

Round about.

LOCAL BUSINESS IS OUR BUSINESS

Aquatica turns 20

Christina and Malcolm Box

Methven Sells

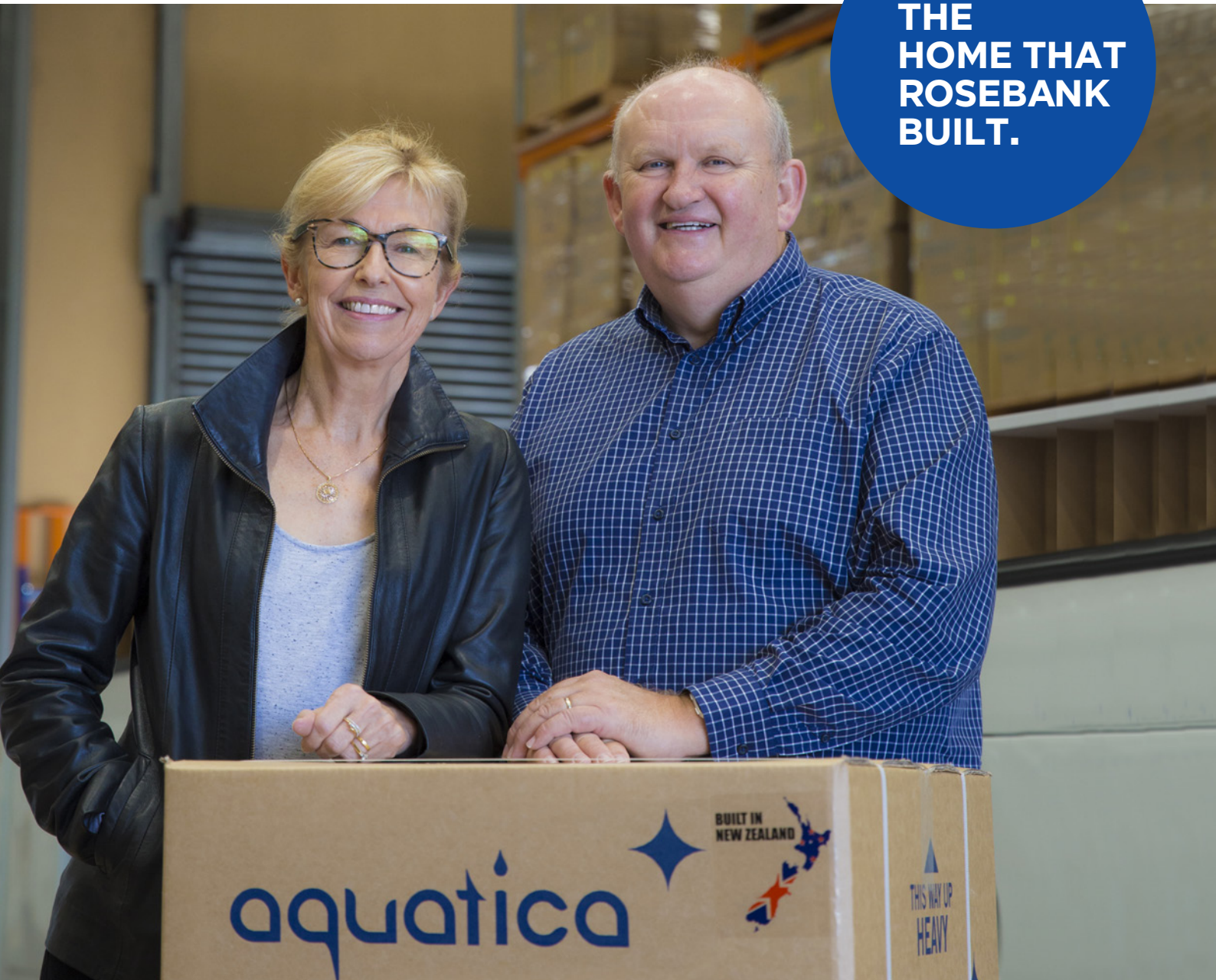
to GWA Group Ltd

April Hosting

with G3 Group & Bayleys

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Mike Bradshaw 021 244 2264 mike.bradshaw@bayleys.co.nz

Mark Preston 027 393 9286 mark.preston@bayleys.co.nz

Rick Kermode 021 882 452 rick.kermode@bayleys.co.nz

Stuart Bode 027 493 6223 stuart.bode@bayleys.co.nz

George Yeoman 021 941 380 george.yeoman@bayleys.co.nz

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Cover: Aquatica owners Christina and Malcom Box celebrate 20 years in business.

With thanks to our partners ...



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From Our Perspective

RBA CEO **Mike Gibson** gives his perspective on what's happening in Rosebank



Mike Gibson,
RBA CEO

Cast your mind back to 1957 if you can.

Whoever said, a week is a long time in politics certainly knew what he was talking about. Here we are almost at budget time 2019 waiting for Jacinda's 2nd budget and the nasties are arriving. Take the Western Motorway Light Rail, or lack of it, or the very little support for the many thousands of SME's who now have to bite another bullet to balance their own books, at a time when the wage spiral is fuelling the upwards tempo of demands.

Philosophically, the western world and their governments have chased added income to balance their ideological views, supporting more liberal social welfare structures of well-being for many hundreds of years. Broadly speaking by increasing taxes, it's akin to taking from the "rich to give to the poor."

Today however, it's akin to taking from the middle class as well as the rich to give to the poor. In a well-recognised low wage economy this balancing exercise creates revenue road-blocks for all Governments irrespective of their size, philosophy and leadership.

This Labour led coalition government will do well to revisit the 1958 Labour government attitude towards raising taxes under Arnold Nordmeyer with the resultant failure not being re-elected. At a time when NZ's balance of trade had never been better following W.W.2 and our population had started to recover and show growth, the winds of failure were true to destroying the attitude of taking from the rich to give to the poor. I don't

have a solution to the increasing round of wage increases that we are seeing across the board, but the Jacinda Adern / Grant Robertson team must create a balance in being able to sustain business growth, and at the same time, uphold their wide variety of financial promises that saw them being elected.



Arnold
Nordmeyer

Closer to home Te Atatu's Alfred Ngaro has experienced both the sharp end and blunt force of the early disclosure of his proposed Christian based with well-defined parameters. If nothing else, it lifted the early lid of surprise around finding a potential Coalition partner, let's see what happens next week closer to the budget announcement,

there's sure to be a sweetener somewhere!

Travel well,
Cheers
Mike Gibson.



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From Our Perspective

RBA Chairman **Bernie McCrea** gives his perspective on things that he has been thinking about

Endless nonsense

Bernard McCrea

RBA Chairman

Into the winter months we go, where the nights are longer, and days are shorter but I have to wonder where has all the common-sense gone?

The lack of accountability of recent announcements, like the scrapping light rail to West Auckland from the Transport Minister completely startles me. Why I'm startled is I attended the meeting at Rosebank Kitchen where the Minister outlined his Government's vision to start the West Auckland light rail project within **5 years and finish it within 10 years**. At the time I was sceptical but his conviction was overwhelming, prompting me to say, **'if you do that, I'll give you my vote just on that issue alone.'**

Albeit that isn't the only thing I would have voted on, but I thought he deserved the benefit of the doubt. Obviously being in Opposition is easier than being in Government.

Infrastructure is hard work. Its capital

intensive, costs blow out most of the time, but when it's finished the paybacks are significant. So, if it's not light rail then what is it? Either build more roads or, build areas where local industry support jobs, thereby reducing the need to travel to jobs.

I'm also not just commenting on local roads either, as there are other key NZ roads that need to be invested in, e.g. Auckland-Hamilton-Tauranga, coming out of Wellington, leaving Christchurch north bound and south bound etc.

Whether the Government does this or continues to divert resources elsewhere is hard to say. My thinking is they're just not passionate about infrastructure. This is a disappointment, however when I was talking to a person about this recently and I said, 'I doubt these big infrastructure spends will occur in the foreseeable future' he reminded me I'd obviously seen things like the Waterview Tunnel, Transmission Gully etc in the past 10 years so maybe it's possible.

So where does the Wellness budget take us then? Subjectively I get things like Wellness, but these things still have to be backed up with sound financial numbers and discipline. You cannot just spend on short-term needs without targeting growth. One positive thing though is the

Reserve Bank is doing its part to keep the economy going with interest rate cuts, with the possibility of more to come. This shows all is not lost and someone has an eye on the bigger picture.

Keep up the good work.

Cheers Bernie



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Rosebank Events

Find out about the latest **June RBA** Events.

**RBA together with
the Icehouse present:**
"Business Insights to Thrive
in Today's Business World"

Featured Speakers



Andrew Hamilton
CEO
The ICEHOUSE



Neil Little
Executive Director
Davis Service Group



Craig Little
Managing Director
Davis Service Group



There are many key challenges that face businesses today. Our next Rosebank Plus workshop is hosting a group of top industry leaders, all of whom are willing to share their biggest learnings, most important wins and failures, and best advice on how to thrive in a constantly changing business landscape.

This informative and highly interactive session will provide you with tips from industry experts, plus you'll gain learnings from those that have been there. Hear how they have overcome the challenges and unlocked their business growth potential.

We will hear from:

Andy Hamilton, CEO of ICEHOUSE, whose mission is to create a massive talent pool of Kiwi Business Owners, Advisors, Investors and Entrepreneurs focused on helping businesses win in New Zealand. Andy has mentored many companies through the startup process and helped them grow. Andy will share his insights on:

- How Business Owners become wise.

- How we learn and adapt, and how we can open ourselves up to external advice.

- Tips on thriving into today's business world.

Neil Little, Executive Director and Craig Little, Managing Director at Davis Service Group who have grown a family owned business to now be a leader in their industry.

They will share their experiences and learnings on the journey they took to take the business to the next level.

Come along and join us for topical business insights, good conversation and great company.

Date: Thursday, 6th June 2019

Time: 7.45am Registration , 10:00am Finish

Venue: Browne St Café, 50 Rosebank Rd, Avondale

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Dr Grant Hewison

Have your say on Trade Waste Bylaw changes

Auckland Council is asking for feedback on proposed changes to its Trade Waste Bylaw 2013.

All businesses within Rosebank are regulated under the bylaw, either as low risk dischargers, or by being subject to a trade waste agreement. As part of the five-yearly bylaw review process, the Council has checked to see how well the current rules are working, and what improvements could be made. Public consultation has opened and closes on 10 June.

Trade premises across Auckland discharge trade waste into the public wastewater system every day. Examples of trade waste include wastewater from food, chemical, pharmaceutical, metal, bitumen, concrete, paint and detergent manufacturing. It is important to have effective controls in place as these discharges can have a harmful effect on wastewater pipes, the environment and public health. This bylaw is about reducing these sorts of harmful effects. Through the bylaw, Auckland Council makes rules that require occupiers of trade premises who discharge trade waste to meet minimum discharge standards.

After a review, Council is suggesting some changes to make the bylaw more effective and improve understanding of how it regulates trade waste.

The proposed changes to the bylaw will not include a review of the fees and charges for trade waste discharges. You can have your say on-line or by email: tradewastebylaw@water.co.nz

Proposed Change	Reason for proposed change
Providing clearer rules to determine when trade waste activities are low risk and when they require a trade waste agreement. This has involved expanding and clarifying definitions and requirements for low risk trade waste activities. It may be the case that home occupations and home-based accommodation providers now also come within the definition of a trade premise.	Ensures all trade waste activities are clearly covered and avoids over-regulation of low-risk trade waste dischargers.
Introducing the Trade Waste Control 2019 (Control) that includes current limits to flow rates and volumes for low-risk discharges, and current limits to characteristics and substances in trade waste discharges.	The Control provides the current trade waste limits, which can be updated easily to respond to changes in the wastewater treatment environment and statutory obligations.
Provide more information about pre-treatment and other requirements for low risk trade waste discharges. Here, it appears that a large number of businesses, such as cafes, business offices, pet shops and laundries will have new requirements for grease traps/sink strainers and screens covering floor drains instead of just in-floor or in-sink bucket traps. These businesses must prevent food waste and other solid materials from entering the public wastewater system and any collected material is emptied into a bin for disposal. Any discharge must not include rainwater, surface water, water seepage or groundwater.	Improves understanding of pre-treatment of low risk trade waste discharges resulting in better protection of the wastewater system, environment and public health.
Clearly defining matters that are considered when confirming a trade waste agreement. These matters have also been expanded to include waste minimisation and cleaner production initiatives that reduce the quantity or flow rate of the discharge, or increases the quality of the discharge and the trade premise's trade waste management plan and emergency spill response procedures.	Helps trade waste dischargers and the public better understand the factors considered when assessing an application for a trade waste agreement.
Trade waste dischargers are prohibited from discharging solid waste that has been macerated, pulverised or liquefied and rain, surface, seepage or subsoil water.	Results in better protection of the wastewater system and the environment.
Remove reference to transitional consents that are no longer held.	Trade waste dischargers no longer hold transitional consents and retaining these provisions could lead to confusion.

Rosebank News

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

Local Rosebank Business, Brightside Co gets behind Foster Hope's Annual Pyjama Drive

Foster Hope is a registered NZ charity providing care packs and support to children across New Zealand taken into foster care. With the number of children increasing each year, the need for additional resources to support our youngest and most vulnerable children led to Brightside Co becoming a key sponsor of Foster Hope in early 2017.

With the colder months approaching the team at Brightside Co will be donating pyjamas, having an office Pyjama Day and holding a number of fundraising activities to raise awareness and to promote Foster Hope's annual national Pyjama Drive. "We'd love local Rosebank businesses to support our pyjama drive this year" says Chantelle Lawes, General Manager - New Zealand.



The Brightside team in their PJ's being supported by RBA's Julie Stevens

For more information visit: <https://www.fosterhope.org.nz/pyjama-drive/>. You are more than welcome to drop your PJ's off to their office at 1/527B Rosebank Road, Avondale.



Bernard McCrea
DIP PFP, DipBank, DipBA, SFFIN

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April RBA Hosting

Collect, Package, Collate and Deliver - G3 Group Commercial sales in the West - Bayleys Real Estate

This month we had a joint hosting by G3 Group and Bayleys held at G3 Group's new and stylish premises in Honan Place. It is unrecognizable from the retail furnishing wholesaler and warehouse showrooms it was, and as the owner Rob Alker described, all due to a wonderful team effort. They are an expansionist firm looking always to grow their business and increase the variety of what they do. About 80 people listened attentively while enjoying delicious and innovative canapes plus an impressive choice of Babich wines.

Then Ian Little from Bayleys gave a full analysis of what the New Zealand commercial property market is doing and why. He scotched the myth of an

invasion of money from China but clearly showed in the graph below that half the N.Z. investment property holding is stimulated from foreign ownership. He showed in a series of charts what keeps profit and yield up, what will stop the market having a huge correction as experienced in the large Australian city apartment market, and the growth investors in New Zealand and Australia have seen since weathering the Global Financial Crisis.

He used his own firm in the West as an example citing how they had one agent when RBA was formed, compared to 5 attending the function tonight and the additional opening shortly of a new office in the Westgate Mall.

There are no green-fields left in Auckland and if there were then it is too expensive now to develop industrial sites, hence shortage of availability and upward pressure on pricing. It will continue in the foreseeable future and bank activity looks to remain benign and not upset the economy. However we are part of the global situation something we must not ignore.

The evening concluded with further mixing and mingling, presentation of plaques to the hosts and thanks all round. It was a genial warm hosting as the nights draw in.

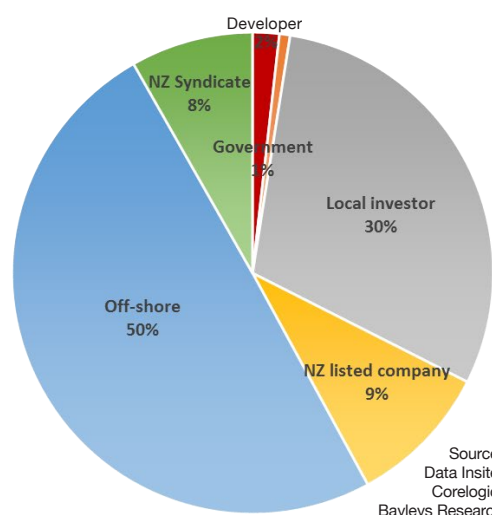


Ian Little,
Bayleys Real Estate

NZ Commercial and Industrial sales >\$20 million

Calendar 2014 to 2018 (by value)

Total sales value \$13.5 billion



Rob Alker, G3 Group CEO



Hamish Mackie, Fullworks with
Scott Kirk, Bayleys



Keryn Ryan, Paxton with
Angela Rees, G3 Group



Sunil Bhana, Bayleys with
David Priestley, Regal Beloit



Lloyd Budd, Bayleys with Linda
Potauaine, VisionWest



Josh Lindsay, Mail Direct Solutions
with Brenden Rolston,
Action HQ.



Brendan, Aleina and Catherine
Goodwin Realty with Paul Harris,
Intelligent Environments.



Carmen Franich, Jennifer
Edwards, Smith & Partners and
Jordan Brown, Bayleys



Rachel Alker, G3 Group and
Stephen Bambury



Methven sold

GWA Group Ltd announce acquisition

On 10 April 2019, Methven announced that they were now formally part of Australian-based GWA Group, following finalisation of a takeover offer which valued Methven at \$118 million.

David Banfield, Methven's chief executive, said "GWA own the world-leading sanitaryware brand Caroma, and Methven is a world-leading innovator in both tapware and showerware. Strategically, the combination of these two iconic brands was compelling for customers, shareholders and the Methven team and in many ways, the two businesses coming together was more of a merger than an acquisition, given the complementary positioning and skills that both businesses possess."

GWA is a designer, importer and distributor of products for residential and commercial bathrooms and kitchens across Australia, with its brands including Caroma, Dorf and Clark.

They are listed on the ASX, and are present in both Australia and New Zealand. Methven is an internationally distributed brand with presence in 15 markets around the world and offices in Australia, China and the UK. Methven

has earned a worldwide reputation for amazing showering technology, including the coveted German Red Dot Best of the Best Award for its Aurajet range.

The Methven story began in Dunedin in 1886 when Scottish immigrant George Methven founded an iron and brass foundry. In 1896, the company began manufacturing taps and copper foundry vessels. Between 1939 and 1945, it produced ammunition for the New Zealand armed forces in World War II. In 1962, Methven was acquired by

UK-based McKechnie Brothers, and in 1998 it was sold to Australian interests. It returned to New Zealand ownership in 2001 when AMP Capital backed a management buyout.

Methven became a member of the new Rosebank business area in the mid-1970s, and celebrated its 130th birthday in 2016 when Prime Minister John Key officially opened its current headquarters in Jomac Place, where they design, manufacture and export products to the world.

David Banfield said: "Our home in Jomac Place reflects our commitment to New Zealand, showcases our amazing products, and enables us to keep design, manufacturing, and assembly all in one place. As part of the transaction with GWA, Jomac Place becomes the innovation hub for showers and taps for the enlarged group."

Methven is a proud Living Wage employer, employing 110 staff in New Zealand (and around 300 worldwide), including 20 staff (Legends of Methven) who have been with the business for over 25 years.



David Banfield,
Methven Chief Executive



Christina and Malcolm Box
Aquatica owners with Dassha

Aquatica

Twenty-year celebration.

As a leading national sales manager, Malcolm Box was left jobless after being made redundant some 20 years ago. His work with customers throughout the country left a lasting impression and many encouraged him to go it alone and start his own company. Together with his wife Christina, the couple began Aquatica. What started as a modest business based out of the family garage, grew rapidly. This May, Aquatica celebrates its 20-year anniversary.

With close to 50 permanent staff and a floating team of temporary staff, Aquatica products are sold throughout New Zealand in all major plumbing and homeware supply stores. With many products designed in New Zealand by Aquatica's engineering team, all products are then assembled and tested on-site by Aquatica's Production Team. Due to the rigorous testing, the range of products available are of the highest quality.

Aquatica is the only tapware company in New Zealand that has its own assembly team, ensuring they can give some of the best warranties on the market.

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When Malcolm and Christina started the company, it was essential to the pair that they ran a company that nurtured ethical family business values and cared about its staff. The couple have delivered, with many of the Aquatica staff having worked within their roles since Aquatica's inception.

So, it's one thing to say you want to instil ethical family values, but how does Aquatica deliver this?

From an on-site gym, to fruit baskets and more recently providing lunch for all staff members each day, Aquatica goes above and beyond for those who work for them.

To celebrate the 20-year milestone, every staff member and their partner will embark on a four-day cruise around New Zealand as a celebration. It seems

celebrating comes naturally to the team at Aquatica. Everyone receives a day off on their birthday as a gift and no holiday goes unnoticed - Aquatica like to celebrate important events!

From an on-site gym, to fruit baskets and more recently providing lunch for all staff members each day.



Alistair Clement, Aquatica GM

This dedication to employee's wellbeing has instilled a sense of loyalty. Aquatica is still a family business, 100% owned, and it is now one of the country's major suppliers of tapware and laundry tubs. Aquatica's business model based around integrity and nurturing staff demonstrates a model that should be copied by all. Happy staff equals amazing work. Aquatica has shown you can have these values while still growing a hugely successful company.

Malcolm and Christina are immensely proud of the people who have worked with them over the last 20 years, creating what Aquatica is today. Five of their team have been around since

the beginning and another 17 have committed more than ten years to Aquatica. A further 12 people have been part of the journey for five years or more.

"We feel extremely privileged to be working with every one of them and we are thankful to all of our customers for their support over the two decades," says Malcolm and Christina. "What a ride!"

About 18 months ago, Aquatica has extended into baths, toilets, vanities and showers so we are expecting to see even more from this company in the coming years.

Aquatica's Christchurch branch is on the move to larger premises; whereby they can set up a Southern based showroom along with larger warehousing space and support to their Southern Sales Force.

For those wanting to see Aquatica's full range, a showroom is set up at the warehouse based at 9 Saunders Place, Avondale. Just don't visit the warehouse while the team is celebrating the 20-year anniversary... they might just be preoccupied enjoying the view with the team on their cruise!



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Gems from Jooles

Julie Stevens RBA Membership Manager

Phone: 021 940664, julie@rosebankbusiness.co.nz



He was awarded a Supervision, Managing Staff course which he says, "has given him more confidence in his role and a better sense of purpose within the company, enabling him to better adapt for different situations day to day".

Prior to the course William was very much hands on. Since attending the course, William has trained and supervised a new staff member to use laser, plotter and CAD programmes. He has also taken on more tasks with staff when Nick is away.



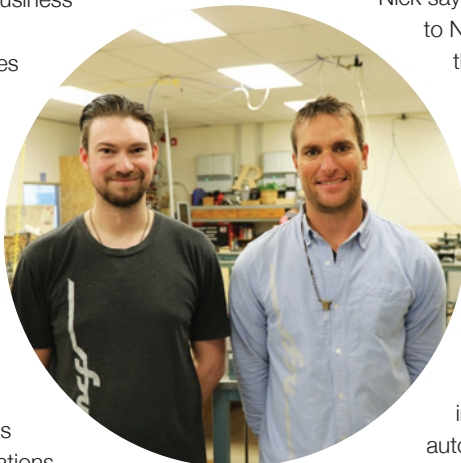
I love to be out in our business community and experience first-hand some of the services our local businesses have to offer. I was put through the paces with Duck, Sharron and the amazing supportive team at Phoenix CrossFit Eight based at 3/391A Rosebank Road. They welcome you through the door and get you fired up to train. Their members supported and motivated me to push that much harder, and it left me excited to come back the next Thursday.

Want to be part of the @phoenix_crossfiteight family? Jump onto their website, www.phoenix.fit and sign up for a free trial!

On my final note - Never be too big to ask questions, never know too much to learn something new.

We are always looking for ways to add more benefits to our RBA members as one of our objectives is building a strong and vibrant business community. We are excited to hear stories of the benefits and value gained by our Pathways to the Future Trust award recipients and the businesses they work for.

William McCartney of Newton Cutting Formes Services was recognised by Operations Manager Nick Scholtens as being hard working, dedicated and showing initiative when he was nominated for a Pathways Trust Award back in May 2018.

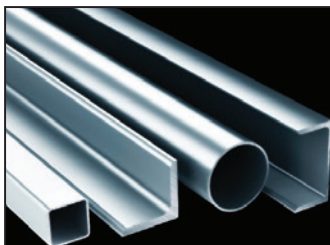


William McCartney
& Nick Scholtens

Nick has seen William become more pro-active in his role and step up in his dealings with staff members.

Nick says, "He is a true asset to NCFS. Because of the course William has improved his work and his speed of creating tasks. He has also become much more confident in dealing with staff and clients. We have found that William is so efficient in running the Laser auto cad and sampling on the plotter that we do not need another staff member".

"We have also invested in more machinery which is keeping the need for more staff down".



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Member Profiles

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

Danks Roller Doors Comprehensive Commercial Shutter & Grille Solutions has New Owners

Danks Roller Doors has been manufacturing, servicing and repairing industrial roller doors and grilles for over 90 years. They were purchased by ARA Group NZ Limited in 2019 from RCR Building Products (New Zealand) Limited.

Steve Faulkner, the newly appointed Sales and Service Manager says “this is an exciting opportunity for us as ARA has an in-depth understanding of the door industry in both New Zealand and Australia. They are part of a multi-divisional installation, service and product business located throughout Australia and New Zealand, with seven divisions working together to deliver fully integrated solutions: from turnkey electrical and security services through to fire protection, building maintenance and remedial services, energy management and cleaning. What is important for our long-standing customers has been the continuity of business in the hands of the NZ team that has a combined Industrial door experience that exceeds 100 years.”

Steve has relished his new role and is supported by an experienced team that are all Site Safe compliant. They have the knowledge and experience to maintain, repair or manufacture an industrial product that will meet your requirements. With their vast experience and time in the industry, their Service Technicians’ specific skill-set, and their strength is being able to remediate damaged or problematic doors.

They have a 7 day, 24 hour After-Hours callout service, to support the industry with that “unexpected” mishap. Located in Timothy Place and with a manufacturing unit in Silverdale, we are ready to assist with your requirements.

Danks has evolved over the decades to adapt with technological changes within the industrial door industry. With the backing of ARA, they can continue to offer a competitive range of shutter and grille products and support their products and customers by providing an after sales maintenance and repair service.



Steve Faulkner

Danks Roller Doors

26 Timothy Place, Rosebank Road, Phone: 09 4451147,
Email: admin@danksdoors.co.nz www.danks.co.nz



Machines R Us Supporting New Zealand manufacturers since 1999

Machines R Us are based in Rosebank Road and have been here for 6+ years. They specialise in the sales and servicing of woodworking, aluminum and plastics machinery.

The business was started in 1999 by John and Louise Fleet. John was a fitter and turner as well as an electrician and Louise came from a marketing & advertising background. John always had strong customer support so together they took the plunge to start their own business and have never looked back. “Customers that started with us are still with us today,” says John.

As the business grew they moved to Rosebank and have since expanded into two other buildings and now occupy 606 B, C & D Rosebank Road. They started off servicing machinery and then due to customers’ needs it made sense for them to expanded into selling new machinery.

The biggest key to their success has been securing sole agency in NZ with SCM, the largest manufacturers in the world of woodworking machinery. Thanks to this partnership their client needs are met to the highest standard.

Excellence in service support is behind all Machines ‘R’ Us activities and instrumental in why they have loyal customers that have stayed with them. Their skilled and professional team of 12 are made up of technicians, sales and spare parts experts. Their team have a combined 100 plus years industry experience and have a vast understanding of processes and methods coupled with an in-depth knowledge of today’s technologies. “As a company we understand that every one of our customers has unique requirements,” say directors Louise and John Fleet.

“When choosing machinery, we know how important it is that all aspects of the decision-making process are met and ultimately the right solutions are achieved.”

Machines R Us

606 B, C & D Rosebank Road, Avondale. Phone: 09 820 9486,
Email: sales@machinesrus.co.nz, www.machinesrus.co.nz



Isometric Solutions

IT services that help business succeed

The demands of business in the modern world mean that implementing and using technology in your daily operations is instrumental to success. And as technologies and customer expectations change, harnessing the power of technology can't be set-and-forgotten.

Starting with relationships

With this in mind, local IT company Isometric Solutions is taking a different approach to their services. They always begin with asking "What does this client need to succeed?" In this way they can develop innovative IT solutions that are specifically designed to avoid the many pitfalls, and support businesses to get ahead.

According to founder Conrad Stewart, that begins with the relationship. Isometric works to build sustainable relationships so their clients can have confidence in their IT.

"It's only when clients trust that we truly understand their business, that they can trust their tech solutions and get back to focussing on their business," says Conrad.

Growth from flexibility

Founded by Conrad and Cheryl in 2007, Isometric has grown from a small home-based operation, to having their dedicated Rosebank Road offices in 2009. With the continued demand for their services, they've grown to a team of eleven.

Their flexible approach means they offer clients tailor-made, cost effective solutions at one of several service levels. For a fixed monthly cost, service levels can range from operating much like an outsourced IT department, all the way to simply being on standby with on-demand support as it's needed.

Their expertise also means they can help clients see opportunities to improve their operations or develop an approach to make start-up or expansion plans a success. "And that, says Conrad, is the true marker of success for Isometric:

We feel satisfied when we see our clients grow because it means we've succeeded; we've provided a platform that supported our client's direction."

Isometric Solutions

485a Rosebank Road, Avondale

Phone: 0508 825 501, www.isometricsolutions.co.nz

Paynes Aluminium

Anything you need in Aluminium

Paynes Aluminium Ltd is a privately-owned company and in November 2015, the operation extended into the North Island, establishing warehouse facilities in Auckland and Tauranga. Along with existing branches in Dunedin and Christchurch this enabled Paynes Aluminium to become a comprehensive Aluminium Extrusion and Sheet supplier throughout New Zealand.

When the opportunity came to set up an Auckland operation, Paynes put location as a major priority. The opening of the Waterview Tunnel along with the proximity to the CBD and motorways gave Rosebank Road a distinct advantage. "We needed a location where we can be visible and customers can easily access," said Trevor Brown - North Island General Manager/Director.

The Avondale branch is the nation-wide hub of extrusion sales particularly and key staff have had history and experience in the Aluminium Industry over many years, which has led to securing a wide range of new clients who appreciate the friendly and knowledgeable service provided.

Come to them with a request and you will be given a solution however complex your requirement may be.

Paynes stock and distribute a wide range of Aluminium Extrusion, Sheet, Plate and Fabricated Product along with customer own profiles with Design and Development capabilities. All fabrication work and surface finishing including Powdercoat and Anodising is produced through a high-quality network of contractors and suppliers.

Paynes has ex-stock 'off the shelf' profiles available catering to all Aluminium industry sectors, including a wide range of geometric standards & Wardrobes, Commercial Interiors, Scaffolding, Fence and Gate and Engineering to name a few..

They are the specialists that can provide 'Anything you need in Aluminium'.

They have 25 staff nationwide and 6 full time staff at their Rosebank Operation.



Paynes Aluminium Ltd

699 - 703 Rosebank Road, Avondale

Phone: 09 820 3903, Graeme or Les: Ordersnorth@paynes.co.nz

Business Nuts & Bolts

Business to Business advice from **RBA Members**



Marvin Dalton
BNZ

Macro with Marvin

This afternoon the Reserve Bank of New Zealand announced the first change to the Official Cash Rate since November 2016. The RBNZ reduced the OCR from 1.75% to 1.5%. The effects of this cut are going to play out in the months to come. Before we go any further I will say that I am not going to talk about the hows, whys or aftereffects of this OCR cut. Today I will talk about the value of a surprise.

If we go back 6 weeks this cut was first signaled by the RBNZ on the 27th March. At the time there were (and still are) many positives to the economy: the NZD was strong against the major currencies, unemployment at low levels and dairy prices steadily climbing at auction. Conversely there were also factors weighing us down such as concern over the housing market and the persistently low confidence of business surveys. However, none of these factors dominated the others, and to an extent they balanced each other out. So the overriding narrative for financial markets on the day was BAU – Business As Usual. And then the RBNZ announced that the next move for the OCR was most likely down. Surprise!

The reaction was instantaneous. By the next day the NZD had dropped in value across the board, the previous upward momentum of the currency had completely reversed and financial

models & forecasts were getting replotted & reset. There are a lot of incredibly smart economists and analysts, around the world, whose profession is to filter through screeds of economic data and determine what is likely to happen. But they, we, and all of us will still always get caught out.

And herein is the value of a surprise. If you import you now pay more to bring your goods into the country. You either pass this cost to your customer or it becomes unrealized gain i.e. the cost of your goods technically increase but in actuality the cost is closer to your budgeted purchase rate. On the flipside if you export you benefit and now earn more for every foreign dollar received. Exporters can also be caught out by surprise. I knew of one who had a high number of shipped goods to a single buyer and invoiced in their own currency. He also gave that buyer lengthy payment terms. There was a risk event and on the day, when it came down to the crunch, he chose to do nothing. He followed market sentiment and the market decided it was going to be Business As Usual. And when the event passed the NZD surged up a few cents and all of those sales, and all of the work put into them, were instantly devalued.

So what is the value of a surprise? If you are fortunate a surprise can be beneficial but if you are not it can go to your bottom line. It is great to be lucky...but we do not plan our businesses on luck do we.

Important information: The information in this communication is general market commentary only, and is not personalised financial advice under the Financial Advisers Act 2008. It does not take into account your particular financial situation or goals.

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Conrad Stewart
Isometric Solutions

Protecting your digital assets is at the heart of your business growth.

How protecting your digital assets could also help you grow

Former CIA employee Edward Snowden famously copied and leaked highly classified information from the National Security Agency (NSA) in 2013. His was the highest profile incident, but that kind of copying and leaking of digital assets goes on all the time. These much smaller thefts can still be incredibly damaging for individual businesses.

So how can you protect your business? The good news is that by preventing this digital theft you could also increase productivity along the way. Here's how.

Why worry about your digital assets?

Consider all the content you've created and stored in your system. These digital assets could include client information, photos, documents or presentations. You'll undoubtedly be handling important customer data - are you confident that it's secure? What assurances can you pass on to your clients that their information will be handled confidentially? What would happen if your competitors - or your clients' competitors - got their hands on that information? Most business owners aren't aware of how their valuable data and digital assets are being handled. With this lack of oversight, it's surprisingly easy to steal and leak, which can cost you in time, money and reputation.

Meet Edward

We created Edward to help our clients secure their important and sensitive business data. This can be anything from financial documentation to valuable IP. Edward works by tracking everything that happens on your work desktops and mobile devices. It takes note of any information transferred out of the computer, and spots any suspicious activity.

Using data from Edward, clients can track every step prior to the transferred data - this gives total transparency and lets clients take steps to halt theft or minimise the fallout. By handling the technical details, Isometric and Edward give clients the freedom to focus on what they do best.

Tracking for more efficiency

Beyond helping to prevent theft, the level of transparency and awareness delivered by Edward can also greatly benefit a business's efficiency. You'll see, in black and white, how staff members are going about their day, spot bottlenecks and inefficiencies, and make proactive changes. Edward will also help reduce the time spent on distractions, guiding your employees to focus more on what's best for the company.

Start protecting your digital assets today

Protecting your digital assets is at the heart of your business growth. When you, and your clients, feel secure in the safety of your data, you can get back to focusing on your daily activities.

If you have any questions about Edward, please feel free to call Isometric Solutions on 0508 825 501, or go to www.isometricsolutions.co.nz/edward for more information.



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Jacqui Dunphy
EMA Membership Manager

Getting to know EMA's New Membership Manager for West and North Auckland - Jacqui Dunphy

My role at the EMA - I'm based at the EMA's Auckland office as the Membership Manager for Auckland West and North.

As a business owner myself for more than 20 years prior to joining EMA, I know the challenges many small-medium enterprises (SMEs) face, and how many owners spend more time in their businesses, rather than working on their businesses.

In my role I enjoy - Working with a variety of businesses to help them overcome some of the headaches and challenges they face, as well as to help them take advantage of opportunities, is very satisfying.

West Auckland and the North Shore are full of great businesses, of all shapes and sizes, producing great outcomes both locally and internationally.

Their EMA membership is such a great investment and as our members tell us, they see value in being able to access a number of core services such as human resources (HR) help and staff training, all under one roof - the EMA's roof.

Two questions I'm often asked

Q. "As a small business owner, is the EMA relevant to me?"

A. The EMA membership is a true reflection of New Zealand business, made up of every industry, business size and lifecycle stage. Within our membership, 44 per cent employ one to 10 staff and it's these SMEs that see significant value in affordable, tangible and practical support that can have an immediate impact on their business.

I know first-hand that SME owners juggle multiple business functions, such as HR, sales and strategy. So, being able to access the EMA's HR solutions provides real value to business, whether that be through our AdviceLine and/or EMA Legal and/or our consultants in employment relations and/or in occupational health and safety.

Q. "We really struggle to find and keep great staff, what can the EMA do to help?"

A. We know that businesses are really struggling to find staff in the current environment of shortages in skills, and of labour generally.

Our HR solutions can assist businesses every step of the way in employing or contracting their people: with developing and enhancing their recruitment processes; in developing and retaining employees; then in the worst case scenarios, managing poor performance and misconduct.

Membership of the EMA provides access to more than 700 training and networking events each year, plus most of these being customisable to your firm's needs. These events provide great opportunities for managers and other staff to update themselves and learn practical skills that they can take back to their workplaces.

I look forward to working alongside our members and partners who are operating in the West and North of Auckland.

Contact me:

Jacqui.dunphy@ema.co.nz, 0274 300 377, www.ema.co.nz



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Janine Roberts
Accounting Associate at Haven

How to Improve Your Business Cash Flow

Even if you've been running a successful business for quite a while, you should always be looking for ways to improve your cash flow, not only because of tax and inflation factors, but also because you want to keep on top of your finances.

We've put together some handy tips on how to improve the overall cash flow of your business to ensure that you have a healthy profit at the end of the day.

Update your payment terms

Do the payment terms you're currently offering or being offered actually work for your business? What might have worked in the beginning may not be as productive as you'd like now, so it's a good idea to update these terms to account for any changes such as updates to your supplier's payment schedule.

Re-evaluate your pricing

Whether you're offering a product or service, your prices are essentially how you will make money from your endeavours. There's an interesting psychological perception around pricing that you may well be aware of, but make sure you know who your target consumer is before making any changes. Often if prices are increased, the product or service is perceived to be of higher value - but if your goal is to provide the most affordable service or product for everyday customers then raising the prices may not be the best solution.



Make it easy for customers to pay you

There are many payment methods easily available these days so make sure you're utilising the one that is going to be easiest for your customers. If you provide a mobile service, it may pay to invest in a handheld EFTPOS machine so payments can be made quickly on the spot. Not only will a fast and easy payment make your customers happy, but it will also ensure that you are getting paid for your services quicker.

Create add-on services

Is there anything that you can offer to your existing customers on top of your current product or service? This can be an easy way to increase profits if you can additionally offer something that is relevant and convenient to your customer. This is often seen across online shopping websites where gift-wrapping can be added for an extra fee.

Actively monitor your cash flow

It should go without saying, but monitoring the money coming in and out of your business is key. There will always be overheads and necessary expenses, but ensuring that you are spending wisely and achieving the best value on these is important. By actively monitoring where your money is going to and coming from, you'll be able to have a clear view of how to adjust these to maximise your profits and cut down spending where possible.

If you want to have a chat with an expert on how you can use these tips in your own business, get in touch with the Haven Accounting team today! www.haven.co.nz/accounting

Phone Haven on 0800 700 699

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Electrical / Lighting

Introduction.

With hundreds of businesses along Rosebank Road, we started asking ourselves at the Rosebank Business Association if we could build an entire home using businesses in the area. Once we started looking at the different companies around, we realised that not only would it be possible, we would be spoilt for choice when it came to the suppliers we could use.

Thus, the concept for Home that Rosebank Built was born. Currently, on issue eight, of a twelve-month feature, we've gained invaluable information on building a new home.

We've discovered new products

and heard of tried and true systems to help you transition seamlessly from conception to the final building stage. This month we are looking at the electrical and lighting aspects of your home. In issues prior to this month, we've explored planning, cladding and building, flooring and insulation, painting and plumbing, windows and doors, kitchens, bedrooms and bathrooms.

If you're looking to build or are in the process of building your own home, there will be something of interest for you. We've found that by using local suppliers, not only will you be supporting local businesses, chances are you'll also find ways to save money, too.

We've sifted through and found the best companies available for the jobs you need doing. By working with companies that have earned a solid reputation in the industry, the process does not need to be a headache. When you finally get the keys to your new property, you'll be glad you had them by your side.

Some companies in our upcoming features are large international companies, some are national, some are smaller family-owned businesses - this is the nature of Rosebank. Whatever the situation, the companies featured each has excellent reputations and expertise

to help the whole process be as seamless as possible.

Over the course of this feature we have and will continue to feature the best products, suppliers and service providers on offer - period. Not just the best in Rosebank.

If you like what you've seen so far, keep an eye out for our upcoming features. Still to come, we have features on utilities and appliances, glass solutions, furniture and finally landscaping.

Twelve features, twelve months. Let's get a solid foundation of knowledge and build a house. We bring you feature eight of the Home that Rosebank Built.

Feature by Alice Cranfield

Got you covered.

It's time to switch the lights on! This month we are excited to finally get the power on at our home. We meet with several companies working within the electrical and lighting sphere and hear what they are doing in this market.

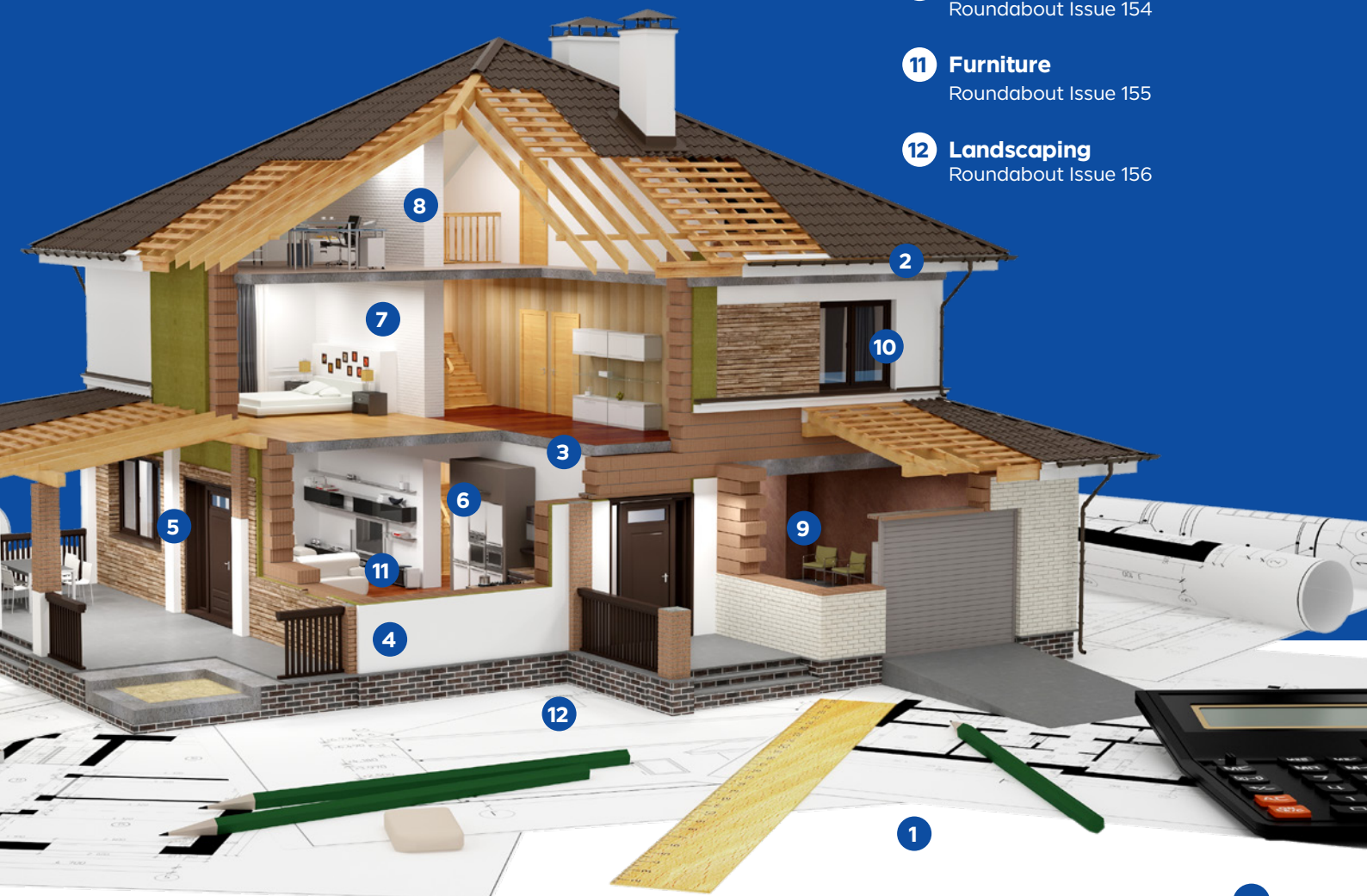
From standard lights to fully wi-fi controlled setups, the options for lighting and electrics at your home are endless. We also discover that not all LED lights are created equal - having inferior lighting can, in fact, change what we see such as skin tones!

When it comes to the home, one area that is not negotiable is the quality of your electrical work - this

is not something you would want to cut corners on. You'd never hire an electrician who didn't have experience.

When choosing an electrician for your home you want to be sure you can trust the integrity of their workmanship. We speak with several companies this month and hear the tips they have for selecting an electrician to install your wiring and lighting needs. We'll also explore some of the products on the market to see what is available to use in your home.

- 1 Design / Planning**
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- 2 Roofing / Cladding**
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The Colour Rendering Index (CRI) measures the ability of a light source to bring out the true colours of an object on a scale of 0-100. Without a high CRI light source, objects can appear faded, dull or inaccurate.

Many LED downlights currently on the market are not true replacements of conventional downlights as the light quality is relatively poor with CRI 80 or less. To create a vibrant and comfortable living environment or in applications where presentation and appearance are critical, light quality cannot be compromised.



CRI 90



CRI 80



CRI 70

- 7 year warranty
- High colour rendering of CRI>90
- Deep recessed LED light source provides low glare visual comfort
- IC-F/IC4 rated construction can be covered with thermal insulation
- Remote dimmable driver also can be covered with thermal insulation
- Available in a wide range of cut-out size from Ø75mm to Ø120mm
- White or black trim option

Home Lighting combines quality, style, functionality and affordability into the newly released **True Colours Series LED Downlights**. This new downlight family utilises 3000K CRI>90 LED chips and high performance optic design, offering superior visual experiences of deeper reds, brighter contrast and vivid colours.

Its IC-F/IC4 rated housing and remote dimmable driver with large terminals can both be covered with thermal insulation to make installation much easier and faster.



GLG.

The Home Lighting Range by GLG gives homeowners the chance to have stylish light fittings and all the advantages of LED such as energy savings and lifetime. The range of downlights in this range is extremely versatile. Downlights can be used throughout the home in areas such as living spaces, kitchens, bedrooms and hallways. Due to the clean placement in the ceiling, downlights have the added advantage of not intruding space.

Garth Mudford, GLG NZ General Manager Marketing says the colour quality of LED has often been lost as the uptake has increased.

“Warmer colours like reds, oranges, yellows and skin tones can appear more washed out under standard LED lights,” he says. “With the Home

Lighting True Colours range the colour is more natural and truer to life.”

While you may pay a little more for these lights than others on the market, you get a far better quality of light. GLG believes in the range so much each light fitting comes with a seven-year warranty.

All fittings within The Home Lighting Range can be covered with thermal insulation safely meaning holes don't need to be cut into insulation - thus giving more warmth.

Another feature to note is that all the drivers in this range are dimmable and can be compatible with the Diginet Sitara control system. The system allows the homeowner to control lighting with mobile devices - all with no additional wiring.



aesthetics.co.nz Ph: 0508 743 754
686A Rosebank Road, Avondale, Auckland



On top of these great features, the range is also incredibly stylish. With designs that see the light source sitting further back into the light fitting, all lights have a reduced glare.

"We want to get back to the quality of light people have been used to in the past, rather than just blasting low quality, glary light into people's homes," says Garth.

For those wanting to see the range, the GLG website demonstrates these to you. The range is sold via electrical wholesalers across the country - JA Russell and Scott Electrical located on Rosebank Road supply this range. GLG also recommends contacting Laser Electrical (also in this month's feature) for an installed price.



Laser Electrical.

Laser Electrical Rosebank began in 1983 and is still based on Rosebank Road some 36 years later. With a strong culture based on customer service and a vision to be the best trades company in Auckland, Laser Electrical Rosebank has much more to offer than a one-man band.

Due to the success of the business, based on a founding principal of being 'totally dependable', Laser Electrical established a franchise group in 1999. The growth was rapid and there are now approximately 110 franchises based around New Zealand and 150 in Australia.

To this day, Laser Electrical Rosebank is the largest member in the network and has a team of 80 full-time employees. Unlike other electricians, Laser Electrical is your one-stop

shop for everything electrical in your new home. With a comprehensive showroom at the Rosebank Road office, customers are invited to come in to talk through their needs with a member of the design team. The designer can then help develop a plan for your home, helping select the right products to suit your style and budget. Laser Electrical can help with the design of the core electrical services as well as heating, audio visual, and security; working with you through the whole process.

"It's our brand promise to be totally dependable," says Laser Electrical General Manager, Michael Clemmett. "We are your one stop shop and you can count on us to deliver what we promise, to honour warranties and workmanship, and keep to project time-frames."



rosebank.laserelectrical.co.nz Ph: 09 8200 360
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Laser Electrical Rosebank is a member of Master Electricians and all electricians are Site Safe trained so you can rest assured the job is being done safely and professionally.

Laser Electrical Rosebank can service throughout Auckland and is available for residential, commercial and maintenance needs. Contact them today to discuss your project and to visit the showroom at 489 Rosebank Road.



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**Electrical
Laser**



Riteway Electrical.

Riteway Electrical has been in the electricity game for over 33 years. The small, family-owned business has built a solid reputation, and have between them, over 50 years' experience in the electrical industry.

Manager, Ben Lancaster, says the company works widely within the electrical industry. From residential to commercial, to outdoor and landscape lighting, to a 24-hour emergency response service, the company really does it all.

"Much of our work is within the commercial industry; however, we have solid experience in the residential market too and we are happy to work with you to service your needs," he says.

Based along Rosebank Road, Riteway Electrical is available throughout the

entire Auckland area.

With a lifetime guarantee on all workmanship, homeowners can be confident they are receiving the best service available. All the electricians at Riteway Electrical are fully qualified and registered, with a passion for delivering the highest safety standards.

When working in your home, Riteway Electrical is dedicated to doing the job on time and to schedule. The team will give customers a courtesy reminder call or text message 30 minutes prior to arrival.

Call the team today to discuss your residential electrical needs. With no hidden fees, Riteway Electrical offers free quotes and consultations on all services.

The team is also dedicated to providing technical and energy saving advice to you to help reduce your homes power bill.

From simple wiring to light replacement and power outlet configurations, to the design and installation of multi-story apartment buildings - Riteway Electrical is your go-to electrician.



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