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Cover: Jared Wrennall, Director, Advanced for Ford, Holden & Tesla Parts

With thanks to our partners ...



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From My Perspective

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



It is with great pleasure we welcome FUJIFILM Business Innovation to our family of valued RBA Partners.

FUJIFILM's mission is "to provide exceptional value through innovation to Kiwis and Kiwi Businesses with our NeverStop spirit." They have come on board to support the RBA with print and office solutions, but they also offer print supplies, production printing, print supplies, cameras, interactive displays, and more. I personally want to thank Carl Cimpolas, FUJIFILM's tall Englishman you'll see at our events, for coming on board as an RBA partner.



In this issue, our feature story celebrates a business that has just turned 50 this year. Auto dismantler Advanced Parts was started by Len Wrennall in the 1970s, back when most of Rosebank was market gardens and the only way here was from Avondale and New Lynn. Many things have changed since then, but one thing has remained a constant at Advanced Parts: family.

Like a lot of businesses in Rosebank, Advanced Parts is family owned; Len's son Jared, a director, has worked in the business for over 20 years. They're proud to be an innovator in their industry and have started working on Teslas as the electric vehicle market continues to grow in New Zealand.

It was great to see so many new faces

at the Celebrations Group hosting in August.

With so many diverse businesses in Rosebank, we're lucky to get to see and visit one each month when they agree to host the RBA. Hosting is very much appreciated by every one of us at the RBA and our RBA members. If you would like to host the RBA in the new year, please contact us to discuss what is involved.

Regarding events, please note that the RBA's Annual General Meeting is on the 17th October this year.

And on a sad note, we mourn the absolutely senseless loss of life of Stephen Thorpe, a highly regarded and knowledgeable scientist who worked with RBA friend The Whau River Catchment Trust. Stephen was an entomologist and an active, generous volunteer in our community and in his work with the Trust, who have cleaned and beautified the seashore around the Rosebank Peninsula over the last few years (efforts which have involved volunteers from many of our Rosebank businesses). Stephen's seemingly random killing has left our community feeling so unsafe. Please keep safe out there.

Regards,
Phil Clode,
Business Development Manager



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Rosebank Advocates

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



Inside *The Auckland Economic Monitor*, July 2024

Launched by Auckland's economic and cultural agency, Tātaki Auckland Unlimited, *The Auckland Economic Monitor* for July 2024 is a new publication that provides a comprehensive overview of Auckland's economic performance, highlighting recent trends and offering insights into future expectations. Tātaki Auckland Unlimited last prepared a comprehensive overview of

Dr Grant Hewison

Auckland's economic performance in 2018. The new *Economic Monitor* focuses on various economic indicators, including employment, housing, retail activity, and business confidence.

The *Economic Monitor* starts with the warning that Tāmaki Makaurau Auckland, like the rest of Aotearoa New Zealand and much of the world, is currently experiencing a period of economic challenge and uncertainty. Both inflation and interest rates remain relatively high, business and consumer confidence is down, and forecast growth is lower than what has been seen in recent years. While it is important to acknowledge these challenges, the *Monitor* says that Auckland's focus on high-value services, diversification of economic activities, and a young, highly skilled workforce means it is well placed to endure them.

"The economy proved to be more resilient than many had initially anticipated during the COVID-19 period, and experienced a strong recovery in 2022 and 2023," says the *Monitor*.

Auckland is the driving force behind New Zealand's economy. Home to 33% of the New Zealand population, Auckland generates 38% of the country's gross domestic product (GDP): \$143bn in the year to March 2023. Over 60% of New Zealand's top 200 companies are headquartered in Auckland. Auckland's GDP grew faster than the rest of New Zealand in 2023 and has done so consistently since the global financial crisis (GFC), with the only exception being in 2021 during the COVID-19 period. Auckland's

economy is also well-diversified – more than any other area of New Zealand – but it has a relative focus on high-value service industries, driving growth and productivity.

To staff its high-value service industries, Auckland has a large number of skilled workers. The average Auckland worker earns over \$80,000 and generates \$147,000 in GDP. Auckland is home to the majority of New Zealand's tech, financial, and insurance services, as well as its information media and telecommunications workforce. Incomes have largely kept pace with inflation in recent years, and apart from a small blip in 2021, real GDP per capita has increased consistently since the GFC. However, it is quite possible that GDP per capita has declined over the last 12 months given recent population growth driven by migration and an estimated slowdown in economic growth.

The *Economic Monitor* says that Auckland's leading role in New Zealand's economy shows no sign of being relinquished. Recent economic and population growth has outstripped the corresponding trends in the rest of New Zealand. Auckland is set to keep growing; the region is projected to account for 37% of New Zealand's total population by 2048, and 40% of the working-age population. This population is becoming increasingly diverse, with 180+ ethnicities calling Auckland home. Auckland is also home to the largest ethnic Polynesian population in the world; our Māori and Pacific rangatahi (youth) will play an increasingly important role in shaping Auckland's economic future, reflecting the culture, people and values of whanaungatanga (kinship), manaakitanga (hospitality), and kaitiakitanga (guardianship).

However, the Auckland economy faces several challenges, including ongoing housing affordability issues and the impact of global economic uncertainties. Supply chain disruptions and geopolitical tensions continue to pose risks to economic stability and growth.

Looking ahead, the economic outlook for Auckland remains cautiously optimistic. The region is expected to continue experiencing moderate growth, supported by strong service sectors and business investment. However, potential risks such as inflationary pressures and external economic shocks could impact its overall economic performance.



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Kimmy's Korner

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

Opening Up: Women's Health Initiative



How often do we discuss sexual health? It's a topic many of us shy away from, perhaps due to stigma, cultural norms, or simple embarrassment. My daughters, however, are far more open about talking about sex and related health issues than the Baby Boomer generation. This openness is crucial, as

it helps normalise conversations about sexual health and encourages proactive care.

Rheem NZ approached the RBA to collaborate with Well Women & Family to offer a free women's health check clinic in Rosebank. The clinic focuses on essential yet often uncomfortable tests, including cervical screenings, HPV self-tests, and sexual health checks.

Women need to undergo these tests for several reasons. Cervical screenings can detect early signs of cervical cancer, allowing for timely intervention and treatment. HPV self-tests help identify the presence of human papillomavirus, a risk factor for cervical cancer. This noninvasive test eliminates the need for a speculum, encouraging more women to undergo the screening. Regular sexual health checks are crucial for diagnosing and managing sexually transmitted infections, which,

if left untreated, can lead to serious health complications. Early detection and treatment can significantly improve outcomes and overall health.

Rheem NZ generously provided their car park for Well Women & Family's mobile van, making these important services accessible to both their female staff and the broader Rosebank community.

The initial turnout on August 29 was encouraging, and we commend Rheem NZ for their commitment to supporting women's health and wellbeing.

For more information or to schedule an appointment, contact Well Women & Family at 0800 846 788 or wellwomenandfamily.co.nz



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**2/7 Moselle Avenue,
Henderson**

82m² industrial unit with prime road frontage and ample parking space.

Max McCarthy, James Marshall



FOR SALE

**Unit B/1 Portage Road,
New Lynn**

Tidy warehouse of 230m² (more or less), with large roller door access, in a very desirable location.

Meir Alfassi



FOR SALE

**Unit B/199 Lincoln Road,
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1,113m² office space on the first floor with a spacious open floor plan, natural light, and high ceilings.

Meir Alfassi



FOR SALE

1 Saunders Place, Avondale

Rare industrial unit comprising 724.28m² (more or less) zoned Heavy Industry, with an established tenant.

Max McCarthy



FOR LEASE

**Unit 2/26 Bancroft
Crescent, Glendene**

300m² of clear span warehouse space suitable for a variety of uses.

Max McCarthy, James Marshall



FOR LEASE

**58-60 The Concourse,
Henderson**

Approx. 635m² warehouse plus approx. 88m² office area. Zoned Heavy Industry, convenient for factory use.

Meir Alfassi



FOR LEASE

**Unit B/71-73 Patiki Road,
Avondale**

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Meir Alfassi, Henry Helsby



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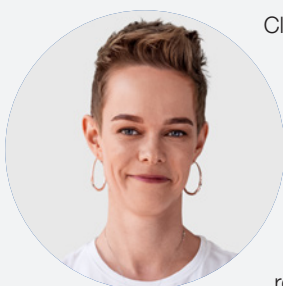


Scott Whitten
021 685 063

Rosebank News & Events

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

Navigating Interpersonal Conflict in the Workplace



Clashes in the workplace are inevitable, but many of us don't feel like we have the skills or confidence to tackle conflict in a constructive way. Left unresolved, these tensions can lead to miscommunication, resentment, and ineffective working relationships.

Join Sylvie, MyHR's Chief Evangelist, as she explores interpersonal conflict, what it is (and isn't!), and what drives it. She'll also draw on her own experiences as a leader, colleague, and HR professional, providing practical strategies and tools for responding meaningfully when experiencing conflict and a deep dive into courageous

conversations as a catalyst for change, collaboration, and growth.

Key takeaways:

- How to recognise interpersonal conflict.
- What your brain is good (and bad) at doing under pressure.
- Managing your own emotional and physiological response to stress.
- Techniques to address conflict in a productive way.
- How to navigate courageous conversations at work.

MyHR Seminar

- Where:** Browne St Eatery, 50 Rosebank Rd
When: Tuesday, 10th September, 2024
Time: 7.45am - 9.30am
RSVP: maureen@rosebankbusiness.co.nz

Hardware Direct Hosting



After doing locks and doors and door hardware in Henderson and Balmoral, Ingrid and Dave have put down roots in Rosebank and are keen to get to know their neighbours.

They are looking forward to welcoming you to their newly fitted out space and hope that one of you gets the lucky registration number that opens the safe! The prize up for grabs is a digital lock supplied and installed!

Hardware Direct Hosting

- Where:** 1 Charann Place, Avondale
When: Thursday, 26 September 2024
Time: 5:00 pm - 7:00 pm
RSVP: maureen@rosebankbusiness.co.nz

Save the Date



RBA Annual General Meeting

- Where:** TBA
When: Thursday, 17 October 2024
Time: 5:00 pm - 7:00 pm
RSVP: maureen@rosebankbusiness.co.nz

Hospice West Auckland and Davis Funerals Announce Gold Partnership Agreement

Hospice West Auckland is proud to announce the signing of a Gold Partnership with leading Auckland funeral services provider Davis Funerals. This agreement marks a new chapter in Davis Funerals' extensive history supporting Hospice West Auckland.

Founded in 1985 as a registered charitable trust, Hospice West Auckland provides free specialist palliative care to the wider West Auckland region through holistic care that focuses on dignity, compassion, and optimising quality of life. "The high standard of care and support we provide to patients, whānau and caregivers is made possible through the generosity of our supporters, and we are deeply grateful to the Davis Funerals team for recognising and enabling this," says Hospice West Auckland CEO, Dean Kelly. "This partnership will have a significant impact on our ability to continue supporting our West Auckland community in their times of need."

For over 80 years Davis Funerals have provided memorable and meaningful funeral services for New Zealand families. As one of Auckland's most trusted funeral providers, they specialise in creating unique legacies of compassion and support for families, serving the community with respect and dignity.

This Gold Partnership agreement is a reflection of both organisations' shared values and commitment to supporting the West Auckland community when it is needed most. "We are excited to see this further advancement in the long standing,



and deeply valued relationship which Davis has enjoyed with Hospice West Auckland." Michael Powell (General Manager, Davis Funerals).

For more information about Hospice West Auckland and Davis Funerals please visit their websites at www.hwa.org.nz and www.davisfunerals.co.nz.

West boards unite in opposition to speed limit changes



Proposed changes to speed limit rules should consider the impacts to all road users, including social and environmental impacts.

The Whau, Waitākere Ranges, and Henderson-Massey local boards have provided feedback to the government's consultation on the setting of speed limits, opposing the proposed changes.

Waitākere Ranges Local Board Chair Greg Presland says that decisions concerning speed management should be made locally, as they have traditionally been. "Decisions about local roads should remain with local government so that we can respond to the diverse and unique needs of our communities. There is no

justification for changing this.

"Further, the draft speed limit changes proposal appears to place no weight on climate change implications. Greater speeds suggest greater greenhouse gas emissions. In a time of climate crisis, this should be a primary consideration, and the board has made this clear in its submission to the consultation."

Whau Local Board member Sarah Paterson-Hamlin reflects that community feedback has been strong in support of safer speeds. "All of our priorities around transport have received support from the community, especially around creating safe and accessible transport options. Research clearly shows that lower speed limits save lives. We have directly received feedback from local schools who are concerned about safety on the roads, identifying speeding drivers as a key issue.

"The proposals for speed limit changes undermine the community consultations we have run. The positive feedback from the community around safer speeds has been clear, and we are very concerned that our communities will lose confidence in the public consultation process if the speed limit changes go ahead."

Paterson-Hamlin also notes that the potential cost involved is a concern for the board. "We are also concerned that the financial cost involved for councils in raising speed limits, at a time when budgets are already under pressure, will take away from important community projects."



Get sorted - new recycling and e-waste service in Henderson-Massey

There's a new place to take items that can't go in your kerbside recycling bins, including e-waste, with the help of funding from the Henderson-Massey Local Board.

The EcoMatters Environment Trust's Resource Recovery Depot has opened its doors to the public. Located at Unit 9, 22 Moselle Avenue, just off Lincoln Road, the depot is now open for recycling drop offs on Mondays and Tuesdays between 10am and 2pm.

Henderson-Massey Local Board chair Chris Carter says this is a great chance for residents of Henderson, Massey and Te Atatū to get their recycling sorted. "It's important that there are locally accessible options for residents to take their e-waste and items that can't go in kerbside bins," he explains. "With this new service, we encourage locals to think about where their recycling can go and consider visiting the EcoMatters Resource Recovery Depot."

The depot accepts e-waste, including old computers, tablets, small appliances, batteries and light bulbs. EcoMatters works in partnership with organisations such as RAD (Recycle A Device)

and Echo Tech to make sure suitable e-waste is re-used. If an item can't be re-used, it is dismantled and recycled with accredited facilities.

"It's important to us that the partners we work with align with our values, which prioritises reusing and repurposing suitable items, and only recycling if there's no other option," says Carla Gee, EcoMatters CEO.

As a charity, EcoMatters charges a small fee to cover only the cost of processing e-waste. However, some other items can be dropped off for free at the depot, including old mobile phones, Colgate branded oral care products such as toothpaste tubes and toothbrushes, disposable razors and stainless-steel razor blades and clean, empty ecostore packaging.

E-waste and a range of other items can also be dropped off at EcoMatters Environment Trust, 1 Olympic Place, New Lynn, from Wednesday to Sunday between 10am and 2pm.

For more information on accepted items and prices, visit ecomatters.org.nz/recycling.

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Celebrations Group Hosting

A big thank you to Celebrations Group for hosting our RBA members in August.

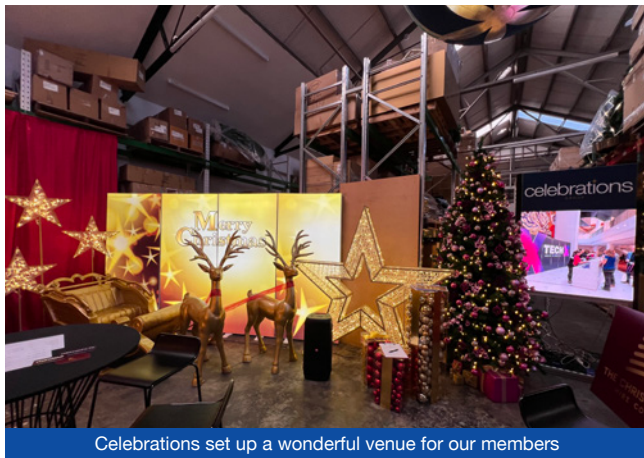
The evening featuring warm mulled wine, Christmas music, and an introduction to the world of commercial Christmas decorations.

Celebrations Group is New Zealand's leading supplier of Christmas decor to Shopping Centres, Councils and corporates.

Thank you to Susan Tapper and her team for a fantastic evening from the RBA and our members.



The Celebrations team



Celebrations set up a wonderful venue for our members



Kim Watts, Therase Ashley and Elaine Burden



Dave Nicholson, Thomas Taylor, Carl Cimpoias and Ingrid Nicholson



Tessa Te Mori Belshaw, Ajay Patel and Philip Selwyn



Vaughan Tombs, Sarthak Sawant and Ankur Dakwale



Maryann Manu, Michelle Going, Katrina Copas and Margaret Manu



Roisin Connolly, Ash and Catherine Goodwin



Jo Pilkington, Wayne Bartlett, Heidi Kirk and Alwyn Hamblin



Dianna Ford and Megan MacDonald



Alec Don and Wendy Perese

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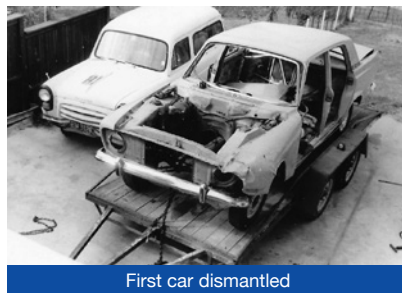
By Beth Caunter

Back in the early 70s, Len Wrennall was happily living the life of a muso. Lighting up the stage at pubs around Auckland and smashing out covers by The Eagles and The Beatles, he'd never envisioned a career for himself in automotive dismantling – until a spot of reading changed everything.

“He was a full-time musician, and then he read an article about these Australian automotive recyclers who would buy cars, strip the parts off them, and sell them,” says Jared Wrennall, Len’s son and a director at Advanced Parts. “He thought it was interesting, so one day he and his mate bought a car, stripped some parts off it, and I think they made 500 dollars. And they thought, ‘Oh, that’s a good idea.’”

Fast forward to 2024, and Len’s homegrown automotive dismantling business has just marked 50 very successful years in operation. Advanced Parts is a family business proud to specialise in dismantling and selling parts for Ford, Holden, and Tesla vehicles. The decision to branch out into Teslas was a recent one, a move that made perfect sense for a business keen to keep innovating in their industry space.

“We have always been ones to push the boundaries,” says Jared. “We’re very big on embracing technology and creating efficient systems. We were the



first dismantler in New Zealand to have a computer stocking system.”

The business’s focus on efficiency is evident in the high volume of work they do. Every day, their close-knit team of 26 works like a well-oiled machine to purchase, process, and sell car parts that many mechanics can’t find anywhere else.

“We buy damaged cars,” explains Jared, “we strip all the good parts off them, and we recycle them and sell the parts for use again second hand.”

The vehicles are typically sourced from local car auctions, with occasional imports from Australia making their way into Advanced Parts’ commercial space and massive warehouse. From there, the team gets to work dismantling the vehicle and categorising each part, with anything unusable moved on to scrap metal recycling.

“At the moment, we dismantle 1.5 cars per day,” says Jared, “depending on the car and the number of parts we can pull

off it. Before we get started, we have a specialist who goes around the car and writes a report telling us what parts are good and what parts aren’t, and then we can decide which ones we need to keep and what we’ll recycle, based on the demand in the market and what we already have in stock. It can vary depending on what’s damaged on the car – for example, if we buy a car that’s been hit in the front, obviously you can’t get anything usable off the front, so a lot of broken stuff will just get scrapped straight away.”

The parts fit for resale are cleaned, tested, and stored in the warehouse until a buyer comes looking – and the inventory on offer is incredibly wide, with the business holding stock of at least 200,000 parts at any given time.

Advanced Parts’ customer base is made up in the majority by mechanics, auto electricians, and panelbeaters, with a handful of car enthusiasts thrown in. “We do have a sales counter, so you can come in and see us,” says Jared, “but about 96% of our businesses is done either over the phone or by e-mail, with parts sent out by courier nationwide. We have a big dispatch department with two people picking and packing parts full time.”

No matter who gets in touch to buy a part, customers come away with peace of mind to go with their purchase.



Lyla, Jared and Len Wennall

“When people are looking for a part, they want to know: ‘Has it been tested? Has it got a warranty?’ One of the biggest things that sets us apart from a lot of our competitors is our warranties. We like to say that we have the longest warranties – a lot of our parts are warrantied for longer than a brand-new part. Some parts can be thousands and thousands of dollars, so when you’re spending a lot of money, I think people want real peace of mind that what they’re buying is exactly what they need, the right part for their car, and that it’s not going to break down.”

Eighteen months ago, Advanced Parts took a market-leading step away from dismantling strictly Ford and Holden vehicles; prompted by the growing electric vehicle market in New Zealand, they began to work with Teslas.

“We hadn’t done electric vehicles before,” notes Jared. “Now, from what I can tell, we’re the only serious Tesla dismantler in the country. We’re always looking for new trends and ways we can develop our business, make things more efficient, keep up with technological advances and provide better service for our customers.”

Although dismantling the occasional rare vehicle is fun (“We recently wrecked a Ford Mustang, and we dismantled a 1960s Ford Galaxy for a friend of ours”), Jared says the business’s secret to success has been consistently working with the same makes and models of cars. “We’re more efficient when we we’re doing cars that we know really well and we know what parts we need to keep.”

Also key to the 50-years-strong success of Advanced Parts is their hardworking team, some of whom have been with the business for over 20 years. “Probably one of my favourite things about the business is the people that we work with, the team that we have,” says Jared. “Even above skills and qualifications, the most important thing that we look for when we hire someone is their character and how they’ll fit in our business. We’re different people from all different walks, but we all get along really well and everyone really cares about the business.”

As Len’s son, Jared isn’t the only member of the family to have a close connection to the business. Jared recalls a childhood spent intertwined with its daily operations, with the business “almost seeming like another sibling.”

“Ever since I was a kid, we’ve always been in the same location. Dad would come into work on Saturdays and bring us kids, and we’d run through the yard and look through cars, find money in cars and play around in the building.

“To some degree, the business has dictated things like family holidays and all sorts of things, back when Dad was really trying to get it off the ground and putting in the hard yards. He worked a lot when we were younger.”

All of Len’s hard work and the family’s sacrifices have certainly paid off. As the business celebrates the past 50 years, they can also mark the milestone of having three generations of the Wennall family among the ranks.

Len, of course, is a Director and still active in the business, and his wife, Gaye, joined him at work when their three children were young to manage the business accounts receivable (which she did for 15 years, alongside running the kids’ day-to-day lives). Jared’s brother and sister both joined as teenagers before moving on their own chosen careers, a cousin and nephew also came on board, and now Jared, who has been with the business for over 20 years, has proudly welcomed his teenaged daughter into a part-time role.

“On some days we’ll have three generations of my family working



at the same time, which I think is quite special,” Jared says. “I don’t think there’s a lot of businesses out there with that sort of family network running through it.”

He adds, “I like to think that our family connection, and feeling like family with our staff, too, rubs off on our customer service and the quality of what we do. We have a business that cares about people and cares about each other, and we hold that to high value.”

As the family and team behind Advanced Parts looks to the future, Jared says that one thing is certain: like families do, they’ll continue to grow.

“We’ve had really good growth over the last five years, and we’ll continue to push that,” says Jared. “We’ll be continuing to find efficiencies so we can provide the best for us and our staff and the best quality that we can for the industry. With the automotive market continuing to shift, we’re going to be making sure we shift with it.”

Advanced Parts is located at 11 Honan Place in Avondale. If you’re in the market for a Ford, Holden or Tesla part, their friendly team can be reached by phone at 0800 777 525 or by email at sales@advancedparts.co.nz. You can also visit their website: fordandholdenparts.co.nz.



Gone to the Dogs:

Allowing Pets in the Workplace

By Beth Caunter

For pet owners, it's a familiar struggle: just as you're about to leave the house for work, you lock eyes with your best beastie and feel instant guilt. Can't you take me with you? they seem to plead, and you find yourself imagining how wonderful and easy life would be if you actually could.

Thankfully for animal lovers, there are recognised benefits to employees owning pets - and keeping them close while at work. According to research done in 2021 by Purina, 95% of people surveyed said having a pet made them a happier employee, and 71% reported that their pets helped lower their stress levels ([purina.co.nz/our-impact/pets-at-work](https://www.purina.co.nz/our-impact/pets-at-work)).

Sylvie Thrush Marsh, Chief Evangelist at RBA partner MyHR, agrees that the benefits are clear.

"We know that having pets is a predictor of wellbeing and health anyway," she says, "so when animals come to the workplace, we see those effects in the workplace, too. Research has shown that people's stress levels drop when their pets are with them at work; even something as minor as a 10-to-15-minute interaction with the office dog or cat can reduce stress and increase wellbeing."

Employers who offer a pet-friendly workplace can also find themselves at the head of the pack when it comes to recruiting top talent. Puppy parents, for example, or anyone who likes to go straight from work to an activity with their pet might jump at the chance to work somewhere that allows four-legged workmates.

"Allowing people to bring in their pets can be a part of a business's employer value proposition, or EVP – basically, all the reasons someone would want to work there," she says. "Potentially, you'll be able to capture a section of the market of candidates who want to be able to bring their animals to work."

Plus, she adds, being pet-friendly adds a certain cool factor that

can be positive for your employment brand.

"It's kind of funky – there's definitely a brand boost for certain people when they see photos of your business having a 'bring your pet to work day' or an office dog on your social media. You'll look like a more modern, trendy workplace, which could be something that you and the people you're trying to hire care about."

Aaron Waters from Petdirect says that having a pet-friendly workplace has gone down a treat with his team – although he laughs "it can be chaos at times."

"Having dogs around the office has been so great," he says. "If you're having a rough day, you give the dogs a pat. We've got one guy in here we call the dog whisperer, but I think all the dogs go and see him because he's got treats in his drawer."

At Petdirect, furry friends are either tethered to their owner's desk or free to roam about, popping up in meeting rooms and playing together. Aaron says that the key to making your pet-friendly workplace a paw-sitive experience for everyone is to establish rules and boundaries that everyone can wag their tail at. Petdirect staff who'd like to bring in their pet first need to sign up for the programme, and their pets must meet certain criteria, such as dogs being well socialised. Employees bring their own pet beds from home, but "because we're a pet business, there's always a pile of treats somewhere."

Aaron recalls that rules of their pet programme were initially quite strict out of an abundance of caution, but he says that as things have gone well, everyone has relaxed a bit. "We had a roster at the beginning so there were no more than two dogs in the office at any one time, but as people have got used to the processes and everything's ok, we're up to five or six dogs on a busy day. There is definitely a rotation, depending on when people don't have doggy daycare or their partner's not at home for the day."

He says one of the best things they did in the early stages was to welcome a trainer into the office.

“We got a trainer in to make sure the dogs were okay in different scenarios and with other dogs in such a small environment. The trainer gave our team an education on taking care of the dogs and dog behaviour, like: ‘What does playing look like?’ and ‘What does a stressed dog look like?’ You’re so used to your dog being at home, with no other dogs around, so when you change the environment, you want to make sure the dog’s having a good time, too.”

“One thing you’ve really got to watch out for is food,” he adds. “That’s one thing we’ve learned: food can be a territorial thing that dogs don’t want to share.”

Before making your workplace the cat’s meow, what kinds of factors should employers consider? Sylvie says that it pays to take a thoughtful approach that considers the needs of everyone – not just animal lovers.

“You may have people at work who are allergic to dogs and cats, which are the most common animals we see being taken to workplaces,” she says. “Some people might not be allergic, but they don’t like cats or they don’t like dogs, or they’re scared of them for whatever reason. What you’ll need to do is put a bit of care into checking with your team to see if there is interest in introducing pets to the office, and if there is, that’s great. If there are concerns or resistance, then you’ll need to address and manage those and weigh up the pros and cons. Sometimes businesses manage this by saying, ‘If even one person isn’t keen, we won’t do it.’ You want the office to be a place where everyone can feel comfortable coming to work.”

Where there is a mix of attitudes among the staff on bringing in pets, Sylvie says that compromises are possible. “You might say, ‘Every second Friday you’re welcome to bring your animals to work,’ and anyone who doesn’t want to be in the office with people’s pets can choose to work from home that day. Of course, that relies on your people being able to work from home, and that’s not possible in every industry.”

Beyond people’s personal feelings on having companion animals clock in, Sylvie says there are practical issues to think through as well. “There are health and safety risks you would need to manage.



The more common ones would be making sure you’re not leaving toys or leashes around, because those are trip hazards. If you’ve got a really boisterous young dog, you’ll want to make sure it doesn’t charge at anyone and trip them or knock them over. And less likely, but at the more extreme end of the spectrum, you do need to be wary of injuries, like if a cat scratches someone or if a dog attacks or bites. Most pet owners know their animals pretty well, and people with aggressive animals tend to not want to bring them to work, but even the most even-tempered, patient animal can sometimes be unpredictable.”

And of course, there is the issue of... organic deposits.

“If you have an animal that’s not toilet trained, you obviously run the risk of having to clean up urine and faeces. If that happens, it can be really unpleasant for everyone in the office.”

Overall, Sylvie says, workplaces that decide to welcome their team’s pets are truly going above and beyond for their

team’s wellbeing. “Under employment law, unless it’s a service animal, employees don’t have a right to bring an animal to work,” she says. “So where workplaces want to become more pet friendly, that’s an over and above thing that they’re doing to increase the quality of life of their employees, to make work more fun, or to support people who haven’t been able to find pet care or who are juggling other commitments in their life.”

Aaron, for one, has no regrets about opening Petdirect’s office to the team’s furry best friends. “It’s great,” he says. “From a productivity point of view, everybody respects that they’re here to do a job. It’s a real privilege to have your dog at work, and the team and everybody respects that.”

For more information and resources on developing a pet programme for your workplace, visit purina.co.nz/our-impact/pets-at-work/employer. Special thanks for Aaron Waters of Petdirect (petdirect.co.nz) and Sylvie Thrush Marsh of MyHR (myhr.works/nz/).

New Lynn depot is now the largest all-electric bus depot in Australasia



New Lynn all-electric bus depot becomes largest in Australasia

The final tranche of 44 zero-emission buses (ZEBs) have gone into service from Kinetic's New Lynn depot. The facility now operates 86 ZEBs in total, making it Australasia's largest all-electric bus depot.

New Lynn is one of eight electric depots operated by Kinetic in New Zealand, helping to power a growing fleet of electric buses in partnership with councils. Kinetic, which runs Auckland's bus service for Auckland Transport (AT), already has about a quarter of the fleet running with fully electric, Chinese-made Geely and CRRRC buses.

In partnership with AT, a total of 152 ZEBs will be added to Auckland's bus network across three electric bus depots.

"When the ZEB rollout is complete in Auckland, there will be 174 electric buses operated by Kinetic, estimated to displace more than 10,000 tonnes of CO₂ across the city every year – that's something we can all be proud of," says Kinetic Managing Director NZ Calum Haslop.

"What's more, the transformative scale of our zero-emission operation across New Zealand provides intelligence on the benefits of a large ZEB deployment, which can inform future roadmaps to net zero for councils across the country."

The New Lynn depot features the latest technology to reduce burden on the grid and lessen the environmental impact of Auckland's bus fleet without putting the city's energy supply at risk. It cost \$8 million to build and operates 44 charging stations, each capable of charging two buses simultaneously.

"Getting the vehicles is relatively easy, but getting the supporting infrastructure in place is way more challenging," says Haslop. "Partially electrified depots are common, but fully electrified

depots are rare. It's a big feat and a massive task."

One charge is good for 350km, equating to 10 return trips from Britomart to New Lynn via Newmarket on Route 24, which is serviced exclusively with ZEBs.

The depot uses about 23,400 kilowatt hours of power per day – the equivalent usage of around 1,200 households – mostly between 10:30 pm and 5:30 am. Buses can potentially be charged quickly – or 'zapped' – over 30 minutes, but most are charged over a few hours, usually overnight in off-peak periods.

"Charging comes down to assessing what the vehicle needs and when it needs it," says Haslop. "We want to do it slowly and off-peak if we can."

The logistics of running an electric depot versus a diesel one are complex.

"It's important to get the right fuel loading for what the vehicle is going to be doing," Haslop says. "Getting it wrong can mean a fine from Vector or a breach of contract agreements with AT."

The first fully electric depot was opened by Kinetic in Panmure in 2023, which is home to 35 electric buses. Then, in March, Kinetic also unveiled Auckland's first double-decker ZEB at its Māngere electric depot. Another depot is on the drawing board for Glenfield.

With 10 electric bus depots across Australia and New Zealand supporting a zero-emission bus fleet of 319 vehicles, Kinetic is Australasia's largest owner and operator of electric buses. It has a 51% stake in Go-Ahead, the UK's biggest operator of electric buses, with 1000 buses in service or on order. Kinetic is owned by Canadian pension fund OPTrust and London-listed Foresight Group, an infrastructure investment fund.



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Member Profiles

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

Hygiene Direct

When it comes to toilet paper, hand towels, and cleaning and kitchen chemicals, Hygiene Direct is redefining the game. Under the leadership of Vaughan Tombs, the company has carved out a niche as a trusted and reliable name in the cleaning and washroom supply industry. But what truly sets Hygiene Direct apart isn't just their high-quality products – it's their unwavering commitment to sustainability, innovation, and community.

Hygiene Direct's product lineup is a reflection of their forward-thinking mindset. Whether it's compostable towels or state-of-the-art cleaning solutions, they offer products that not only meet but exceed the expectations of modern businesses. Their Best Compostable Slimfold Towels and BioCleaner probiotic enzyme cleaner are prime examples of how they're working to reduce environmental impact while delivering top-notch hygiene solutions. Hygiene Direct's product offering is about more than just maintaining cleanliness – it's about doing it in a way that supports the health of our planet.

At the core of Hygiene Direct's mission is their guiding principle: "He waka eke noa... We are all in this canoe together." This isn't just a slogan; it's a philosophy that influences every aspect of their business, from the products they create to the way they interact with customers. Hygiene Direct isn't just in the business of selling products – they're in the business of creating healthier, cleaner environments for all New Zealanders.

What truly distinguishes Hygiene Direct is their deep commitment to social responsibility. Through their My Fundraiser initiative, they've joined forces with local organisations and charities to offer

innovative fundraising opportunities that make a tangible difference in communities. This isn't merely about business; it's about giving back and making an impact.

As pioneers in New Zealand's hygiene industry, Hygiene Direct has led the way with compostable hygiene products and the elimination of plastic in their house-branded paper goods. Their packaging incorporates both of New Zealand's national languages, showcasing their dedication to inclusivity and sustainability.

In essence, Hygiene Direct is more than a company – they're trailblazers, setting new benchmarks for quality, sustainability, and community engagement in New Zealand's business-to-business market.



Hygiene Direct

Phone: 0800 828 4426

Email: vt@hygienedirect.nz

<https://www.hygienedirect.nz/>

LecSafe New Zealand

LecSafe New Zealand is a West Auckland-based business that specialises in implementing and managing electrical safety inspection programmes for customers throughout New Zealand. Owner and Managing Director David Easterbrook established the company in 2008 with a vision to make electrical safety testing simple and hassle free for customers. With his background in health and safety management, David understands the need for effective risk control measures. He believes that LecSafe delivers peace of mind for customers while being mindful of the cost of compliance.

When LecSafe began in 2008, the company's focus was on delivering electrical testing and tagging programs for clients as part of their workplace health and safety programme. Fast forward 15 years and LecSafe now delivers not only testing and tagging, but also electrical repairs, residual current device (RCD) testing, microwave leakage testing, and thermographic surveys of electrical switchboards. LecSafe has a team of mobile electrical service technicians delivering services to clients in a wide range of industries, including manufacturing, construction, retail, healthcare, aged care, education and more.

David has a real focus on forming partnerships with customers and getting a good understanding of their needs in order to implement and manage their testing programmes. The process usually involves

a site visit to understand the needs of the client and an audit of any testing currently in place. This enables LecSafe to deliver a proposal for performing any testing required at a time that suits the client, with the aim of reducing disruption and inconvenience. If you have any need for testing and tagging, RCD testing, or thermographic surveying, please feel free to contact David at LecSafe for a chat about compliance at the right cost.



LecSafe New Zealand

Phone: 0800 532 7233

Email: davide@lecsafe.co.nz

<https://lecsafe.co.nz/>

Business Nuts & Bolts

Business to Business advice from **RBA Members & Partners**



Jason Ennor
MyHR Co-founder
and CEO

How to Manage Employee Performance and Development

For smaller businesses, tracking and improving employee performance can get sidelined by more pressing issues. But if your company is going to succeed and your team members thrive, performance should be front and centre.

Let's look at the key issues around managing and developing employee performance and what to do when staff don't meet performance expectations

Build a high-performance culture

Company culture gets talked about a lot, but when it comes to employee performance, you want to make sure everyone in the organisation is set up for success. Some well-defined tools and cohesive processes that help people work as effectively as possible (both individually and as a team) will achieve business aims and add value.

You also need the capacity and procedures to develop talent, as well as the ability to respond effectively to any issues that arise.

Set performance expectations early

Each 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.

Start from recruitment and onboarding to make new employees feel welcome, understand expectations, and ensure they get the necessary training and support.

Define key objectives, the performance criteria, and the method of assessment, and carefully document the person's progress. Schedule regular check-in conversations to create a forum for providing feedback and coaching.

Managers and leaders also need to know how to set expectations and support employee success, and model the behaviour and attitudes they expect from their team.

Review performance

Performance reviews can be a lengthy administrative process that managers and employees neither enjoy nor understand, but regularly evaluating employee performance keeps the focus on important outcomes and aligns individual performance with company goals.

It also provides the opportunity to reward success, support career development, identify issues or training needs, and improve transparency and communication.

There's no 'one size fits all' approach to performance reviews.

Typically, they involve setting annual performance goals and then having regular two-way discussions to see how things are tracking.

Don't get too caught up on the review period or frequency of check-ins; instead, focus on you and your employee evaluating how they are going, where they are going, strengths to build on, and anything that might be amiss.

Whatever the performance review system is, it should be tailored to your organisation and understood by everyone involved.

Working openly with employees on their performance reviews helps ensure they have buy-in and that the goals align as much as possible with their professional goals.

Develop talent

Another essential part of employee achievement is the development of skills and experience. What an employee needs to do in their job today might not be what they need in six or 18 months' time.

Talent development should be a broad and ongoing investment in upskilling employees that includes training and accreditation programs, coaching and mentorship, and opportunities to expand on-the-job experience.

Evaluating skill gaps and managing succession planning are also important aspects of ensuring the business can continue to meet its objectives.

Respond to issues

Unfortunately, there are times in any business when people don't meet expectations, so you need to have clear processes for responding to issues.

This is 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 where they need to be.

You should also make clear the consequences should this not happen, 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'll have to make some tough calls in a fair and legal way.



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Kate de Lautour
The Icehouse

Investing in Staff Confidence Reaps Rewards

Our post-programme feedback continually highlights a significant upward shift in confidence for alumni, so it's rewarding when we see businesses operating more effectively because they are developing their leaders – and not just at the top, but at all levels.

Although we are far from an equal gender split within our leaders programmes, we are seeing healthy investment in female leaders.

In the Leadership Development Programme, aimed at mid- to C-suite managers, we have seen a 400% increase in female participants since 2006, and a 50% increase within the Emerging Leaders Programme (EMP).

The EMP, which is designed for managers new to leadership, is an option for in-house customised training for larger businesses or can be a standalone collaborative programme offered in different locations (see the Icehouse website for Auckland dates: www.theicehouse.co.nz).

Kim Metcalf is the branch manager at Wynn Fraser Paints in Whangarei. She made the fortnightly trip to attend EMP sessions in Auckland -- no easy feat given the closure of the Brynderwyn Hills at the time!

Wynn Fraser Paints owner Allan Gray had seen the potential in Kim and was determined to help her gain the confidence to see her capabilities.

"I need confident people in the business so I can get out and work on it. Kim is new to management but has so many skills; she just needed the confidence and the learning to be able to implement those skills into the business."

For Kim, the programme has been eye-opening.

"I was nervous going into it, but I quickly realised that I wasn't the only one new to management. The learning was so valuable, particularly as we went away from each session and put that learning into practice and all came back with results to share.

"I've learnt how to prioritise and 'eat the main frog first,' which

has really helped stop feelings of being overwhelmed. I'm passing the skills onto my 2IC and seeing great outcomes, including a new positive culture in the office - we are boosting off each other."

Kim says that being able to discuss work challenges with the group was a real help, as it just isn't possible back in the office.

"There was that feeling of absolutely no judgement and no dumb questions, and the facilitator Kim Hill is such an awesome woman who we could all relate to."

Facilitator Kim Hill says training staff to be better managers and leaders could swiftly turn the dial for a company's bottom line.

"This course is relatable and impactful, and participants are able to implement strategies quickly to get immediate results."

Icehouse Regional Lead for Auckland David Thompson notes there has been increasing demand from business owners to support the development of team members just starting in their management careers and wanting to become better leaders.

"Right now, business owners are very keen to upskill staff to take on more responsibility and accountability so they, as owners, can allocate more time to working on growing the company."

The Emerging Leaders Programme is being held on a regular basis in Auckland with spaces available for the September intake. The programme is accredited for Regional Business Partner funding, and BNZ Business customers may be eligible for scholarships for team members.

For more details on the Emerging Leaders Programme, contact David Thompson at d.thompson@theicehouse.co.nz



Kim Metcalf and Allan Gray from Wynn Fraser Paints

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Siobhan McDonald, Solicitor
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A Brief Overview of Commercial Leases

Commercial leases govern the rental of commercial properties and ensure protection for landlords and tenants. When entering into a commercial lease, it's crucial to understand the key terms and conditions. Some important aspects to consider are:

Lease Term:

The lease will specify its duration, which can range from a few months to several years. It usually includes a renewal option, allowing the tenant to extend the lease if notice is given within the specified timeframe, typically three months before the lease expires. If the tenant fails to exercise the option to renew, the landlord may terminate the lease.

Rent and Payments:

Rent is generally stated annually (either inclusive or exclusive of GST) and paid monthly or quarterly. In addition to base rent, tenants are responsible for outgoings, which may include rates, rubbish collection, and other costs. The lease will outline an estimate of these costs. Rent can be reviewed periodically based on market conditions and CPI (Consumer Price Index), providing predictability for both parties.

Use of Premises:

The lease specifies the permitted use of the property, which can be general (e.g., retail) or specific (e.g., restaurant or office). Any change in the type of business operating from the premises

typically requires landlord approval.

Condition of Premises:

The lease identifies landlord's fixtures and fittings and may require the tenant to reinstate the premises to its original condition upon termination. It's beneficial to include photos of the premises as at the date the lease commences to avoid disputes in the future.

Security and Guarantee:

Landlords may require a guarantee for performance of the tenant's obligations (which is especially relevant if the tenant is a company or trust). When a personal guarantee is given, this allows the landlord to seek payment directly from that person for non-performance of the tenant's obligations. Alternatively, landlords might require a deposit or a cash bond, which is often equivalent to several months' rent, to cover potential damage or unpaid rent. The lease should detail the conditions for returning this deposit when the lease ends.

A well-drafted commercial lease minimises disputes by clearly defining each party's rights and obligations. Both landlords and tenants are advised to seek professional advice to ensure the lease is fair, comprehensive, and complies with New Zealand regulations.

**A well-drafted
commercial lease
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party's rights and
obligations.**



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Duncan Lang
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Is that guarantee enforceable?

Guarantees are a good way to ensure that when you deal with a company, or a person who might not be able to pay their debts, you aren't left unpaid and without a remedy.

They are often the key factor that allows a deal to proceed so it's very important that they are reliable.

The Supreme Court has made a Judgment emphasising the importance of ensuring that guarantee documents are in the correct form at the beginning of a transaction. It's also a good illustration of the many twists and turns that can occur in a Court case.

The Case

The case of Brougham v Regan was about whether Mr Brougham was liable as a guarantor. A company owned by Mr Brougham and his partner Ms Dey took a loan to purchase a business, where the initial understanding was that they would each personally guarantee half the loan amount. The loan document included spaces for guarantors to sign and stated that "if any person is named in this agreement as a guarantor, the guarantor must have signed a deed of guarantee...". Mr Brougham signed the loan agreement as a guarantor, but Ms Dey changed her mind and did not sign. There was no separate deed of guarantee signed.

This case started in the District Court which found that the guarantee was ineffective, and Mr Brougham was not liable. That decision was upheld by the High Court, reversed by the Court of Appeal, but upheld again by the Supreme Court. It's an example of how New Zealand's Courts can still take very different approaches to one another (even at the highest levels), and appeals can be unpredictable.

The Issues

There were three issues before the Supreme Court. These were:

1. Whether the lack of a separate deed of guarantee meant that the guarantee was not in writing (which is required by the Property Law Act) and therefore ineffective;
2. Whether the guarantee was only enforceable once both guarantors signed; and
3. Whether the lender can rely on "equitable estoppel" to enforce the guarantee.

The Court went into quite a lot of detail, examining cases from New Zealand and overseas. It concluded, on the first issue, that *"the loan agreement makes it clear that a separate [guarantee] document to that effect is required... In the absence of that further document, no guarantee liability arises."* This means that the guarantee did not meet the legal requirement that the guarantee be in writing.

On the second issue, the Court referred to and agreed with "the default position that, where a purported guarantee document shows on its face that more than one guarantor is required to sign and only one does, the one who signs is not liable."

On the third issue, the Court noted prior cases where representations by a guarantor made it unfair and unconscionable for the guarantor to rely on a technicality to sidestep their liability. This could be relevant where a statement by the guarantor caused a person to do something in reliance on that guarantee, but that did not occur in this particular case.

Key Lessons

Lessons learned from this case are the importance of ensuring that the documents prepared in a transaction are tailored to be correct for the situation and carefully checked, that anything required by these documents is properly completed (such as signing other documents), and that a guarantee may not be enforceable until all the guarantors have signed it.

To better understand your guarantee's enforceability contact Smith and Partners commercial disputes team by calling 836 0939 or email litigation co-ordinator Mikayla. sagar@smithpartners.co.nz to arrange an appointment.



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Joanna Hall,
EMA Senior Policy Advisor

Worried that you haven't done everything you need to renew your Employer Accreditation?

If you hire skilled migrants to fill labour shortages in your business, you'll know that the employer accreditation renewal process is now underway.

With many employers beginning the process with Immigration New Zealand, the EMA and our partners at Malcolm Pacific Immigration have observed some fishhooks in the process.

To help ensure a smoother accreditation renewal experience, we have identified three main areas that seem to be causing issues:

- Employers haven't met their obligations for renewal.
- Employers have difficulty in providing evidence of their financial viability.
- Applications being delayed because not all the required evidence has been submitted.

When you initially went through the accreditation process, you were required to complete a series of actions as an accredited employer. As part of the reaccreditation process, you are now required to demonstrate that you have completed these actions.

The most problematic required actions seem to be the completion of the Employment NZ modules and the settlement support activities.

Unfortunately, some employers have not kept the necessary records, or staff turnover means that it's unclear whether these actions were completed or not.

If your team or migrant workers haven't completed the necessary Employment NZ modules, or not every migrant worker has received settlement support information from you, there is still an opportunity to rectify this before applying for accreditation renewal.

But you will have to keep records that you have completed these actions, as well as provide an explanation as to why these actions were not completed earlier, when you apply for your renewal.

Malcolm Pacific Immigration have been supplying support to

employers with paperwork and doing stock takes of what has and hasn't been done.

Another area that some employers are confronting in the accreditation renewal process is demonstrating that their business is financially viable.

There are four options available to demonstrate your financial viability, and you will be required to demonstrate evidence that you have met one of these options:

- Your business has not made a loss over the past 24 months.
- You've had positive cashflow each month over the past six months.
- You have enough capital or investments to ensure viability.
- You have a credible plan to ensure viability over the next two years.

The final issue that many employers are facing is failing to provide all the evidence required when they apply for reaccreditation.

There is a large volume of applications "stuck" in the system because not all the evidence has been supplied.

Immigration NZ (INZ) recommends applying at least six weeks before the expiry date of your accreditation. However, we suggest that you commence this process at least three months in advance to ensure you have all the required evidence or have time to rectify any non-compliance issues.

You can also expect processing delays at INZ as more renewal applications are lodged. Most businesses, however, will qualify for "interim accreditation", which can be granted if the renewal application is not decided before accreditation expires.

If you have lodged your application, INZ will email you two weeks before your accreditation expiry date confirming interim accreditation has been granted. With interim accreditation, you can:

- Apply for new job checks.
- Send a job token to an employee, so they can apply for an AEWV.

Keeping your accreditation valid is a good investment for your business for a number of reasons: it helps you retain current migrant workers longer, if they qualify to extend work visas; it allows you to recruit new migrant workers; and it means you can support your migrant workers who want to apply for residence and need employment for that application - it is mandatory that your business is accredited when they apply.

If you are struggling with the process, the EMA Advocacy team is consistently in touch with INZ. The Advocacy team value hearing feedback about your experiences, so they can help you find solutions. If you are having problems, you can contact the team at ema.co.nz.

The Malcolm Pacific Immigration team can also help with any technical queries, provide support or answer questions you might have. You can contact them at malcolmpacific.com.



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