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**Cover:** Roisin Connolly (Western Mailing), founding RBA member Ash Goodwin and daughter Catherine enjoy the Mid-Winter Christmas event at Celebrations Group last month.

With thanks to our partners ...



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# From My Perspective

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



## You're invited to our AGM

The month of October is reporting month for the RBA. October 17th is the date of our Annual General Meeting (AGM), which we will be holding this year at our new offices at 527A Rosebank Road. We would like to invite all business and property owners in Rosebank to attend.

Our dedicated RBA team has delivered great results across all our areas of responsibility. At the AGM, we will provide a comprehensive overview of our financial performance for the last fiscal year and share our ongoing initiatives and endeavours.

We look forward to your presence at the AGM at 5pm on October 17th at 527A Rosebank Road. Together, we can continue to be stronger together. If you plan to attend, please RSVP via link below:

<https://rba.zohobackstage.com/RosebankBusinessAssociation20232024AGM#/>

The RBA would like to welcome Schindler Lifts to Rosebank. Schindler operates in over 140 countries around the world with a team of over 70,000 people. They have provided lifts for many of New Zealand's iconic buildings. For the past 30 years, they were headquartered in the city, and they have now moved in next to Autex on Rosebank Road.

We recently enjoyed a wonderful seminar from MyHR's Sylvie Thrush-Marsh about workplace conflict and how to deal with it. We were pleasantly surprised by the positive response and high engagement of attendees, so now our feature writer, Beth Caunter, has interviewed Sylvie and written a feature on the subject for those who missed the seminar. One of Sylvie's main points is an interesting one: rather than try to avoid conflict, accept that conflicts happen naturally when working with other human beings. Hopefully, Sylvie's insights will help you navigate these moments.

Regards,

**Phil Clode,**

**Business Development Manager**

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Dr Grant Hewison

## Inside *The Auckland Economic Monitor*, July 2024

Eke Panuku Development Auckland (Eke Panuku) is the council-controlled organisation that delivers urban regeneration in Tāmaki Makaurau / Auckland.

Urban regeneration is revitalising and improving urban areas to enhance their economic, social, cultural and environmental conditions.

Eke Panuku: • Leads urban regeneration across Tāmaki Makaurau, focusing on town centres and locations agreed with the council; • Manages a property portfolio of \$2.6 billion of council non-service properties and provides property-related services to the council group.

Eke Panuku is committed to giving effect to the Tamaki Makaurau shared governance model and to achieving outcomes for Aucklanders, as well as building and maintaining a culture of collaboration across the council group.

Eke Panuku is building a more structured and effective process to engage with the local board. This engagement approach aims to tailor interactions based on project priorities and local relevance, ensuring efficient and effective partnerships across the Auckland

region.

Local boards have reported that engagement plans are a useful tool to improve relations with CCOs and coordinate CCO actions at a local level.

An engagement plan records Eke Panuku and the local board's commitment to work together. It includes: • Eke Panuku responsibilities • Local board commitments • Detailed engagement approach • and a schedule of Eke Panuku activities in the local board area.

The engagement approach also consists of: • Annual review – Eke Panuku will conduct an annual review of the engagement plan, ensuring its continued relevance and effectiveness. • Ongoing engagement – attend a scheduled monthly workshop and provide a six-monthly memorandum to update the agreed list of activities. • Reactive engagement - Eke Panuku commits to the free flow of information with the local board regarding issues of interest, responding promptly to the local board's queries and requests for information.

Under the agreement, Eke Panuku will keep the Board informed, listen to and acknowledge concerns and aspirations from the Board, and provide feedback on how that input will influence any decision. It will seek the Board's feedback on drafts and proposals and collaborate and work with the Board to formulate solutions and incorporate its input into the decisions.

The schedule of Eke Panuku activities in the Whau local board area includes the following.

Project/Site/Activity	Description	Engagement level with local board
1-22 Totara Ave, New Lynn	A site sold by the council under a development agreement to enable high-density residential housing, with ground floor activation, while retaining the OAGS building façade	Inform
41 McCrae Way, New Lynn	A planned site sale to enable high-intensity mixed-use development.	Inform
4 Melville Place (ex 10 Ambrico)	A site sold by the council under development agreement to enable a medium density-intensity housing development	Inform
93-99 Rosebank Road, Avondale	The existing site of Avondale library and community centre. This site will be sold in the future to help contribute towards the build of Te Hono, the new Avondale library and community hub.	Consult
Avondale Central (6 & 10 Racecourse Parade, Avondale)	A future mixed development site consisting of mainly residential with some commercial on the street frontage.	Inform
Te Hono, Avondale Library and Community Hub + Town Square / Public Realm	A joint project between Auckland Council and Eke Panuku. The council will deliver the building component with Eke Panuku delivering the upgraded town square and surrounding outside spaces.	Collaborate
Avondale placemaking programme	A programme of activations scheduled to align with the delivery of capital projects.	Collaborate

This engagement plan covers all Eke Panuku activities in the Whau local board area, noting that each project and/or activity will have its relevant engagement planning and approaches. Eke Panuku will report on those separately, helping to facilitate a whole of city view by working with other parts of the Auckland Council group.





# Groundbreaking Initiatives Boosts Student Wellbeing in The West

The Trusts is thrilled to support a groundbreaking mental health programme being implemented in The West. This initiative, which will benefit over 20,000 primary and secondary students across 30 schools, is a significant step towards promoting mental wellbeing in our community.

The initiative uses the Pulse platform and is designed to monitor students' mental, social, and physical wellbeing. By answering five simple questions, the software allows students to regularly assess their feelings and request help from trusted teachers and school leaders. The technology gives schools real-time insights into tamariki's feelings, enabling early intervention and proactive support for those facing personal challenges.

Teachers benefit by gaining a deeper understanding of their students' wellbeing. They can identify issues before they develop into behavioural problems, self-harm, or disengagement from learning. By providing a safe, private way to communicate, the platform reduces the stigma around seeking help and encourages students to express emotions they might otherwise keep quiet.

According to Donna Nee, Principal of Henderson North Primary, many children are impacted by their families' social and economic challenges, which they often internalise. The platform allows students to reach out in a way that feels comfortable and familiar to them, particularly in a world where they are already accustomed to using digital tools.

Donna says that young people often feel reluctant to speak out due to cultural or family expectations. Discussing emotional

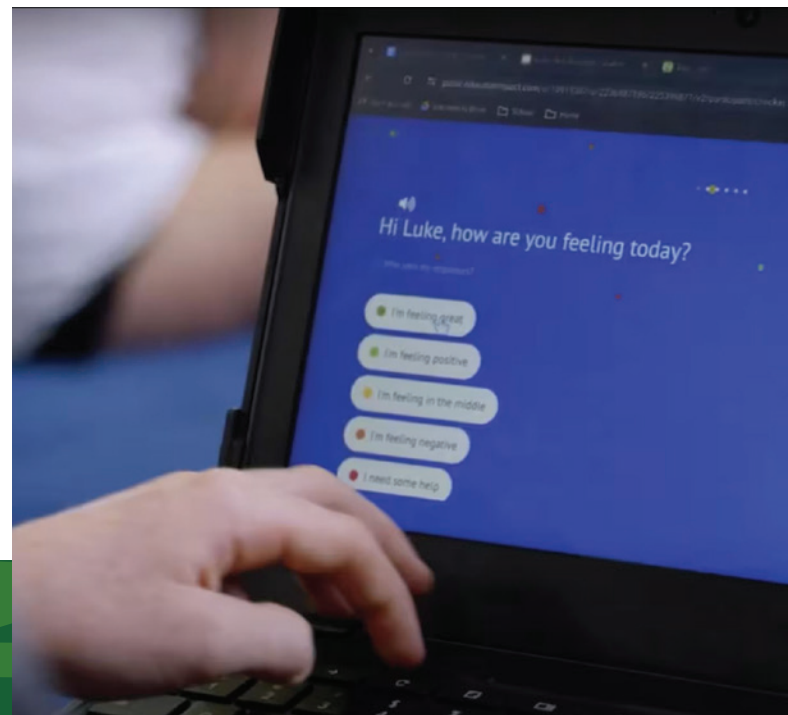
struggles may not be encouraged or is seen as a sign of weakness. The anonymity and privacy provided by the Pulse platform offer students a safe space to ask for help without fear of judgment or repercussions.

This approach is particularly beneficial for younger children, who may not yet have the vocabulary or confidence to express their feelings.

Funded by The Trusts, which contributed \$80,000 for the pilot, the programme's success could potentially lead to its expansion across more schools in The West. The Trust's CEO, Allan Pollard, hopes the initiative will help students who might otherwise go unnoticed receive the support they need.

'These kids have seen Covid, cyclones, floods and their parents struggle with the cost-of-living crisis,' advises Allan. He says the platform is a timely and essential tool for addressing the growing mental health needs of our tamariki and rangatahi.

This exciting technology aims to transform how schools support their students, potentially paving the way for its adoption in schools nationwide.



# Kimmy's Korner

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



## 5,820 RATs delivered to Rosebank

At the beginning of September, the RBA was approached by our local pharmacy, Avondale Kiwi Chemist, offering free rapid antigen tests (RATs) until the end of the month, before the government rules were set to change. My initial thought was, Is anyone still testing?

To my surprise, when I put the call out, I discovered that many businesses still were, and quite a few had staff members recently affected by COVID-19, with the virus sweeping through some workplaces.

Even as New Zealand businesses navigate the post-pandemic landscape, COVID-19 remains a relevant concern. RATs remain a key tool in protecting the workforce, maintaining operational stability, and supporting community health. In the context of business, continuing rapid antigen testing plays a crucial role in ensuring companies can thrive in a world where the virus, although less disruptive, is still present.

One of the most immediate benefits of using RATs in the workplace is minimizing the spread of COVID-19 among employees. Early detection through regular testing allows businesses to identify and isolate positive cases before they cause outbreaks. This proactive approach helps reduce absenteeism, which in turn ensures consistent productivity. When employees know that testing is readily available, they are more likely to take responsibility for their health and avoid spreading the virus to their colleagues.

For businesses where remote work isn't feasible, such as

manufacturing, retail, or hospitality, preventing staff shortages is essential. RATs can be the first line of defence, helping keep critical operations running smoothly without significant disruptions due to illness.

By fostering a safe environment, businesses can keep customers coming back, confident that their health is being considered. This can be a differentiator in a competitive market, where customer confidence can directly affect foot traffic and sales.

For businesses, the financial impact of an outbreak in the workplace can be significant. If even a few employees test positive, it could lead to temporary closures, impacting revenue and damaging customer relationships. RATs offer a simple, low-cost solution to mitigate these risks. Regular testing helps businesses catch cases early, potentially avoiding full-scale shutdowns and ensuring continuity of operations.



For industries with tight schedules or supply chains, like logistics or construction, this is especially important. Preventing delays caused by outbreaks can keep projects on track and save significant costs.

Businesses are an integral part of the wider community, and continuing to use RATs reflects corporate responsibility. By maintaining vigilant testing protocols, businesses contribute to public health efforts, supporting the wellbeing of not only their staff, but also the broader community. A business that is proactive in COVID-19 prevention demonstrates a commitment to social responsibility, a trait that resonates with both employees and customers.

The RBA successfully delivered 66 boxes - totalling 5,820 individual RATs - to our local community and RBA Associate Members. We would like to extend our sincere thanks to Linda Wooller from Avondale Kiwi Chemist for reaching out and for the seamless communication and cooperation between our teams.

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**Meir Alfassi**



**FOR SALE**

**Unit F/4 Waipareira Avenue,  
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Circa 1980s concrete block, high stud, and free span warehouse with plenty of natural light.

**Meir Alfassi**



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**Unit A/604 Rosebank Road,  
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**Max McCarthy, Murray Tomlinson**



**FOR LEASE**

**Unit M/18 Moselle Avenue,  
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745m<sup>2</sup> (approximately) industrial unit with 12 car parks and a 5.5m stud warehouse.

**Meir Alfassi, Max McCarthy**



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**Unit 3/15 Airdrie Road,  
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Well-located industrial unit with a functional warehouse and the added benefit of a small office.

**Max McCarthy**



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**Meir Alfassi, Scott Bishop**



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# Rosebank News & Events

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



## Annual General Meeting

Join us for the 2023/2024 RBA Annual General Meeting, where we will review the year's performance, present the 2025/2026 budget, and conduct elections for the Executive Board, Chair, and Treasurer.

We're excited to host this year's AGM at our new office, so come along, enjoy the fresh space, and engage with your fellow members.

Voting Eligibility: Whilst any interested party is welcome to attend, only full members are eligible to vote. Full membership is defined in Item 5 of our Constitution. All votes shall be given personally, and no proxy votes will be allowed.

Available Documents Online:

<https://rosebankbusiness.co.nz/about-rba/>

- Minutes from the 2023 AGM
- Annual Report FYE 30 June 2024 (will be available by 10 October 2024)
- Constitution - Incorporated Societies Update

Please RSVP your attendance at the AGM no later than Thursday 10 October 2024. Refreshments provided.

### RBA Annual General Meeting

**Where:** 527A Rosebank Road, Avondale

**When:** Thursday, 17 October 2024

**Time:** 5:00 pm - 7:00 pm

**RSVP:** [maureen@rosebankbusiness.co.nz](mailto:maureen@rosebankbusiness.co.nz)



Hi everyone, as I settle into my role as a community constable, it has been nice speaking with some of you during my rounds, especially the friendly people at Bruce Amies Pharmacy. I have also enjoyed lovely chats and an amazing hot chocolate from Justin at Corgi Coffee.

During my rounds, I have noticed there seems to be a lot more counterfeit banknotes circulating, especially fifty-dollar bills. This is a timely reminder to check with care every bank note you receive. Typical stories we're hearing involve people entering businesses at busy times, buying an item of small value

with a large counterfeit note, and making off considerably richer.

These notes can be very convincing. They can sometimes feel very similar to real notes, so don't rely on this alone. The main flaw is in the see-through window: the clear window is stuck on one side and could be peeling, so turn the note over to inspect both sides. Check for uneven borders and overall quality.

Make sure you take the time to inspect each note you receive, especially if someone is rushing you or being rude. This is a tactic offenders typically use to get away with their crime.

Unfortunately, many workers have noticed these notes too late, as the suspects had already left. If you are left with a counterfeit note, the bank will not exchange these for you and the business will lose out on that money.

I have also noticed that these notes are not always being reported to police. There seems to be a trend for the offenders to target a small, localised area, so if you have been handed a fake note, it's possible your neighbours have, too.

Police need to hear about this. Either report on it on 105 online or by calling 105. Police need to collect these counterfeit notes so they don't end up back in circulation, so either drop the notes to Avondale Police Station or call the station and request me, Constable Stewart, and I can come and collect the notes from you. We send these notes down to Wellington, where they are forensically examined.

Any other details, such as a description of the offender(s) and whether they were on foot or in a vehicle, are very helpful to us. Please try to note the registration number of any vehicle(s) involved.

If you catch a person in the act of using a fake note and the suspect leaves with the fraudulent note, please still report this, as it would be helpful for police. Attempting to use a fraudulent note is still a crime worth reporting.

It might not be you today, but it could be your neighbours tomorrow. Again, speak with your neighbouring businesses and let's get on top of crime together.

Ngā mihi,  
**Jessie Stewart**

Constable, Avondale Police Station



# New bus services prove popular in West Auckland

Passenger numbers on West Auckland's new bus network are 40% higher than expected, while ongoing improvements are making those bus trips faster and more reliable, according to a recent media release by Auckland Transport (AT).

In November 2023 AT launched their flagship Western Express (WX1) bus service alongside several re-designed routes as part of a plan to make it faster and easier for West Aucklanders to travel locally and into the city. They report that passenger trips on the 21 new routes have exceeded their end of year target of 3.5 million, with some routes recording more than double the expected number of passengers.

The Henderson-Massey Local Board and Waitakere Ward Councillors say having these improved public transport options is good for the community and for the environment.

"The Northwest is one of the fastest growing areas of Auckland. We welcome these improvements, which are a step in the right direction in addressing the transport inequities that West Aucklanders experience daily," they say.

"A reliable and integrated public transport system is a must have for West Auckland – we look forward to more progress that will unlock the potential and productivity of the West and bring us closer to meeting our climate goals."

AT's Head of Public Transport Services Planning and Development Pete Moth says more people are using the bus than ever before across all parts of West Auckland, with the flow on effects keeping our city moving.

"Opening up more destinations on these new routes has given people more travel options, so it's been great to see a wide mix of



Henderson-Massey Local Board Deputy Chair Brooke Loader boarding the WX1 with James Henderson

trips on the new bus network – not just going to and from the city centre, but local trips too.

Bus improvements being rolled out:

There are several improvements either completed or underway in the Northwest, including:

- Te Atātū Peninsula and Te Atātū South T2 lanes, which opened earlier in the year.
- Bus priority lane on Triangle Rd, Massey, expected to be complete by the end of the year.
- Bus lanes in progress along Fred Taylor Drive and the State Highway 16 on-ramp, to improve the reliability of the WX1 as it heads onto the motorway. On-ramp signals can be adjusted to maintain or increase the flow of general traffic.

"We acknowledge that the speed and reliability of bus services, including the WX1, can be compromised at peak times," Mr Moth says.

A new bus station is also under construction at Westgate and there are plans to run some bus services more often. There are more improvements to come.

40 new electric buses will hit the streets from April 2025 on the WX1, 11T, 11W and 120 bus routes, including over 20 electric double-decker buses.

A busway which could be used by the WX1 is currently being explored by NZTA. It would run along State Highway 16 from Brigham Creek to the city centre.



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# Hardware Direct Hosting

Attendees at the Hardware Direct hosting had the exciting chance to unlock a fully installed digital lock! Hosts Dave and Ingrid Nicholson turned the evening into an engaging mix of connection and competition, making it a night to remember for neighbours and local businesses.



Ingrid Nicholson, Karyn & Kelvin Armstrong and Dave Nicholson



John Rehman and Hamiora Jackson



Kathryn Guthrie, Karla Morrison and Sara Frayne



Kim Watts and Phieng Phongsas



Grace Clark, Dave Nicholson, Daerezad Cooverji and Vaughan Tombs



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## A Ceramic Time Capsule: New Lynn's Hidden Gem

New Lynn's Ceramic House, the former home of Crown Lynn pottery, is one of eleven places that will be added to Auckland's heritage schedule.

Chair of the Planning and Policy Committee, Councillor Richard Hills, says heritage plays an important role in Tāmaki Makaurau Auckland's identity.

"Auckland's heritage schedule contains places that help tell the story of Tāmaki Makaurau. It includes buildings, cultural landscapes, archaeological sites, gardens and notable trees.

"Though built not that long ago, Ceramic House is an important and quirky expression of New Lynn's ceramics industry when it was at its peak in the 1960s. It's one of two places in the area remaining from that time. The other is Ambrico Kiln, which is also on the heritage schedule."

Ceramic House was built for Consolidated Brick and Pipe Investments, best known for the Crown Lynn pottery brand. It was built in 1969, when Crown Lynn pottery could be found in around 60% of New Zealand households. Displaying the versatility of the company's products was part of the brief for the building. They feature throughout – from ceramic door handles and toilet roll holders, to the reinforced brick walls.

Noel Reardon, Manager of Heritage at Auckland Council says Ceramic House is a reminder of New Lynn's pottery production. Not only that, but it was also designed by a notable architect and is an intact example of building design being influenced by technology.

"Ceramic House is one of renowned architect Neville Price's works, recognisable for its unique three-storey dodecagon (12-sided) shape. It was built especially to house a new computer."

"Computers were much, much bigger in the 1960s than they are

today. Price was asked to design the entire building so it could fit the new computer, which took up a whole room. It's one of the first 'computer buildings' in Auckland and a rare example of when computers defined the form and function of a building," he says.

The completion of Ceramic House marked an exciting point in Neville Price's career. He went on to be commissioned to build commercial and residential buildings across the city and, at one point, had the biggest architecture firm in New Zealand. One of his best-known works is the iconic West Plaza at 1 Albert Street in central Auckland, completed in 1974.

Ceramic House has been added to the heritage schedule following a public nomination received in 2019. It falls within Category A on the schedule, recognised for its outstanding heritage significance.

For more information on Ceramic House and the other places added to the heritage schedule, please visit the Auckland Council website.



Newly built Ceramic House in 1969



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# Working Through Workplace Conflict

By Beth Caunter

Hollywood pioneer Samuel Goldwyn once said: “Ninety percent of the art of living consists of getting along with people you cannot stand.” Although the figure Goldwyn quoted seems a little high, this can never feel more true than when experiencing conflict in the workplace.

“Conflict is a feature of working with other humans,” says Sylvie Thrush Marsh, Chief Evangelist at human resources services provider and RBA partner MyHR. “Even if you are the most skilled, well-meaning human who is working with a bunch of other skilled, well-meaning humans, you will experience conflicts. It’s just a feature of working alongside people while trying to get stuff done.”

A few weeks ago, Sylvie facilitated a fascinating workshop for the RBA on managing workplace conflict. She says that since occasional conflict between human beings is and should extend well beyond the tools of employment law.

“Performance improvement plans, letters of expectation, disciplinaries - they’re all quite formal, and often aren’t the most appropriate tool for every situation,” says Sylvie. “Sometimes, you really just need to have a person-to-person conversation

about what’s going on.”

And that, she says, begins with an understanding of what conflict is - and what it isn’t.

“Interpersonal conflict is where there is a persistent issue, a persistent dynamic, or an intractable difference in working styles or in personality that is making it hard to get things done,” she says. “On the other hand, feedback is not conflict in itself. Handling different approaches to solving the same problem is another feature of working with humans, and that’s not necessarily conflict.”

Nor is bullying or harassment considered conflict in this context. “Bullying and harassment are not situations that you can effectively communicate your way out of. That requires a careful, organisational approach to resolve.”

Forty to 60 percent of the time, says Sylvie, the root cause of workplace conflict boils down to differences in the way individuals like to communicate, structure their day, and approach tasks.

“Where someone is more task focused,” elaborates Sylvie, “they might come in on a Monday morning and want to get straight into emails, figure out what the day and their week looks like, and sort

out anything that’s on fire. Then, later in the afternoon, they feel enough in control of their tasks and their workload to say to their colleague, ‘Hey, how was your weekend?’ and all that chat.

“Whereas someone who’s more people focused needs to feel connected to the people around them before they can jump into the workload. They need that conversation and connection before they can settle into their tasks.”

While neither style is right or wrong, says Sylvie, it becomes easy to see how tensions could mount. Different personality types, as per the Big Five model or Myers-Briggs, as well as neurodivergence can also play a part. “Any behaviour that doesn’t fit the mould or the expectations of the culture of the business can be a cause for conflict.”

Another element stoking the fires can be poor leadership.

“Sometimes the working environment is ripe for conflict if there isn’t clear direction or leadership from the business owner or the business managers. For example, if there are overlapping responsibilities, or if it’s not clear what the expectations are and people are trying to make sense of their department or their role, you can see how that can get messy.”



To work through a workplace conflict, or to support your team members in doing so, Sylvie says the first thing to know is what exactly is happening to people – or, more specifically, to people's brains – when situations become inflamed.

"Very, very broadly speaking, we've got three different sections of our brain which manage different functions. The oldest part of our brain is the brain stem, or 'lizard brain'; it's what controls our physiological functioning, like heartbeat and breathing. Then we've got our limbic system - our 'monkey brain' - which is where our emotional and social functioning lives: reading faces, feeling feelings, and kind of tracking how we're doing in our peer group or in our group of friends.

"Then there's the front part of our brain, which is the youngest in terms of the timeline of human evolution, so we can call it our 'human brain.' That's what takes care of our executive functioning, and it's where in the brain we use logic to understand things, govern our emotions, and plan ahead."

The sections of the brain work together in seamless synergy as we go about our day-to-day lives... until, says Sylvie, we encounter stress, or what the brain, running on its original prehistoric programming, perceives as "danger." According to rules written in the era of sabre-toothed tigers, our brains deal with stress in a way that will most efficiently keep us alive: by powering down new upgrades like logic and emotional control and sending a boost to the lizard brain so we can escape with our lives.

"So we actually can't make logical, carefully-thought-out, rational decisions when we're experiencing conflict and in that state of alertness or distress."

Sylvie's first step for working through conflict with "a 20,000 BC brain in a 21st century world" is to recognise that the heat of the moment is not the right time to resolve the situation at large.

"We need to be able to take ourselves out of that headspace and into a calm space before we can choose how to respond in a way that's constructive for the relationship and constructive for the business. The moment of conflict is usually not the moment to try and resolve it; the moment of conflict is where you need to deescalate the situation."

Business owners and managers should lead by example, making

an awareness of their own emotional state the first tool in their tool belt. Sylvie suggests honing your ability to recognise when you've entered a "stressed" state of mind, noticing cues like a rapid heartbeat, sweaty palms, a sense of urgency, a fixation on one issue, or even confusion about what to focus on. From there, she says, use whatever works for you to get yourself out of that heightened state and into a calm state.

"That might be as simple as pausing and not hitting 'Send' on that bolshy Teams message that you've furiously typed out. It could be going on a walk and physically removing yourself from the environment and getting some fresh air. It might be journalling in your spare time or on your lunch break to process how you're feeling. It could be talking through the issue with a trusted friend or colleague so you can engage with the facts of what's happened. If you do yoga, if you meditate, use those tools to put some literal time and space between the thing that's happened to stress you out, and you responding."

Once emotions have cooled, Sylvie recommends reviewing what you know - and what you don't know - before deciding how to respond to the situation. Once again, time can be an ally.

"Your first reaction is often not your final reaction. Take a minute, sometimes 10 minutes, sometimes a day, sometimes a few days if you possibly can, before responding."

Another useful tool is giving the other party the benefit of the doubt - or at least abandoning the assumption that their actions were in bad faith.

"Don't assume that the other person has malicious intent. Most people are just trying to do their best, and we find ourselves in conflict because we have misread the situation, or we've done something that is unacceptable to the other person for reasons we couldn't foresee. Don't assume that the other person is an unredeemable moron, either! Writing people off is a surefire path to more conflict later down the line."

Sylvie's final tip is to pick your battles. "Not every single niggles or bump needs a response. If a colleague or member of your team is otherwise amicable and great to work with, and they're having an off week and they snap at you in a meeting, you don't need to come down on them like a tonne of bricks and ask to have a conversation about it. Don't have a one-strike policy."

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## Going Up with Schindler Lifts

The RBA warmly welcomes global organisation Schindler Lifts to their new location on Rosebank Road.

Founded in Switzerland in 1874, Schindler Lifts provides expert manufacturing, installation, and maintenance of elevators, escalators and moving walkways. The company, which operates in over 140 countries around the world with a team of over 70,000 people, came to New Zealand in 1989. The Schindler team here takes pride in providing safe, seamless, and reliable urban mobility solutions to businesses in every corner of New Zealand.

“We install, modernise, and maintain lifts and escalators right across the country,” says Marketing and Communication Officer Alana Brenan. “This year we are celebrating our 35th birthday here in New Zealand, so it is great timing for us to move to a new home. The move to Rosebank signals an exciting change in our journey within New Zealand; we are looking forward to building on our success and getting involved in the community. We want to make sure that we’re supporting local businesses.”

Schindler Lifts’ new location on Rosebank Road has been a long time coming. The business had been operating from Nugent Street in Grafton for the past 30 years and had “massively outgrown the space,” says Alana.

Schindler’s new location will be the head office and base for their northern region operations. The workplace will have over 100 employees, with a mix of head office staff, technicians, installers, commissioners, and technical specialists. Alana says that having a multi-functional space big enough to accommodate their warehousing and training needs is the biggest advantage for the organisation.

“Our new headquarters has been designed in line with

Schindler’s vision of elevating lives in urban environments. Our products are manufactured overseas and shipped to New Zealand, and our impressive warehouse will enable us to plan and improve customer experience.”



Our team on the top floor enjoying our new social spaces

Another important element of the space are the training facilities to upskill their teams and partners. Schindler is deeply committed to training their team to an exceptionally high level of competence in all things technical and safety related.

“Inside our warehouse, we have what we call a training tower, which is a fully operational, two-stop lift that our apprentices, technicians, and installers use for training purposes,” describes Alana. “If we have new installation techniques or new parts coming in for different factors of a lift, we use the training tower to prepare our team before going out onsite. We also have a range of different simulators that allow our frontline staff to simulate work in a real environment. This allows them to get trained in fault finding, new services or technical innovations and



technology”.

Incoming talent also benefit from Schindler’s dedication to developing their people. Ten percent of Schindler’s New Zealand workforce is apprentices, and the company’s four-year apprenticeship programme not only includes Schindler’s particular training and qualification in service and installation, but also the ability to earn certification as a New Zealand registered electrician. Schindler is the only lift company in New Zealand to provide this.

The Schindler team here in New Zealand, which Alana is proud to describe as culturally diverse, also benefits from incredible career opportunities afforded by the global reach of Schindler Group.

“In New Zealand, we’ve put a big emphasis on providing our people with opportunities to move into different roles throughout the business, and this also means that we have a lot of international opportunities. Our people can travel overseas and get experience within other Schindler countries, but also vice versa -- people can come to New Zealand and get experience here.”

“People development is at the core of who we are and what makes us an attractive employer,” she adds. “If you’re in an office-based role and you wanted to get some exposure to what it would be like working in the frontline, our teams will arrange for you to go out on site and do what we call ‘ride alongs,’ where you can spend a day in the life of a technician. Or if you wanted to move from a human resources role into a finance role, our management team would facilitate those opportunities for you.”



Schindler is also proud to find unique ways to engage with and give back to the community around them. Alana says that the Schindler team sees their emphasis on safety as a key part of their positive impact.

“Safety doesn’t just mean the safety of how a lift or escalator operates,” she says. “It also means the safety of our passengers and the community who need vertical transport to access their homes, families, and day-to-day needs. We’re improving the quality of life for the communities in which we live and work.”

Schindler’s training tower also has a unique benefit for the community.

“We offer the Fire and Emergency department in Auckland the ability to come in and do training on our training tower. Our Training Manager, Eric Ryda, will spend a couple of hours with fire crews, taking them through the process of how lifts operate and how to get

people safely out in the event of an entrapment. “

With Schindler’s strong commitment to people, both their own and in the community, it’s no surprise that what Alana enjoys most about her job is engaging with the people around her.

“Our business is in all corners of New Zealand, and that gives us the opportunity to talk to different customers and understand their building transportation needs.”

“We have such a diverse range of people within the business with really different skills,” she adds. “From head office to technical teams, we are all committed to keeping people moving. That is an amazing mission to work towards.”



To find out more about Schindler Lifts, visit [www.schindler.co.nz](http://www.schindler.co.nz) or get in touch by phoning 0800 724 463.

*By Beth Caunter*

**Elevating New Zealand for 35 years**

We are thrilled to have recently moved our Head Office and Northern Region operations to 686A Rosebank Road, Avondale.

Connect with our team [www.schindler.co.nz](http://www.schindler.co.nz)



# Did you know..



## AED WINNERS

Congratulations to Bounce, Peter Fell, and Decile One - our three winners of the 'Every Second Counts' - AED Competition. Claire Greenwood from USL Medical provided a hands-on demonstration on how to effectively use an AED.



## HARDWARE DIRECT HOSTING

At the Hardware Direct hosting, attendees mingled while vying to win a fully installed digital lock - congratulations to the winner - Daniel Mead.



## CELEBRATIONS HOSTING

RBA members were greeted with mulled wine, Christmas music, and a dazzling introduction to the world of commercial Christmas decorations at the Celebrations Group hosting.



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Best Blooms is the official sponsor of Rosebank's Most Wanted as we acknowledge those making a positive impact.





5

## MyHR ROSEBANK PLUS WORKSHOP

Sylvie Thrush Marsh from MyHR explored interpersonal conflict at our RBA Breakfast Plus event, providing practical strategies and tools to take away.



8

## AVONDALE KIWI CHEMIST - FREE RAT TESTS

The RBA worked with Avondale Kiwi Chemist to deliver 5,820 FREE Rapid Antigen Tests to our Rosebank businesses and associate members.



6

## WOMEN'S HEALTH CHECKS

On August 29th, a joint effort by Rheem NZ, Well Women & Family, and the RBA bought a mobile van to Rosebank, providing FREE women's health checks.



9

## NZ BLOOD

Jason Ennor from MyHR was spotted donating blood at NZ Blood - Rosebank Road.



7

## ARNOTTS HAND IN HAND WITH PLUNKET

Arnotts hosted a 'cuppa and dunk' event at their Rosebank bakery to celebrate the return of 'Dunk for Plunket' and their ongoing partnership with Plunket.



10

## MENTAL HEALTH AWARENESS WEEK:

Stolen Girlfriend staff celebrated Mental Health Awareness Week with an appreciation wall full of kind words.



# Give back to your local environment this Christmas



Giving gifts to your clients and staff at Christmas is a great way to show your appreciation for their support. But what if there was a way you could also support your local environment charity with your choice of gifts?

This year, choose a more sustainable way of gifting by purchasing client or staff gifts from the EcoMatters Store in New Lynn. They offer a wide range of beautiful, sustainable and locally crafted gifts and themed gift boxes, to suit any budget.

When you choose to purchase from EcoMatters Environment Trust, you are supporting a local environmental charity with

more than two decades of experience helping people restore nature, grow food, reduce waste, ride and fix bikes and live more sustainably.

Call in to visit our beautiful store, with its carefully curated range of eco-friendly products or get in touch with our friendly store manager Jackie to find out how we can help make Christmas gifting easier for you.

Jackie can help you select from reusable home essentials for the keen baker or chef, indulgent body or home fragrance products, sustainable gardening tools, or a gift voucher to spend on products of their choice.

The EcoMatters Store is also a great place to find unique, locally crafted gifts suitable for posting to friends and whānau overseas or in other parts of New Zealand.

All proceeds from the store go directly to helping us continue our ongoing environmental work. This means we can run more stream clean ups, weeding bees, planting days, or community composting schemes and teaching garden activities.

Get in touch by email on [store@ecomatters.org.nz](mailto:store@ecomatters.org.nz) or come and discover this hidden gem, at the edge of Olympic Park, to find the perfect gift this Christmas. The EcoMatters Store is open Wednesday to Sunday, 10am to 2pm, at 1 Olympic Place, New Lynn.

## A SUSTAINABLE CHRISTMAS

- ♥ Corporate and staff gifts
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**EcoMatters Store**, EcoMatters Environment Trust  
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# Business Nuts & Bolts

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



Jason Ennor  
MyHR Co-founder  
and CEO

## Personal grievances: Dos and don'ts to avoid risk

Being known as a company whose employees have lodged personal grievances against you is not a reputation any employer wants to have.

MyHR is seeing a number of personal grievance claims at the moment, as employees are increasingly aware of their rights around how employers may and may not treat them.

So here are some tips so you can avoid some of the common problems that can lead to employees taking personal grievance action.

### What is a personal grievance?

A 'personal grievance' is an action employees can take against a current or former employer when there is an unresolved employment issue.

An employee is legally entitled to raise a personal grievance with their employer, ex-employer, or the third party they do work for, within 90 days of the incident occurring or coming to their attention (or 12 months if it's related to sexual harassment).

There are two main types of personal grievances:

1. Unjustified dismissal - where an employer has fired someone without a good reason (substantive justification).
2. Unjustified disadvantage - where the employer did something that disadvantaged the employee, and it was foreseeable that this disadvantage would have happened.

Employees can raise the grievance verbally or in a letter or email, but it must be clear what the complaint is and the reason(s) why the person believes they have a grievance.

Employers have 14 days to respond.

A claim can be settled at any time, if both parties agree. The employee can also lodge a claim with the Employment Relations Authority for up to 3 years after first raising the grievance with the employer.

### Process, process, process

Process is crucial when dealing with any employment issue, as a major flaw in the process can render a justified outcome unjustified.

Even if the actions which lead to a grievance are justified in their reasoning, an employee may still raise a personal grievance about a lack of fair and reasonable process.

This could include not taking into account an employee's side of the story during a disciplinary process, not giving an employee

enough time to find a support person during a restructure, or not providing enough information to the employee at the start of a consultation process.

### Be careful when restructuring

A lot of small employers use restructuring to "exit" employees who don't meet their expectations but that's not a justifiable reason and could lead to personal grievance claims.

If you have an employee who isn't meeting expectations, good faith requires you discuss their poor performance with them and give them an opportunity to make changes or improve, with support to do so.

It might seem like a good idea to change an employee's duties or job description if they're not performing, but again, you can't make changes to a person's employment without their agreement.

Also tread carefully when re-advertising roles that were previously made redundant, especially within three months of a restructure.

If a role needs to be re-advertised soon after redundancy, offering it to the previously redundant employee first could mitigate the risk of a personal grievance.

### Write everything down

Always put things in writing rather than relying on any verbal agreement when dealing with an issue or making changes to a person's employment. This reduces the chances of misunderstanding about what happened and what was agreed to.

Personal grievances can often happen because of a breakdown in communication or a lack of open, honest conversations.

Regular communication with your people can often mean you find solutions to issues before they escalate to the point of a staff member leaving and taking personal grievance action.

Developing skills in effective communication, fair decision-making, and conflict resolution can give business leaders tools to manage performance and conduct issues, and major changes, ultimately leading to the best possible outcome for the organisation and its employees.



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Kate de Lautour  
The Icehouse

## 60 Years of Sweet Moments

*For Mike Briant, third-generation owner of Sweet Moments, being at the helm of New Zealand's sweetest business is all about people, relationships, and learning to enjoy the ride. Mike has completed the Icehouse Owner Manager Programme.*

### What's the history of the business?

My grandad started the business 60 years ago, selling bakery and butchery supplies.

Talking to my nana about why they started the business, she says it was about people. That hasn't changed, but the business itself has changed a lot.

Originally, we were only selling baking supplies, but now we are also a manufacturing business. We employ 40-plus staff, and 30 percent of the business is in Australia. We have acquired four businesses in the last three years and grown 25% year on year over the past five years.

We are made up of several different specialty food manufacturing wholesale businesses and brands with a few divisions under the overall Sweet Moments Group. GoBake is baking and cake-decorating products; The Sprinkle Factory manufactures toppings (for the likes of Krispy Kreme) and inclusions; Chocolate Brown is an artisan chocolate business; and The Remarkable Chocolate Company is our latest acquisition.

We supply across retail, food service, and industrial markets locally and into Australia and Asia. We've rebranded to better fit who we are, what we do, and why we do it.

### Why did you choose to do the Icehouse Owner Manager Programme?

I didn't go to university, but Dad put me in work situations, like meeting key customers and travelling overseas to meet suppliers, at a very young age. He gave me a long leash, probably sometimes to his detriment, because I wanted to jump in and be involved with everything!



He has always said to surround yourself with networks and the right people. I felt like I had reached the limit of what I could learn from my own networks, and then reading articles about the Icehouse and how it had helped business owners, it seemed like the best combination of learning and networks.

I put it off for a year or two when we had young children, but sometimes you have to put yourself in uncomfortable positions, and I'm stronger for it.

### What were the outcomes?

One change was defining our purpose and our values, and that helped us make smarter decisions for the future. We decided to exit half the business because it didn't align with who we are - an extremely difficult decision at the time, but the right one.

It sounds strange, because we were an established business, but I didn't really know where the business was going. It had been a bit of a slog for my folks, to be honest, but I saw it as a platform to do something great - I just needed to work out what that was, and the Icehouse allowed me to do that.

I still catch up with people from my cohort three or four times a year. We are all at different stages, but it's been incredibly valuable to lean into that group as our business has grown.

Dad would say it's the best investment he has ever made for the business.

It's a huge part of my drive to share the success of the company with my parents, so ultimately my success has been their success. They have been able to retire with a scenario that's worked well, and we have been intentional about the succession plan and doing it properly, including a contract that documents the family's interests so that everyone is on the same page.

### How does creating a positive culture help you to retain staff?

The expectation is that I will always put my best foot forward and people will join me. It's about that equal, balanced relationship. There is a pretty special birthday culture wrapped around our team - including birthday cakes, of course!

**The Icehouse has early bird pricing and scholarships available for the Owner Manager Programme. Contact us at [grow@theicehouse.co.nz](mailto:grow@theicehouse.co.nz) or 0800ICEHOUSE.**



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Shelley Funnell, Director, LLB(Hons), BCom  
Henderson Reeves

## Where There Is A Will There Is A (Better) Way

### First, do I need a will?

Most people who own property or have children need a will. By creating a will, you can be clear about who receives your assets. You can decide who gets what, how much and when. You can nominate who will care for your children.

It is a much easier process for your loved ones to obtain probate (if necessary) and have access to your assets if you have a will.

It is particularly important to have a will when you marry or enter into a civil union or de facto relationship, or when you or your partner have children. It is also important when you have ended a relationship. If you have a new relationship, blended family or children from a previous relationship, you need to be advised of the competing claims and your legal obligations. If your will isn't prepared correctly, your estate could be fighting claims for a long time. Litigation costs can diminish an estate pretty quickly.

A will may not be essential if you have a partner, have only jointly owned property and have no children. Unless you both die. If you jointly own all of your property with someone, you will still need a will if you both die together or consecutively.

Even if you don't own major assets in your sole name, you can quite quickly build up possessions that can have monetary or sentimental value to you and to others. You may have some money in a savings account, KiwiSaver, a car, furniture and household items, a good stereo or home entertainment system, a life insurance policy, some jewellery etc. A will allows you to decide what will go to whom, even if your possessions have sentimental rather than financial value.

Most parents know they should appoint a guardian for their children under their will but get stuck on who should be guardian because they think the children must live with the guardian. However, children do not have to live with the guardian. The guardian is responsible for making the key decisions about the upbringing of the child like where they live or go to school but doesn't necessarily have day to day care. You just need to choose someone you trust to make this decision. It is better to

have someone nominated now than putting off your will while you think of someone.

### Secondly, what happens if you don't have a will?

If you die without a will, this is called dying "intestate".

Generally if you die intestate, the process for dealing with your assets after you die is complex, expensive and more time consuming than if you had a will in place. Someone needs to be appointed as administrator and a different process called letters of administration needs to be followed. If there are any disagreements between family members or nobody steps up to act, this can cause delays and cost in your estate being administered.

If you die intestate, the Administration Act specifies how your property will be distributed. The Act is very specific and there is no discretion. For example if you die leaving a qualifying partner and no children, then your partner gets \$155,000 and then 2/3 of your remaining estate and your parents get 1/3 of your remaining estate. This may not be what you would have wished or what your family wants, and it could create tension or conflict within your family or between families. If there are no relatives in the categories listed in the Administration Act, then your estate goes to the State. Nobody wants that.

### Thirdly, DIY wills - do I need a lawyer?

Wills are technical and have unusual requirements that do not apply to other documents. The witnessing requirements are unique to wills and there are some innocent acts that can create problems later, such as stapling and unstapling the will, stains on the will and hand-written changes. If the will needs to be validated, this is a court case that comes with effort, cost and time. It delays the distribution of the will.

Some statutes (such as the Property (Relationships) Act, Family Protection Act and the Law Reform (Testamentary Promises) Act) allow some people to challenge a will. It is important to get legal advice to minimise the chances of your will being challenged. It can involve significant cost and effort if someone else makes a claim against the estate.

Wills can go missing or be destroyed in a fire. We have had situations where family have ransacked the house after someone dies and a will kept in a drawer or safe has conveniently gone missing. If you prepare a will with a lawyer, there will be electronic copies, file notes, and the original is kept in a deeds room for safekeeping.

Obviously we think it is important that you have a will. At the end of the day, having an expert prepare your will could save your relatives the grief and expense of you having an invalid will or none at all. It is the ultimate gift for your family to leave a will that sets out your clear intentions.

We make it as easy as possible for you to prepare a will. We can take your instructions by phone, AV, email or in person. If you would like to get your affairs in order or if you have any questions, give us a call. 09 281 3723

## Coming full circle



Jane Finlayson  
EMA Head of Manufacturing

Global demand for sustainable goods is increasing, and among New Zealand businesses there's an urgent need to innovate to remain competitive.

From small-to-medium-sized enterprises (SMEs) up to huge multinationals, "business as usual" won't be enough to meet the sustainability challenges the world faces.

Legislation both in New Zealand and overseas will force the hand of many businesses. In New Zealand, regulations such as the Emissions Reduction Plan will place an increasingly high cost on manufacturing emissions.

But sustainability is also good business. Like any strategic initiative done right, it can reduce costs, increase revenue, and mitigate risks. Sustainability is about futureproofing.

Minister for Small Business and Manufacturing Andrew Bayly recently launched a report with compelling new research on the circular economy.

It is intended to support the growth and resilience of New Zealand's manufacturing sector by identifying and mapping the sector's emissions and waste patterns and finding ways for businesses to adopt net-zero circular manufacturing practices.

The aim is to move away from a linear economy to one that "designs out" waste and pollution, keeps resources in use for as long as possible, then recovers and regenerates products.

The EMA and other industry experts fed into the report "Mapping Emissions and Waste Data in the Manufacturing Sector" (mbie.govt.nz, 28 August 2024), which found that circular economy practices do exist in New Zealand, but they differ greatly.

The key similarity was in challenges around waste. Of the over 17 million tonnes of waste produced annually in this country, 92% ends up in landfill.

The report found that opportunities exist to use more local products, but clear emissions policies were needed to encourage the shift.

Barriers to adopting the circular economy model include access to capital, risk aversion, and a lack of knowledge and understanding of waste reporting. There needs to be a better understanding of where materials end up at the end of their use and how they can be recovered.

From fashion and textiles to cosmetics and food products, consumers are increasingly seeking sustainable goods. This is an opportunity for Kiwi manufacturers to promote a sustainable "brand New Zealand" to the world.

The report on manufacturing emissions is the macro part of that sustainability journey, and it will help to foster collaboration across agencies, aid in setting national targets for circularity, and inform policy in areas such as encouraging the government to help businesses adopt the circular economy.

There is also practical help for businesses. Along with the report, the Sustainable Business Network announced an updated Climate Action Toolbox, which is a free online resource to help SMEs reduce emissions. This includes tailored guidance on how to fund climate initiatives, making it easier to take action.

The toolbox can be found on [business.govt.nz](http://business.govt.nz) and the Sustainable Business Network website ([sustainable.org.nz](http://sustainable.org.nz)).

The toolbox features many case studies that highlight cost and energy savings, making the case for change even more compelling. One of the companies that provided a case study was Auckland sustainable cabinetry and furniture manufacturer Spacebar Design.

Director Anson Kong says that sustainability is about changing mindsets, and this includes convincing clients to repurpose furniture rather than replace it. A set of Spacebar drawers at the Sustainable Business Council offices is made out of recycled plywood, with a vivid green tabletop made from recycled fishing nets and other plastics.

"Ghost nets" are fishing nets that have been lost or abandoned in the ocean.

These nets continue to trap everything in their path, presenting a major problem for the health of our oceans and marine life. An initiative that encourages the recycling of materials like damaged or ageing fishing nets is part of the circular economy.

Creating durable, practical materials out of a waste product that can often cause harm in our oceans is a win-win.

Technology can also play a huge role in sustainable business models, and over the past four years, the EMA has been heavily involved in upskilling manufacturers and encouraging them to embrace technology to help with productivity. There are also very clear benefits in other areas, including safeguarding and caring for you, people and the environment.

The EMA has a full-day course to think through this topic called *Introducing Sustainability: The What, the Why and the How for Businesses*.

Make the most of these resources and tap into the experts to speed up a sustainability journey and develop circular practices that benefit not only the environment, but the bottom line as well.



Andrew Bayly  
Minister for Small Business  
and Manufacturing





Duncan Lang  
Smith & Partners

## A customer owes me money - How can I get them to pay?

**Keeping on top of cash flow is key to the success of any business. Being able to quickly and easily recover debts is an important step in keeping that cash flowing. Occasionally, you will have customers who you just can't get to pay their bill. When debts become problematic, a civil litigation lawyer can assist to recover those debts.**

### Letter of demand

Sometimes all that is needed is a stern letter to the company from your lawyer demanding payment of the outstanding debt, to nudge that sluggish customer into paying. This is an easy and cost effective first step. If no response is received, and the debtor company has not disputed the debt, then a Statutory Demand may be appropriate.

### Statutory Demand

A Statutory Demand is a legal document used in the debt collection process, which gives a debtor company written notice that it must pay the demanded debt or risk being liquidated.

Following service of the Statutory Demand, the debtor company can make an application to the High Court set aside the Statutory Demand within ten working days after the date of service.

However, the debtor company will have to establish to the Court

that there is a genuine dispute in relation to the debt.

If the debtor company does not file this application within ten working days, it has another five working days (fifteen working days from the date of service) to make payment.

After the expiry of the fifteenth working day following service, if payment is not made, then liquidation proceedings can be filed in the High Court.

This can be a very effective way to force a reluctant company to take you seriously by making them choose between payment, risking being liquidated, or having to make a costly application to the High Court.

### Costs and Recovery

If an order is made putting the company into liquidation, the Court will prioritise payment of a portion of the legal costs arising from the proceedings over payment to most other creditors.

### Disputed Debts

For debts that are disputed by the debtor, the Statutory Demand procedure is not appropriate.

For claims below \$30,000, clients may be able to file an application in the Disputes Tribunal to recover the outstanding debt, whereas claims for disputed debts above this amount would require proceedings either in the District Court (for claims below \$350,000.00) or the High Court (for claims above \$350,000.00).

In the case of Court proceeding, making a credible threat that these will be issued (and going through with this is needed) will often be enough to have your customer take you seriously and make payment. Being able to back up a demand with legal steps is one of the advantages that lawyers bring to debt collection.

If it is necessary to get a Tribunal Decision or Court Judgment, we can assist with enforcement. This can include liquidation or charging and sale orders for property.

**To find out how we can help you with debt recovery contact Smith and Partners commercial disputes team by calling 836 0939 or email [litigation co-ordinator Mikayla.sagar@smithpartners.co.nz](mailto:litigation.co-ordinator@smithpartners.co.nz) to arrange an appointment.**



## Our Business Law specialists are experts in helping with:

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- Shareholder & Director advice
- Succession planning
- Contract review & drafting
- Employment matters
- Civil litigation/dispute resolution
- Debt collection/enforcement

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