions such as anxiety and depression are at incredible levels. They talk of a national mental health crisis - nearly 8 in 10 Americans report that the pandemic is a significant source of stress in their lives. Of course, this is in a country that has experienced a range of adverse pandemic effects.

Here in Aotearoa New Zealand every clinical psychologist I know is overloaded with clients and potential clients. This is likely the product of both greater pressures and more self-awareness. Greater openness around mental health means more people understand that the difficult feelings they are experiencing are more the result of mental stress than physical problems.

Feeling bad is an example of "internalising" issues. People who are more antagonistic in inclination are more likely to "externalise" issues. This can drive the bad behaviour that is on the rise.

In team settings it is critical that there is a code of conduct, or behavioural definitions of what behaviour is "above the line" or "below the line."

I recommend that as well as defining these behaviours people practice helping themselves and their colleagues when they notice behaviour that has sunk below the line. Clarity around what is required, and clear guidelines about consequences must be accompanied by compassionate support. We have all felt the urge to tell others (or ourselves) to "get over themselves." Of course, it's at just these moments when we need help to get over it.

*\*Stewart Forsyth is an organisational psychologist and executive coach and also the author of "21 Remarkable People" - available from Amazon or Apple or other eBook sources.*

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that there is a  
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"below the line."**



Aaron Martin  
NZ Immigration Law

## Border Controls

When Covid first made an appearance, we went hard and early. The strategy was to flatten the curve in order to save lives in the event of community outbreak.

This would protect our health system from collapse. The Associate Minister of health's announcement yesterday refers to further strengthening borders and bolstering health defences.

It's been recommended the government undertake preparatory work "such as expanding health system capability".

What have they been doing for the last 18 months?

We had reports of South Island hospitals being unable to put patients on beds because they didn't have enough nurses. Auckland Hospital has been hit by substantial numbers of resignations with many nurses being tempted to Australia. The closure of the trans-Tasman bubble must've brought a sigh of relief to government ministers.

The primary defence - our border system - has seen doctors and nurses seeking residence (who were already working in our health system) packing up and leaving!

To soften the economic impact of the pandemic, the government announced in 2020 that it would make a substantial investment in infrastructure. This week there has been a crisis meeting between the construction sector representatives and government outlining the concerns of delivery as a consequence of supply chain disruption, escalating prices and chronic skill shortage.

Border Controls adjusted to "minimise risks to New Zealand posed by the Covid 19 virus." The policy lists 5 main considerations to achieving that objective. The last and lowest ranked consideration is: "risk of significant adverse economic impacts". To minimise adverse economic impacts the Government announced exemptions to the border closure to facilitate entry to New Zealand to those who had a Critical Purpose.

Therein lies the start of contrary messaging: a border system intended to protect against Covid is itself delivering significant adverse economic impacts by preventing business accessing skills needed to grow and undermining the enhancement of the health system's capability.

Even if you are fortunate enough to obtain a visa under the current Critical Purpose regime, you face a five-month wait to gain entry due to the disaster that is MIQ. As a trading nation, when trade routes and supply chains are disrupted, it is important to maintain international connectedness. Yet our businesspeople cannot realistically travel because they face a five-month wait to try to get back through MIQ.

It appears the government is trying to paddle its waka in two

different directions. If you are seeking to expand health system capability, why are you implementing immigration policies that actively undermine that? If you are trying to shore up the economic impacts through investment in infrastructure works, why do you prevent access to the international skills needed to deliver on those projects? Why do you create a MIQ system that impedes the ability for New Zealand businesspeople to travel in order to maintain their offshore markets and support their supply chain?

The announcement should have caused businesses to prick up their ears. It is clear from the plan (assuming you can call it that) opening the border is going to be dependent upon levels of local vaccination. That places an impetus on employers to get employees vaccinated.

More importantly the delay in the mandatory employer accreditation system appears to be planned to coincide with the introduction of staged pathways for reopening a border. This will see modified isolation being available depending upon the vaccination status of the people entering and whether they come from high or low risk destinations.

However, the mandatory accreditation status set for introduction under the revised timetable of mid-2022 would appear to dovetail nicely into the government's program for opening the border.

I believe that the government's plan will be to place into the mandatory accreditation status regime a requirement for employers who need workers from overseas to have a pastoral care plan to provide or facilitate provision of modified managed isolation capacity that meets Ministry of Health guidelines.

Whether that means the government provides the facility and the employer pays for it, or, whether there is an option for the employer to both provide the facility and pay for it through for example private rental of appropriate accommodation, remains to be seen. It's clear the government wants employers to shoulder the burden if they need workers to come through the border.

That may disadvantage to a lot of small to medium business enterprises, especially if it requires a business to say, rent suitable accommodation in the current market.

It's going to require very clear communication from the government early on as to what the expectations will be of businesses around this in order for the partnership to be meaningful.

What businesses now can do however is encourage staff to get vaccinated as part of a program to demonstrate they have insulated their employees from any associated risk from expatriate workers coming in from offshore.

If covid response was an Olympic event as was suggested in the televised briefing, the dismount will determine our points score compared to that of our competitors.

If we don't get this right, in the competitive world of attracting skills to our workforce, we won't be on the winner's podium.

The Government must move in a consistent, planned and targeted approach that fosters business to help minimise the ongoing impact of the pandemic.





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Joe Hart  
Dale Carnegie

## How to Engage Employees in the New Hybrid Workplace Model

Many companies are migrating back to the office with some employees still working remotely on either a full-time or part-time basis and, with the ongoing concerns of further waves of the virus looming, remote work may very well be the reality for the foreseeable future. Whether your team is working remotely or together in person, it's clear that today's workforce is faced with a major choice. What is the best way to move forward in the COVID-19 era?

There are arguments that can be made both for and against a remote and in-person work environment, but I'd like to take a moment to address a mix of the two: a hybrid workplace. This new model will likely be the norm as companies seek to keep their employees as safe as possible without losing valuable connections that are best achieved face-to-face.

It's up to an organisation's leadership to help their teams survive and thrive during these unconventional times. It will take plenty of diligence and intention to foster an engaging hybrid workplace environment between those working in the office and at home. Here are three helpful methods to consider:

### Focus on strong team-building initiatives

During the onset of the pandemic, the switch to remote work essentially happened overnight. And, as we all know, change can be very uncomfortable - especially when you're not prepared. Many employees were left feeling disconnected from their teams and are still battling these barriers today. Now more than ever, companies need to be focused on strong team-building efforts. Fortunately, there are plenty of virtual team-building activities out there that can accommodate a hybrid workplace.

At Dale Carnegie, for example, we might use an ice breaker opening on a Zoom meeting, posing questions such as "what's one thing you've seen in the business in the last two weeks that you're excited about?" and "who is one person you'd like to recognise or thank?" The team member can type in a colleague's name into the chat function and then explain why they want to thank them.

### Create opportunities for teams to share experiences

Research has shown that teams who share positive emotions together are stronger and more resilient. Specific emotions and feelings we've identified here at Dale Carnegie that promote engagement and resilience include connection, value and

empowerment. These shared emotions can occur much more naturally when teams are working together in person.

To foster this shared environment in a hybrid workplace, leadership must create opportunities for teams to build up interpersonal skills and share experiences, especially those that evoke positive emotions. In addition to the team-building activities discussed earlier, this can also be accomplished during regular all-company meetings or smaller breakout sessions between teams. Create a regular cadence in which teams group up over Zoom or in the office (in full adherence to health and safety guidelines) to review shared objectives and goals. This should also be an opportunity for teams to round up and share individual and team "wins" and other accomplished goals.

### Don't forget about your employees' professional development

Employee development and continued learning opportunities may or may not be among the top priorities for organisational leaders at this time.

However, it's a valuable workplace element that cannot go ignored for too long.

According to the 2019 "Future of Work and Employee Learning" report from Sitel Group, 37% of current employees say they would leave their current job/ employer if they were not offered training to learn new skills.

There are plenty of wonderful learning opportunities that can be accomplished digitally, but instructor-led training remains a top method for deeper discussions and evaluation of key concepts. Live online classrooms or in-person

training are ideal due to the collaborative learning and group dialogue. In today's hybrid workplace, it all comes to nailing down a format that offers a happy medium. With many employees working from home and in-person meetings not always feasible, consider the capabilities of live training and instruction via video communications platforms like Zoom. This will ensure each team member has the same opportunity to engage and feel connected.

While these transitions between remote and in-person work are not easy, it's essential that organisational leaders put as much planning and intention into operating within a remote or hybrid workplace. Continued professional development and interpersonal relationships should be top priorities. With hard work and resilience, these goals can be achieved in any workplace format.

For additional information or support, contact us at Dale Carnegie New Zealand and Pacific on 0800 328 7246 or visit us at [www.dalecarnegie.co.nz](http://www.dalecarnegie.co.nz)

### Joe Hart

*Joseph K. Hart is the President and CEO of Dale Carnegie Training, an organization whose founder pioneered the human performance movement over 100 years ago and has continued to succeed and grow worldwide, through constant research and innovation building on its founding principles.*

"who is one person you'd like to recognise or thank?"





Tracy Mulholland,  
Councillor Whau Ward

## The Central Interceptor

New Zealand's (NZ) largest ever wastewater infrastructure project, the Central Interceptor, has officially begun. I had the pleasure of bidding farewell to the Hiwa-i-te-Rangi, a giant Tunnel Boring Machine (named after the youngest star in the Matariki cluster), as it began its journey through the Māngere shaft walls on 30 July 2021.

Designed to help keep Auckland's waterways cleaner, the Interceptor will have several link sewers and shafts along the route for collecting and transferring wastewater into the tunnel. Auckland Council's contractor for this \$1.2 billion project, Ghella Abergeldie Joint Venture (GAJV), celebrates more than 150 years' experience with tunnelling in wastewater projects of this size across the globe.

At 14.7 kilometres in length and 4.5 metres in diameter (high enough to fit a giraffe and wide enough to fit four rhino's side by side), this tunnel will be the longest bored wastewater tunnel in NZ. A magnificent example of engineering ingenuity, this \$1.2 billion project will use over 9200 segment rings with each segment weighing 3 tonnes. It was made using precast concrete sourced from local NZ company Wilson Tunnelling, using special m3mm lining to prevent corrosion of the pipe, the Central Interceptor will drastically reduce wet weather overflows, improve existing and future pipe network operations, reduce risks to public health and the environment, and meet the needs of a growing Auckland City. Over the next thirty years, Auckland's population is estimated to increase by another one million. The Central Interceptor is imperative to providing additional wastewater capacity for the expanding population and connection of future wastewater projects.

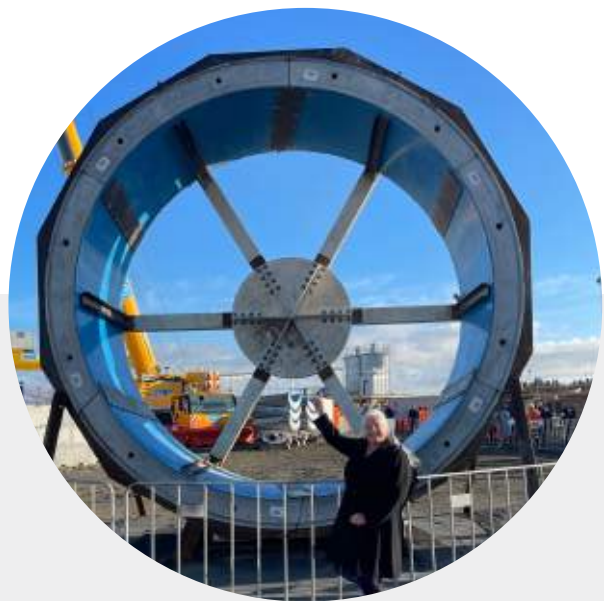
Currently, when it rains, Auckland's central wastewater network overflows to local waterways and the Waitemata Harbour at more than 100 locations and to the North-Eastern Manukau Harbour at 14 locations. This occurs in older parts of central Auckland because wastewater and stormwater flows into a combined network of pipes. The existing wastewater pipeline that passes under the Manukau Harbour was built in 1964. This pipe is now reaching the end of its operational timeline. In the event of large amounts of wet-weather, stormwater overwhelms these pipes that are designed to overflow into our waterways. Untreated wastewater results in increased harm to the environment, contaminated seafoods, transmitted diseases to water users, and

creates unsuitable conditions to marine life.

The Central Interceptor project is an integral part of Auckland Council's long-term strategy to managing wastewater to better protect public health and the environment, to provide for the continued growth of Auckland's population, and meet Auckland Council's commitment to clearing waterways, beaches, and estuaries. With the development and implementation of the Interceptor, Auckland Council will continue to work on other projects in the Western isthmus, such as separating the stormwater and wastewater pipes. Together, these strategies will reduce overflows in the area by up to 80 per cent.

The Central Interceptor will bore its way North from the Māngere Wastewater Treatment Plant, under the Manukau Harbour and Central Auckland, to Grey Lynn. Much of the construction work will be underground. The Hiwa-i-te-Rangi will bore through the earth's substrate and lay segments of the tunnel as it goes.

The Interceptor will provide additional capacity in central Auckland and free up capacity in East and West Auckland, allowing Auckland Council to take critical infrastructure out of service for maintenance without impacting on provided services. While the project will be completed in 2025, I believe that it reflects positively on the work that Auckland Council is putting in to facilitating the continued growth of Tāmaki Makaurau as a world class city.



## The Central Interceptor Specs

- 3 tonne each ring segment
- Lining of the tunnel
- Six segments form one ring
- 4.5 metres internal diameter
- Made from precast concrete by local company Wilson tunnelling
- Central Interceptor tunnel will use over 9200 segment rings
- Made with a special m3mm lining to prevent corrosion of the pipe

# A CLASSIC LOOK WITH A MODERN FLAVOUR



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