

Round about.

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Laser Electrical's

Michael Clemmett

Nurture Hosting

Childcare with a difference

Dale Carnegie

Employment Engagement

SPECIAL FEATURE

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Cover: Mike Clemmett, Managing Director - Laser Electrical.

With thanks to our partners ...



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From My Perspective

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



Mike Gibson,
RBA CEO

RBA seeking help!

In November 2010 the RBA employed Kelli Tevaga as a replacement for Laela Toailoa, a friend who had left to pursue more than just casual work. So, what's this got to do with Gibo's column in Roundabout 155 in 2019 you may ask. Well after 9 very good years Kelli has accepted a role at her children's primary School (also in West Auckland) and by arrangement and with huge regret we have accepted her resignation and she will sadly depart our offices on September 26th.

What's this got to do with Gibo's column again you may ask? I'm confident that on the strength of our very active local networks you will help us find another Kelli Tevaga amongst your friends or colleagues. So, what does it entail? (see attached).

Currently, by arrangement believe it or not this is a part time role!

However, I/we are open to having discussions with any and all who think they have the aptitude and attitude to join us in a full-time role within an attractive environment, with good money, terms and conditions at our very pleasant offices at 18 Jomac Place, Rosebank where the coffee is always great and Rosebank Kitchen is close.

Mike Gibson, RBA Chief Executive.

Please contact:

Email: gibo@rosebankbusiness.co.nz

Mobile 027 2940551

Website: www.rosebankbusiness.co.nz

Task List - Accounting Services Manager

Rosebank Business Association - August 2019

Accounts (for 3 entities including RBA, RSS and Pathways):

- Payables & receivables
- Monthly financial reporting to Board Chair and CEO
- Budget management in cooperation with the CEO
- Bank reconciliations with oversight from the RBA Treasurer
- GST returns
- FBT returns
- Fixed assets
- Direct debit management in conjunction with the CEO
- Debt collection
- Annual audit preparation in conjunction with both the RBA treasurer and CEO
- Payments together with approval from both Board Chair and CEO.
- Banking
- Use of Xero software

Payroll:

- Payment of salaries and wages
- Entry and recording of leave and any other extra payments
- IRD payday filing
- PAYE & DED payments
- Use of ACE payroll
- All done in conjunction with the CEO

Office Management:

- Purchasing
- Database management – ACT!
- Managing administration staff
- Engaging contractors
- Administration work as required i.e. Phone calls /messages etc
- Management of Human Resource documents
- Recruitment where requested by the CEO.

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From My Perspective

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

Rosebank Traffic Meetings

Bernard McCrea
RBA Chairman

A couple of weeks ago in my role as Chair I went to a meeting re: Rosebank traffic issues. It follows up a meeting we had a couple of years ago with **Auckland Transport ("AT")** and it's frustrating that it took so long to get them back to the table. However, such is the queue and you've just got to be thankful we got a meeting.

What AT came with was there are three traffic programmes. Firstly, their Safety programme, secondly their Optimisation programme and thirdly their Minor Improvement programme. The traffic stats say we do not have major safety issues with deaths etc. however, in the optimisation and minor improvements programme AT say they can help.

AT say we are currently 4th-5th in the optimisation programme with dynamic laning on Patiki. The dynamic laning should mean no back flow of commuters into Rosebank Road, but as its 4th-5th

in the queue it still means it's a couple of years away. The other minor improvement will be on Rosebank Road where **four pedestrian refuges are being put in**. This is to give new safety places for pedestrians to cross the road throughout the day. It will also stop those drivers who travel down the median strip in the evening.

Costs are circa **\$260k** so its not an insignificant expense. There is an **11-page report** about this so if you would like to read it let me know and **I'll forward it to you**.

Sadly, there won't be a roundabout coming out of Timothy Place anytime soon. They say it's just not effective to put one in there. In the safety programme they will also not be putting in judder bars to slow down speeding.

However, in my opinion, the problem is the **4-5 years** it's taken AT to get the **Nor-western motorway** extension fully completed. My 10 cents are it'll be one of the most expansive pieces of roading infrastructure given the congestion delays it costs our morning and evening commuters.

In summary, things are happening, but excuse my scepticism, as my experience

of meetings vs action are still two different things. This is in the context it took almost two years to get our next transport meeting so let's trust our advocacy on your behalf makes some difference this time.

Cheers Bernie.



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Rosebank Events

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



Rosebank Plus presents
"Rising to the Challenges of Business"

Rosebank Plus RBA
Stronger Together

TEC
The Executive Connection

The banner features a background of concentric blue circles on the left and a photograph of a man in a suit pointing at a glowing blue arrow on the right.

How often do you have the opportunity to sit down with your business peers - people who have walked in your shoes, who can offer constructive, unbiased feedback and a different perspective to solving the most challenging leadership issues?

Share, collaborate and learn how to thrive in disruptive times

The Executive Connection (TEC) model is purpose-built to help CEOs, Executives and Business Owners like you improve the performance and outcomes of your business. TEC is so much more than professional development. It combines peer advisory issue processing, expert workshops with relevant content, and monthly coaching. Members tell us that they benefit from how these are combined to keep them accountable for following through on learning, insights and commitments.

This two hour interactive workshop is designed to give you a taste of TEC. Facilitated by TEC Chairs Chad Wilkie and Lorna Murray, you will experience how facilitated conversations with a peer group

can enhance your decision making for faster business growth and leadership success.

The session will workshop 7 key skills for Business Leaders and will use issue processing on your current challenges to enhance your decision making and plan practical and pragmatic solutions.

This is a working session for CEO's, business Leaders, senior executives and owner managers where business issues will be tackled using our unique and effective issue processing formula. You'll be tapping into the powerhouse of knowledge in the room to generate new insights, ideas and solutions.

Date: Thursday, 5 September 2019
(light refreshments will be provided)

Time: 7.45 am Start, 11.00 am Finish

Venue: Browne St Café, 50 Rosebank Road

RSVP: julie@rosebankbusiness.co.nz



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Rosebank Advocates

With **Dr Grant Hewison**, specialising in local government consultancy and legal services.



Dr Grant Hewison

Auckland transport meeting breaks new ground and outlines RBA plans

RBA Chair Bernie McCrea, RBA CEO Mike Gibson, Local Body advocacy advisor Grant Hewison and Phil Clode of the Rosebank Business Association ("RBA") met with Stephen Rainbow and Melanie Alexander of Auckland Transport ("AT") on 8 August 2019.

In opening the meeting, Stephen Rainbow, Stakeholder Engagement Specialist at AT, noted that the Mayor expected AT to build trust and confidence with the community and business stakeholders over 2019/2020. Stephen Rainbow highlighted that working with businesses and business improvement districts (BIDs) to improve relationships was his key immediate task.

Stephen Rainbow is a former senior employee within the wider Auckland Council organisation and has been engaged by AT to give advice on improving relationships with business improvement districts.

Melanie Alexander, who is the Traffic Operations Manager, noted that safety is a key issue for AT as the deaths and serious injuries (DSI) for Auckland is still at very high levels.

The representatives of the RBA pointed out a number of traffic and transport issues in the area.

Waterview Tunnel

The representatives for AT said there had



been changes in the transport flows with the opening of the Waterview Tunnel and the completion of the SH16/20 works.

The Rosebank area was being monitored and AT does share the concerns of the RBA that there has been an increase of demand during peak traffic periods at Patiki Road. AT is monitoring the situation and is looking at options but is also assessing traffic patterns post Waterview as they 'settle down'.

The RBA noted that traffic volumes were linked to schools and redevelopments in the area, such as at the Kilpatrick's site, which would lead to increased traffic volumes.

The Patiki Road On-ramp - Dynamic Laning

The RBA raised concerns about the **Patiki Road onramp** and the **merging** of traffic into the motorway.

The ramp signals are managed automatically across the network to get optimum flow. While this may give an impression that signal phasing is not working efficiently at Patiki, because they are part of a wider network the phasing is taking into considerations activity further up and down motorway system.

A current option is to trial dynamic lanes using overhead and in ground signals so that different lanes are used at peak and non-peak times. This has been successfully trailed in **Whangaparaoa and Patiki Road** is high on the list for implementation.

Heavy Vehicle Movements

A particular concern of the RBA was that

heavy vehicles were struggling at times to get out into the Rosebank Road corridor across traffic. The RBA was also interested in ways to give priority to freight rather than smaller private vehicles. The representatives from AT said that wider monitoring was occurring for traffic flows in and out of the Rosebank Peninsula.

Rosebank Road Roundabout

Investigations were ongoing concerning the roundabout. While there are constraints (especially with the width of the road), AT is going to look again at how to support a freer flowing southern turn.

Pedestrian Refuges

AT will soon be building the pedestrian safety improvements along Rosebank Road, including: 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; and the removal of one tree in order to improve visibility for pedestrians and drivers.

Connected Communities

It was noted that as a key arterial, Rosebank will be included in the Connected Communities programme. This aligned with the RBA's strategy around the 'Western Gateway'.

At the conclusion of the meeting, Stephen Rainbow offered opportunities for further engagement and his commitment to ensure the concerns would be progressed.

Rosebank News

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

2019 AGM hosted by Eurotech Design

Where: Eurotech Design
604 Rosebank Rd, Rosebank

When: 10th October, 2019

Time: TBA



Awards for Achievement and Success for Local Businesses

The RBA is always looking for ways to add more benefits to our RBA members and supporting one of our objectives of building a strong and vibrant business community. In partnership with EMA, who have the best training for businesses in NZ, we are able to bring some of their first-class training to Rosebank through the award programs.

Future Proof your Business Award. This award is available for RBA members who want to improve/upskill their business skills to take their businesses to the next level. Recipients of this award receive a place on one of EMA training courses.

We are pleased to present this award to:

Anneliese Goodison from **the Building Co**, who was awarded an EMA - How to Build a Powerful Digital Brand course.



Pathways to the Future Trust Award:

We were delighted to present another well-earned Pathways to the Future Trust Award to **Philip Drew** from **Haven Accounting and Financial Services**. An EMA - Negotiation Skills Course to the value of \$1850.00 was awarded to support the training and development of this worthy recipient.

Nominations are always open for the Pathways to the Future Trust Awards and Future Proof your Business Award. If you have some young go getter in your workplace that has the capability to take that next step and go the extra yard: Then nominate them today!!

To find out more Contact Julie Stevens 021 940664 or email julie@rosebankbusiness.co.nz

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Laser Electrical Rosebank is the founding company and largest member of the Laser Group, New Zealand's largest and leading electrical contracting group.

Due to the success of the business that started in 1983, Laser Electrical established a franchise group in 1999 and the growth was rapid. Today, the Laser Group has approximately 110 franchises based around New Zealand and 150 in Australia.

Based on a founding principal of being 'totally dependable', Laser Electrical Rosebank is determined to do things their way. With a strong team of 80 full time employees, the vision to be the best trades company in Auckland is no small feat. Laser Electrical Managing Director, Michael Clemmett, says that since setting this goal, the company has continued to keep it front of mind in everything they do. Regular meetings, signage around the workspaces and continual conversations about this goal have ensured this vision can be achieved.

"Deciding on our values didn't simply happen by management getting together and deciding what they thought was important to everyone," says Michael. "The values were set by speaking and sharing with everyone in the company - from apprentices to management - and we feel this encouraged a sense of ownership within the team."

Thanks to the large team of electricians within the branch, Laser Electrical Rosebank is currently growing the commercial maintenance aspect of the company. Available to service any

sized business, some of the areas Laser Electrical Rosebank can work with your business is through preventative maintenance services and repair and emergency services to get your business running again. Additionally, the company is available for an extensive range of commercial construction and retail fit out services and can even help your company to save money by running energy efficiency evaluations.

As a member of the Electrical Contractors Association of New Zealand, all electricians are 'Site Safe' qualified meaning your business is in safe hands.



Mike Clemmett,
Managing Director

Training apprentices is important to the company and in the last five years alone, Laser Electrical Rosebank has trained 25 apprentices who have achieved their electrical registration. This is significant as many electrical companies won't train this number in their business lifetime. The emphasis on apprenticeships is part of the company's overarching vision to become the best trades company in Auckland. By training their own electricians specifically, the company

believes it can instil the values it expects of electricians and train to a specific level.

By having a cohort of apprentices in different stages of development at any time, Laser Electrical Rosebank is well resourced to take on extra opportunities, such as the growth of its commercial maintenance wing. Michael Clemmett knows first-hand the importance of apprenticeships – he started his apprenticeship with the company 15 years ago and has grown through the company to his role as Managing Director, which he has been in for nine years.

"Part of our strategy within the company is to nurture apprentices and continue to have them within our organisation." Says Michael Clemmett. "We believe that by encouraging this development within the company we can continue to train tradespeople who understand the company values and work efficiently, meeting our core targets and delivering a great customer experience."

Laser Electrical Rosebank has been part of the Rosebank Business Association for some time and Michael Clemmett says recent activities such as workshops and professional development run by the RBA have been beneficial and important.

With a comprehensive showroom at the Rosebank Road office, Laser Electrical Rosebank invites business and individuals to make an appointment to come in to talk through their needs with a member of the team. From designing an electrical plan for your home or office, through to core electrical services, Laser Electrical Rosebank is a one stop shop.

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a founding
principal of
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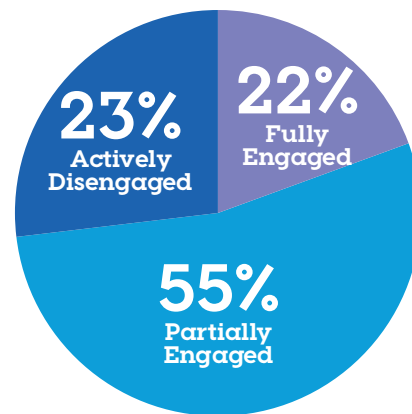
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Employee Engagement

It's time to go all-in on Employee Engagement



Combining a culture of engagement, including strong organisational support and leadership by example, along with effective training and an emphasis on the personal benefits of having fully-engaged employees, produces a powerful impact on the likelihood that leaders will make EE a daily priority.

When it comes to improving engagement, most companies need look no further than their own leadership for their best starting point. Those who don't actually believe in their employees as a competitive advantage will never make the leap; the temptation to relegate EE down on the list of business priorities will remain too great.

In addition, clearing the way for leaders of people to put engagement first takes real courage. Saying 'yes' to engagement means saying 'no' to some other priority.

For companies who hope to realize the many benefits of an engaged workforce, though, it's time to go all-in. Those that don't make it a top priority and a daily habit - for the organisation and every leader - simply can't expect to cash in.

To learn more about the study and ways to improve Employee Engagement in your organisation, download our white paper from our resource section at www.dalecarnegie.co.nz or contact us directly at Dale Carnegie Auckland on 0800 328 7246.



It's rare to find anyone in senior leadership today who says employee engagement is not a priority. Yet despite more than a decade of work, most longitudinal studies show that the average level of employee engagement in recent years is essentially unchanged.

The business case for continuing the pursuit of employee engagement, however, has only become stronger, with credible data emerging to demonstrate the superior performance and earnings of organisations who achieve significant employee engagement (EE) gains¹. Engaged employees are a

competitive advantage, and the impact on the bottom line is now indisputable.

Achieving Breakthrough Engagement

New research reveals that organizations who want the benefits of an engaged workforce (improved individual, team and financial performance) must help their leaders make employee engagement a daily habit.

Just 25% of leaders surveyed say that EE is a very important part of what they think about, plan, and do every day. Another 38% say they work on it frequently, and the rest only occasionally, rarely or never.

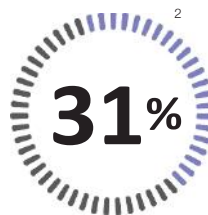
Leaders who say they think about, plan for and work on engaging their employees every day, were four times more likely than all others to say their employees are always willing to do what it takes to get work done, even if it means going "above and beyond" (42% vs. 10%).

This type of data suggests there is an important difference in mindsets between leaders who see EE as one priority among others, and those who see EE as the primary way through which they will achieve results, including the accomplishment of other priorities.

As noted before, the majority of leaders are now convinced of the strong connection between highly engaged employees and better financial results for their organisations. Yet as also stated previously, three quarters of the respondents don't make EE a daily priority. Part of the explanation may be that efforts to present the "why" may not have moved beyond this high-level impact to benefits that are more tangible for individual leaders. Some leaders have seen these benefits for themselves. In the survey, leaders reported that when their employees are fully-engaged:



of high-level senior leaders believe that Employee Engagement has a strong impact on financial performance.



...but only 31% of the 1800 leaders surveyed strongly agree that their organisation is actually making engagement a top priority.

- 39% strongly agree it makes their job as a leader easier
- 49% strongly agree their team is more productive
- 50% strongly agree their customers are more satisfied
- 30% strongly agree it makes their job less stressful
- 33% strongly agree employees are less likely to be absent from work

¹ Gallup, Inc. "State of the American Workplace." Gallup.com, 15 Feb. 2017, news.gallup.com/reports/199961/state-americanworkplace-report-2017.aspx
² In 2018 Dale Carnegie & Associates conducted an online survey of nearly 3,600 employees (about half leaders with direct reports and half individual contributors) across eight countries, including the U.S., Canada, U.K., China, Germany, India, Brazil and Saudi Arabia.

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August Hosting at Nurture

On a thundery Thursday evening on August 22nd, over 65 people from the Rosebank community came to a business in Rosebank that Nurtures. Nurture Early Learning Centre is run by **Centre Manager Kathi Palmer** and is owned by **Anthony Dainty** and **Trudie Kroef**. Their philosophy starts with a nutrition and wellbeing programme focusing on children coming together to share a meal together in their Nurture inhouse Kitchen café. Food is prepared at the onsite kitchen that is whole foods based and refined sugar free.

Attendees were treated to an amazing grazing table and many delicious platters supplied by the Nurture kitchen, washed down by their choice of beverage.

We were wowed by international Edutainer **Justin Cunningham** who has been growing sales and marketing for companies like Coca-Cola for 19 years. Through case studies he transformed business issues from volunteers with on the spot solutions and created a change in thinking for the audience.

Anthony Dainty, Jo Clark, Group Curriculum Leader at Nurture and **Trudie Kroef** spoke further about what makes Nurture's values and care the highest on the ERO grading system. Their Reggio Emilia educational philosophy is based on empowering the children in their care to be creative thinkers, problem solvers of the future, and socially aware citizens

of the world. Examples of this were highlighted with talks at the centre that had been given to the children by some parents including a Builder and even a Neurologist who showed them a real brain. At their Onehunga branch children had investigated finding ways to clean up the ocean and reduce waste which resulted in a Sunday morning beach clean-up. Nurture encourage anyone in the Rosebank community who would like to come in to share to contact them.

What came out of the evening was that Nurture is an incubator for children which feed not only their bodies in the best way but encouraged amazing future big people. Nurturing indeed.



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Edutainer Justin Cunningham



RBA CEO Mike Gibson



Anthony Dainty

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Economic outlook bleak

Leaders of small-to-medium organisations across New Zealand hold genuine concern for the state of the economy and outlook for the year ahead, according to The Executive Connection, September Quarter 2019. In part, this uncertainty in economic conditions can be attributed to policy changes and the economic growth rate stabilising. More than half (57 per cent) of SME leaders in New Zealand believe economic conditions have worsened when compared to a year ago.

Looking ahead, 55 per cent of leaders anticipate the economy will decline further over the next 12 months, and 40 per cent expect economic conditions to steady.

Economic outlook for the year ahead (%)



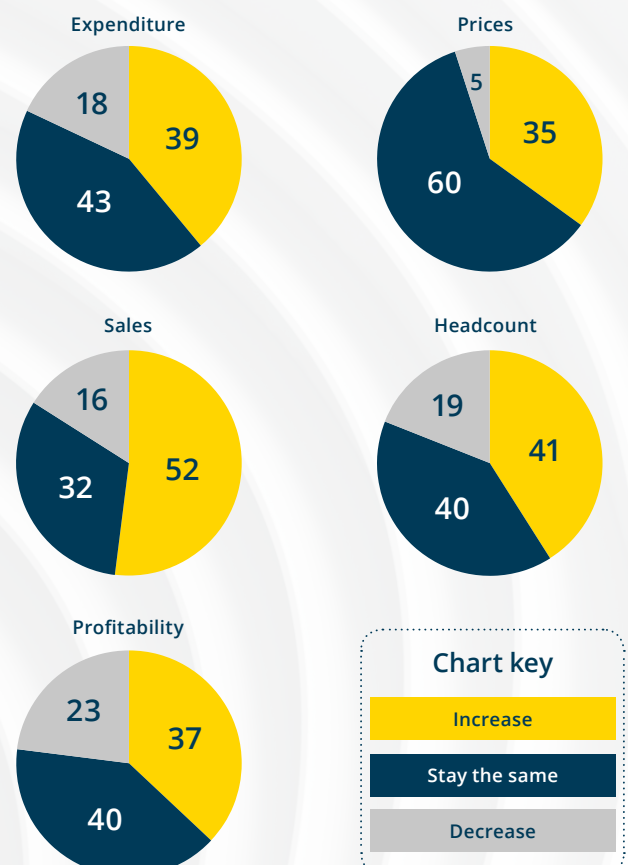
Leaders confident about what they can control

While SME leaders are concerned about external influences outside of their control, their outlook on indicators within their own business is more positive.

In the next 12 months, 52 per cent of CEOs and business leaders predict sales revenues will increase, 37 per cent believe profitability will rise and 41 per cent predict they will increase their headcount.

Another positive indicator of leaders' confidence in their business offerings is that 58 per cent anticipate prices to remain steady in the year ahead, versus just 5 per cent who expect them to decrease.

Business expectations for the year ahead (%)



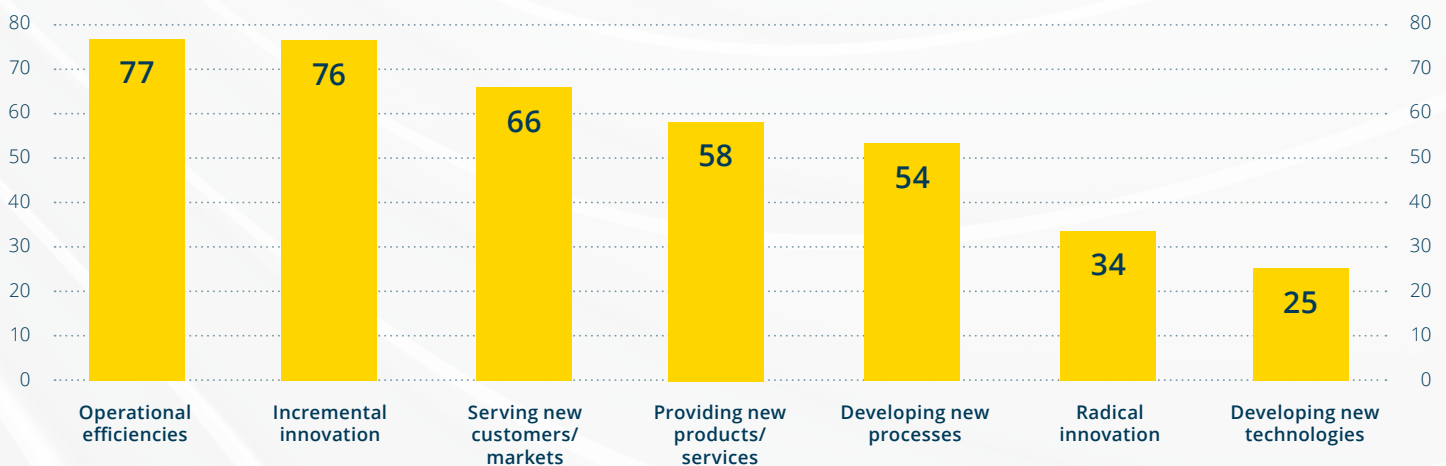
Efficiency unlocks competitiveness

More than 84 per cent of New Zealand leaders are implementing new strategies to improve competitiveness in the market.

For these leaders, future business success comes down to creating operational efficiencies. Areas of focus are reduced production time, automation of complex processes or upskilling employees to add greater value into other areas of the business.

Incremental innovation is also a key driver for smart leaders looking to create sustainable growth strategies. Leaders appear to be spending more time on making improvements to existing products and services, versus creating new ones entirely from scratch. This demonstrates the need to evolve continuously, to ensure leaders maximise the value of their operations today and tomorrow.

Business success factors (%)

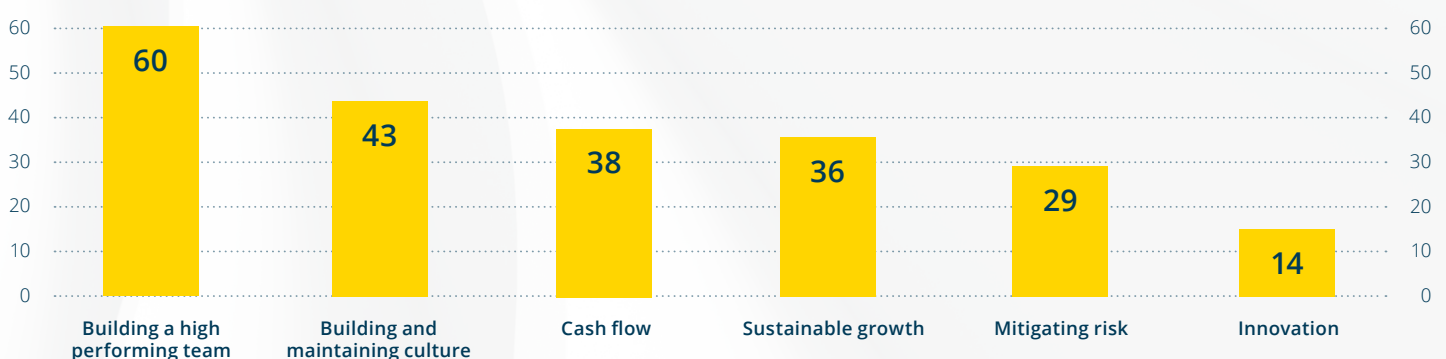


SME leaders reveal people and culture as top challenges

The CEO Confidence Index has revealed that building a high performing team (60 per cent) and building and maintaining culture (43 per cent) are the top two business challenges.

With 41 per cent of leaders planning to increase their headcount in the year ahead, talent will likely remain a top priority for leaders across the nation.

SMEs top challenges (%)



Member Profiles

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

Oriental Cuisine Ltd New Zealand's Finest Asian Food Products!

Oriental Cuisine are New Zealand's largest manufacturers of both fresh and frozen Southern Chinese food products.

Oriental Cuisine is a family owned business that started 30 plus years ago in Wellington by the Cheng family, Father and Son. Fast forward to today, the business has been passed down through three generations to Hubert Cheng who is the current Managing Director. "One thing that has remained consistent for the business are the recipes that my grandfather introduced which are still being used today to bring New Zealanders authentic and delicious Asian food products. We have expanded the range of products to meet the needs of our customers to 8 flavours of frozen dumplings, plus wontons, wonton pastries, noodles and more" says Hubert.

They decided to expand their market and open their distribution in Rosebank Rd. "We have been based in Wellington since the beginning, so we have been successful in securing that market. With opening in Auckland, we have a great opportunity to expand the business".

The keys to success are:

Quality & Taste Guaranteed - Oriental Cuisine food products are derived from the finest produce and they don't compensate on taste.

100% Made in NZ - All products are made from scratch in Wellington

High Quality - We follow strict NZ Food Standards Code to ensure highest quality products are produced.

Always Fresh - Hundreds of new batches made daily to ensure maximum freshness.



Oriental Cuisine Ltd

608B Rosebank Road, Rosebank

Phone: 04 568 8972 or 021 498168

Email: mankit@orientalcuisine.co.nz www.orientalcuisine.co.nz



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Search Engine Optimisation - SEO can be thought of as providing search engines a full report on what your website and business has to offer, giving detailed information through keywords and content so the information is easily found. This makes it easier for prospective customers to find your business in their searches.

Google AdWords - Also known as Pay Per Click Advertising (PPC), it is one of the quickest and most accurately targeted advertising channels in the modern world. It allows your business to boost its online exposure & instantly implement. This allows you to increase leads and drive sales for your business in as little as a day.

Web Design and Development - They say you only have 3 seconds to grab your audience's attention. With your industry knowledge, our creative minds and decades of experience in website design and web development, let's make those 3 seconds count.

Social Media - Social media is becoming one of the largest selling points in the modern world. Facebook and Twitter integration within your website is a must for a new company. This means having someone interacting with social media followers on a regular basis.

Three Dots

608B Rosebank Road, Rosebank

Phone: 021 327168, www.threedots.co.nz



Eurotech Design Appliances with American & European style and flair

Eurotech Design was formed in 1996 specialising in the importation and distribution of American and European kitchen appliances and accessories. The company has nationwide retail distribution channels and is well recognised for its successful promotion of global brands in the New Zealand market. Eurotech Design focuses on design, innovation, technical support and after-sales customer care which have contributed to its success. The company is now regarded as one of New Zealand's leading appliance distributors.

At **Eurotech Design**, they are passionate about promoting leading-edge products from some of the most prestigious appliance manufacturers out of the US and Europe and are dedicated to forming strong long-term relationships with their suppliers, customers, team members and community. With over 200 authorised dealers and service agents throughout New Zealand, Eurotech Design has maintained strong year on year growth both in revenue and market share and is well positioned for future growth.

Delivering the highest level of technical support and customer services to the New Zealand market is achieved by a team of 15 highly skilled professionals with a combined industry experience of over 120 years. The founder and **CEO Peter Davison** is still in the business and plays an active role. "We are in the business of making your dream kitchen come true." Says Director Sophia Bristow.

Shawn and Sophia Bristow, who are working shareholders in the business, joined the Eurotech Design family two years ago. Shawn has hands on experience in light manufacturing and spent some time in managerial roles in the construction industry. Sophia comes from a banking and funds management background. They had a dream of owning their own business and being in control of their destiny. They saw the opportunity to become shareholders and have never looked back. "The journey has been amazing, and we would love to invite you over to our showroom for a show and tell" says Sophia.

Eurotech Design
604 Rosebank Rd, Rosebank
Phone: 377 7523 info@eurotechdesign.co.nz
www.eurotechdesign.co.nz

Castle Portable Buildings & Castle Access Equipment Ltd

The Castle business started operations in 2009 by Hamish Commons who set up the factory and started manufacturing some incredible site office solutions. Mike Seeque joined Hamish at the helm a few months later.

Castle has a hire fleet of standard portable buildings ranging from temporary offices, trailer units, solar powered units, temporary classrooms and toilets. They also have a second side where they design and build for a client's specifications. Their design builds range from commercial office space such as Rocket Lab's range control room in Mahia Peninsula to the infrastructure onsite in Puhoi for the motorway extension, housing 100 plus staff.

Delivering to the New Zealand market is a highly skilled team of 15 that work hard and go the extra mile to make sure your site office or building is completed on time and done right. "We are in the business of making office spaces that work for our customers, whether it be temporary or permanent, at a great price and with minimal fuss" says Mike and Hamish.

Castle Access Equipment Ltd was started five years ago due to customer demand offering their customers short and long-term access equipment hire, with over 36 machines for any job big or small.

Why Use Castle Portable Buildings and Castle Access?

You're dealing directly with the manufacturer when you Hire or Purchase. They are often the chosen supplier of Portable Buildings to the construction industry, factories and warehouses, the reason for this is simple.

- Competitive hire rates
- Their buildings are built to the highest standards
- They're easy to deal with

Our portable building hire and access equipment hire reps are helpful and friendly. Give one of them a call on 0800 780 900, they'll be more than happy to help you.



Castle Portable Buildings & Castle Access Equipment
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sales@castlepb.co.nz www.castleportablebuildings.co.nz

Access: Phone: 0800 780 957 or brittany@castleaccess.co.nz
www.scissor-lift-hire.co.nz

Gems from Jooles

Julie Stevens RBA Membership Manager

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



This has been an active month getting out in the Rosebank community to visit local businesses and hear their stories.

So, what is happening in our local business community?

I had the privilege of meeting and experiencing the wonderful food prepared by Chef Dom aka Domenica Houliha on the leading-edge kitchen appliances in the show rooms of Eurotech Design. Every Thursday Chef Dom comes in to make the latest recipes to give their customers and staff first-hand experience on seeing the latest kitchen appliances being demonstrated and to taste some seriously good food. This week we were treated to dumplings using the Wolf Combi Steamer. "My goal is to show people how easy it is to make tasty food."

People today have busy lives, so it is important that I show them creative dishes that are quick and easy to prepare whilst not compromising taste "says Chef Dom. She is doing demonstrations on Thursdays at Eurotech Design 1/604 Rosebank Road and encourages you to pop in.



On my final note I wanted to share these rousing words which resonate with the West Spirit and optimizes the common trait of our award finalists

- associate with firms and people who are positive - it will change your attitude to life,
- associate with people who are innovative - it will make you think,

In the recent announcement of the finalists for the 2019 Westpac Auckland Business Awards-North & West, it was exciting to see our local businesses make it as finalists. Huge congratulations go to:

- Glidepath finalists in Excellence in International Trade
- Foundation One finalists in Excellence in Strategy and Planning
- Chrysalis Group finalists in Employer of the year

We wish them well in the next stage of the judging process which will determine who will reign as category and Supreme Business award winners. This will be announced at the awards gala dinner on the 10th October 2019.

- associate with people who share your strengths - it will make you stronger,
- and mix with people who enjoy success - it will give you people to celebrate with.



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Business Nuts & Bolts

Business to Business advice from **RBA Members**



Jason Ennor, MyHR

Accelerating beyond “she’ll be right”

We recently completed the final HR session for the RBA, as always there was a great turn out. A high level of engagement with lots of excellent questions and discussion.

The title of the session was “Accelerating beyond she’ll be right”, which was really a way of highlighting the need for employers to get real about their people function.

No doubt, the vast majority of kiwi employers are good people, who want to do the right thing. However, many of these good employers still fall foul of the law, by failing to follow the basic processes.

Put in another context: businesses don’t find the IRD very sympathetic if they “gave it their best shot”, yet failed to adhere to NZ tax law. So neither should employers find the employment courts sympathetic when they fail to follow employment law.

I like to encourage businesses to think about the people function with the same level of seriousness as the accounting function:

- Without cash you have no business.
- Without people you have no business.

Businesses seldom start without first finding a good accountant to help. So when you come to hire your first employee, get some professional help.

You might ask why? Here are a few good reasons:

- Unemployment is lowest since 2008 3.9% percent in June 2019. This means finding good people is tough, they’re all already employed, so you have to entice them away from a job. Being a good employer will make it much easier to entice people away from the bad ones.
- Employees have choice now, if you muck-up they will freely leave to find a better job, sometimes in a completely different industry.
- Employment legislation continues to tighten, and there is a growing

awareness of employment rights. You’re much less likely to get away with doing the wrong thing.

- Average compensation awarded by the ERA against an employer for humiliation, loss of dignity and injury to feelings has increased from \$5,801 in 2008 up to \$10,861 in 2018. [source: EMA]

It’s not all doom and gloom though!

The message behind this article, is that: the law is clear, we just need to follow it and pay due respect to the defined process. The headlines might have us believe employers are fighting a losing battle, but I beg to differ. Let’s unpack a couple of recent sensationalised headlines:

Café worker received \$9,000 for one day’s work.

- I’m sure these café owners are nice, well-intentioned people. However, they completely failed to follow any of the requirements for a valid 90-trial period.
- This law has been in place for many years and there is a significant body of case-law to back it up.
- In my view, they were always going to lose this case, it’s a bit like deciding not to pay tax.

Barista received \$16,186 after swearing at customers.

- The behaviour of the employee had been previously accepted for some years.
- When they decided it wasn’t acceptable anymore, there was limited process and no proper investigation.

Both these employers could have easily avoided these pay-outs. Start by being a good person and conduct yourself in a human way. Follow the legislation and get professional help if you’re unsure.

Our people are our business after all.

Jason Ennor, MyHR, 0800 694 769

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Dawn Fullam
Smith & Partners

How To Sublease Commercial Property

So you want to sublease part of your commercial tenancy, what do you need to think about?

Consent for the sublease

Your first step is to check your lease. If the lease allows you to sublet, you will need to obtain consent from your landlord (the head landlord). The head landlord cannot unreasonably withhold their consent, but they may request further information regarding the subtenant.

You will be responsible for the legal costs of gaining your landlord's consent. You may wish to have it included in the sublease that your subtenant covers these costs.

What obligations do you owe the subtenant?

When you sublet, you are effectively becoming a commercial landlord. As a landlord there are rights and obligations you owe to your tenant. Some of these are covered by statutory law, and some will be covered by your lease agreement with your subtenant.

As sub-landlord you are responsible for:

- Permitting the subtenant to have quiet enjoyment of the premises
- Using all endeavours to require the head landlord to observe and perform its responsibilities in the head lease
- Obtaining consent of the head landlord for required matters in the sublease and head lease. For example, if the subtenant wishes to make alterations or additions consent is required under both the lease and sublease.
- Providing copies of any notices received under the head lease.

What responsibilities /liabilities do you have to your landlord?

If the subtenant does not pay the rent you are still responsible for payment of the rental and outgoings.

You are responsible for complying with your obligations under the head lease, including (but not limited to) reinstatement.

In order to protect yourself, you should:

- Complete due diligence on your prospective tenant including

obtaining financial statements of the tenant and any guarantor

- Get personal guarantees or a bank bond from the subtenant.
- Follow up quickly if your subtenant is late with payment of rent or outgoings

How will you work out outgoings?

The proportion of outgoings (insurance/electricity etc.) is adjusted on a percentage basis of the area being subleased. For example, if the area that you lease is 1000m² and the area of the sublease is 100m² then the subtenant will be responsible for 10% of outgoings.

What happens if you want to move premises/end your lease?

The sublease rent review dates need to coincide with the rent review dates and the review process as set out in the head lease.

Subleases are usually for one term. This is to prevent any problem if you as the head tenant decide not to renew your head-lease at the end of your lease term.

You will need an official agreement

You will need a Deed of Sublease. A copy of the head lease is attached to the Deed of Sublease, so the subtenant knows the contents and obligations under the head lease.

This lease should cover:

- The area of the sublease. It is always useful to have a plan prepared that can be attached to the sublease.
- The term of the sublease.
- Any provisions between the sub-landlord and subtenant that differs to the head lease, for example responsibility for the fit out and reinstatement.
- Provision regarding contribution towards legal costs associated with the Deed of Sublease and obtaining the head landlord's consent.

What are the subtenant's responsibilities?

The subtenant must always comply with the same obligations you have in your lease, with the exception of payment of rental and other money the head tenant (you) need to pay in the head lease.

If you're considering subleasing your commercial tenancy, please contact Dawn Fullam by phone on 09 837 6883 or email dawn.fullam@smithpartners.co.nz to discuss how we can help.



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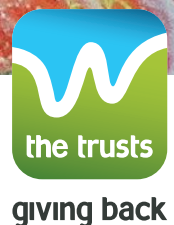
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Introduction.

It's amazing to think we are nearly at the end of this feature the Home that Rosebank Built. When the idea originally came about to build an entire home using only businesses in the Rosebank area it seemed like it could be a challenge. Very quickly we discovered that not only was this going to be possible - we would be spoilt for choice when it came to the suppliers we could use.

Over the course of eleven months we have explored all aspects of building a home. From planning, to cladding and building, to flooring and insulation, painting and plumbing, windows and doors, kitchens, bedrooms and bathroom, utilities and appliances, and finally glass installation - we've looked at it all.

As we have moved through this feature, we have discovered new products and explored many aspects of building a new home. Our goal has been to help you transition seamlessly from conception to the final building stage using trusted suppliers and installers.

There's a lot that goes into building a home. From the initial planning stages, to the final landscaping and addition of personalised touches, it is a huge job. In Rosebank there is a mass of companies working within the building industry - both in the residential and commercial markets.

Over the course of this feature we have featured the best products, suppliers and service providers on offer - period.

We've discovered that 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 the best working with you along the way. 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.

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 and those involved within the Rosebank Business Association. Whatever the situation, the companies featured each have excellent reputations and expertise to help the whole process be as easy as possible.

Next month, in our final feature for this series, we will be looking at landscaping your property - stay tuned.

Twelve features, twelve months. We bring you feature eleven of the Home that Rosebank Built.

Feature by Alice Cranfield

Got you covered.

It's time to select the furniture at our new home and we have just the people you need to speak with. Don't settle for any old furniture - make your own mark with custom bespoke pieces that speak to your style and space.

This month we meet with two fantastic furniture designers and manufacturers that are both members of the Rosebank Business Association.

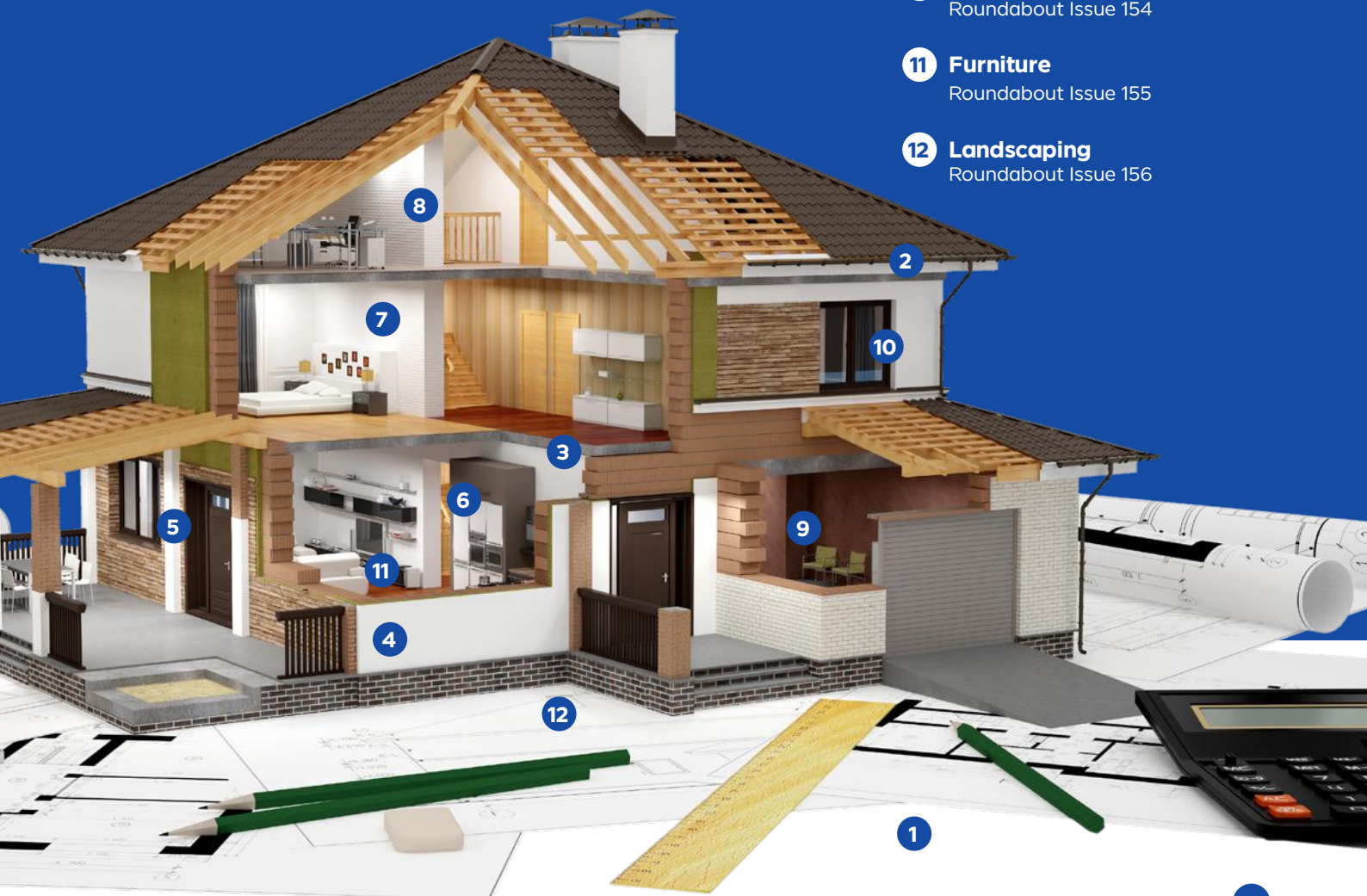
In speaking with PLN Group, we discover that good furnishings can be highly functional as well as stylish. The company have recently launched

an exciting acoustic light called Hush Micro and you can find out more in the pages ahead.

We also learn about the difference in buying furniture for your home that is made for the commercial market, as opposed to being pre-softened for the home already, thanks to an interview with Titan Furniture's Business Manager, Mark Orr.

Sit in your favourite chair, pour a cuppa and discover what you can do in your space - both within your own home or the office.

- 1 Design / Planning**
Roundabout Issue 145
- 2 Roofing / Cladding**
Roundabout Issue 146
- 3 Insulation / Flooring**
Roundabout Issue 147
- 4 Painting**
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Roundabout Issue 156





PLN Group

In 1977, John Mihaljevich started a small, family run furniture company. The idea was to create furniture that was both beautiful and enriching, standing the test of time. Today, the company has grown into a global organisation, selling in 17 countries across three continents. Still proudly designed and made in New Zealand, PLN Group works to create spaces that enhance how you work and live.

This award-winning design house is excited to be launching a new product with an application specific to business and home spaces. The acoustic light, Hush Micro, is perfect for open plan spaces and as well as providing illumination, works by softening sound and reducing reverberations through the absorption of certain frequencies. This then leaves the room with a

more comfortable sound level without eliminating noise completely.

“The key isn’t to remove the sound but to reduce its impacts,” says PLN Group Director, Blair McKolskey. “Hush Micro is perfect in open plan spaces which so many homes are designed around these days - particularly where hard surface materials, such as concrete and glass, have been used as these materials naturally reflect sound and make it appear louder.”

Hush Micro is the latest addition to the Hush family of acoustic lights and its smaller size makes it a perfect fit for homes, restaurants, cafes and office spaces. Manufactured from 100% polyester fibres (including 65% post-consumer recycled material) the material is safe, non-toxic, non-

irritant and non-allergenic. Easy to install - the Hush Micro can be hung simply in the home and its impacts are immediate. Hush is available in four sizes and 17 colours.

To find out more, contact Amanda Evans in Auckland on 09 828 4274.

PLN GROUP

plngroup.co.nz Ph: 09 828 4274
21 Honan Place, Avondale, Auckland



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PLN GROUP

www.plngroup.co.nz



Titan Furniture.

You'd be forgiven if you thought Titan Furniture dealt only in the commercial market. While this is the space where the bulk of the company's work is, Titan Furniture has earned a solid reputation within the residential market for the work they do.

The company began at their Avondale premises in 1977 by Warwick Orr. Since then it has grown from a company of three, to over 30. Son, Mark Orr, grew up around the company and is currently managing the business alongside Managing Director Graham Lange. He has helped to move the business into some exciting new areas.

By working with Titan Furniture, homeowners have access to a commercial manufacturer and importer of furniture for restaurants,

hotels and retail stores. Whether you need bespoke furniture for your home or want access to an importer who brings in top designs from Asia and Europe, Titan Furniture can help.

"When a homeowner approaches us, we suggest we meet with them to discuss their aspirations and ideas," says Mark Orr. "We will then go into the factory and look at the work we are building in the warehouse and see where things are similar and explore what a customer likes and dislikes for their home. From there we can draw up designs, manufacture, and deliver directly to the home."

The company makes furniture to be robust, this shows the quality you are buying, unlike furniture that may be bought from a larger home retailer. Graham says "Our furniture is built to last, so it is subsequently built and

designed to soften with use."

All manufactured furniture from Titan Furniture comes with a commercial warranty, even when it is for the residential market, meaning you'll always get five years warranty. Whilst all imported furniture carry a warranty of 3 years.

Visit Titan Furniture at 34 - 36 Honan Place Avondale to see what they can do in your home or office space.

TITAN furniture

titanfurniture.co.nz Ph: 09 828 1079
34-36 Honan Place, Avondale, Auckland

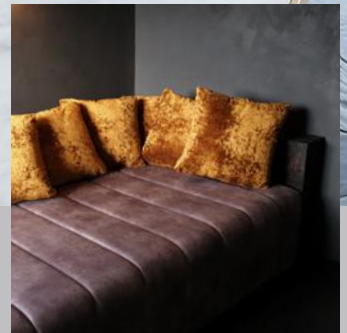
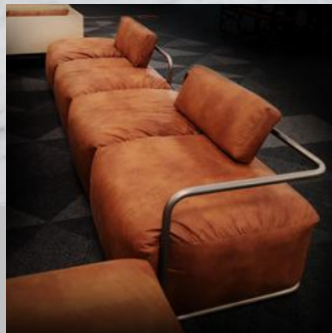


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