

Round about.

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Arnotts

Opens new site in Rosebank

Michael Pickens

10-time NZ Midget Champ

Chairman's Shout

Stefan Crooks uncovered



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Cover: 10-time New Zealand Midget Championship winner, Michael Pickens.

With thanks to our partners ...



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From My Perspective

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



Readers, start your engines. Anyone who has an interest in speedway will know of motorsport star Michael Pickens. Michael works right here in Rosebank, on Patiki Road, and I've wanted to do a story on him for a long time. Race over to page 18 to check out our story on Michael and his incredible career.

In June, Governor-General The Rt Hon Dame Cindy Kiro visited the Fair Food team to help make vegetable soup and the Queen's Banana Bread. We were invited to meet her and spend a few valuable minutes with Dame Cindy and her husband, Dr Richard Davies. Fair Food is a rescue and repurposing organisation that recovers surplus food

otherwise bound for the landfill to create nourishing meals for West Aucklanders in need. They also offer cooking classes in the community. Fair Food has grown exponentially since 2020; in 2022 alone, they made 1.8 million meals from 621,720kgs of rescued food. The Rosebank community has always been willing to lend a hand, and Fair Food would welcome more help. If you're able to volunteer some time, contact Michelle Blau at michelle@fairfood.org.nz

Also in June, we were fortunate to have our RBA Chairman Stefan Crooks share his inspiring, raw, and at times emotional

life story with our Rosebank business community. Stefan left us with valuable insights and wisdom as he shared his journey from growing up in Wainuiomata, Lower Hutt to building large New Zealand businesses employing over 400 people. What a FORCE: Family first, Open minded, Realise dreams, Challenge freedom, Energy! Thank you to Stephen McIvor for the terrific interview.

Regards,
Phil Clode,
Business Development Manager

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Dr Grant Hewison

Auckland Council Annual Budget 2023/2024

After an unprecedented marathon sitting over two days, Auckland Council has adopted its Annual Budget 2023/2024. Though the headlines have been reported in the media, the details are worth looking at.

The Council has agreed to a mix of budget levers to achieve a balanced budget and address the \$325M budget gap for 2023/2024 and \$40M of storm-related

additional costs.

In doing so, the Council agreed to a partial sell-down of its shares in Auckland International Airport Limited (AIAL) of around 7 per cent of the Council's 18.09% shareholding (that is 103,097,466 of council's current shareholding of 266,328,912 shares). This will be used to pay down debt and to save an estimated net \$23M in 2023/24 and \$115M over the next 10 years.

Several spending reductions were adopted:

- \$7.9M of reductions for regional services;
- \$1M of savings from withdrawing from certain early childhood education services;
- \$3M from changes to fees and charges;
- \$12M of reductions under existing delegations;
- \$4M of reductions to local board funding; and
- \$5M of unallocated savings.

In addition, there will be \$15M of additional savings required from Auckland Transport, plus \$7.5M to be identified by the Expenditure Control and Procurement Committee. Additional savings of \$17.5M will be required from Tataki Auckland Unlimited (representing a total of \$34.5M), \$5M from Eke Panuku and \$5M from the Council Group.

There will be an average general rates increase of 11% for 2023/2024, which will result in an overall 7.7% rates increase for the average value residential property. There will be a pause of the Long-term Differential Strategy for one year and a temporary reduction of the Natural Environment Targeted Rate by 48.8% and Water Quality Targeted rate by 77.7% for one year.

Auckland Council will pay down net debt of around \$865M from selling 7% of the AIAL shares, which will reduce the debt to revenue ratio to approximately 233%, down from the current projections of 248%. However, there will be a \$85M of additional debt funding of the capital programme, which will free up rates funding for operating purposes, and \$20M of additional borrowing to fund one-off storm-related operating costs.

Council is requiring a \$10M improvement in Ports of Auckland's net operating performance and dividend.

Further budget adjustments for 2023/2024 include \$20M of additional expenditure for a storm response fund, \$14M of additional expenditure for the Council Recovery Office and \$6M for urgent one-off storm response maintenance. There will also be \$20 million expended on the Public Transport Turnaround Plan to get bus services back on track.

Crime prevention receive \$1M of additional funding along with Surf Lifesaving Northern Region (\$450,000) and Coastguard New Zealand (\$765,000), both from existing budget allowances. There will be a reprioritisation of budgets to accommodate \$205M to renew or replace critical park, community, healthy waters and transport assets that were damaged by the storm events.

Watercare will receive \$313M of additional capex to deliver programmes in line with their Asset Management Plan 2021 – 2041, deliver externally funded shovel-ready projects and deliver additional storm related capex. This will not add to the operating budget hole as Watercare funds its activities separately through water and wastewater charges, although it will increase overall group debt.

In relation to the Citizens Advice Bureaux, funding has been provided subject to rigorous performance reporting, seeking central government funding and a future service delivery model.

Looking to the next draft Long-Term Plan 2024-2034, Council will also consider setting standards in advance in relation to its budget responsibility, political oversight and capital expenditure to firmly guide that Plan.

Tahua Pūtea ā-Tau
2023/2024
Puka Whakawhiti Kōrero

**Annual Budget
2023/2024**
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Kimmy's Korner

Kim Watts RBA Executive Engagement Manager
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Anyone for Bowls?

Wednesday 7th June 2023 turned out to be a fine afternoon to play indoor bowls at the New Lynn Bowling Club.

Always keen to find an opportunity to get our local Rosebank business employees out enjoying a bit of exercise along with socializing with the neighbours is part of the growing toolbox created by the RBA's Rosebank Wellbeing Collab.

Throw in an extra incentive to win spot and team prizes, along with a cash bar and free food had some of our businesses eager to give the game a go.

It's also nice to see the thought that goes into naming a team and this event had some doozies with the likes of 'Bowdilocks & the Three Bears', 'The Bowling Stones', and 'Great Bowls of Fire'.

On arrival, the teams had already been drawn and after some hot tips from Simon Poppleton (New Lynn Bowling Club - Club Manager), everyone was eager to give it a try.

For the uninitiated, bowls, also called lawn bowls, can be an indoor or outdoor game in which a ball (known as a bowl) is rolled toward a smaller stationary ball, called a jack. The object is to roll one's bowls so that they come to rest nearer to the jack than those of an opponent; this is sometimes achieved by knocking aside an opponent's bowl or the jack.

With 14 teams participating, there was a mixture of seasoned players lending their knowledge to the newbies, and with 52 people strategizing it made for interesting watching.

There is no denying that some of us have that competitive drive and want to win but when placed in a competitive situation as part of a team, this changes the dynamics and sometimes it is the person you don't expect that has this particular trait and

comes to the fore. A quick look in the dictionary to get the correct definition of the word 'competition' – the activity or condition of striving to gain or win something by defeating or establishing superiority over others.

Teams got to strut their stuff for just over an hour on the bowling greens with Simon finishing off the competition with a game of 'Spider'. The idea is that all 52 people stand around the edge of the entire bowling green and on the same count aim their bowl to get as close to the object in the middle. Rob Bolus from GWA Group was the winner.

Congratulations to our three-placed team prize winners - in 1st Place was 'Team TPS' from Total Property Services, 2nd Place was 'The Genies' from Bathroom Genie, with 'Team Wednesday' from Enterprize Steel coming in 3rd. All teammates received a bottle of Babich wine along with each group receiving Subway vouchers valued at \$200, \$100, and \$50 in descending place order.

The evening ended with lots of chatter, and it was great to see people relaxing and enjoying something for what it was, just good ole fashioned fun and socializing over a game of indoor bowls.



14 teams competed in the bowling night



A fun night out at the New Lynn Bowls Club



Winning team - Total Property Services

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Rosebank News & Events

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



Economic Update

Mike Jones | BNZ Chief Economist

Come and hear from BNZ's Chief Economist who will talk through the key macroeconomic issues facing NZ business this year, and provide outlooks for the NZ economy, housing market and interest rates.

Presentation follows lunch. Places are strictly limited.

Date: Tuesday 25 July 2023

Time: 11:45am - 2:00pm

Venue: The Encounter Centre

495 Rosebank Road, Avondale

RSVP: maureen@rosebankbusiness.co.nz



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Where: Level 1, 703 Rosebank Road

When: Wednesday, 16th August, 2023

Time: 5.00pm - 7.00pm

RSVP: maureen@rosebankbusiness.co.nz

Getting your business processes right and what can happen if you don't



The EMA's Head of Legal and General Counsel, Paul O'Neil will speak about the importance of getting your business processes right and what can happen if you don't. He will cover a range of employment relations scenarios including personal grievances, business continuity plans all the way through to potential restructuring.

EMA

Where: Browne St Eatery, 50 Rosebank Rd

When: Thursday, 24th August, 2023

Time: 7.45am - 9.30am

RSVP: maureen@rosebankbusiness.co.nz

Join us for our

Patiki Road Store Opening

Thursday July 20th, 9am to 2pm

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Chairman's Shout

We were fortunate to have our RBA Chairman Stefan Crooks share his inspiring, raw, and at times emotional life story with our Rosebank Business Community.

Stefan's journey from growing up in Wainuiomata, Lower Hutt to building "Westie Pies" into a massive business employing over 400 people.

Everyone took some great insights and wisdom from him sharing his journey with us. What a FORCE - Family first, Open minded, Realise dreams, Challenge freedom, Energy!!!

Thanks to Stephen McIvor for the terrific interview.



In action MC Stephen McIvor and Stefan Crooks



Kidney Health NZ comes to Rosebank

The Rosebank Business Association (RBA) continues to look for ways to improve the wellbeing of our Rosebank business community and was given the opportunity in June to work with Kidney Health NZ (KHNZ).

Nurse contractors Sandy Speedy and Chrissy Taylor for Kidney Health NZ came to Rosebank to raise awareness about kidney health and offered to provide free kidney health testing for our Rosebank employees on Monday /Tuesday 13th & 14th of June 2023.

The test was a small pin prick to a finger with the blood collected used to perform a Creatinine test – to check how well your kidneys are working along with the eGFR (estimated Glomerular Filtration Rate) which is the percentage of normal kidney function that you have. Blood pressure was also taken as 80% of people with kidney disease have high blood pressure.

The advantage of the instant results given to participants on these testing days helps motivate them to act as kidney disease is a silent disease with a lot of people unaware that they may be at risk.

Results are confidential but Sandy (KHNZ) was able to tell us that out of the 75 Rosebank employees tested over the two days, 10 of those people were advised to follow up with their GP or health provider to have further investigations and checks done. This is good news as this early detection may prevent further health issues which could lead to chronic health issues and or extended time off work.



Other good news stories entailed people making positive changes to their lifestyle by giving up sugary drinks and or losing weight. It was satisfying not only for themselves but also for both nurses from KHNZ who were able to show them that their efforts were positively reflected in the blood pressure, blood sugar, and kidney function test results they obtained on that day.

Both Sandy and Chrissy heard on multiple occasions from the Rosebank employees what a fantastic opportunity this was to be able to get a kidney health check offered through their workplace as it was very difficult for a lot of them to get to see their GPs.

We would like to thank Sandy and Chrissy from Kidney Health NZ for executing the Kidney Health Checks and broadening our knowledge, along with Direct Office Products Depot for providing the space for the tests to be carried out.



Credit & Collection Workshop 2023

Finally - For the first time in what feels like EON's New Zealand Business Tools (NZBT) has been able to recommence its regular training programme. The inaugural post covid, Credit and Collections Workshop was held in Auckland on Thursday the 8th of June, at Alexandra Park. These training workshops will be a regular feature again throughout NZ. It was great to see the support that the Rosebank Business Association offers to their members by way of sponsoring attendance for several of their members. Perhaps even more rewarding was the fact that

local businesses took the opportunity to provide this training to younger or less experienced staff.

The workshop itself is designed to firstly, give an overview of what tools and processes a business should be considering within the credit management function of their business. Secondly, the aim is to help businesses understand the psychology of actually securing payment for the work you do or the services you provide. The gradual understanding of the factors that make a person efficient at collecting outstanding money on behalf of their company was fascinating to witness.

The facilitator, Laurie Brensell FNZCFI, has vast experience within the credit industry and uses all his skills, expertise, and experiences to deliver his messages, with a fair dollop of humour thrown in for good measure! This particular workshop was very interactive, all the attendees were very engaged (even with an over-enthusiastic construction worker with a drill outside for about an hour in the afternoon!), seemed to enjoy the day and hopefully, they learned a few things as well!

NZBT would like to thank the Rosebank Business Association for their continued support for these workshops and are grateful that they understand how valuable exposure to this kind of experience and knowledge is for SME businesses and of course their Rosebank Business Association members.

Laurie, himself really enjoyed the day and is looking forward to the next one in August.

If you would like to attend the next workshop or just find out a little bit more, please contact NZBT on 09 390 2000 or email training@nzbt.co.nz.



Jayden Vutukuri - Arnott's Senior R&D Manager

Arnott's

commit to New Zealand with multi-million-dollar investment in Rosebank

With the opening of its new multi-million-dollar, 4000sqm manufacturing facility in Rosebank, The Arnott's Group (TAG) has signalled its commitment to ongoing investment in New Zealand, enhancing localised supply chains and strengthening manufacturing, technology, capability, and skills.

"The Rosebank facility has been designed to unlock world-class innovation and flexibility for the broader Arnott's network and will allow us to increase our locally made Arnott's range," Arnott's chief executive George Zoghbi said at the opening event in June.

Zoghbi declared that it is a special day "because we are bringing production back to NZ."

"People ask me why you would invest in New Zealand," he said. "It's because you can do big things with small stuff."

Deputy Prime Minister and Kelston MP Carmel Sepuloni praised the new factory for supporting the local community.

"This is a big move forward for Arnott's. We look forward to seeing what you can achieve," she said.

Sepuloni said the opening was exciting, and thanked Zoghbi saying she is grateful the company is creating job opportunities for Aucklanders, which could further support other local businesses.

She said there is a lot of excitement at the Beehive about Arnott's

returning to New Zealand shores.

It has been 25 years since Arnott's last manufactured in New Zealand, closing its Ōtāhuhu factory in 1997 when it changed hands and production was taken to Australia. Now TAG has invested tens of millions of dollars into its return to the New Zealand market, driven through its \$10.5 million acquisition of Kiwi brand 180 degrees.

Acquiring the gourmet savoury cracker brand from Jill Seton and Frank Lawton in 2021, Arnott's made the decision to scale up local production, announcing the decision to build the new facility, which employs 40 staff, 12 months ago.

The former 180 degrees factory in Glendene has been decommissioned, with its staff, ovens and equipment transferred to the new Rosebank Road location.

Mike Cullerne, Arnott's Group NZ country director, said the decision to bring back local manufacturing was part of plans to mitigate supply chain disruption risks.

"The benefit for us being able to build a factory in New Zealand is being able to tap into local manufacturing capability but also local suppliers," Cullerne said.

"Over the last three years in particular, with various supply chain challenges across the world, it has also become very clear

that having local production and local capability gets you closer to the market and closer to the consumer. It is really important for us to live by that and invest by that. This Avondale site represents a real step change in our approach in this market.”

This sentiment is reflected in NZ Food and Grocery Council chief executive Raewyn Bleakley’s observation that some organisations are rethinking the importance of local relationships with suppliers and their impact on the environment, given difficult supply chain challenges after the pandemic, such as sourcing ingredients and distribution disruptions.

“Those factors will be things that all companies are weighing quite carefully when making investment decisions in the current environment,” she said.

Bleakley commented that large food manufacturers have typically prioritised economies of scale, which favour taking manufacturing offshore, so it is encouraging to see a large food producer like Arnott’s bring back local manufacturing.

“It’s a really positive development to see refreshed interest in having manufacturing back in New Zealand from companies like Arnott’s,” she said.

While food manufacturing remains a difficult market, Bleakley says that local manufacturing should in theory mean more competitive prices, but that there could be a trade-off of scale and higher costs if ingredients were imported.

“It has been a challenging period for the food manufacturing sector with Covid, with weather events, with really tight labour market conditions and uncertainty over future regulation both in employment and sustainability matters, but we have great entrepreneurs and passionate people in the industry who are demonstrating their ability to succeed and deliver great products even in tough conditions,” she said.

Cullerne says Arnott’s is gearing up to set up a local research and development team, and had also invested in a new manufacturing line for the factory. The site would be used as an innovation hub for Arnott’s in the Australia-New Zealand region, allowing it to grow its local product range, including sweet biscuits.

“The capability of this site allows us to make a number of different formats



- obviously crackers, but things like cookies, bars, and filled products. The site itself will retain that batch-baked process, so (production) won’t be through long manufacturing lines, and that’ll give us a lot of flexibility to create different formats,” says Cullerne.

The move helps create biscuits designed for local palates which the company is able to do “for the first time ... in a long time,” also confirming that there will be some local products Arnott’s would “definitely be exporting.”

With New Zealand’s biscuit category worth approximately \$500 million annually, Arnott’s have identified a growth opportunity in sweet biscuits.

“The 180 degrees brand plays into crackers, but when the founders Jill, Frank and Nigel set up it was actually a sweet biscuit business - they used to make a number of premium biscuits like

Melting Moments and Florentines, so the brand can definitely stretch across sweet,” said Cullerne.

He said that although the Rosebank plant will mainly make 180 degrees crackers, it is on track to release its first new local range, “shortbread bites,” acknowledging that Kiwis have a more savoury palate than Australian Consumers.

Arnott’s have partnered with Barker’s of Geraldine to supply all the fruit and jams for the new products, a move that Cullerne says is to support local suppliers.

The new facility has the daily capacity to make approximately 100 batches of biscuits and crackers, including up to 13,000 packets per day of its 180degrees gourmet crackers, equating to an expectation of around 7.5 million packs of crackers and biscuits each year.
By Kerrie Subritzky



Did you know..



FREE Kidney Health Checks

On the 13/14th of June, Kidney Health NZ came down to Rosebank and provided FREE Kidney Health Checks for our Rosebank business employees. Thank you DOPD for allowing us to use your premises for testing.



Chairman's Shout

RBA members were treated to an inspirational lunch event where Stephen McIvor traversed us through Stefan Crooks (Westie Food Group) raw and insightful life-changing personal journey.



Credit & Collection Workshop

The RBA put six local Rosebank employees through NZBT's Credit & Collection Workshop on tools and processes for credit management.

CRIME PREVENTION

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4

Rosebank
Business Association

Rosebank Crime Prevention Workshop

The RBA, NZ Police, & Matrix Security presented current trends, insights, and best practice advice to our Rosebank business community through a webinar.



Autex Acoustics Hosting

The Autex hosting showcased its brand-new showroom with floor-to-ceiling acoustic panels along with a site visit of its wellbeing centre.



Anyone for Bowls

52 local Rosebank business employees came together for a friendly competition of indoor bowls at the New Lynn Bowling Club, with Team TPS coming away as the overall winner.



Rosebank School's new canopy

Rosebank School has a new canopy for the kids to play under rain or shine, thanks to contributions from local businesses towards funding.



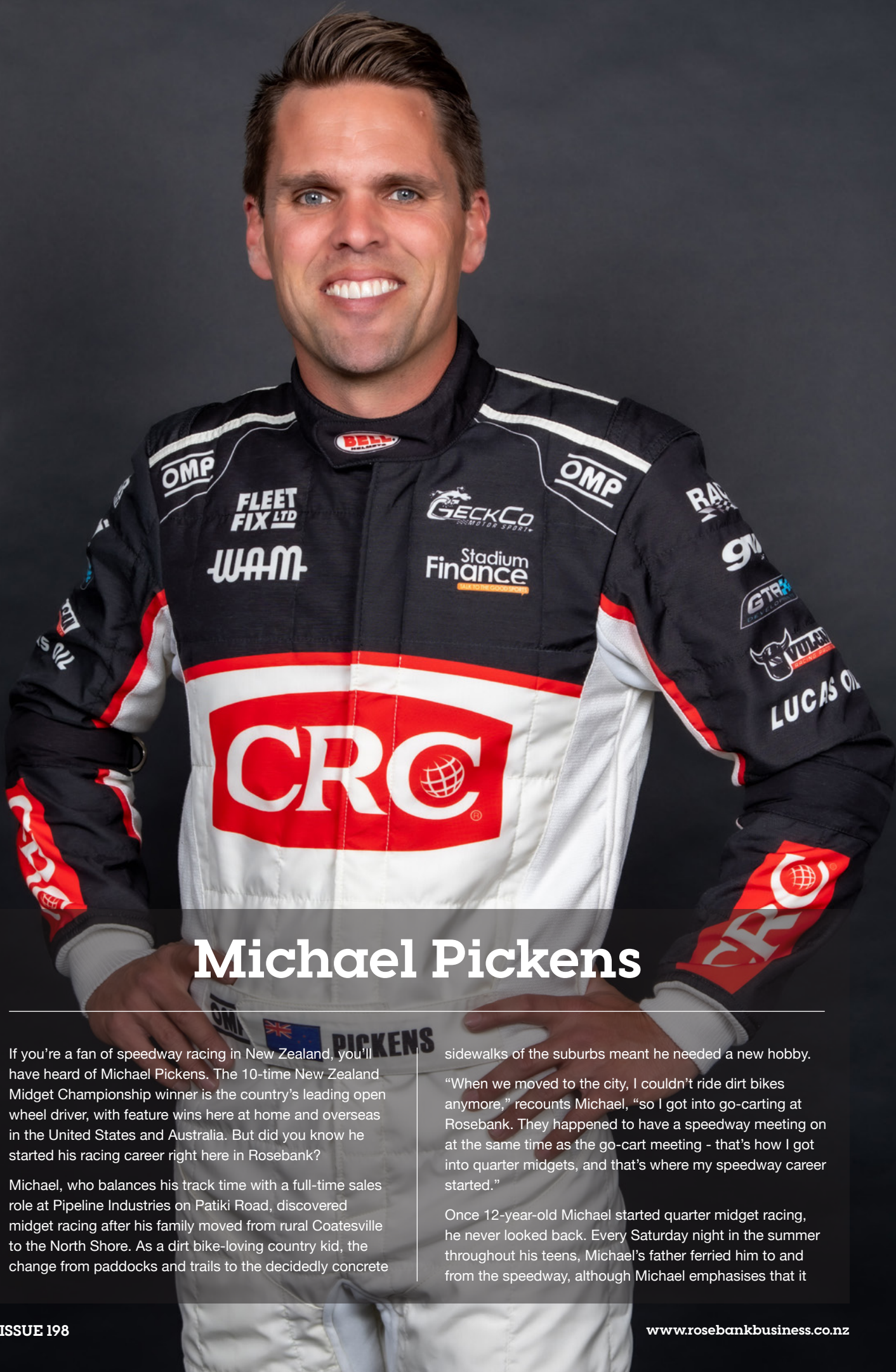
Governor General visit

The Governor-General, The Rt Hon Dame Cindy Kiro visited Fair Food in Rosebank to help make Queens Banana Bread for the team. Pictured Dame Cindy and Tracey Pirini, Fair Food's Head of Operations.



Spark - Internet of Things

The Spark Innovation Studio Roadshow visited Rosebank to share how connected devices can help businesses become more productive and sustainable.



Michael Pickens

If you're a fan of speedway racing in New Zealand, you'll have heard of Michael Pickens. The 10-time New Zealand Midget Championship winner is the country's leading open wheel driver, with feature wins here at home and overseas in the United States and Australia. But did you know he started his racing career right here in Rosebank?

Michael, who balances his track time with a full-time sales role at Pipeline Industries on Patiki Road, discovered midget racing after his family moved from rural Coatesville to the North Shore. As a dirt bike-loving country kid, the change from paddocks and trails to the decidedly concrete

sidewalks of the suburbs meant he needed a new hobby.

"When we moved to the city, I couldn't ride dirt bikes anymore," recounts Michael, "so I got into go-carting at Rosebank. They happened to have a speedway meeting on at the same time as the go-cart meeting - that's how I got into quarter midgets, and that's where my speedway career started."

Once 12-year-old Michael started quarter midget racing, he never looked back. Every Saturday night in the summer throughout his teens, Michael's father ferried him to and from the speedway, although Michael emphasises that it



Team Pickens

was all very much for fun, with no plan or goals in mind. (His family has always been supportive of his sport of choice, Michael says, but none were ever die-hard petrol heads themselves. "I'm the black sheep," he laughs.)

After achieving great results in quarter midget racing, Michael moved into midget racing, where "things began to happen at a bigger level." At just 17 years old, Michael was signed by Seamount Racing, and by age 21, he was headed over the ditch for his first overseas race, followed by later, longer stints in the United States. Throughout this time, he trained, then worked, as an electrician, working part-time while chasing the summer racing seasons in America and here at home. Although he has raced in various locales across the U.S., from California to Missouri to North Carolina, Michael spent his longest campaigns in the Midwest, enjoying the relaxed, down-to-earth hospitality of Indiana, Illinois and Wisconsin.

"I absolutely loved it," he says, adding that some of the proudest moments of his career were winning at the highest levels of racing in the States. "My wife

Dallas and I both loved it - we talked about moving there quite a few times. The Midwest is a bit more laid back and spread out compared to what we have here in Auckland."

Life these days looks quite different to when Michael first took to the track. He and Dallas are proud parents to their beloved five-year old daughter, Montana, and although Dallas is a fervent supporter as far as Michael's racing is concerned, he remains the only one in his family who feels the need for speed.

"My daughter's not interested," he laughs. "She's into parties and ponies and princesses and unicorns and whatnot."

Michael's perspective and approach to racing has evolved, too, throughout his 25-year career.

"As a teenager, it was all about proving your ability to anyone that would hire you," he says, "and that meant hanging it on the ragged edge. Now it's more about focusing on enjoying my racing. I've always enjoyed it, but I'm older and wiser now."

After finishing up this past season in

New Zealand with his tenth Midget Championship title, Michael looks forward to slotting in some time stateside if possible this winter, during the North American summer. Nothing is confirmed, he says, but regardless of when and where he next meets the track, one thing is for certain: he'll be there to win.

"I'm competitive," he says with a laugh, after stating that "winning" is his favourite thing about racing. "I love the competition and the team environment. There's a lot more to it than just a driver - there's a lot of people who help you do what you do, and some of them have been with me for a long time."

Admittedly, racing isn't a career renowned for its longevity due to the risk of injury - or worse. Michael's most serious dust-up a few years ago left him with a broken back, and he states frankly that speedway crashes "aren't a matter of if, but when." Still, he has no plans to hit the brakes.

"I've always said I'll keep racing until I'm not having fun or I can't win," he says. With Michael's track record and love of motor sport, that doesn't look to be anytime soon.

To encourage business growth and B2B networking with local businesses, business associations maintain a database of all businesses in their precinct. From this, a handy hard copy Business Directory is produced each year. It is possibly the most under utilised sales tool in our networking kit and yet it offers such huge potential if used in a proactive manner. It is a constant reference point and convenient, quick guide to local products and services.

Now in its 15th year, The Business Directory will again embrace a broader reach in 2023/24. It will include over 600+ companies from Rosebank and be distributed to over 1000+ businesses in Rosebank, New Lynn and the Avondale areas.

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Business Development Manager
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Email phil@rosebankbusiness.co.nz



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To Print: **3rd AUG 2023**

Distribution Begins: **25th AUG 2023**

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Executive Engagement Manager
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Member Profiles

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

Kelsey Concrete

Set in concrete

Brett Kelsey has a long association with concrete. After leaving school at the age of 16 he worked for his father for 10 years as a concrete worker before opening his own business - Kelsey Concrete in 1993.

In 1994 he met the love of his life, Monique, who is now a Director and the Administration Manager of Kelsey Concrete. Two children followed in 1998 and 2000 and although this was the end of his golfing career, Brett hasn't looked back in his concrete career.

Kelsey Concrete does all sorts of concrete. Carparks, Ramps, Decorative Concrete, Kerb and Channel, Exposed Aggregate - you name it they have done it.

With four full-time staff members, it may be a tired cliché but 'you are only as good as your last job' is at the top of Kelsey Concrete's customer satisfaction tick list. They pride themselves in being problem

solvers for their many varied contracts with one of them being the old Fire Station in Ponsonby Rd which has been turned into Retail Shops and Head Office for Huffer.

Kelsey Concrete has completed numerous Residential and Commercial projects that they are very proud of. They can make your wildest concrete dreams come to life, make your outdoor or indoor space look incredible, or create driveways and paths with a range of finishes.

There is an assumption made by many people that they think the best time to pour concrete is in the Summer, however, late Autumn to early Spring is the best time as the concrete has time to dry slowly, thereby making the concrete stronger in compressive strength.

If you have any concrete requirements or questions, please don't hesitate to reach out by email Kelseyconcreteltd@gmail.com or give Brett Kelsey a holler on the dog and bone 027 495 8937.



Kelsey Concrete
Phone: 027 495 8937
Email: Kelseyconcreteltd@gmail.com
<https://www.kelseyconcrete.com/>

“Empty chairs are not empty in reality;
memories always sit there”



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Jason Ennor
MyHR Co-founder
and CEO

The dos and don'ts of withdrawing a job offer

What happens when you've offered a person a job but then something happens to change your mind? Can you just get in touch and say: "Sorry, we're going to have to withdraw that job offer"?

The short answer is no; rescinding an offer of employment after you've made it puts you in legal jeopardy. But, like a lot of matters of law, there's some nuance to it. So let's take a look.

When you can safely withdraw an offer

The only time you can revoke an employment offer and be on firm legal ground is before the applicant has accepted it.

That's because under the Employment Relations Act, the definition of employee includes "a person intending to work", i.e. a person who's been offered and accepted work as an employee.

This means the person has the same rights and protections as any employee, and withdrawing a job offer at this stage is regarded as termination, so you must act in good faith and follow proper procedure.

That means:

- Undertaking fair and reasonable consultation process.
- Providing them with information relevant to the decision not to proceed with their employment.
- Giving them the opportunity to respond.
- Considering their feedback when making a final decision.

Failing to do this opens your business up to a personal grievance claim for unjustified dismissal.

There is plenty of case law to back this, and fines and compensation upwards of \$25,000 aren't uncommon (not to mention the potential damage to your company's reputation and attractiveness to other prospective employees).

What about pre-employment checks?

Checking a job applicant's eligibility to work in New Zealand, contacting referees, and (depending on the industry and role) doing criminal background checks or drug tests are part of a thorough recruitment process.

If something unsatisfactory about the applicant comes to light or the checks prove they have misrepresented information they provided during the hiring process, you may be able to legally rescind the offer.

But to do so safely, you need to be transparent from the outset that any offer of employment is conditional on you being satisfied with the results of these checks. That means telling the person up front and making sure they have it in writing, e.g. in the job advertisement or offer letter.

At the same time, ask them to be honest about their background, qualifications, and experience.

Verbal acceptance

Even if you only verbally offer the prospective employee a job and they accept it, in the eyes of the law, the agreement would still be binding.

The prospective employee might find it harder to prove they accepted the job offer without written evidence, but it's not worth taking any risks. Don't say or do anything that might lead the person to think they already have the job until you've done all your checks and have the employment paperwork sorted.

Tight times

There might be circumstances when something changes in the business and you no longer require someone to perform the role or can no longer afford to hire someone.

Again, legal cases have confirmed that you risk personal grievance claims if you withdraw an employment offer once a person has accepted it.

If you want to safely revoke the offer, run a consultation process to explain your change in circumstances, give the person the information you're considering, and the chance to provide feedback. Then factor in their response in making a fair and reasonable decision.

MyHR's advice

Talented people are valuable, especially in a tight labour market, but resist the urge to rush your hires before you've done your due diligence.

If you need expert help with job offers, employment agreements, or any other workplace issue, don't hesitate to contact MyHR: <https://myhr.works/> or 0800 694 769.



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Kate de Lautour
The Icehouse

Supporting Young Business Owners

Understandably, young business owners face a unique set of challenges as they navigate their business journey. They also have to fill knowledge gaps to cope with the familiar entrepreneurial hurdles that are cleared daily by the more experienced ownership community.

It's a steep learning curve.

"I'm glad I (set up a business) young - you've got so many less responsibilities in life. The juggle with, say, having young children and trying to put 100% into a business must be immense," says Lauren McAuslin, franchise Owner Operator of two McDonald's branches in New Plymouth and an Owner Manager Programme alumni.

"So I'd say, 'While you're young, go for it'. It's good to just not know what you don't know, and you're a little less fearless when you're younger, and you've got nothing to lose. It can be a really positive thing for people if they have the support, and the get-up-and-go to do it. But know there will be a lot of sacrifices and just be willing to make them."

Successful young entrepreneurs bring fresh perspectives, vitality, creativity, and technological expertise to the business world. Young business owners are adaptable and agile - often possessing a greater capacity to shift with change and embrace new trends.

Young entrepreneurs tend to approach problems and challenges with a creative mindset, unencumbered by preconceived notions or established practices. They also bring with them long-term

potential - starting a business at a young age provides the opportunity for long-term growth and success.

For many young entrepreneurs, the family business is their first taste of ownership and requires a high level of preparedness to hit the ground running.

When you're taking over or coming into the family business, for example, it's really important that you pave your own way, and have your own training.

At The Icehouse, we see sons and daughters coming through the ranks who are not trained properly and looking for help. Mum and Dad may have run the business well but, as a new person, you want to run it even better than before. Developing new skills and frameworks gets you prepared for what's coming.

Many young owners face a series of contradictions; fearless and indecisive, time-poor but with none of life's responsibilities, they embrace the latest technologies and digital transformation tools but lack many of the more "traditional" skills required to run a business long-term. They're also thinking big, but are desperate for training, real-world business learning, and coaching, to help them get there quicker.

"You learn from failures, and you are never going to learn if you do not do it, so just give it a go," says Mark Le Grove owner of Collision Connect and an Owner Manager Programme alumni.

"One guy I know had just finished his Owner Manager Programme. I asked about it and he said it was the best thing he had ever done. Now it is the best thing I have ever done; it took me from a tradesman to a businessman. I could run a workshop before - now I can run a business."

"As well as business learning, the conversation often comes around to mentoring," explains Kim Hill, Icehouse coach and Emerging Leaders Programme facilitator. "Younger owners want a stable sounding board - affirmation from trusted and knowledgeable advisors.

"They want advice from someone who really cares about their business, who isn't weighted by an agenda of specific outcomes, who is a straight-talker but can also provide a safe space and who has got their back. Business coaching is one of the smartest ways a young owner can use their time."

For more information including guidance on funding and scholarship opportunities contact k.delautour@theicehouse.co.nz

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Taina Henderson
Henderson Reeves

The What, Why and How of Mediation

Mediation is a term often bandied about in the context of disputes - sometimes as a threat sometimes as a sort of magical panacea. People go to mediation in the hope that it will be and can be a circuit breaker - a way out of a dispute with as close to a happy ending as can be achieved.

But what is a mediation actually like? What can you do to best prepare for it? Where do things go wrong? And when you are both so far apart, is it worth even bothering?

We talked to high profile mediator Tony Lendrum in episode 4 of the **Divorce Café** podcast, to find out how he goes about mediating a dispute, why he thinks it's worth doing, and what are the limits or risks.

What is mediation?

Mediation is a dispute resolution process that provides an alternative to going to Court, whereby parties engage in a structured and semi-formal discussion with an independent mediator who assists them to resolve their dispute.

If parties can reach an agreed settlement of their dispute, at the end of the mediation an agreement is prepared documenting its terms, and is signed by the parties and the lawyers.

Why mediate?

There's a lot to like about mediation:

- it is one of the most efficient forms of dispute resolution, and can enable parties to avoid the stress and expense associated with court proceedings.
- it is a confidential process, which enables parties to deal with important and sensitive issues privately.
- there is no obligation to settle - it is a voluntary process - meaning that the parties decide whether any of the proposed solutions meet their needs.

Mediation lacks many of the adversarial parts of litigation - for example you will have an opportunity to speak if you would like to, and you will not be cross examined. Because it is voluntary and aims to reach a consensus, mediation can also improve relationships in a way that litigation rarely can.

An effective mediator can also bring the interests of children into the mediation, including in certain instances hearing from the children in advance. Tony Lendrum says that he will sometimes use the following approach:

"[I] ask the parents to imagine that their children are, for the day's purposes, all between 14-16 years old and that they will be listening closely to what their parents say to each other, and more importantly, how they say it over the course of the day."

Tony's top tip for people preparing to go to mediation is not to "anchor" to a particular position, but to be open-minded to a range of outcomes. Crucially, parties should consult their legal representative and ensure they have all the information they need to make an informed choice to settle, or not.

It's a legally binding settlement

Among the many benefits of a mediation for resolving a dispute, are **risks** that arise from the fact that people are different, in their priorities and the power they wield in the relationship. These are factors discussed in the Court of Appeal's decision in what Tony Lendrum considers a pivotal case: *Hildred v Strong*. Mediations need to be handled by experienced mediators and lawyers because despite those power imbalances, *Hildred* confirms that in the absence of some fairly extreme bad conduct, the parties will be considered to be "able, adult parties who are separately represented" and the agreement will stand.


Hildred v Strong showed that the agreement is a contract that is effective to alter what would otherwise be the legal rights of the parties - even if:

- the parties later change their minds,
- the agreement isn't what a Court might have given them, or
- they later consider they didn't have all the information they needed from the other to properly agree anything.

Either party may walk out of a mediation without an agreement if the process isn't serving them. That's important because if a party **does stay**, they will be considered to have stayed and settled for their own rational reasons.

If you'd like to hear some great tales of the mediations Tony has been involved in or just to be better prepared for your mediation, listen or watch our conversation on the Divorce Café podcast through our website, on Youtube, Spotify or wherever you get your podcasts!


Taina Henderson is a director and relationship property lawyer at Henderson Reeves specialising in helping people into and out of relationships and can be contacted at tainahenderson@hendersonreeves.co.nz.



A series of podcasts brought to you by Henderson Reeves

Hosted by our own Taina Henderson and Shelley Funnell, Divorce Cafe aims to demystify, detangle and (hopefully) detox the legal process that follows a separation.

Listen to the podcast





Jennifer Wyatt Sargent
Human Resources Consultant

Managing an Ageing Workforce

***“Managing an ageing workforce is predicted to become one of the most important people management issues facing businesses. Rich in thought, deed and purpose, by the power of their numbers, the baby boomers are creating a phenomenon that is changing the meaning of the word retirement, revolutionising the nature of how people work and live.*”**

“Smart businesses that recognise the power of this generation are planning strategies to harness this power today, rather than waiting for the boomers to move into retirement.”

The above is adapted from “Midwinter Spring - Smart Business and Older Workers,” by Joceline White. A New Zealand guide to best practice for employers in an ageing population, it is part of a project funded from the EEO Contestable Fund which sought to determine the extent to which age biases affect the recruitment and retention of older workers. Interestingly, while it was written in 1999, it is still very relevant to today’s businesses.

My previous article looked at the problems many New Zealand employers were facing in recruiting people, and particularly in recruiting people with the requisite skills and experience. Some of the reasons behind this include:

- Very low unemployment
- Very low immigration
- Low birth rate
- A largely unskilled workforce
- An ageing population

While the situation has started to improve as immigrants enter the country and the workforce, employers are still struggling to find staff. Strangely, the answer to their problem could be hiding in plain sight. I’m talking about the older workers they could well have on their staff and who - I could almost guarantee - they give little thought to until there’s a problem. Older workers have suddenly become valuable assets in that they might well save some NZ businesses from going under during the next few years.

According to the World Economic Forum, half of all employees will need reskilling within the next few years as organisations increase their use of technology. Top future skills are likely to be:

1. Critical thinking and problem solving
2. Self-management - active learning, resilience, stress tolerance, flexibility
3. Creativity, originality and initiative
4. Leadership and social influence
5. Technology use
6. Technology design
7. Reasoning
8. Empathy

Any employer that takes an interest in its older workers will be aware that many of them actually possess the skills of the future, but have they thought about harnessing those skills for the benefit of the organisation? Probably not, because only 25% of businesses have a policy relating to their ageing workforce; but more of a problem is that 44% have indicated they will not be doing anything in this space.

In the months leading up to the change in the Human Rights Act making it unlawful to require someone to retire because they had become eligible for NZ Superannuation, many related articles appeared in the press. It was probably not a coincidence that many of them were titled “Will You Still Need Me When I’m 64?” More likely it was an indication of the fear many of us have that, as we grow older, people will start to treat us differently or, worse, that we will no longer be needed.

In the years since the Beatles penned the song When I’m 64; there have been considerable changes. We are, for example, a healthier society. Changes to lifestyle, and improved healthcare and hygiene have contributed to a generally longer-lived population. The availability of further education for mature students has helped to produce people who are still taking on studies in their 40s, 50s and 60s and who, as a result, tend to have more flexible attitudes and a different approach to work from that of previous generations.

NZ superannuation has, over the years, set a de facto retirement age that has been generally accepted. A report from the Prime Ministerial Taskforce on Positive Ageing said: “... arbitrary limits and social barriers [have] worked against the continued participation of older people, particularly in work and learning. A waste of human resources occurred because inaccurate stereotypes about older people created barriers ...”

However, there is no longer an acceptance that we will retire tidily and meekly from the workplace because it is “expected.” Rather, older workers now seek continued usefulness and challenges, either in their current employment or, increasingly, in an entirely new career. These people do not just want, but demand, the right to be valued and needed in the workplace well beyond the age of 65.

So, acknowledging there are people who want (and are able) to continue in the workforce, and there are organisations that need the skills on offer, we will continue to explore how the needs of both parties can be accommodated with mutual benefit.



Scott Carter
Matrix Security

Revolutionising Security Management: The Power of Automation and Integration in the Security Industry

The landscape of security management is ever-evolving, driven by technological advancements and the increasing demand for comprehensive and efficient security solutions. Central to this evolution is the integration and automation of multiple security systems, which has emerged as a game-changer for the industry. This approach allows different electronic security systems - such as access control, video surveillance, and intruder detection - to function in harmony, resulting in a security setup that is both robust and adaptable.

Combining or 'integrating' two or more electronic security systems can significantly enhance the effectiveness of a security setup. When access control systems, video surveillance, and intruder detection systems operate in tandem, they provide a comprehensive security solution that can identify, track, and respond to threats more effectively than standalone systems. For example, if an intruder detection system identifies an unauthorized entry, it can instantly trigger the video surveillance system to track the intruder, while simultaneously alerting the access control system to lock down critical areas.

Access control solutions form the backbone of any advanced security system. They not only restrict unauthorized access to specific areas but also provide a record of entries and exits, which can be crucial for post-event analysis. Moreover, modern access control solutions can be integrated with other systems such as biometric readers and smart cards, enhancing security levels while also improving convenience for authorized personnel.

Security cameras and video surveillance systems act as the eyes of a security setup. They provide real-time monitoring and recording of activities within and around the premises. The integration of these systems with other security components, such as access control and intrusion alarms, creates a proactive security system capable of detecting and responding to security threats swiftly.

Intrusion alarm systems serve as an essential line of defense against unauthorized access. These systems can detect any attempt to breach the premises and alert security personnel or police. When integrated with video surveillance, they not only detect the intrusion but also provide visual evidence that can aid in the apprehension of the intruder.

Intercom systems, while often overlooked, play a crucial role in effective communication within a security setup. They facilitate quick and clear communication between different parts of a facility, thus aiding in coordinating responses to security incidents. When integrated with other systems, they can provide vital information to security personnel, enhancing their ability to respond effectively to incidents.

Lastly, door hardware - including magnetic locks, electric strikes, keypads, and exit devices - form an essential part of physical security. While they may seem simple, these devices, when integrated with access control and surveillance systems, can significantly enhance a facility's security by controlling and monitoring access to different areas.

In conclusion, the integration and automation of various security systems create a comprehensive, proactive, and efficient security solution. This approach not only enhances security but also improves operational efficiency, making it an increasingly popular choice for businesses and institutions across various sectors.

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Greg Bonnett
BNZ Head of Professionals

Who will take the reins? The succession crisis for New Zealand businesses

New research out reveals that three out of four New Zealand business owners are expecting to sell their businesses to fund their retirement. But almost half (47%) don't have an exit plan in place, and almost a third (30%) don't believe their business would survive without them.

If you've ever watched the hit TV Show 'Succession', you'll be familiar with the trials and tribulations of the Roy Family, and the conglomerate they squabble over. While the drama of the show is a (fictional) world away in New York, the scene is set for over 200,000 mature New Zealand businesses faced with a looming succession drama of their own.

First, consider the typical life cycle of a business, and the optimal moment of succession for the owner. The ideal time to sell is when profits are up, the business is in good shape. Not unlike selling a home that has been maintained and developed, for perhaps, the best chunk of a lifetime. Nobody wants their property, or their business to be sold under adverse conditions.

For the mature tenure businesses (20+ years) who hung on through the global financial crisis, these owners and partners may have stayed in business longer to rebuild and recover - to get back in good shape. If they did not move on before being hit again by the global pandemic, and then yet again in recent weather events, they may be back in a rebuilding cycle, again. My prediction is that a lot of owners are staying in the business, much

longer than they imagined, culminating in a succession crisis.

What can businesses do to sidestep this crisis?

- 1. Look to the professional services sector.** Professional services firms will be MVPs of this crisis. They are the experts to engage when it comes to exploring equity options, tax implications, legal essentials, and more. Here is a complete ecosystem of both learning and support; professional services firms are good at succession, from the various partnership models they use, to the extensive specialist knowledge on offer. The businesses surrounded by skilled advisors will win.
- 2. Consider all directions for exit.** Could the business pass to the management team? A private sale? A public one? There may be other options that are not immediately obvious too. See step one for who to talk to about developing a list, and strategically assessing all options.
- 3. Connect with peers.** There's a full quota of businesses in the same boat, understanding how they are navigating their way toward exit may be useful. There's also a case for connecting with industry peers whose exit lies further down the road, they could be a buyer. At BNZ, plans are afoot to bring people together in 2023 to facilitate this kind of networking, stay tuned.

In business, personal events like a health issue, or a divorce are among the most common reasons for changes to ownership and partnership structures. They're unpleasant to think about, but succession planning is not unlike an insurance policy, getting an exit plan in place early takes a lot of the drama out of the situation, and sets businesses up for the best chance of a happy ending.

The end game is of course for both the leaders who are leaving, and those who are arriving, to flourish in their next chapter. And as the country continues to grapple with skilled labour shortages, skin in the game is likely to become more common, to both attract and retain talent. What's crucial however, is that we look at the big picture beyond profit share as a performance reward scheme, for New Zealand overall to succeed we need our future leaders to be embedded in the fabric of the economy, now.

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