

Issue 188. August 2022

Round about.

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Sparking Success

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With thanks to our partners ...



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From My Perspective

Phil Clode, Business Development Manager, phil@rosebankbusiness.co.nz



Staying Positive

In this issue we have a feature story on the Callander Group and owners John and Kerry-Marie Callander. For over 30 years they have built a thriving business with a team of over 100 strong and have now made Rosebank home.

In July we had a visit from the EMA's Head of Strategy and Advocacy - Alan McDonald who updated our RBA members on what the Economic Outlook for business looks like.

Alan went through these issues affecting most businesses:

Key International factors affecting businesses:

Effects of the pandemic are likely to still be felt for 2-5 years. There are high levels of international inflation with our main trading partners. China's ongoing lockdowns continue to negatively affect supply chains. The war in Ukraine has seen fuel and grain prices spike and create further uncertainty. There is also the changing of incumbent governments.

Key New Zealand factors affecting businesses:

Forecast GDP drops considerably in 2022, a slight recovery in 2023, and then drops again in 2024. Debt is expected to peak at \$83.6 billion in 2024; a peak of 19.9% (41.2% under previous debt measures). Inflation is forecast to peak at 6.9% and begin dropping from the end of June 2022 but remain outside the Reserve Bank's 1-3% target until beyond 2025 (Updated 7.3% July). The increased cost of living, Government spending and boosts to beneficiaries are likely to drive some inflation. The Labour Cost Index (LCI) is up 4.6%.

Unemployment is forecast to drop to 3%, rising to 4.7% by 2026. Business confidence continues to weaken more than 70% according to NZIER data.

With the government Immigration Rebalance the EMA are advocating a more managed transition allowing enhanced access to necessary and skilled, but lower paid workers, for a

specified period until we can upskill or train our own workforce. They want closer consultation with businesses and fewer, less confusing visa categories. The EMA are also against the Fair Pay Agreements and want the current legislation dropped.

So, in summary businesses are suffering from a lack of employees, high inflation, higher fuel prices, supply chain issues and a country partially locked down. Let's hope, as we head towards summer, the country will be in a more positive state. Our team here at the RBA are here to help.

On a positive note, we have our event space ramping up and have the following to look forward to, so put these in your calendar:

August 3rd, First Scene and Diamond Event Hire Hosting

August 16th, Meet the Mayoral Candidates

September 6th, Staff retention and attraction by The Icehouse

September 29th, Fair Food Hosting

October 12th, RBA AGM and Eurotech Design Hosting

Regards,

Phil Clode,
Business Development Manager

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Auckland Council - Climate Action Budget 2022/2023

This year's annual budget for Auckland Council has focused on taking urgent action to tackle climate change.

Earlier this year, following the release of the third Intergovernmental Panel on Climate Change (IPCC), the UN Secretary-General said that:

Dr Grant Hewison

"We are on a fast track to climate disaster.

Major cities under water. Unprecedented heatwaves. Terrifying storms. Widespread water shortages. The extinction of a million species of plants and animals. This is not fiction or exaggeration. It is what science tells us will result from our current energy policies.

We are on a pathway to global warming of more than double the 1.5°C limit agreed in Paris. Some Government and business leaders are saying one thing, but doing another. Simply put, they are lying. And the results will be catastrophic. This is a climate emergency."

The Message from the Mayor on introducing *Tahua-ā-tau* - the Auckland Council Annual Budget 2022/2023 this year noted that:

"the IPCC Report included a stark warning to the world: to avoid a climate catastrophe that will have severe impacts on our children and grandchildren, we need to take urgent action to drastically reduce climate emissions. Though sobering, the warning from the IPCC is not a surprise. The effects of climate change are already impacting our city and country, with extreme weather events like droughts and floods increasing in frequency and putting our communities and infrastructure at risk. Last year was New Zealand's hottest on record and recent predictions suggest that parts of Auckland will face a sea level rise of 30cm over the next 10 to 20 years."

In the Auckland Council Climate Action Budget, the Mayor proposes to act on those decisions and accelerate the progress on climate action.

This will be achieved by a Climate Action Targeted Rate (CATR) that will raise \$574 million over 10 years, ringfenced for direct climate action in Tāmaki Makaurau. Funds raised through the CATR will be leveraged to seek to unlock a further \$482 million through central government co-funding and other sources.

The targeted rate will amount to approximately \$1.12 per week for the median value residential property worth \$1.2 million.

Funding from the CATR will be allocated according to simple key principles: projects must have high impact and wide regional benefit, address inequity, and start fast. It will focus on improving transport choices and increasing urban ngāhere (forest) predominately in areas that are currently underserved. The bus component of the package will deliver improved services available to more than a million Aucklanders, resulting in at least 14.7 million additional annual bus trips by 2032, with further uplift possible if further supporting policy changes are made. The package will also include six to seven additional electric and low emissions ferries, wharf upgrades and battery charging infrastructure, an additional 18km of safe cycle facilities, seven local area cycling networks, and at least 35km of walking connectivity improvements across Auckland, included is funding for thousands of eight to ten-year old native trees planted in areas with the most heat vulnerability and lowest canopy cover and more than 4000 trees and plants for tiny forests, food forests, māra kai and bush remnants.

As noted above, the impacts of climate change are already being felt and will have severe and dire consequences for future generations if we do not take urgent action to reduce emissions.

Transformational change is needed if we are to have any hope of avoiding a climate disaster and leaving a positive legacy for future generations. The Mayor has said that Aucklanders have given their mandate to elected representatives to take strong climate action and now Council must play its part.

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G/118 Lincoln Road, Henderson

135m² office space with excellent profile to Lincoln Road – Scott Whitten, Meir Alfassi



32 Honan Place, Avondale

585m² warehouse/office with 13 car parks – Scott Whitten, Meir Alfassi



5 Stock Street, New Lynn

1,191m² newly refurbished industrial premises – Colin Stewart

For sale



F/155-165 Hepburn Road, Glendene

466m² tidy, affordable industrial investment – Meir Alfassi, Peter Jeromson



B/155-165 Hepburn Road, Glendene

380m² sought-after industrial unit – Meir Alfassi, Peter Jeromson



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Meir Alfassi
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Max McCarthy
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Peter Jeromson
021 904 050



Scott Whitten
021 685 063

Kim's Corner

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



As you sit eating your lunch do you take in your lunchroom surroundings? Does your business currently have a sustainability plan in place? What is happening to the banana skin along with other organic food waste that your staff are discharging into landfill bins? By 2030 Auckland Council's aim is to require all Residential and Business food scraps to be separated from general waste.

A residential food scraps collection trial is currently underway in urban Papakura and selected streets in Takapuna, Northcote, and Milford.

But no trial or collection service is currently proposed for businesses or multi-unit living (i.e. Apartment complexes, and retirement villages).

You may be asking why this is a problem?

Food scraps currently represent just under 50% of current waste going to landfill in Auckland. Organic material decomposing in the landfill without oxygen is what causes methane gas, a greenhouse gas that is way more potent than carbon dioxide.

We need to find options to divert our food scraps from the waste stream, and where possible, turn this waste into a useable resource.

The Rosebank Business Association in conjunction with EcoMatters is interested to know what our local Rosebank businesses do with their food scraps and sent out a survey (18-22 July) to lift the lid on this perishable topic. Results showed that 92% of food waste was from the staff lunchroom with 92% of that food waste being leftovers consisting of 40% vegetable scraps, 44% coffee grounds, and the remaining percentage a mixture of foods. The survey wanted to know how much waste was produced along with what was the end destination and when looking at the results it was clear to see that a high percentage of food waste is eventually ending up in landfill.

What was pleasing to see was that out of all the businesses that replied to the survey, 44% were interested in having a food waste audit done on their business.



As part of continuing to build the toolbox for the Rosebank Wellbeing Collab, the Rosebank Business Association has been working with Bay Audiology to provide hearing tests for our Rosebank Business Community.

Because of the makeup of our diverse business community with a portion of businesses having heavy machinery on site, the wellbeing of our business employees is forefront. It is a good exercise to ask the question "Why should we do health monitoring?". And the answer is simple - to check that workers are not being harmed from exposure to hazardous noise while carrying out work. Other advantages are that the testing could detect early signs of noise-induced hearing loss with an opportunity to help treat and protect workers who have been exposed to hazardous noise levels which could be covered by ACC.

Bay Audiology will be working from local Rosebank business sites from Tuesday 26th July through to Friday 29th July. If you have missed this opportunity, you can still contact Kim Watts at kim@rosebankbusiness.co.nz to book your business in for a hearing check-up at a later date.



Food Waste SURVEY

Rosebank Business Association

Stronger Together
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Rosebank News & Events

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

The RBA brings you

Meet the Auckland Mayoral Candidates



Viv Beck



Wayne Brown



Leo Molloy



Gary Brown



Ted Johnston



Michael Morris



Craig Lord

On Saturday, 8th October 2022 the people of Auckland will have their say on whom the city's next leader will be. The local body election, held every three years, promises to introduce a new mayor of Tāmaki Makaurau.

At this breakfast event we talk to Auckland Mayoral candidates Craig Lord, Leo Molloy, Wayne Brown, Ted Johnston, Viv Beck, Dr Michael Morris and Gary Brown, and ask them where they stand

on Rosebank's biggest issues, and what they will be doing for the Rosebank business community if they land the top job.

Where: 495 Rosebank Road, Rosebank

When: Tuesday 16th August, 2022

Time: 7.30am - 9.30am

RSVP: anouschka@rosebankbusiness.co.nz

RBA together with The Icehouse present: Staff Retention and Attraction



Featured presenter

Liz Wotherspoon
Chief Executive of Growth
The ICEHOUSE

Rosebank
Plus

The unprecedented disruption that we have experienced over the last two and half years has brought plenty of challenges. For most businesses one of the biggest challenges right now is finding and keeping enough of the right people to enable the organisation to meet its goals and objectives. What this means is that companies simply can't expect to keep doing what they've always done and get the same results.

Where leading and managing people is concerned, amid all the disruption and changes, what's often missing is a clear and structured plan for how to design a great employee experience -

the kind of experience that means the people currently working for you want to stay working for you (and desire to do great work), and the people you would like to attract to work for you are compelled to join your organisation because your employee value proposition is so strong.

Where: Brown St. Cafe, 50 Rosebank Road

When: Tuesday 6th September, 2022

Time: 7.45am - 9.30am

RSVP: anouschka@rosebankbusiness.co.nz

SAVE THESE DATES:

Fair Food Hosting

Where: 2/624 Rosebank Road, Rosebank

When: Thursday 29th September, 2022

Time: TBC

RSVP: anouschka@rosebankbusiness.co.nz

Rosebank Business Association AGM

Where: Eurotech, 1/604 Rosebank Road

When: Wednesday 12th October, 2022

Time: 4.30pm - 7.30pm

RSVP: anouschka@rosebankbusiness.co.nz

Call for West Auckland Fruit Tree Owners to Pick Surplus For Charity

A new boost to a charitable initiative will provide food for 5,000 vulnerable families, delivering 75,000 meals during winter.

A social enterprise which is supporting the initiative has also called for Kiwis with citrus fruit trees on their property to pick surplus fruit to donate to those in need.

West Auckland Food rescue charity Fair Food which supplies over 50 community local groups with over 2.4 million meals per year has also opened a 'Conscious Kitchen' to teach community members the principles of upcycling food.

Around a third of all food produced globally is wasted, however staff at Fair Food receive and hand-sort around a tonne of discarded food each day - which is provided by supermarkets, growers and manufacturers.

The surplus produce would otherwise be destined for landfill, generating an estimated 540 tonnes of greenhouse gases annually.

Deborah McLaughlin, chief financial officer at Fair Food, says the poverty gap is widening, with pandemic-driven food shortages, inflation and winter heating costs all impacting already vulnerable families.

She says around 40% of Kiwi households experience food insecurity and 19% of our tamariki live in homes where consistency of food supply is a concern.

"I know one woman recently had to stop her children's sporting activities over the weekend because it became a choice between paying for the petrol to get them there, or buying groceries. I have heard of others having to go without heat. No one should have to be in this position," she says.



Allan Pollard, CEO of The Trusts, a local social enterprise which has provided financial support for the distribution of the meals, says winter, along with Christmas and back to school, are the months with the highest levels of need.

"Thousands of whanau in our communities are facing the perfect storm of seasonal cost pressures for thousands of members of our community.

"It is critical that organisations like Fair Food be given the support of corporates to allow them to continue their work during peak seasons of need.

"We also want to encourage those who have surplus fruit growing on their trees to pick and donate this to a local food charity - rather than let it go to waste rotting on the ground," he says.

Pollard says currently citrus fruits such as oranges, grapefruit, lemons and mandarins are in season and food rescue charities like Fair Food can often collect the produce from those willing to pick it.



Blum posts 2.6 billion in turnover at year-end

Demand for Austrian manufacturer's fittings remains stable

The fittings specialist from Hoechst, Austria has recorded an 11.2% increase in turnover for the 2021/2022 financial year ended 30 June 2022. The global demand for kitchens and furniture remains high despite the tense economic situation. Blum has more than 9,422 employees all over the world who strive to be a trusted partner to customers around the globe.

The last financial year was another good year for kitchen and furniture manufacturers. "Consumers were again drawn to the

homing and home improvement trend which remained strong during the last year. The demand for fittings has stabilised at a high level," says Philipp Blum, Managing Director of Julius Blum GmbH, describing the developments of the industry. The family-owned business from Vorarlberg, Austria has posted 2.6 billion euros in Group turnover for the 2021/2022 financial year, increasing its sales by 266 million euros on the past year. "This year's increase in turnover is partly due to a growth in sales volume and partly due to the price adjustments we had to make because of the dramatic rise in costs," comments Philipp Blum. The price of raw materials has increased multi-fold, as has that of transportation.

Blum has strengthened the location of Vorarlberg, Austria by investing a total of 224 million euros in its main production facilities, specifically in its plants in Bregenz, Hoechst and Gaissau. "To overcome global supply chain challenges and reduce our ecological footprint, we will expand our global production network - in Europe and internationally," explains Managing Director Martin Blum.

For Martin Blum, one of the most important investments is in motivated, committed, and qualified employees. "We've pulled together and come through despite another challenging year which put enormous pressure on our organisation. That wouldn't have been possible without our extraordinary team".

To discover Blum's top quality cabinetry hardware and get inspired for your next home project, visit their Auckland showroom at 621 Rosebank Road.



The Callander Group:

Sparking Success

When John Callander founded Callander Electrics over 30 years ago, he wanted a career that left time for his creative pursuits.

“John started the business in 1990,” explains Kerry-Marie Callander, John’s wife and Callander Group Business Manager. “He decided that he’d like to work his own hours because he’s also musician.” Based out of his Grey Lynn home, one of John’s first jobs was - fittingly - upgrading beloved Ponsonby Rd music venue The Gluepot Tavern. Thirty years on, his drive and hard work - along with the mahi of his equally dedicated team - have grown Callander Electrics from a one-man operation into three distinct businesses within the Callander Group.

“We’re very much individual companies, just working under one roof,” says CEL Operations Manager Bruce Blundell.

Each business within the Callander Group is a specialist in their own niche of electrical work.

Callander Electrics is contracted by building companies to deliver lighting, power, and electrical installations Low Voltage, High Voltage and Solar PV systems, with projects taking anywhere from three months to 2 years.

Callander Control are expert sub-contractors in E4M, which is shorthand for “electrical for mechanical,” and building management systems BMS - think heating, ventilation and air conditioning.

Callander Electrical Services serves the likes of large and small businesses including industrial, residential, hospitality, hotels, Schools, University’s and hospitals doing smaller projects, repairs, and maintenance contracts that flow down

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the pipeline from Callander Electrical. “Design and build” services are offered by all three.

“When one company is quiet and one company is busy, they do help each other out,” says Bruce. “We share labour resources where we can.”

The Callander Group’s variety of services means they’re ready to help with any and everything, Auckland-wide. The team starts early, with most working from 6:30am to 4:30pm or arriving on building sites ready to start with the sun. They also provide a 24/7 on-call service.

“The smallest job could be as simple as changing a light, or fitting a power point or a water cylinder element,” says Bruce. And at the other end of the scale? “We’ve done the largest warehouse in the Southern Hemisphere,” he says, for which they supplied the electrical for mechanical and building management systems. “There’s not many companies in Auckland that can do the variety and size of the jobs that we do.”

The Callander Group is fairly new to their offices on Rosebank Rd; they’re still renovating the lower floor of their open plan offices, laying new carpet and creating a bright, welcoming feel. Sharing one space among the three businesses has brought the teams closer together and supports the group’s people-centered approach.

“You’ve got to look at people as a whole,” says Kerry-Marie, “with lives and other personal things. That’s important. Our staff’s family is important as well - we see it as a family business that way.”

“It’s not all about work,” agrees Bruce. “The guys all socialize together and we’ve got a very active social club. Everyone gets along really well.”

“It does feel like a family sometimes,” Kerry-Marie adds. “In fact, I’m Mum, and John is Dad.”

Across the group, the team is 100-strong, with most ranging in age from mid-20s to late 50s, although there’s plenty of room for fresh talent. In a largely male-dominated profession, gender diversity is also top of mind, with a focus on hiring both male and female apprentices.

“We have a big emphasis on training apprentices,” says Bruce. “A lot of trainees and apprentices come through as brand-new 17 and 18-year-olds who



stay for ten years and work their way through the business.”

It’s not all as easy as changing a light bulb, of course. Like many businesses across New Zealand and around the world, the disruptions caused by the Covid-19 pandemic have created a labour shortage, rising costs, and long lead times for receiving supplies.

“You’ve got to be on your game,” says Kerry-Marie. “It’s very competitive at the moment. Quality, good service and good management are so important, you’ve got to be very organised at planning, ordering materials ahead and being onto it. Also health and safety is very important.”

As they rise to meet these challenges, the group’s grit and tenacity continues to pay off. There’s a lot to be proud of - foremost, says Bruce, the quality of their jobs.

“Also, the longevity of the business is something to be really proud of,” adds Kerry-Marie. “It’s a big thing.”

There’s also plenty to look forward to. Sustainability is an emerging focus; the group is taking on more green-star jobs and looking to get more involved with solar energy. In the short term, the Callander Group is enjoying settling into their new digs and participating in the RBA community, after joining a few weeks ago.

“It’s been quite neighbourly,” says Kerry-Marie. “Quite welcoming.” And with all the industry around Rosebank Road, the Callander Group is ready to help with any and all electrical needs.

“Service and maintenance, anything electrical, wiring, air conditioning or lighting, even kitchens,” lists Kerry-Marie. “No job is too small or too large. Anything electrical - we’ll be there to help.”

Come and meet the friendly team at the Callander Group from 8am weekdays at 326 Rosebank Road, or give them a call anytime, day or night, on 09 846 0154 or 0508 230 230





Digital Advisor

Loving what we do

When West Auckland locals, James McGoram and Leon Matthews started Digital Advisor back in 2001, Facebook, YouTube and iPhones hadn't been invented and petrol was \$1.20 per litre.

The world of technology has spun a few times since then and access to the web has become universal. The internet has forever changed the way businesses operate and how people communicate.

But what hasn't changed over the last two decades is the enthusiasm James and Leon have for their work. "We still love what we do," says James. "Today's business owners are more ready to invest in their online presence and digital design. We really enjoy bringing our unique combination of technical know-how and creative expertise to each project."

It's all in the name. Digital Advisor help their clients to find technical solutions for their everyday business challenges. Rather than producing "off-the-shelf" websites, James and Leon like to create what they think of as the working machinery of the internet, well-designed business and marketing tools that not only work, but also stand the test of time.

Digital Advisor's most recent projects have focused on creating

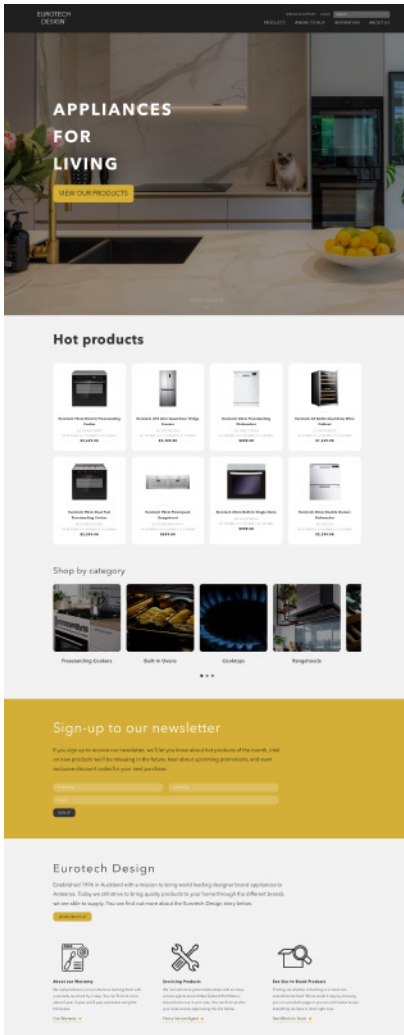
more engaging user-friendly experiences for their clients and their customers. James describes this as 'increasing the utility of the web' - turning websites from online brochures into key pieces of business infrastructure.

Recent examples include the development of a sophisticated cabinet-making application for Contemporano.com, a state-of-the-art manufacturer based on Auckland's North Shore. This tool allows business customers to track quotes and project details through their online account, and to assemble large, bespoke orders for kitchen cabinetry. These orders are then turned into machine-readable code for use on the factory floor.

Advancements like this can have a hugely positive effect on their client's bottom line, providing an advantage over the competition and increasing productivity.

Closer to home, Digital Advisor has been working with appliance distributor Eurotech Design, located on Rosebank Road. Eurotech imports and distributes world-leading, designer appliance brands to some of the biggest retailers in the marketplace.

"As a wholesaler, Eurotech Design works with multiple retail chains and stores across New Zealand," says Managing Director Sophia Bristow. "This means dealing with a huge volume of



transactions, so having good-quality information and streamlined systems in place is paramount.”

Digital Advisor first created a clean, modern design for the company’s website, and then went to work synchronising the site’s data with Eurotech’s MYOB system. This allows Eurotech to have live, up-to-date information about stock levels and incoming shipments which their customers can access at any time.

Says Sophia, “Having synchronised information has been great for our business and has provided an even better experience for our customers.”

“Ultimately, that’s what it’s all about,” says James, “helping our clients succeed by creating tools tailored to their business. But it’s also important that we help our clients understand the technology, and that’s where the ‘advising’ part of our name comes in.”

Says Leon, “We love to demystify technology, and nothing makes us happier than seeing one of our sites or applications working successfully for a client.”

Over the years Digital Advisor has built up a strong team of talented and

trusted contractors, with experience in photography, film and video production, copywriting, marketing, and social media - virtually a one-stop-shop for any business wanting to boost their online presence.

Outside of work, James is on the board of several non-profit organisations, including Rare Disorders NZ, who advocate for equitable health treatment for the 300,000 Kiwis living with a rare disorder. But for a bit of fun and to let off steam, James teaches Hapkido, a Korean martial art of self-defence, to adults and children at Kingsland Martial Arts.

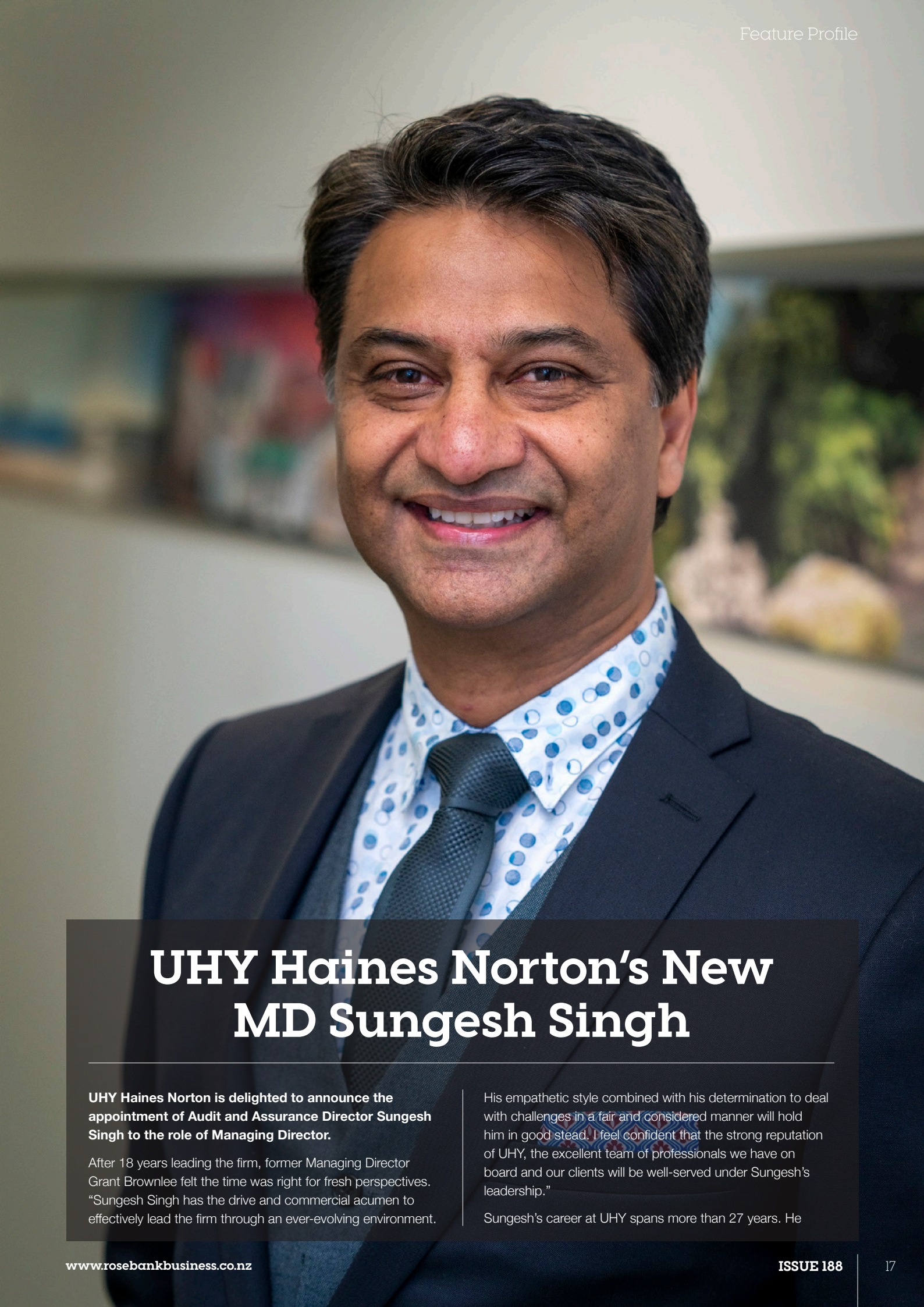
Born and raised in West Auckland, James now lives in Avondale with his wife Tawnee and their two teenage daughters, while Leon moved into the Waterview area almost a decade ago when he snapped up an empty section and built a unique low-energy eco-house. He and his wife Alyson have raised their two kids in the area and have been actively involved with their local school and community café. Leon has a passion for electronics, and in his rare spare time, you’ll find him in his happy place, designing and building projects in his workshop overlooking Heron Park.



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For an initial conversation about your project and to explore options call **James** on **021 858 600** or email **james@digitaladvisor.nz**



UHY Haines Norton's New MD Sungesh Singh

UHY Haines Norton is delighted to announce the appointment of Audit and Assurance Director Sungesh Singh to the role of Managing Director.

After 18 years leading the firm, former Managing Director Grant Brownlee felt the time was right for fresh perspectives. "Sungesh Singh has the drive and commercial acumen to effectively lead the firm through an ever-evolving environment.

His empathetic style combined with his determination to deal with challenges in a fair and considered manner will hold him in good stead. I feel confident that the strong reputation of UHY, the excellent team of professionals we have on board and our clients will be well-served under Sungesh's leadership."

Sungesh's career at UHY spans more than 27 years. He

Feature Profile

considers his appointment as Managing Director to be the pinnacle of his working life, saying: "I am very grateful to the UHY Board of Directors for their belief in me and their trust in my capabilities."

Sungesh has been fortunate to have experienced many career highlights and opportunities. Promotion to Partner at 36 years old, being entrusted to develop an audit division for the firm (now the biggest audit firm in West Auckland and among the largest in New Zealand), appointments to influential positions within organisations such as Chartered Accountants Australia and New Zealand (CAANZ), being identified as UHY HN emerging leader in 2005 and author of auditing publications with CCH New Zealand are among the many high points.

There have, of course, been career challenges along the way too. For example, public sector audits have been a large area of growth for the firm but raised capacity issues in a market where experienced auditors are already in high demand. Sungesh and his team strategized to find a way to meet filing deadlines whilst maintain the top-quality service their division prides itself on. The solution was a combination of tapping their contacts, attracting the right people,



and using international affiliations. The result? Being amongst the largest public sector auditors in New Zealand and achieving growth in an uncertain market when many firms were simply trying to survive.

There are many things that Sungesh is excited for in his new Managing Director role. "It's the start of a new era," he says, "where we have Board members with fresh perspectives and a great balance of opinions, knowledge, and experience.

We have wonderful people here across the whole firm that I genuinely love being around and spending my working hours with."

Sungesh predicts that digitalisation will be one of the biggest challenges for the firm in the next few years, as is the case across so many industries. Staff upskilling and development will be a future focus too. "Empowering our people and strengthening our firm will be key," Sungesh states.



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Member Profiles

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



Contrapak - It's a wrap!

Contrapak started trading in July 1996 out of Fremlin Place, Avondale doing pick, pack and dispatch for The Warehouse. A premise change saw them move to 523 Rosebank Road and then in 2016 Beerforce took over the company.

Contrapak changed ownership again in August 2021 and as part of the new partnership between Ajay Singh and Equipe NZ Ltd's Michael Farag and Matthew Iles, has now relocated to 20 Honan Place. Contrapak currently has four staff members but this increases as required to accommodate the busy seasons.

Packing solutions are the name of their game and Contrapak is able to offer the following services: Shrink-wrapping, hand collation labelling and relabelling, along with packing and repacking price

stickering. The company's versatility is evident with a filling machine on-site to be able to put a client's liquid products into designated packaging. Other options include barcoding, warehousing, and pick, pack, and dispatch also being available.

As more regulations are being placed on imported products, New Zealand is facing stricter food labelling requirements on products like food and alcohol before they can be sold in store and Contrapak keeps abreast of changing regulations.

Contrapak's mantra is 'Anything a machine can't do – Contrapak can!' which covers all those tricky little jobs that machinery just can't reach. With the flexibility to work with its clients on new projects, Contrapak is able to bring its experience in packaging to the table.

Ajay Singh is Contrapak's Operations Manager and has been with the company since 2005. The business is built on a reputation of "getting things done as there are deadlines to meet" explains Ajay.

Service plays a very important role as the company deals with major companies along with international clients who appreciate the high standard of service they have received over long periods of time. This on its own is a testament to the value they place on Contrapak for getting the job done.

For all your packaging needs contact Ajay at Contrapak:

Ajay Singh, Operations Manager
ajay@contrapak.co.nz
20 Honan Place, Avondale,
Ph: 09 8204050, Mobile: 021 1315119
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iSolutions was founded in 2017 by Raj Maharjan, a qualified town planner experienced in the public and private sectors with a double masters degree in town planning and science.

iSolutions aim to be a trusted go-to name for all of your town planning needs. iSolutions care about their clients and the environment. They are passionate about building quality homes and a thriving community not only for the whānau of today but also for our mokopuna and the future generations.

Getting the council approval for your building and subdivision consents can end up being a very costly and time-consuming experience, if not approached correctly. With their knowledge of the industry and experience, iSolutions will help you save time and money in your consenting journey.

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disappointment later down the track.

The Auckland Unitary Plan is the legal rule book that determines what, where and how you can build or subdivide. It can be quite confusing to figure out what the Unitary Plan means, and how it applies to you and your development or subdivision projects. iSolutions can work with you about any queries and needs in relation to the Unitary Plan such as:

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Julian Hackenberg,
HR Manager at MyHR

How to manage employee performance and development

Tracking, guiding, and improving employee performance can take some effort, but if your business is going to succeed and your team members thrive, performance needs to be front and centre.

It starts with thinking about the framework and processes the business has that create and support a high-performance environment. Company culture can be an abstract concept, but when it comes to employee performance, some well-defined tools and cohesive processes help people work as effectively as possible - both individually and as a team - to achieve business aims and add value.

It is a combination of ensuring everyone (employees, managers, and the executive team) is set up for success, you have the capacity and procedures to develop talent, and the ability to respond effectively to any issues that arise.

Set performance expectations early

Every employee needs to know what is expected of them, what the key objectives are for their role, how to be a top performer, and how to align themselves with the company values and culture. Managers and business leaders need to know how to set expectations, how they can support employee success, and model the behaviour and attitudes they expect from their team.

Get things right from the beginning of the employment relationship and ensure performance expectations are embedded early. This starts at recruitment and continues through onboarding and training, and sets people up for lasting success and long-term engagement. It's all about making new employees feel supported and making sure they understand the company culture and systems, their team, and what is expected in their role.

Ensure you schedule regular check-in conversations with the employee and create a forum for providing feedback and coaching.

Develop talent

Another essential part of ongoing employee achievement is the development of their skills and experience, because what an employee needs to do their job today might not be what they need in 6 or 18 months' time. People's interests and aspirations also change.

Ideally, talent development is built into the company culture and employment relationship from the outset, based on the

organisation's strategy and individual performance and career goals.

Upskilling employees can include training and accreditation programs, coaching and mentorship, and opportunities to expand people's on-the-job experience, e.g. job rotation or special project work. Evaluating skill gaps and managing succession planning are also important aspects of ensuring the business can continue to meet its objectives.

Involving employees in designing their development plans helps ensure they have buy-in to what is being proposed and that it aligns as much as possible with their personal and professional development needs.

Review performance

Regularly evaluating employee performance keeps the focus on important outcomes and aligns individual performance with company goals, while also providing the opportunity to reward success, utilise potential, identify issues or training needs quickly and accurately, support career development, and improve transparency and communication.

While there's no 'one size fits all' approach to performance reviews, the system needs to be understood by everyone involved and should be tailored to your company. For most, performance reviews work best by setting goals on an annual basis and then having regular two-way discussions, e.g. quarterly, to see how things are tracking.

Keep the focus not only on current effort, achievement, and areas for improvement, but also what's on the horizon, what skills the business needs to develop, and how you communicate this to your team. Employees, too, should think about how they are going, where they are going, strengths to build on, and anything that might be amiss.

Respond to issues

Unfortunately, there are times when people don't meet expectations, so you need to have clear processes for responding to issues. In its essence, it's about identifying problems before they are ingrained or beyond recovery, and working with the person to find remedies that enable you to reset expectations and give them a reasonable opportunity to get to where they need to be.

You should also make clear what the consequences of this not happening are, e.g. a more formal performance improvement plan or potentially terminating employment.

Then there is ongoing follow-up and hopefully, the employee gets back on track, or you have to make some tough calls in a fair and legal way.

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Website: <https://www.myhr.works/nz/>

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Aaron Martin
NZ Immigration Law

The ‘big reset’

In May this year, a ‘big reset’ was announced in immigration, to make it easier for employers to fill skill shortages, via an Accredited Employers Work Visa (AEWV). It also included an immigration Green List of 85 hard-to-fill, high-skill jobs that provide a priority pathway to residency. However, this reset announced that from December 2021 partners of those on AEWVs are unable to get an open work visa, unless their partner had a job on the Green List or was being paid 200% above the median wage.

If they didn’t meet either of these criteria, their partner was only eligible for a visitor visa, which would severely limit their earning potential, leading to financial insecurity just as they moved to a new country. It would also make it much less desirable to move to New Zealand at all and thus less likely for employers to be able to fill vacancies - the opposite of what this ‘big reset’ intended to do. The partner could transfer over to a work visa but only if they too found work with an accredited employer.

The government announced as from the 4th of July 2022 that

partners of AEWV holders will be eligible for an open work visa, as AEWV holders earn above the median wage of \$27.76 an hour. Though the Government is calling this a clarification, it is, in reality, a backtrack on what was made quite explicit in the May announcement.

Immigration visa fees and levies are going up significantly for most visa types as of July 31st 2022. The increase also comes just weeks after applications open for the Accredited Employer visas. The government has announced its new processing fees and there is a big increase in the majority of visas. Some individual visa increases are very high, and this will be another cost to bear for migrants and their families, on top of the expense of moving to another country. This includes the family categories and parent retirement categories, all which increase by more than \$1000, and the Skilled Migrant visa will cost an extra \$1,580 - when it’s open again, that is.

They have also increased the cost of AEWV designed to make it easier to hire skilled migrants, only three weeks after applications open. The cost of the Accredited Employer Work Visa (AEWV) is going up from \$595 to \$750 on 31 July 2022, and applications only opened on 4 July 2022. The costs have not increased for employers, with no changes to fees for accreditation or job checks, it’s all falling on the applicants. It imposes a further barrier to getting skills into New Zealand’s under resourced labour market.



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Janine Roberts
Accounting Director at Haven



What do the new rental income rules mean for you?

In April, new rules were introduced, limiting the ability to deduct interest and changing the brightline test. The impact of these rules differs significantly depending on whether a property is a new build or not.

These property tax changes were brought in with such speed and retroactive law that there wasn't any chance to restructure around them, but it is important to understand the impact they have if you hold investment properties.

Brightline changes

Any properties purchased on or after 27 March 2021 will be subject to a new 10-year brightline test, unless they meet the new build criteria which shortens the brightline period to five years.

Interest limitation rules

If you own rental property, these new interest limitation rules may apply to you, affecting how much interest you can claim when completing your tax return. Depending on when you purchased your rental property, the rules will affect you differently.

If you purchased your residential rental property on or after 27 March 2021, the interest paid on your loan is no longer a deductible expense from 1st October 2021 - unless it meets the new build criteria.

For property purchased before 27 March 2021, the government

are slowly phasing out interest deductions over four years as per the table below.

Income Year	Percentage of interest you can claim
1 April 2020 - 31 March 2021	100%
1 April 2021 - 30 September 2021	100%
1 October 2021 - 31 March 2022	75%
1 April 2022 - 31 March 2023	75%
1 April 2023 - 31 March 2024	50%
1 April 2024 - 31 March 2025	25%
1 April 2025 onwards	0%

Interest deductions for any new loans on or after 27 March 2021 is not allowed from 1 October onwards.

Exemptions

Some residential accommodation is excluded from these new interest limitation rules, including land businesses, residential developments and new builds.

Also exempt from these rules are:

- Your main home (if you earn income from this)
- Your business premises
- Farmland
- Certain accommodation providers

If you've recently refinanced or have a revolving credit, special rules will also apply.

What does this mean for your tax return?

You'll need to consider the new interest limitation rules when you're completing your income tax return from the 2022 income tax year onwards and check whether you're eligible for an exemption.

New fields have been added to the returns form so you can provide information about your residential rental property interest expenses. These new fields will include the total interest, the interest expense claimed, and the reasons for claiming interest expenses.

If you sold a residential property that was taxed under the brightline rule, you'll also need to note this in your returns.

Need help?

If you are planning on buying an investment property or making changes to your existing portfolio, you need to understand the impact of these changes and how they relate to different properties. Talk to us before you make changes that may have a negative impact on your tax position.

If you're not sure whether these new rules apply to you, or you just want help filing your tax return in line with these changes, our expert accounting team can help. Give us a call on 0800 700 699, or email us at accounting@haven.co.nz to get started.



How do you beat imposter syndrome?

Imposter Syndrome. It's not a phrase we particularly like at The Icehouse. It infers that we lack the skills or the confidence to get something done. Or both. For an owner or CEO, it also comes with plenty of negative connotations around not being good enough to run a business.

Kate de Lautour
The Icehouse

Unfortunately, imposter syndrome exists. Kajabi, an industry-leading all-in-one knowledge commerce platform, released an influential

study in 2020 which analysed the impact of imposter syndrome on 600 entrepreneurs and small business owners.

It found that 84% of entrepreneurs and small business owners experience the phenomenon, many entrepreneurs are worried about being 'found out' due to their lack of knowledge and ability, and many feel that any success came about because of luck.

Who prepares to be an owner or a CEO? There's no pre-training, no rulebook and it's an unnatural job which comes with no set routine or strategy to survive, grow and thrive.

Many owners feel they've got to a certain point in their business because luck has found them, even feel they don't want to take their product or business further because they'll get found out or that it's just happened by accident.

Lack of time, unwilling to invest in themselves, not being ready, or that feeling they're going to get found out are worries we hear often, and these inhibitors to growth are all thanks to imposter syndrome.

The Icehouse Owner Manager Programme (OMP) attempts to tackle imposter syndrome head-on, serving two purposes. Once an owner signs up to the programme they get an immediate sense that they do belong in a group of other successful business owners.

Then the magic comes when once they do realise they can add

value, they absolutely fly. So, during the time they're on OMP, they sit for five months with people from different industries, but at the same level of success, and then they own it and feel, 'I deserve to be here.'

'I don't see OMP as something for somebody who's struggling,' says Richard Shearer, the owner and Managing Director of QP Sport and OMP 45 alumni. I see it for someone who wants to excel and exceed. OMP gives them every chance to do that.'

'It's a big investment in your own business and your future, so it's the best thing you can possibly do if you're a small to medium-sized business. You end up working on your business and not in the business, and you can't really put a price on the benefits of that.'

So, we need to reassess what imposter syndrome really means and re-think it as a positive, rather than a negative. It's okay to not know everything and knowing what we don't know can be a great driver.

False confidence that you're doing well can make you complacent. Imposter syndrome is an internal warning, that feeling that you're not ready for something, but it can be reversed. It's about detachment, separating your opinions from your identity, and your past self from your current self. It's time for entrepreneurs to view imposter syndrome as a benefit – a realisation that you need to learn more.

OMP alumni such as Stephanie Fry from Ideal Cup, Sarah Laurence from DC Power and Mike Shin from Pocha are examples of leaders who have benefited from thinking about the positive aspects of imposter syndrome.

All had concerns prior to going on OMP but were really curious and focused while attending and found that they were actually the stars that they thought the others were.

For information on how capability building programmes, including the Owner Manager Programme, workshops and advisory can help your business – www.theicehouse.co.nz

Contact Kate de Lautour
k.delautour@theicehouse.co.nz
www.theicehouse.co.nz

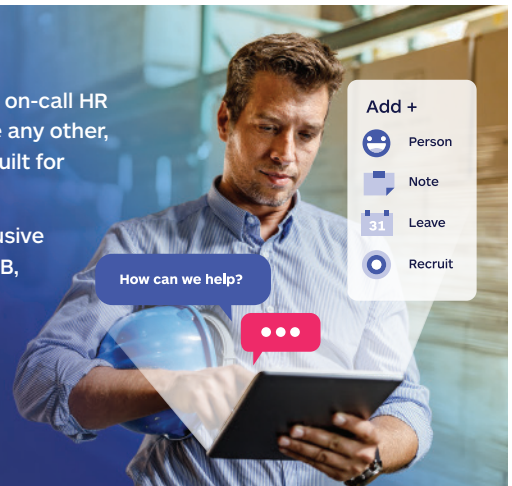
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Taina Henderson
Henderson Reeves

Do you know any would-be first home buyers – some good news at last?

It's no secret that it has been a tough time for first home buyers, but there are some new (and some improved) initiatives that have recently come out of Kāinga Ora, that first home buyers should know about. They just might make getting into a first home a whole lot more achievable.

First Home Grant - a gift to help you into your first home

The First Home Grant (previously known as the Homestart Grant) is a gift of up to \$10,000 per person towards the purchase of your first home. If you are purchasing an existing home you may be eligible for up to \$5,000 and if you are purchasing a new home or land (and have a building contract to build) you may be eligible for up to \$10,000.

The good news is that Kāinga Ora has just increased the limits on the value of the property you can purchase using the First Home Grant. The limit for Auckland is now \$875,000 for both new and existing properties, and for other places such as Whangarei is now \$600,000 for existing properties and \$800,000 for new properties.

The annual income caps have also been increased. To be eligible you need to have earned less than \$95,000 (where you are an individual buying), less than \$150,000 as an individual buyer with one or more dependents, and less than \$150,000 for 2 or more buyers, regardless of the number of dependants.

The First Home Grant can't be used to purchase bare land if you do not have a build agreement, but the definition of a new build has been extended to including relocatable homes that have received Code Compliance within the last 12 months.

First Home Partner - a co-ownership model to help you into a home

First Home Partner is a new offering from Kāinga Ora, and is likely to make a big difference to eligible first home buyers.

It involves Kāinga Ora providing up to 25% (to a maximum of \$200,000) towards the purchase of your home, and then holding that same percentage of the home as a co-owner/'silent partner' until you buy them out (expected to be over 15-25 years).

This could be a game changer for first home buyers.

Like the other schemes, you have to live in the home as your main home, and because you are co-owners, there are some additional hoops to jump through. See your lawyer before buying as there are extra clauses that need to go into an agreement for sale and purchase.

First Home Loan - support to buy before you have a big deposit

This new initiative from Kāinga Ora means that you may be able to get into your first home even if you only have a 5% deposit. "First Home Loans" are loans provided by a bank but underwritten by Kāinga Ora, which allows lenders to provide loans that would sit outside their usual lending requirements e.g. for a 20% deposit. The criteria require you to meet the required income caps (which at present are the same as those for a grant).

You still have to meet the bank's other lending criteria to be granted a loan, and there can be extra fees/insurance.

Kāinga Whenua Loan - loans enabling you to build on Māori whenua

This is a new scheme set up to allow a home to be built on Māori whenua that is owned by multiple people. This new initiative sees whānau able to borrow to build because the lender will instead take security over the house itself rather than the land. Like the First Home Grant and the First Home Loan you will need to live full-time in the house. The loan can be up to \$500,000 towards the cost of the build.

You must always check you meet the criteria and are happy with the terms and conditions first: <https://kaingaora.govt.nz/home-ownership>.

If you need advice on purchasing a property have a chat with one of our property experts Shelley, Pierre, Amie and Sandra at Henderson Reeves Lawyers 09 281 3723. We're just down the road opposite the Gull Service Station.



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Scott Carter
Matrix Security

How to improve the external security of your workplace

No matter the size or scale of your company, safeguarding your business premises is a top priority. Theft and criminal damage disrupts operations and are costly. When it comes to securing your workplace, external security is a great place to start. However, often we're so familiar and comfortable with our surroundings that we overlook the vulnerabilities that attract potential intruders.

The four main components to a physical security plan are:

Prevention - The physical security measures that keep people out or away from the space. For example: fencing, bollards or turnstiles.

Detection - The components of the solution that help to identify potential intruders or security incidents like alarms, video surveillance and vigilant employees.

Interrupt - There are certain security systems that are designed to slow intruders down as they attempt to enter a facility or building. Access control (needing a code or swipe card) and fog cannons for example.

Respond - These are the specific actions that need to take place in the event of a security breach.

Visibility

Burglars love poorly lit, dark corners and recesses. Those beautiful display of shrubs and bushes by the main entrance could well be the perfect hiding spot for would-be intruders. Here are some more tips to improve visibility around your workplace:

- Install floodlights and sensor lighting and site them high enough so they can't be easily disabled.
- Put away or move items like rubbish containers or ladders. Intruders can use these to climb and gain access to upper levels.
- Carry out regular maintenance and ensure window locks and latches are in good working order.
- Install chain link fencing to improve visibility.

Get your people on board

Security is everyone's responsibility. Make sure your people know what your expectations are. Even encouraging employees to greet unknown visitors with 'can I help you' could make all the difference. Staff can also help in the following ways:

- Follow robust lock-up procedures to ensure alarms are activated and windows or doors are secure at home time.
- Keep all valuables out of sight and away from windows.
- Have clear policies and training in place for employees working alone or out of hours.
- Have an emergency action plan (EAP) that includes instructions for employees as to how they should report and respond to security breaches.

Deter would-be intruders

A proactive approach also involves taking steps to deter burglars. Here are some things you can do to make your workplace uninviting to intruders:

- If you have regular security patrols, then make sure everyone knows. Put up the security company signage in well-lit, visible areas.
- Secure external gates with heavy-duty padlocks.
- Install video surveillance and alarm systems.
- Ensure the site is graffiti and rubbish free.

Final thoughts

The external perimeter of your business premises is the first defence against intruders. Reviewing your external security is one of the best ways to safeguard your assets and people.

Most would-be burglars check out a workplace beforehand. Use our tips to ensure your business premises is as difficult and uninviting as possible.

You will find a checklist to help you facilitate an audit of your business' physical security performance here: <https://rosebankbusiness.co.nz/business-support/security-and-safer-business>.

You can also contact our Security Consultants to arrange an onsite assessment on 09 525 8532.





Tracy Mulholland,
Councillor Whau Ward

My View

August now sees the election campaigns coming to life and street corners littered with election signs, but the work of council continues. Unfortunately, issues coming into council are becoming more complex, with cost-of-living issues and budget constraints complicating responses. There has been a noticeable increase in enquiries into my office seeking an escalation in requests for service from council. My office is looking at the reasons for this and finding a solution for the root cause of the increase in escalations.

Asset recycling has been a recent feature of council agendas. As part of our Value for Money program and financial measures in the emergency budget, asset recycling involves selling off unused council assets and adjusting programs that are no longer fit for purpose financially. One of these programs is the Own Your Own Home program that council has operated for many years. Council has agreed to divest from the program, assurances have been given that current residents will have their contracts honoured and that any future decisions will be made in consultation with them. I

am aware there are a number of possible options for the portfolio, but at this stage the commercial strategy remains confidential and sits with Eke Panuku.

A second feature is the selling of parcels of land that serve no current or future purpose. Many of these parcels are featureless and the community will not notice the sale. Others are a bit more controversial, requiring the revocation of reserve status, something that should always be treated with caution.

In the latest tranche of asset recycling, a site in Sunny Hills in the Howick ward was identified to revoke the reserve status and sell the land. The local community have been firmly opposed and have lobbied to stop the process, with their councillors seeking a decision from elected members to reverse the process (as this has gone to print, the item is still yet to be decided). I will be influenced not only by the view of my colleagues but also the views of the residents who advocate for the retention of the land. Why do I mention this? It is to highlight the importance the public play and why you should get in touch with your councillor when issues arise and engage in the political process.

Within the Whau ward area, I note numerous discussions within the community about the monopoly status of the Portage Licencing Trust and if this should be challenged and removed. Council has no direct influence on the Trusts, yet the public can have their say if they want change. A petition signed by 15% of residents within the Portage Trust triggers a referendum on if the area should remain a monopoly or not. This is something that I will be watching with great interest.

While in the pre-election period I am still available to help with constituent queries and discuss items that are coming to Council Committees.

Tracy Mulholland, Whau Ward Councillor

Mobile: 021 195 7296

Email: tracy.mulholland@aucklandcouncil.govt.nz

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