

Round about.

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New Store Opens

Spark Waitakere

Extends its services to local businesses

Waste

Rosebank Community Composting



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Floor area: 688-797sqm

bayleys.co.nz/1689960 Industrial

For Sale/Lease



20 Kawakawa Place, Westgate

Floor area: 288-359sqm

bayleys.co.nz/168257 Industrial

For Sale



448 Rosebank Road

Floor area: 388sqm

bayleys.co.nz/1689964 Industrial

For Lease



A/32-38 Patiki Road, Avondale

Floor area: 1,508-2,284sqm

bayleys.co.nz/1685729 Industrial

For Sale/Lease



14 Northside Drive, Westgate

Floor area: 372-1,575sqm

bayleys.co.nz/1685561 Industrial

For Lease



28 Clark Street, New Lynn

Floor area: 352sqm

bayleys.co.nz/1687048 Industrial

Recent Deals

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Sunil Bhana 021 938 660 sunil.bhana@bayleys.co.nz

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

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705 Rosebank Road, Avondale

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

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

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Cover: Mike Hannan, Owner and Director of Spark Business Hub Waitakere.

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

in the short term.

We have reallocated internal staffing tasks around what we perceive will be required for at least the next 3 months i.e. **April, May, June.**

www.ema.co.nz/resources/pages/the-ema-covid-19-business-resources.aspx

We are thoroughly recommending you read the **Spark Business Hubs** proposal on our **WEBSITE** about staff working from home (ask for their special Data offer being made available. Call **0800 824 924**, or www.spark.co.nz/help/covid-19

RBA Membership: Less focus on new members and more focus on providing real pastoral care to our Targeted Rate and local businesses. **We want to be your hot line.**

MYHR: If you're confused about any 14 day stand down Employee obligations call 0800 694 764 or www.myhr.co.nz/resources/#blogs

Financial observations
Encourage your Debtors to become your

best friends, visit and develop a P to P relationship with the traditional slower payers because if you don't the other bloke will!

Understand fully what your relationship is with your bank i.e. What is your OD limit if you increase it suddenly?? and it will happen to many so make sure your banker is your friend.

Security: Don't be frivolous with Patrol costs, Monitoring and other preventative Security based aspects. Thieves suffer too in times of hardship, they take more risks, become more adventurous, Remembering the RBA has their own Rosebank Security Company in **Rosebank Security Services, with considerably lower overheads we discount our services to our members, call us on 09 820 0551 or Mike Gibson 0272 940 551**

Summary: I and our staff are committed to helping all Rosebank Businesses in any way we possibly can whether it be Employment related matters, EMA based advice line contacts

We are your Business organization.

Cheers and best wishes,
Mike Gibson, Chief Executive
Rosebank Business Association.

OUR MESSAGE:

Start your action note page on a blank piece of paper (in other words What happened yesterday has gone and it's what you do tomorrow that's really important).

This is what we decided on Monday 16th March. **Postponement of all RBA Events until the 31st of May 2020** at the earliest. We will then review the next 3 months of June, July and August.

Employment guidelines:
We will not be employing any **new** staff

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| | |
|------------|----------|
| SUBTOTAL | \$425.00 |
| GST | \$63.75 |
| TOTAL | \$488.75 |
| AMOUNT DUE | \$488.75 |

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From Our Perspective

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

Was the best of times, was the worst of times!

Bernard McCrea

RBA Chairman

Wow within a few short weeks the economic wheels have fallen off the waka and there's no rudder and it looks like we've got no idea what's in front of us. It could be a tidal wave coming in over the horizon or, it could be a large rogue wave. It could be a recession (other than technically it will be) or, even a depression or it could be a severe economic event with lots of pain but only for a limited period of time. The main thing is we have uncertainty and it's here now.

My view is having been through a few of these painful economic cycles I can guarantee you that it will eventually pass, but just when that is anyone's guess for now. My view of these events is just when its looking like the four-apocalypse horseman are coming over the horizon, change will come and when it does, we

will pick ourselves up and dust ourselves off and get on with things. Albeit I know we'll be carrying the emotional and business scars for some time. Of course, when this event passes another one will always arrive.

The big questions are should you be the first mover or, should you be a lager and wait for the turnaround? Generally, first mover has the advantages and once you've made your move then keep working on your plan. The lager has the advantage of time, but if you want to be that then you must have a strong balance sheet and it isn't for the faint hearted. You will though keep your long-term relationships in place and it's that which people remember, not the ones who disappeared early.

I congratulate the Business Leaders who are offering sound commentary and I applaud the financiers who are helping businesses steer their clients through these tricky financial times. Both are not easy jobs.

I know staff will look to their Managers for the answers but sometimes they won't have them right now. Rosebank Business has over 300 members who

are all going through the same pain cycle as each other and it's this comradery that we rely on in these times. If you want to use any of our resources through things like; EMA, MyHR, The Icehouse, Dale Carnegie etc then please ask as we're all here to help each other.

Regards Bernie.



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| SKIRT (over 15 pleats) | \$35 | \$40 |
| LONG SKIRT | \$20 | \$25 |
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| SHIRT (press only) | \$4 | \$8 |
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| SHORTS | \$13 | \$18 |
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| IRONED & FOLDED (in addition to wash and dry charge) | | \$4 |

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|----------------------------|----------|----------|
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| BEDSPREAD (double) | \$42 | N/A |
| BLANKET (light) | \$28 | N/A |
| BLANKET (heavy) | \$35 | N/A |
| DUVET (single) | \$39 | N/A |
| DUVET (double) | \$45 | N/A |
| DUVET (queen) | \$49 | N/A |
| DUVET (king) | \$59 | N/A |
| WOOLREST (single) | \$38 | N/A |
| WOOLREST (double) | \$52 | N/A |
| SHEETS (single) | \$9 | N/A |
| SHEETS (double/queen) | \$15 | N/A |
| SHEETS (king) | \$18 | N/A |
| DUVET COVER (single) | \$30 | N/A |
| DUVET COVER (double) | \$37 | N/A |
| PILLOW CASE | \$7 | N/A |
| PILLOW | \$22 | N/A |
| SLEEPING BAG | \$41 | N/A |
| SOFA COVER | \$29 | N/A |
| CHAIR COVER | \$23 | N/A |
| CUSHION COVER | \$15 | N/A |
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- POA items are priced on an individual basis after inspection and vary depending on the level of cleaning required, amount of preparation required and fabric volume.
- Prices are subject to change.

Rosebank Advocates

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



Dr Grant Hewison

Independent Panel - Council-Controlled Organisations Review

An Independent Panel appointed by the Council is seeking feedback about Auckland Council's five council-controlled organisations (CCOs): Auckland Transport; ATEED; Panuku; Regional Facilities Auckland; and Watercare.

The Independent Panel are interested in opinions about what is working, what is not and what could be improved.

The Rosebank Business Association took the opportunity to make a submission.

Our RBA Feedback

The CCOs have been a common feature in Auckland's local government. They are usually established to create some distance between the council that owns them, and the trading operations or services provided by the CCO.

Prior to amalgamation over 40 CCOs existed in the Auckland region. Some of these were local Economic Development Agencies (such as Enterprising Waitakere). The Royal Commission recommended a rationalization, but for the CCO model to continue to be used for major commercial, trading and infrastructure activities.

The CCOs were a contentious part of the amalgamation. At the time, the RBA held concerns that the local focus of Enterprising Waitakere would be lost through 'regionalisation' under ATEED. This fear came to pass. Many who supported the use of CCOs wanted 'robust governance frameworks' to ensure transparency and accountability. Opponents expressed concern that the CCO model would remove major assets and services from direct council control, reducing local accountability. Others were concerned that large, powerful, commercially focused CCOs would not be well placed to meet broader economic and social goals.

By comparison with CCOs established by other councils in New

Zealand, both Auckland Transport and Watercare are also unusual CCO models in that they combine both policy and regulatory functions along with 'trading/operational' functions (although Watercare to a lesser extent). Auckland Transport is not a CCO in the usual sense, but instead a 'regional transport agency'.

With regard to Auckland Transport, although the goal of a single regional transport agency has been achieved, this has made balanced integration with the multiplicity of other place-making local government responsibilities more difficult to achieve and for Auckland Transport to operate efficiently and effectively at a local level. The RBA can point to numerous examples where transport goals have been put ahead of community and economic development objectives, especially at a local level. In addition, as one agency, Auckland Transport must at the same time make decisions on whether to paint no parking 'Broken Yellow Lines' on a local road and also deliver significant transport projects, such as AMETI.

Recently, in light of these concerns, Dr Stephen Rainbow was commissioned to prepare a report for Auckland Transport. His recommendations have been to: (1) treat BIDs as key stakeholders; (2) take a structured approach to the engagement of BIDs (as there are too many entry points within Auckland Transport); (3) address the lack of geographic focus and planning; (4) break down the functional silos that exist within Auckland Transport and reorient the management structure with a place-based focus; (5) recognise the significance of parking to many BIDs; (6) establish a dedicated line of contact for operational issues within AT; (7) involve BIDs early in the design and development of projects; (8) place an emphasis on Development Response; and (9) ensure AT staff are upskilled about the needs of 'business'. Although the Report naturally had a focus on Auckland Transport, the RBA believes that many of the recommendations could equally be applied to the other CCOs.

Overall, although the restructuring of Auckland's governance in 2010 removed geographic silos, the RBA has been concerned that it created instead - especially with the CCO model - functional silos, and has also unnecessarily advanced 'regionalism' (where services tend to be delivered with a predominantly regional perspective) at the expense of localism (where multiple services should be delivered with a sense of local place and integration).

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Rosebank News & Events

Find out about the latest **RBA** News & Events.

Growth Matters

RBA and The Icehouse celebrated their 2020 Partners Agreement by hosting a Business Development workshop at Browne Street Café, Avondale on 4th March headlined 'Growth Matters', presented by Liz Wotherspoon, Head of Growth at The Icehouse.



Liz lead an interactive session with her dynamic approach enabling attendees to identify areas in their company which need improvement and the targets required to focus on before growth can happen. A question Liz raised was "What are you most proud of in your business"? Liz shared "the strategy to win is about what choices a company makes."
- Choose to do some things and not others, with 1 - 2 days per week

needed to be spent on strategic direction and planning to achieve growth. If this is not happening - what may be preventing you from doing this?

Six Keys to business execution success from the seminar are:

1. A clear compelling vision
2. A team full of "A" players.
3. Robust communications.
4. Culture of urgency.
5. Disciplined execution.
6. Extreme customer focus.

Attendees were led through a series of customer challenge related

questions relating to their own company and asked what they believe is the most unique aspect of their business.

Liz highlighted the need for goal setting - "setting written goals and reviewing them trains our brain to be specific about what we want and helps us to plan how we can get it."

Set goals that inspire you and plan to achieve them. To be able to do this people need to get out of 'busyness' and make time for the important things.

Very thought provoking and relevant, attendees were given these points to expand on back at work and make growth happen:

- Our business is clear about our unique customer value proposition - what we offer that competitors don't
- We know why our customers choose us
- We are systematic about reviewing customer satisfaction
- We are clear about who our best customers are and why
- We have plans in place to keep these customers and to find more like them
- We have involved our customers in product and service development
- We have good processes in place to make it easy to do business with us
- We have an annual plan for how we would like to develop our relationships with our key customers



Hon Alfred Ngaro
National List MP based in Te Atatū



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Rosebank Community Composting

Like other important issues that humanity is facing, finding the key to the waste crisis requires solutions to work concurrently at different scales and settings. Innovation and development is required to find solutions to more complex waste streams such as toxic chemicals, non-recyclable plastics, composite materials and e-waste. A solution that will begin a significant cultural shift within a company and beyond is composting.

The process by which organic waste breaks down in the landfill is completely different to if it was composted. When food and organic waste is sent to the landfill, greenhouse gases and urea are produced. Hazardous qualities of the end products and their environmental impact then requires further investment in landfill management and monitoring. For every 1 ton of organic waste sent to the landfill, an equivalent of 2 tons of carbon is emitted into the atmosphere. Other studies point at values much higher.

When the same organic waste is composted correctly, there is a massive benefit that not only addresses the waste crisis but also tackles many other environmental issues. In the process of composting, the natural cycle virtually turns waste into an asset - compost.

Several benefits are:

- 1. Carbon sequestration** - compost is full of carbon, which would be emitted if it went to the landfill, but it also sequesters further carbon from the atmosphere.
- 2. Water retention** - High carbon content of compost allows for high water retention. The majority of soil impacted by humans has now lost its water retention qualities and is more susceptible to changes in environmental conditions. With application of compost, soils are able to regain their ability to hold larger amounts of water for longer periods of time.
- 3. Regeneration of soils** - Due to agricultural malpractices, huge amounts of land have become infertile, with UN reports forecasting that at our current trajectory, within half a decade there will be no more fertile soil left to farm. Compost plays a key role in restoring soil fertility and in regenerative agricultural practices.

When deciding on how to start composting, it is best to keep it as local as possible - be it on a community scale or an on-site compost system. Through composting locally, the end product benefits the direct community e.g. the compost is used in local community gardens to grow veggies for the community and help the environment. In addition, there is no carbon footprint from trucking the waste - as there are no waste miles (most community composters do pick-ups via e-bike/bike) or carbon footprint from heavy machinery to process the compost.

On average a company of 10-20 people produces 10L worth of organic/food waste per week - which by itself will be a positive environmental impact. Also as important, is the development of a more environmental aware company culture that then has a positive impact far beyond the company itself.

Urban Composting Ltd operates as social enterprise and aims to benefit the local environment and communities through composting. They run a community composting project as well as offering setting up and management of on-site compost systems. They currently collect organic waste from businesses as small as 6 people to as large as 200.

Organic waste collected from Avondale is turned into compost at Avondale Shared Garden Space. This community garden is open to all and holds weekly working bees where participants grow food for the community. It's a great place to connect with other locals and learn first-hand how to work with the soil.

If you are thinking of starting to divert food and organic waste from the landfill, benefit the environment and the community, and take the next step to promote a more environmentally friendly culture in your company, get in touch, they are happy to help. You can reach them on

www.urbancomposting.co.nz.



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Sunlight and significant savings: How this Rosebank business is investing in their future

There's power plants popping up along Rosebank Road, but maybe not the kind you'd expect. Environmentally-friendly, quiet, and completely unobtrusive, these powerhouses are working away at turning sunny days into serious savings, and making electricity bills a little less daunting. Haven't guessed it yet? We're talking about commercial solar power.

Dayle ITM isn't new to being an innovative company. Founded in 1976, Dayle Cottages was the brainchild of Alan and Gloria Day, pivoting and developing into Prenail and Truss manufacture. This sharp eye for opportunity continued in the family with Alan's son Martin joining the family business, as Dayle Timber became part of the ITM cooperative in 1998. 22 years on, Dayle ITM has continued their growth, boasting 40 staff and three locations - HQ, of course, here in Avondale. Now they've made the switch to renewable energy.

PROJECT FACTS

- Electricity savings: \$17,000 (annually) and over \$700,000 over the next 25 years
- Yearly emissions reductions: Equivalent to 7.4 homes' total energy use for one year

"The decision to move to solar was twofold, both on the long term cost savings and environmental factors. The boys were really good to deal with, answered all our questions and concerns and really knew their stuff. Don't wait. With Auckland having had over 40 days of continuous sunshine, I'm looking forward to all the savings to come."

Martin Day, Dayle ITM

LET'S START A CONVERSATION ABOUT SOLAR

Contact Martin Mans on 0800 304 448
or visit www.choiceenergy.co.nz

BUSINESS SAVVY WITH ENVIRONMENTAL IMPACT

Beyond obvious business benefits, solar is a longer term investment in clean and sustainable energy. By offsetting your energy requirements with your own independent power source, you're removing a dependency on grid power, while ensuring it remains accessible as needed. You know exactly where your clean energy is coming from, because you're producing it yourself!

Installation is a simple retrofit with minimal impact on your roofing, with the team ensuring minimal impact to business as usual. Tenants and landlords alike benefit from the non-invasive nature of solar panelling, as not only a sustainable energy source, but also as an extra layer of protection against rain and hail.

THE CHOICE ENERGY DIFFERENCE

Trusted by thousands of businesses across New Zealand and Australia, Choice Energy is defined by their commitment to ongoing relationships and genuine value. Clients are from a range of industries, sectors, and walks of life, united by their passion for sustainable business practice.

Choice Energy is not just a solar provider, but rather a complete energy management solution. Your Choice Energy solar system is the beginning of an ongoing partnership, including monthly reporting, generous warranties and a commitment to ensuring your business uses less, and pays less for energy.

CHOICEENERGY

Kim's Korner

Kim Watts RBA Membership Manager
 Phone: 021 639 509, kim@rosebankbusiness.co.nz



Welcome to the inaugural Kim's Korner edition of what's happening out and about in the Rosebank area.

JUMP is very proud to announce their partnership with Mike King's founded charity, I AM HOPE and the Gumboot Friday Appeal. JUMP has a new sock initiative for Gumboot Friday with all proceeds going towards counselling young people in need aged between 5-25 years old.

Having depression is like walking through mud every day and JUMP is encouraging everyone to wear a pair of gumboots or their new I AM HOPE Gumboot socks on Friday 3rd April.

These Gumboot Socks will provide everyone the opportunity to support the cause by wearing the socks to work, school or in any situation where it is not possible to wear gumboots. The socks can be worn all year round knowing you

have helped make a difference and start a conversation.

For a \$5 donation you can get a FREE pair of these limited-edition Gumboot Socks to wear. All proceeds go towards providing free counselling sessions by registered mental health practitioners for our young community in need.

With the inception of this new sock initiative, JUMP hopes to raise \$60,00 for the Gumboot Friday fund, which will provide 500 kids with valuable FREE counselling sessions, so they can get the help and support they need, when they need it most.

"Last year it was with great sadness that we lost one of our own team members when they took their own life. This was absolutely devastating for everyone and led us to understand how many of our young team

members and young customers that we engage with daily are at risk, so we decided we needed to do something to help" says Sandra Mu, Founder and Managing Director of JUMP.



Your donation can be made on the JUMP website www.jump.co.nz or at our local JUMP, at 6 Jomac Place, Avondale where you will collect your limited edition socks in support. The socks will be available until they run out and although Gumboot Friday is held this year on the 3rd April, feel free to donate your support all year round.

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Spark Community Business Hub

extends its services to local businesses

Spark Business Hub Waitakere is celebrating 10 years as an outsourced channel supporting local businesses. Previously, the company has been primarily a Telco business, providing landline, mobile and internet services to its clients. Recently the company extended its offerings to include full IT services.

Having a full portfolio of services available, from Telco to IT, is what sets Spark Business Hub Waitakere apart. Communications and IT often go hand in hand for companies, so the addition of this offering was a natural progression. With top-notch IT solutions from security to the full stack of collaboration tools, Hub Waitakere can now work seamlessly to transform a company's tech.

"There are several IT aspects we can talk clients through when we meet them," says Owner, Mike Hannan. "Questions to understand how IT enhances business productivity or drives their bottom line will unlock various solutions and products that we can access. It can be as straight forward as Office 365 support or Cloud Managed Networks.

On top of this, our reach allows us to help with software and App development as well as AI, IoT and Big Data strategy and implementation."

Owner, Mike Hannan, will himself be celebrating three years

owning the business this April. With a background in sales and marketing, Mike was drawn to the opportunity to work and assist small to medium-sized businesses directly.

With a base of customers, totalling several thousand, Hub Waitakere aims to bring global solutions to local companies, with local support. The team of 13, is committed to the success of local businesses. A huge aspect of the Hub Waitakere's work ensures customers are kept informed of new products, solutions and services. In core Telco that may mean moving to Cloud Phone for voice requirements, upgrading ADSL/VDSL copper internet to Fibre or Wireless Broadband and matching the mobile needs of customers with Spark's business plan offerings.

Across New-Zealand, there are 27 hubs with five in Auckland. Hubs are based around an owner/operator model, meaning a commercial mindset in line with the customers they work with. It also provides stability when staff transition.

As the word 'Hub' indicates, businesses are encouraged to walk in, talk and see first-hand demonstrations on what is available through the network. Investments are currently being made into Rosebank Road office to ensure Hub Waitakere is as hands-on as possible. Mike encourages local businesses to drop in and visit the space to have a demonstration and see how modern

technology can impact a business.

With the recent development of Covid-19, Hub Waitakere has been forced to look at how the business operates should they need to work remotely from home in the future. During this time, the company will be making sure businesses best understand how they can utilise Hub Waitakere's services should they, too, need to have workers operating from home.

"20 years ago, if a situation like this happened, productivity would have completely stalled," says Mike. "Today, with the developments in technology, and a more fluid workforce, many tasks can continue as normal. As a communication and IT provider, it is our role to ensure local businesses understand how they can deliver mobility and collaboration outside of the traditional workplace."

When Mike first bought Hub Waitakere, he felt it was important to develop a relationship with the Rosebank Business Association as well as meet as many local business owners as possible.

"We enjoy having an association, with the Association," says Mike. "We see a real value in being able to keep across the overall mood of local businesses and learn from them at RBA forums whether via a formal presentation or over a beer afterwards."

Visit Hub Waitakere at Level One, 559 Rosebank Road, Avondale.



The Trusts Welcomes Allan Pollard as CEO

The Trusts have announced that experienced community-enterprise executive Allan Pollard will be their new CEO.

Allan's appointment comes after the previous CEO, Simon Wickham resigned in December after nine years in the role.

Allan joins the Trusts from Trust House Ltd, a community-owned company based in the Wairarapa where he has been CEO since 2013. Trust House Ltd operate a range of hospitality businesses in Wairarapa, Pahiatua, Flaxmere and Porirua. They also own and manage a large social housing portfolio.

Originally from Glasgow, Allan began in the hospitality sector as a dishwasher when he was 16 years old and has worked through various roles to his current position as CEO of Trust House Ltd.

In the last five years, Allan created a transformation strategy for Trust House Ltd that resulted in the highest trading profit in the organisation's history for the 2018-19 financial year.

Allan said that he was excited for the opportunity to work with The Trusts.

"The Trusts is all about giving back to the community it serves, so I feel privileged to be offered such a rewarding role. I'm looking forward to getting to know the people of West Auckland, including The Trusts team, and helping the organisation continue to be a long-term force for good."

Brian Corban, Chair of West Auckland Trust Services Ltd said that the Board, management and Trusts team were looking forward to the energy and experience Allan would bring.

"Allan is a skilled leader and manager of large numbers of people. He is highly experienced and skilled in the industry and has an excellent track record."

Allan and his family will be relocating to Auckland and he will start with The Trusts on Tuesday 2 June.



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- Flexible and short term lease options

Call **Sean** on **0275 361 775** to view





Kitchen Mania

Opens store in Rosebank

Chances are you're familiar with the Kitchen Mania jingle. It's played across most radio stations and has a way of sticking in your head. Started only ten years ago, the company has grown considerably and made a prominent name for itself.

With showrooms in Mt Wellington and Milford, the company recently opened a West Auckland premise on 2 Jomac Place, at the start of February.

The spacious showroom is different from others as it showcases five kitchens, a scullery and a laundry. Thanks to the space, the showroom has a great feel and provides customers with the opportunity to see and experience different levels of kitchen designs.

Mark Chatfield, Rosebank Showroom Manager, leads the team of four who have all come from creative backgrounds. Tracey Jones, Sarah Tate and Ruby Cowell all work with Mark to deliver custom kitchens for homes. Mark's background is in the industrial and interior design market and he and his team bring this expertise when helping customers select the right

kitchen.

"We have a real advantage at Kitchen Mania as we design, manufacture, deliver and install," says Mark. "Because we control every step, it ensures we get really good, quality designs specific to individual customer's needs."

When it comes to designing your new kitchen, the company firmly believe it is best achieved by visiting individuals' homes.

"By visiting you in your home, we can get a real understanding of your space, your style and how you use your kitchen. We are here to design a kitchen that works for you – not to tell you how we think you should use it; although, we have many good suggestions," says Mark.

If you already have plans drawn up, Kitchen Mania, encourages these to be brought into the showroom to discuss your vision.

Keeping on top of current trends is important for Kitchen Mania.



By keeping in regular contact with suppliers and staying actively involved with the industry news and awards, this is achieved. An internal incentive sees the kitchen designers and sales team sent to the bi-annual EuroCucina kitchen event in Italy to keep team members hot on the pulse. Management also visit the Interzum and Ligna events bi-annually to view the latest hardware and machinery releases.

From the initial meeting at your home, to the final install of the kitchen, the process can move very fast. Most kitchens are complete within four to six weeks.

“As each process is managed internally, we have clear communication lines and confidence in the process throughout the whole journey,” says Mark.

Kitchen Mania Owner, Carl Arnold, has always loved the West. He began his career selling machines to make kitchen cabinetry at a company based along Rosebank Road. Since starting Kitchen Mania, Carl has been looking for a good West Auckland

site. Thanks to his earlier connection with Rosebank Road, the decision to join the Rosebank Business Association was made quickly. We welcome Kitchen Mania to the RBA.

For those interested in meeting with the team, drop ins are welcomed and the showroom is open daily.



Your Local MPs

Hon Carmel Sepuloni
MP for Kelston

Kelston Electorate Office

📍 200C West Coast Road, Glen Eden

☎ 09 818 4131

@ kelston.eo@parliament.govt.nz

f /CarmelSepuloniLabour

🐦 @CarmelSepuloni

Dr Deborah Russell
MP for New Lynn

New Lynn Electorate Office

📍 1885 Great North Rd, Avondale

☎ 09 820 6245

@ newlynnmp@parliament.govt.nz

f /DeborahRussellLabour

🐦 @beefaerie



Authorised by Carmel Sepuloni MP, Parliament Buildings, Wellington





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Buy a local kitchen.



AT KITCHEN MANIA we're passionate about creating the best kitchens for all of our customers, so we design and build them all locally. The result? Homegrown quality and value from start to finish.

We're excited to have opened our brand new showroom at 2 Jomac Place, Avondale and we're looking forward to being active members of the Rosebank Business Association. Pop in and say hello, we'd love to meet you!

09 588 4045
kitchenmania.co.nz

kitchenmania

SHOWROOMS | Avondale - 2 Jomac Place | Milford - 1 Shakespeare Road | Mt Wellington - 20 Sylvia Park Road

Member Profiles

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



Cameron Panelbeaters

If it's got a dent

Cameron Panelbeaters Owner/Operator Brent Cameron has a wealth of knowledge and experience behind him. Carrying on the family business, which was started up 30 years ago by his dad and originally running with a handful of staff, Brent has managed to build it up and currently has 12 staff working for him.

The company mainly specialises in insurance vehicle smash repairs, panel beating and spray painting, along with fleet vehicle maintenance. Their workshop features state of the art repair equipment, along with highly skilled and very experienced tradespeople who are regularly trained to keep up with the latest technology. Another area they excel in is suspension repairs and wheel alignments, which are done in house.

Cameron Panelbeaters is a proud member of the Collision Repair Association and do work for all the major insurance companies. They can help lodge a claim and negotiate with the insurer for the very best quality repair.

Brent understands the importance of a quick turnaround - so each vehicle is off the road for as little time as possible. Coupled with excellent customer service, including vehicles being groomed before they are returned to the customer, Cameron Panelbeaters also guarantee their work and offer value for money. All of which is possible because they have a good quality control process in place to make sure things go smoothly.

Cameron Panelbeaters has been built on continuous improvement in service and quality.

As well as running Cameron Panelbeaters, Brent is the current president of the New Lynn Lions Club, who participate in a lot of local fundraising and community projects in the area.

Cameron Panelbeaters
11 Puriri Street, New Lynn, Auckland
Phone: 09 827 0787
www.cameronpanel.co.nz

ANL Vehicle Service Centre

I think I'm Japanese

Owner/Operator Carlos Acarapi has been running ANL Vehicle Service Centre for the past 13 years and moved to his current site in 35a Veronica street New Lynn, three years ago.

Originally from Bolivia in South America, Carlos runs the business and currently has four staff.

Carlos is qualified as an 'A-grade' Automotive engineer who worked for Kirk Motors Mitsubishi as the workshop foreman and service advisor. When they moved to Henderson, he saw an opportunity to open his own business.

Known as "The Mitsi Man", Carlos can fix all makes of cars, but his forte is Mitsubishi and Japanese cars. His new workshop is fitted out with the latest technology, including scopes to check signals and scanners which help diagnose late model Japanese and European cars. Being an MTA member with two fully qualified mechanics and one auto electrician behind him, Carlos has built his customer base on the reputation he built up over his time at Kirk Motors for his high level of service, which is keeping him in good stead.

ANL Vehicle Service Centre is LTNZ certified and has WOF authorization for cars, light trucks and trailers and offer free no obligation quotes, WINZ quote and loan cars.

The company's mantra is to look after customers cars like they are his own car, and this is something Carlos is passionate about and lives up to each time a car comes through the door.



ANL Vehicle Service Centre
35a Veronica Street, New Lynn, Auckland
Phone: 0800 440 558
www.anl.co.nz



Parrs Products

Way above par

Providing quality souvenirs, gifts and New Zealand inspired skincare to the world for over 68 years!

Parrs Products Ltd is a 100% New Zealand owned, family company established in 1951 by Des and Margaret Parr in their basement in Blockhouse Bay, Auckland. It started as a small cottage industry when Margaret first manufactured dolls dressed in native costumes for the gift market. Merging with Maori Reflections, a souvenir retailer, owned and operated by their son Greg and wife Janet Parr in the 1980's, the company is now managed by Greg, Janet, and their daughters, and includes 60 staff. The company has continued to grow exponentially, and now occupies its own warehouse, showroom and offices. The reception area has two living green walls, and a magnificent Kiwiana feel to it as you enter. Parrs is proud to be one of the largest souvenir manufacturers/distributors in New Zealand.

The company has brought many firsts to the table over time, including Maori dolls, Kiwi soft toys and in later years has specialized in New Zealand skin care products utilizing the benefits of using Thermal Mud, Manuka Honey and Kiwifruit to create the Wild Ferns and Manuka Vantage ranges.

Family is important to Greg and this is reflected in his generosity to treat staff like they are part of the family. He has built a vegetable garden, along with placing numerous beehives at the rear of the warehouse, with proceeds being distributed to the staff, not to mention the snow freeze ice cream machine that can be found in the staff cafeteria.

Parrs Products strive to deliver products that are manufactured to the highest possible standards with an ambition to lead the industry through innovative design, marketing, delivery and customer service practices. They have taken a strong stance in reducing their plastic usage and looking at ways to improve sustainability, and their part in protecting our natural environment.

Parrs Products
3 Portage Road, New Lynn, Auckland
Phone: 09 825 1005
www.parrs.co.nz

Thos Holdsworth & Sons

Piecing it together

Founded in 1939 and trading under the brand name Holdson, Thos Holdsworth & Sons are proud to be New Zealand owned and made, with a devotion to providing fun family pastimes for all ages.

Managing Director Simon Holdsworth's grandfather began the company in 1939 with a pile of plywood, overrun calendar prints and a Singer Sewing machine, which was adapted with a jigsaw cutter. The print was applied to the plywood, cut into jigsaw shapes, handmade and wrapped in cellophane and then walked from their office at the Hall of Commerce building, across the road to their first customer, Whitcombe & Tombs.

During the war years, the company diversified to make a variety of simple board games, greeting cards and picture frames, with the wooden puzzles continuing to be the mainstay of the company.

In the 1950's, the company made the transition to cardboard, and as the company expanded, larger premises were required. Then in 1985, after several more moves, a factory was set up on Rosebank Road which is still here today and has 29 staff.

Whilst they are best known for their Holdson jigsaw and Wasgij (jigsaw spelt backwards) puzzles, Thos Holdsworth & Sons also distribute world leading toy brands such as the Sylvania Families, CollectA, Playmobil, Bigjigs, Knex, Make it Real, Spirograph, 4M Craft & Science to name a few.

Wasgij is the company's number one jigsaw seller, which started out as a gamble, one single product was produced, and the New Zealand public loved it so much that the rest is history.

Thos Holdsworth & Sons are always looking for new opportunities and aim to be the best at what they do. With good "old fashioned" service with a smile, the New Zealand public will continue to enjoy fun family time, piece by piece.



Thos Holdsworth & Sons
386 Rosebank Road, Avondale, Auckland
Phone: 09 828 7159
www.holdson.com

Preston Hire Super Support

For over 50 years, preston hire has provided quality construction equipment hire and services that their customers have come to count on.

As a leader in the provision of specialist construction, infrastructure, civil and commercial equipment hire Preston Hire are proud of their history, their people and their reputation as a trusted and reliable customer centric team.

Their range of quality products have been thoughtfully selected to deliver solutions for construction challenges worldwide - and here in New Zealand too!

Their main New Zealand yard is now firmly established in Patiki Rd, Avondale, West Auckland.

Preston Hire now total 6 staff, having grown rapidly since arriving in Avondale 18 months ago. The local connections provided by the Rosebank Business community have been pivotal in helping them settle in and grow their presence.

Their extensive SuperCrane™ fleet includes the best range of Spider cranes in New Zealand - from small spider cranes to large hydraulic crawler cranes by leading brands including Maeda, UNIC and Sennebogen. Their machines deliver minimal impact with maximum load capacity suited to a variety of site applications including use on all floor levels.

Their world renowned SuperDeck® retractable loading platform system has been designed to simplify the handling of materials, save hook time and rapidly improve productivity - particularly on multi-storey construction sites. The SuperDeck's revolutionary design offers a 'drawer-like' loading platform system dramatically reducing crane loading times and delivering savings on labour

costs - all while improving overall site safety.

Completing their product line-up is their intelligent SuperPropping™ adjustable props range for use throughout the building and construction industries.

Preston Hire believes in hard work, constant communication and attention to detail to get the job done.

They provide experienced advice, quality equipment and solutions focused on your business needs plus they are a great team of people who love what they do!



Preston Hire
31 Patiki Rd, Avondale, Auckland
Phone: 0800 440 558
www.prestonhire.co.nz

Paul Walbran Motors Oh, so British

It's not often you come across someone whose interest develops into a business. This is exactly what happened to owner Paul Walbran, whose love of MG's in the 60's enticed him to start up Paul Walbran Motors in 1980.

Being the principle importers of classic MG car parts into the country, their workshop is the only one of its kind that exclusively caters for classic British sports cars. Paul primarily obtains most of his parts from England and by utilizing the buying advantages of 40 years' association with UK suppliers, they can offer knowledgeable sales service and a wide range of parts at prices which provide real value for money.

This is a family run business with wife Bronwyn and their son Andrew, who joined in January this year with the intention of taking over the helm in time, all working under the same roof.

"If it's for an MG, we can do it", - supplying all spare parts, servicing, WOF, Tunes, repairs, restoration, fast road packages and competition preparation. The workshop offers minor service right through to a full restoration, and are currently working on a total restoration for a customer in New Caledonia which has taken the full part of a year to complete.

Paul Walbran Motors is involved in the MG race preparation, which includes customizing the engine, suspension and brakes, so the car will perform better. Both Paul and Andrew race and have

developed several of their own specialized components.

Border compliance work is an important aspect of the company as owners import classics privately often without being aware of the requirements, and they use VTNZ Avondale to complete the checks. Other services also include pre purchase inspections and evaluations.

Paul's mantra is "Our customers best interests are our best interest" and they would rather lose a sale on an item that won't do what the customer wants than upsell. It's all about building client belief and looking after the customer's needs, and that just isn't going to happen if you take them for a ride.



Paul Walbran Motors
1 Stock St, New Lynn, Auckland
Phone: 09 817 8194
www.mgparts.co.nz

Business Nuts & Bolts

Business to Business advice from **RBA Members**



Jason Ennor
MyHR

Responding to the coronavirus, COVID-19

There is a lot of talk and concern about COVID-19, a new strain of coronavirus that's been declared a global public health emergency.

While the Ministry of Health (MoH) still rates the likelihood of a widespread community outbreak as low, the economic impact has been pronounced, with global trade slowing and local businesses being disrupted.

Even if your business hasn't been affected commercially, all employers and employees need to take COVID-19 seriously. Everyone needs to work together to limit its impact.

This doesn't mean panicking. It's about getting accurate information, understanding the risks, and planning accordingly.

Meeting Health & Safety obligations

Infectious diseases are considered workplace hazards and businesses are legally obligated to mitigate risks and protect their people as much as is practicable.

COVID-19 is transmitted by coughing, sneezing, and close personal contact, so basic hygiene measures are the most important way to stop its spread.

This means everyone should:

- Regularly wash hands with soap and water or use hand sanitiser.
- Cough or sneeze into a tissue or elbow, then wash hands.
- Clean surfaces regularly.
- Practice social distancing as much as possible.
- If you develop cold or flu symptoms, or suspect you have been exposed to the virus, stay away from work, call Healthline (0800 358 5453), and get medical attention.

If someone gets sick

The good news is that most people who get COVID-19 experience mild illness and recover without needing special treatment.

If a team member does get the virus (or their spouse, partner or dependent gets it), they should not come to work and are entitled to sick leave.

If they run out of sick leave, they can ask for sick leave in advance, use annual holidays, or ask for advanced annual leave or leave

without pay. The business could also agree to provide additional sick leave or special paid leave.

Once all leave entitlements and any negotiated additional leave runs out, you'll need to investigate further options with your employees (including applying for Government assistance).

Anyone who came to NZ from overseas (except from some Pacific Island countries) or who has been in close contact with an infected person (within a metre for more than 15 minutes) should follow the MoH's self-isolation guidelines.

These people may be able to work from home or a self-contained place, so they can maintain their income and keep colleagues and their workplace safe.

Remember to keep checking on workers' health, their potential exposure to the virus, and the safety of workplace conditions. There may be a component of ongoing education and training, so everyone knows what to do.

If business slows

Many companies are finding their income squeezed or that they don't have enough work for employees.

Explore cost-cutting options with your people, like working reduced hours or taking short-term leave.

The NZ Government has announced a major assistance package and your business may be eligible for wage or leave subsidies and tax relief.

If COVID-19 has a significant commercial impact on your business, it could be the basis for restructuring and redundancies.

As with all restructures, the commercial basis would need to be clearly justified and the process would have to be fair and reasonable. Redundancies should be your last resort.

In a worst-case scenario, you may decide to temporarily close the business. In this case, work with your people on what type of leave they can take. If you don't reach an agreement, you'll have to pay the employees during that period (unless the Government orders businesses to shut).

Keep communicating

As always, it's important to act in good faith and keep in regular communication with all team members.

Things are evolving quickly, so keep up to date with the latest developments and inform your people (including letting them know about potential impacts on the business).

If you treat your people well during tough times, they are more likely to stand by you when you need them.

Please contact MyHR if you need more advice about responding to COVID-19. **0800 694 769**



Warwick Russell
SMEric Insights

Businesses are facing demands for rapid decision making in these uncertain economic conditions.

COVID-19 Implications for Businesses

The coronavirus health crisis is now evolving into an economic crisis. At the time of writing, BNZ has become the first bank to predict a recession, forecasting that the economy will shrink in the first half of the year. BNZ is expecting the recession to be very short and shallow, with growth resuming in the second half of the year. But nobody knows how long and how severe the international slowdown will be, and we need to be prepared.

The industries severely affected are where businesses have a heavy concentration risk in customers or suppliers. In a short period of time, we've seen a sharp downturn in tourism and hospitality and international education, where customers are restrained by travel bans. Some supply chained related businesses are also severely affected where they rely on imports from China or are exporters. Even those importing from other regions are affected as the virus spreads globally, but also due to the disruption to the supply chain networks.

Here are six actions that you can take to help your business through

1. Protect your employees

Have a Workplace Pandemic Plan.

See <https://www.health.govt.nz/>

2. Set up a response team

They will need to step outside their day-to-day roles and dedicate themselves to addressing issues such as employee welfare, financial stress-testing, supply chain monitoring and a sales and marketing response.

3. Ensure you have sufficient funds to weather the crisis

Define various scenarios specific to your business. Model your financials (cash flow, P&L, balance sheet) in each scenario and identify triggers that might significantly affect liquidity. For each trigger, you should then plan what action you can take. Speak to your bank early. Investigate government assistance.

4. Stabilise the supply chain

Determine the extent and likely duration of effects on your supply chain and inventory levels. With many Chinese factories restarting a relatively quick economic restart is expected in China. You may just focus on stabilisation measures rather than finding alternative suppliers. Consider rationing critical parts, pre-booking rail/air-freight capacity, get higher priority from your suppliers. As supplies come back online there may be unusual spikes in demand due to hoarding.

5. Stay close to your customers

Anticipate the behaviour of your core customer segments. Customers habits are changing in response to the crisis e.g. online shopping, and they are unlikely to go back to how they were before.

6. Practice the plan

Practice remote working now before things are at crisis level. Use of Zoom, Microsoft Teams or similar to minimise travel and meeting with clients. Sort out the IT requirements now. Is training required to increase staff skills/cross training in case key employees are not available?

Businesses are facing demands for rapid decision making in these uncertain economic conditions. As a result, they need to be on top of the data that's critical to drive their business every day and to stress test their financial forecasts. Consider outsourcing analytics to get real-time insights rather than waiting for monthly reports.

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To arrange your review, simply contact Charlton or Bernie.

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021 713 677
charlton.cowley@abbott.co.nz

Bernie McCrea

027 486 2501
bernard.mccrea@abbott.co.nz



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Abbott Insurance Brokers
1/527A Rosebank Road
Avondale, Auckland

Insurance reviews will be conducted in confidence and no information obtained for the purposes of the insurance review will be shared with the Rosebank Business Association (RBA) or any member of the RBA. The RBA will receive a referral fee for introductions that result in new business for the Abbott Group.