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Cover: Accent Construction's founder Maurice Scown and son Mark (GM).



With thanks to our partners ...



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From My Perspective

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



Welcome Back

The RBA would like to welcome back into the fold Smith & Partners Lawyers, returning as an RBA Partner.

The RBA has had a long relationship with Smith & Partners Lawyers, first as an RBA member, and then over a few years, an RBA Partner. They started their practice back in 1988, looking after the legal needs of West Aucklanders. Smith & Partners' specialist services encompass a wide range of practice areas to meet the diverse needs of their clients.

We want to thank directors Carolyn Ranson, Wade Hansen, and Bret Gower, leaders of the ambitious and talented team at Smith & Partners Lawyers, for committing to partner with the RBA once again.

Safe workspaces should include sport

As a person with a passion and interest in sport, I have been reading with interest about the inquest into New Zealand elite cyclist Olivia Podmore's death and what happened in the lead-up to this tragic event. Like most people who are involved with young athletes, either as coaches,

caregivers, or parents of these young people, I have questions that I would like answered.

As a coach, I take the responsibility of how I treat each young person very seriously.

Every negative word can have a massive impact on how that young person perceives what is been asked of them. Generally, the athlete is already motivated to work hard at what they are trying to achieve; this is often the reason they have asked to be coached. They are sponges who are likely to suck up everything they are told and experience.

There is no excuse for a coach to bully or speak to an athlete in a derogatory manner. It doesn't matter what sporting level it is; this type of behaviour shows a lack of intelligence. Not only that, to have people around you support this type of behavior is astounding, and I hope it would be called out for what it is: psychological abuse.

In my own sporting career, I was

fortunate to have coaches who were fantastic human beings, always providing thoughtful and intelligent support throughout my time as an athlete. With Olivia Podmore's death, I hope the people involved - from coaches and professional support people to High Performance Sport NZ and Cycling NZ - take a long, hard look at themselves.

If sport were a workplace, which I think it is, there would be a legal case to answer, in the same way that any employer has a responsibility and duty of care towards their employees. In my eyes, Cycling NZ was the employer, and Olivia Podmore was the employee.

Maybe the new sport union that represents athletes can't come soon enough.

Rest in peace, Olivia Rose Podmore. May we never forget your name.

Regards,

Phil Clode,
Business Development Manager





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Dr Grant Hewison

Time-of-Use Charging - Whau Local Board Feedback

The Whau Local Board recently took the opportunity to provide feedback on the Time-of-Use Charging/Congestion programme.

First, the Whau Local Board noted the current impacts of congestion:

- Local residential streets are being used as rat runs due to congested routes, with disruption and safety concerns for local residents.

- It is difficult to maintain scheduled public transport (i.e., bus) timetables because of congestion.
- Congestion disproportionately impacts: parents/caregivers taking children to and from school or afterschool activities; people and businesses moving goods and services during peak travel times; and people for whom public transport or alternative modes are not currently a realistic option (e.g., disabled people).

The Whau Local Board then provided feedback on the core principles (effectiveness, fairness, simplicity and feasibility) of the programme:

- Time-of-use charging should be a tool to encourage habit changes, but it is not the entire answer.
- The scheme may not be effective if congestion charging is only introduced on specific, highly congested corridors (i.e., motorways and arterial roads), as this will only transfer motorway congestion onto the city's already badly congested streets and undermine one of the main purposes of urban motorways.
- Effectively addressing congestion requires a fully integrated transport system, with public transport, ride-share, walking, and cycling all working together and supported by safe, accessible, connected, well-designed, and maintained infrastructure, including feeder buses, cycleways, better street lighting for pedestrians, park-and-rides, and smart technology, such as dynamic lanes and bus priority at traffic lights.
- A time-of-use scheme should not be implemented before the City Rail Link is operational and there is a fully funded plan for infrastructure development to support alternative (and connected) modes of transport.
- Many Whau residents travel to work in South Auckland and Penrose and will not have a viable, efficient cross-suburb travel alternative to driving until completion of the City Rail Link.

- If State Highway 16 congestion is improved by time-of-use charging as expected, there is the potential for impact on plans for the north-west busway, and consideration should be given to progressing light rail as an alternative instead.
- Public transport must be monitored and scaled up quickly if higher demand is observed once time-of-use charging is in place.
- Mode shift and emissions reduction is not supported by current central government policy.
- Economic equity is a concern in a user-pays approach, as it is likely to disproportionately benefit wealthier drivers who will find charges less of a burden.
- Spatial equity is a concern, given that people commuting from outlying suburbs, such as the west and south of Auckland, will be disproportionately affected due to a lack of viable alternative transport options.
- The Whau Local Board does not support the use of an entry/exit model of charging as seen in the Stockholm model, due to its disproportionate effect on those living in outlying suburbs.
- Instead, the Board recommends the London model, where time-of-use charging is applied to all private vehicle use within a specific area.
- There could be a disproportionate impact on vulnerable residents and people for whom public transport or alternative modes are not currently a realistic option, such as people with disabilities, parents and caregivers taking children to and from school or afterschool activities, and people and businesses moving goods and services at peak travel times.
- Consideration should be given to charging only commuters travelling at both peak times, rather than one, to reduce the burden on shift workers who often work at times not served by public transport.



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Kimmy's Korner

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Plastics New Zealand: One Clean-Up at a Time



Wednesday, November 13 saw 55 business employees descend on the Kurt Brehmer Walkway and rolling up their sleeves to restore this hidden walkway in the heart of the Rosebank business area.

Part of Plastics New Zealand's annual Operation Clean-Up Week, this signature event focussed on waste recovery to keep litter out of our environment and waterways, reinforcing the message that collective action matters.

Dutton Stormwater newly joined this year as a key supporter, providing a much-appreciated sausage sizzle for volunteers. Together with Ben Blakey from Imagine Plastics, Plastics New Zealand, and the RBA, they demonstrated that a united approach to clean-up efforts can make a lasting difference in preserving our natural spaces.

The importance of keeping plastic out of our waterways cannot be overstated. Plastic entering our rivers, streams, and oceans causes lasting damage to aquatic ecosystems and wildlife. Marine animals like fish, birds, and turtles often mistake plastic for food, and ingesting these items can cause injury, suffocation, or death. Even small plastic particles, known as microplastics, can enter the food chain, potentially affecting human health.

Plastic pollution also has a significant economic impact. Clean-up efforts are costly, and contaminated water systems can harm industries like fishing and tourism. For businesses, plastic

waste in waterways can damage local infrastructure and tarnish reputations. By participating in events like Operation Clean-Up Week, businesses help mitigate these wider economic effects.

Moreover, plastic pollution detracts from the beauty and integrity of natural landscapes. Clean waterways are essential for maintaining biodiversity and supporting wildlife and communities. Preserving these spaces ensures future generations can continue to enjoy and benefit from them.

We take a vital step towards a more sustainable future by keeping plastic out of our waterways.

In just one hour of picking up plastic and rubbish along the Kurt Brehmer Walkway, volunteers collected a significant amount of waste, demonstrating the immediate impact of small actions. The success of Operation Clean-Up Week shows that when businesses, individuals, and communities unite, we can make a meaningful difference in protecting our environment and ensuring we have cleaner, healthier waterways.



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When: Thursday, 20th MARCH, 2025
Time: 5.00pm - 7.30pm
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Emerging Young Leaders Programme - Pathways to the Future Trust

The Icehouse team were thrilled to again facilitate the Emerging Young Leaders Programme for Pathways to the Future Trust. This is the third year that emerging leaders from RBA member businesses have been awarded the opportunity to experience the tailored Icehouse programme with leading Icehouse coach Kim Hill.

Nominations were called for in August and three young managers selected for the programme, with criteria based on their experience and future goals. In November, we celebrated the graduates of the programme and were grateful for the use of the fantastic boardroom at Western Mailing.

We would like to congratulate the 2024 graduates:

Telesia Lilo - Western Mailing
Caitlin Day - Dayle ITM
James Molloy - Lineastone



Want to create a high-impact team for your business? Please contact Icehouse West Auckland manager David Thompson. d.thompson@theicehouse.co.nz

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On Thursday, 21st November, 17 exceptional young awardees were celebrated at the Pathways to the Future Trust (PTTFT) Awards presentation.

The trust, established in 2007, is dedicated to fostering talent, building skills, and supporting the professional growth of West Auckland's workforce. PTTFT ensures that employees have access to quality training and development opportunities or tools of the trade.

This year's recipients showcased remarkable aptitude, talent, and an eagerness to learn. Their achievements reflected the diverse range of EMA courses undertaken, from *The Emerging Team Leader*, *Train the Trainer*, to *Project Management*. The variety of skills acquired highlights the trust's commitment to equipping individuals with practical tools to excel in both their careers and personal growth.

The awards evening was a meaningful occasion, bringing together families, employers, and business partners to celebrate the awardees' hard work and accomplishments. It was a privilege to recognize their success and witness the pride shared by their loved ones and business leaders.

PTTFT remains a vital initiative, offering West Auckland businesses the opportunity to invest in their workforce and strengthen their business community. Through these awards, the trust continues to inspire, empower, and pave the way for a brighter future.



Young Volunteer Honoured for Outstanding Service

Eighteen-year-old Louie Miller, a recent graduate of Green Bay High School in West Auckland, has been recognized as New Zealand's Top Volunteer for his exceptional dedication to community service. Among 18,000 student volunteers nationwide, Louie logged the most hours, earning him not only the coveted Top Volunteer pin but also the inaugural Next Steps Grant, a \$1,000 contribution from AA Insurance to support his transition into adulthood.

"It feels pretty special," said Louie, reflecting on the honour.

Louie's volunteering journey has been deeply rooted in his commitment to Fire and Emergency New Zealand. Selected from 40 candidates during an intensive recruitment process last year, Louie has dedicated countless hours to training, attending emergencies, and supporting his community. From assisting with minor rescues, such as freeing ducks from drains, to responding to medical crises, motor incidents, and house fires, Louie has demonstrated resilience and professionalism.

In August 2024, he achieved a significant milestone, graduating as a fully qualified firefighter. "I really like helping people," Louie shared. "I couldn't see myself not working in an emergency service."

Louie's achievements have been documented and celebrated through the SVA Service Award, a national program recognizing youth volunteering. The initiative encourages students to log their hours and build a comprehensive Summary of Service, which can enhance applications for scholarships, leadership opportunities, tertiary education, or employment. Since its launch in 2019, the program has engaged tens of thousands of students, collectively contributing over two million hours of service.

For Louie, participating in the SVA Service Award was an opportunity to formalize his volunteering experience and further

his career aspirations.

Louie's commitment has not gone unnoticed by those around him. Green Bay High School teacher Catrin Hughes praised his hard work and dedication. "Louie's perseverance and drive have made a real impact, not only within our community but also among his peers," she said. "Through his volunteer work, he has developed resilience, quick thinking under pressure, and effective teamwork. He's grown into a reliable leader and gained invaluable experience."

Phillip Taylor, Chief Fire Officer of the Titirangi Volunteer Fire Brigade, echoed these sentiments. "Since joining the brigade in September 2023, Louie has proven himself a valuable team member. His positive attitude and respect from his peers make him a standout volunteer. It's fantastic to see his contributions recognized with this award."

Despite his individual accolades, Louie remains humble, emphasizing the team effort involved in his work with Fire and Emergency New Zealand. "Around 87% of Fire and Emergency is voluntary," he noted. "One of my colleagues has been volunteering for 19 years! The team is incredibly supportive and provides excellent training."

With dreams of joining the New Zealand Police, Louie plans to continue volunteering as a firefighter while building on the skills he has gained. The \$1,000 Next Steps Grant will help him pursue this goal, reinforcing his commitment to serving others.

Catrin Hughes highlighted the broader impact of the SVA Service Award. "The program motivates students to get involved, showcases the value of giving back, and demonstrates the positive difference they can make. Louie's recognition as New Zealand's Top Volunteer is the icing on the cake for us at Green Bay High School. It's a well-deserved honour for a remarkable student, and we couldn't be prouder."



Louie Miller

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If you've ever browsed the All Blacks shop or the duty-free store before your international flight out of Auckland or Christchurch airports, or if your child attends a school in the Auckland area, you will have almost certainly set foot in an area built, refurbished, or fitted out by Accent Construction. As construction main contractors, the Accent Construction team are experts in construction project delivery, bringing together specialists in all the different trades to manage the successful delivery of a project. They also do design and build projects, where they work directly with the client to both produce the design and project manage through to delivery.

"We've been working at Auckland Airport, helping continuously redevelop the airport terminals and some of those surrounding areas, for over 10 years now," says Director and General Manager Mark Scown. "We work with government agencies with construction programmes, large corporates with property or construction development needs, we're doing a project now with Kainga Ora, and we do a lot of work with the Ministry of Education. We've probably refurbished or built a building in almost every school in Auckland over the past 30 years."



Accent Construction's varied portfolio is a testament to the business's wide-ranging expertise, their dedication to excellence, and their commitment to putting together the best team for each and every job. When Mark's father, Maurice Scown, founded Accent Construction 40 years ago, he did so on a principle that remains the backbone of the business today: putting people first.

"As a family-owned business, our core value is around being connected, and that really plays out in the fact that we truly care about people," says Mark. "We care about the actual person, and we really try to look after them. When it comes to our team, we're passionate about their development and wellbeing - we know that people who are happy and healthy outside of work will also feel the same while they're at work."

With the support of his wife, Trudy, Maurice started the business in 1985 by taking what he knew - quantity surveying - and launching Accent Construction as a specialist in interior commercial fitouts. (In essence, an "interior fitout" means taking the bare shell of a commercial space and adding floors, ceilings, walls, office spaces, open spaces, toilets, air conditioning,



design features, and more.) Over time, the business evolved into construction, honing their project delivery skills and broadening their trusted client base.

“In amongst the team we have specialists and generalists,” explains Mark. “We have those who are really technical in complicated construction or large-scale construction, and some who have much more design and detail focus, whilst we push the whole team to provide process, planning, and communication excellence.”

One recent example of Accent Construction’s work is the Kia showroom in Newmarket. (If you pass by there regularly via the motorway, you might have noticed a plastic-wrapped building with Accent Construction branding.) The Accent Construction team wrapped the building to protect it while they removed and refurbished the façade, and then stripped out, renovated, and refurbished the interior.

“The key for us,” Mark says, “as a people company and as a relationship company, is we really thrive with clients who aren’t just looking for a one-time solution; rather, they have repeat project needs and see the value of letting us in to



deliver as one and work truly side by side for the long-term.”

The evolution of Accent Construction is what makes Mark most proud to work there. To build on their journey of change and to reflect what they currently offer, the business recently rebranded. The process was another family affair, with Mark’s wife Nicole (who has a background in marketing) creating the design brief.

“We’ve always had a specific and special culture here, valuing people, togetherness, being connected, and looking out for each other,” explains Mark. “Because we care about the people and process so much, we also deliver a great end product, but without

having developed the brand consciously, it was hard to articulate that. The development process was clarifying and articulating who we are and what makes us special, as well as being clear on what our purpose is.”

It is Accent Construction’s people-centred culture, Mark says, as well as their longevity, that keeps clients coming back.

“We’ve been around for a long time, and we put people at the heart of what we do. We’re very big on developing not just capable people, but great people. We have a good team and we constantly strive to improve and develop, and we thrive on togetherness. We’re highly collaborative - that’s a very cliché word in construction - but the feedback we get from our clients is that we do things a little bit differently. We’re very much about coming to the table and truly working together with clients, working with each other and for each other, for a successful project and a successful outcome.”

“Of course, as a business, if we can make some money along the way and even have a little fun while doing it,” he adds, “that’s what motivates us.”

By Beth Caunter

Construction Performance 40 Years Young





From Foosball to Free Lunch: Breaking Down Employee Benefits

It was the office buzz heard 'round the world: *Google has foosball tables*. When the American tech giant implemented free food, a climbing wall, employee vegetable gardens, and even nap pods at their California head office (or “campus,” if you’re fancy), suddenly the usual workplace perks seemed a little dull in comparison. A few Kiwi businesses have since followed suit with their own “cool” features; the TradeMe HQ in Wellington features a custom-designed spiral slide between floors, and it’s not unusual to find an office kitchenette with free fruit on offer. But what kinds of employee benefits really matter to your team, and should SMEs re-think what they’re offering?

The first thing to know about employee benefits, says Sylvie Thrush Marsh, Chief Evangelist at MyHR, is that offering the world’s best selection of free chips and sodas should come a distant second to the basic requirements that keep your team running like a well-oiled machine.

“There are two categories of benefits that we need to think about,” she explains, “and the first is hygiene factors.

A hygiene benefit or a hygiene term of employment is something that when it’s not there, people get grumpy and dissatisfied - but if it is there, you don’t get a happiness boost. It’s just what’s expected at work.”

Examples of hygiene benefits include employer contributions to KiwiSaver over and above wages or salary, a company car for business travel, and even getting paid on time. “No one goes, ‘Wow, I love my employer because I get paid on time every fortnight,’” says Sylvie, “but if you weren’t getting paid on time, you would very quickly be grumpy about it.”

The second category of benefits does give employees that happiness boost: fun extras that people enjoy, but they wouldn’t necessarily jump ship without. “Things like snacks in the kitchen,” elaborates Sylvie, “team coffee dates every couple of weeks (paid for by the company), or a Christmas bonus just because you’ve had a really great year.”

This second type of work perk can both provide a temporary boost to workplace morale and bolster a brand’s identity

as funky, innovative, or unique (ala the TradeMe slide). But Sylvie cautions that fun, easily implemented benefits should not be a low-budget Band-Aid over deeper business issues. In fact, when the topic of new and shiny benefits comes up in Sylvie’s conversations with MyHR clients, she often counters with a question: “What problem are you trying to solve?”

“All of that kind of stuff is fun and attractive, but it won’t solve the problem of not having enough of your hygiene factors in place. Are you putting in a foosball table to try to cover up a stressful workplace? If you’re disorganised with your timesheets, your workloads are unmanageable, performance expectations are unclear, people are underpaid and overworked, and there’s a whole bunch of in-fighting in your team, no amount of free pizza lunches and team trips to Laser Strike will make up for it.”

Having worked with hundreds of Kiwi business owners and leaders to help them best support their teams, Sylvie says she understands why employers

might decide to introduce new work perks rather than spend critical funds (and headspace) on long-term solutions to employee pain points. "Solving those problems is quite challenging and sometimes requires a whole bunch of money a business doesn't have - for example, to lift people's earnings to where they should be for market parity," she says. "Or it requires totally rethinking the way you organise your workflows and your production environment, which is a skillset and an investment of time that a lot of small business owners don't have or don't have access to. The easiest thing to do is to throw a morning tea or to give everyone \$100 grocery vouchers at the end of a good quarter or two."

But, she warns, although these types of benefits can be "cheap, visible, and quick to implement," they don't solve the deeper issues at play - and they have the potential to backfire spectacularly. "The business owner or manager can give themselves a pat on the back and say, 'Well, I did something,' which is true, but there's likely to be little to no meaningful impact on how staff feel about working there, and you run the risk of people going, 'We asked for wage increases and we each got two slices of a Hawaiian pizza for lunch.' You run the risk of it

becoming a decision that is scorned by your staff, rather than being seen as an attempt to bridge the gap between what currently is happening and what your staff would like to be happening."

When it comes to employee benefits that current team members and job seekers do want - given you have a solid set of hygiene factors in place and no deep fissures in your business that need fixing - what should SMEs consider offering? In this post-Covid era, says Sylvie, one of the most sought-after benefits should come as no surprise.

"From what we're seeing, the main priority of job seekers at the moment is the ability to work flexibly, whether that is some component of working from home, working remotely, or starting early and finishing early because you've got commitments to sort, or even starting late and finishing late."

The search for a meaningful work-life balance, she says, can look different for people at different life stages (or for roles that don't allow for flexible work arrangements, like baristas and other jobs that require being on site). Here, business owners and leaders can use their creativity to offer benefits that support their people in more

individualised ways. For example, for employees or job seekers looking to grow in their career, benefits like development and training opportunities or attendance at industry conferences could be a good fit. For those with caretaking responsibilities, topped-up parental leave or flexible hours could be a top draw, whereas "weekend warriors" might appreciate the freedom to take a regular day's leave to compete in their sport of choice, on top of their annual entitlement.

For any SME owners looking for data to inform their benefits offering, Seek has put together an online tool, "Laws of Attraction" (seek.co.nz/loa), that lets you discover what is most valued by (and attractive to) job seekers and current employees alike - categorised by industry.

"There's a huge amount of variety in terms of benefits employees are looking for," says Sylvie. "But I've never heard of anyone who made a final decision on a job based on the flavours of sparkling water stocked in the breakroom fridge."

Special thanks to Sylvie Thrush Marsh of MyHR. For more information on MYHR, visit myhr.works.nz.

By Beth Caunter

Let the stories flow

We all have our favourite stories.

And the holidays are when they all come together. Old stories retold, new ones made over a table heaving with good food, great wine and uncontrollable laughter. Of course, the stories are just the way we get each other to the right place — it's the sharing that matters.

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RBA AGM

At the RBA AGM on October 17th, attendees learned about the past year's accomplishments, with a fun game of 'spin the wheel' for prizes adding a light-hearted touch to the event.



Lifting the Lid on Microgrids

22 Rosebank businesses explored how solar power and a Rosebank microgrid could benefit their business.



Second Bite Composting

Our delicious banana cakes, made with bananas from our swales, were baked for the Rosebank businesses taking part in the Second Bite Composting initiative. We're thrilled to take the next step toward making this a sustainable success!"



November Breakfast Event

RBA partnered with Intelligent Environments and Bunnings Trade to support Movember with a breakfast event and a fun moustache competition.



Tamaki Makarau Zero Waste Awards

The RBA was nominated for the Community Contribution category at the Tamaki Makarau Zero Waste Awards. Recognizing its impactful work on the Second Bite Composting initiative.



Icehouse Young Leaders program

Sia Lilo (Western Mailing), James Molloy (Lineastone) & Caitlin Day (Dayle ITM) were this years Icehouse Young Leaders Programme Awardees.



Hardware Direct hosting

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

www.rosebankbusiness.co.nz



Plastics NZ – Operation Clean-Up

It's amazing how much rubbish 55 individuals can pick up in an hour! Working with Plastic NZ Clean-Up week we got to tidy up our backyard.



2024 Pathways Awardees

17 PTTFT Awardees celebrated their achievements with family and workplace leaders on Thursday, November 21



FREE Health Checks

For the 4th year, RBA and Unitec Student Nurses partnered to provide free health checks for Rosebank business employees.



CrestClean

Caro Wedding scoops Master Franchisee of the Year award

CrestClean's commercial cleaning teams make a positive impact on the Rosebank community every day, delivering the highest standard of service to hundreds of businesses and schools in the area.

Behind the region's many successful CrestClean franchise owners is Auckland West Regional Master Franchisee, Caro Wedding, who recently won the award for Regional Master Franchisee of the Year at the Westpac NZ Franchise Awards. The judges commended Caro for her highly focused, strategy driven business and the impressive growth she has achieved.

For Caro, relationships are at the heart of everything she does. After 14 years, she finds her work more rewarding than ever as she continues to witness the success and growth of her region's franchisees.

Caro's approach is simple yet impactful. She puts people first and builds strong, positive relationships with both her franchisees and customers who she considers the backbone of her business.

"When you put people first, everything just falls into place. It's truly magical," she says.

"It's been incredibly fulfilling to grow not only the business, but every person in my region."

Auckland West franchise owners receive strong support from Caro, who is with them every step of their business journey. She helps them build confidence and take pride in their roles as business owners, equipping them with the skills to communicate effectively and manage all aspects of their business operations.

"It's all about giving them the tools to grow and I love seeing them gain confidence and develop relationships," says Caro.



Caro Wedding wins Regional Master Franchisee of the Year Award. From left: Derrin & Megan Miles, Rob & Caro Wedding and Dominik Drahoninsky & Barbora Opavova

Caro works closely with her son, Chris, who supports her as Operations Co-ordinator. Together with the region's franchise owners, they've built strong connections with businesses in the Rosebank community, going beyond cleaning to offer meaningful support where it matters most. Whether they're providing complimentary after-event cleaning for West Auckland Hospice, fundraising for a new school vehicle for Matipo Primary School or sponsoring the Waitākere Area Principals' Association (WAPA), Caro, Chris, and the cleaning teams have become familiar faces in the community.

"These efforts are what makes CrestClean truly special. It's the little things that go far beyond cleaning," says Caro, who has been an active member of the Rosebank Business Association for

over a decade.

As one of New Zealand's original franchises, CrestClean is a proudly home-grown company supporting over 732 franchise teams representing 57 different nationalities. With a strong commitment to consistent, professional service backed by robust programmes and systems, CrestClean has earned a reputation as a trusted name in the commercial cleaning space.

CrestClean is also a leader in sustainable cleaning, proudly earning Toitū Envirocare's Diamond certification – the highest level of accreditation in the programme. Caro has long been an advocate for sustainability and helps her customers improve their waste management through CrestClean's RecycleKiwi® initiative.

RecycleKiwi® was recognised as a finalist for Excellence in Community Contribution at the Westpac NZ Franchise Awards for its positive impact on the community. Since its launch in 2019, 6,736 RecycleKiwi® packs have gone to schools and businesses across New Zealand. These packs provide practical resources to enhance waste management systems and inspire the next generation to care for the environment.

Caro and Chris have been instrumental



Competitive surfer and RecycleKiwi ambassador Indica Knox Corcoran features in a variety of informative video downloads. Visit recyclekiwi.co.nz/video-resources



"We believe in setting the highest standards across the board – from operational efficiency to customer satisfaction and franchisee success."

in helping businesses throughout the Rosebank area improve their sustainability efforts through RecycleKiwi®.

"We're very invested in RecycleKiwi. It does so much to improve cleaning efficiencies and gets people thinking about what to do with their waste. It's also a great educational tool," says Caro.

"Chris is our RecycleKiwi champion. His pride and passion about the programme

is amazing."

CrestClean was also named a finalist for Business to Business Franchise System of the Year, underscoring its commitment to the highest standards - a key reason so many customers choose to stay with the company for the long term.

Managing Director Grant McLauchlan says being recognised finalists is testament to the hard work and dedication of the CrestClean team and franchisees nationwide.

"We believe in setting the highest standards across the board—from operational efficiency to customer satisfaction and franchisee success. Being recognised as finalists affirms our mission to lead with integrity and innovation in both the cleaning and franchise sectors," says Grant.

Caro cannot speak highly enough of CrestClean's services and processes. She believes that quality cleaning is simply the result of good management and discipline, with the real magic lying in the people. According to Caro, CrestClean's franchise families are constantly going above and beyond, making meaningful contributions to their communities.

"I really feel like I'm part of something bigger than myself. I know that if I don't have the answer, someone will be there to coach me through it. With the maturity of the business, there's always someone I can turn to who will listen and help."

CrestClean
Phone: 09 836 9945
Email: caro@crestclean.co.nz
Website: www.crestclean.co.nz



Centralised rubbish bin system using RecycleKiwi stickers and posters.

Member Profiles

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

Devonshire & Co | Berryman Real Estate Licensed (REA 2008)

With his extensive business experience, which includes managing commercial leasing across 14 countries throughout Asia Pacific, coupled with local property investment and real estate industry training, David Devonshire is ready to assist you with your commercial and residential real estate requirements.

David recently moved from Ray White to Berryman Real Estate, based in New Lynn. Berryman Real Estate is a boutique, New Zealand-owned family business that has been operating since 1951, offering commercial sales and leasing, residential sales, commercial and residential property management, and valuation services.

David was born and raised in Auckland. He graduated from Unitec with a National Diploma in Business before going on to study for a Bachelor of Business at Auckland University of Technology. David embarked on a career in corporate finance within the advertising and media industry, holding senior management roles in New Zealand with DDB, in Australia with OMD, and in the Asia Pacific region with Omnicom Media Group, based at their Singapore headquarters.

Having returned to Auckland with his family in December 2022, David followed his passion for property and completed a Certificate in Real Estate at Unitec before joining Ray White, and now Berryman Real Estate.



Devonshire & Co | Berryman Real Estate

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



Kate de Lautour
The Icehouse

Want to Create a High-Impact Team in Your Business?

What do employees want from their workplace? As a leader, what levers can you pull to create a motivated, high-impact team?

The answers to these questions are not always straightforward, given that different generations prefer different leadership styles. What energises one person might sap the life from another!

Some people prefer solo tasks, while others prefer collaboration. Some need daily check-ins, and others find them a massive distraction.

The answers lie in getting to know the members of your team individually and asking them how they work best.

Research shows that the way a Gen X'er (1965-1980) works best is to be goal oriented and with a clear hierarchy, while a Gen Z'er (1997-2012) is tech-centric and thrives on flexible settings.

Icehouse leadership specialist Kim Hill says it's much easier to motivate people if you know what makes them tick. For example, working overtime might not be a motivator for one person - instead, the hours may not matter to them, and they may want to feel like they are being involved in something bigger.

Kim says: "Ask yourself, how can you bring the best out of every member of your team?"

Kim recalls a recent conversation with a business owner who was considering requests from the team to implement a four-day

working week.

"The business tested the scenario around a shorter working week to see if the team would lift productivity," says Kim. "If they were motivated by a four-day week, then surely productivity and efficiencies would lift? The assumption was correct, and the business has seen the best come out of that team, with KPIs being reached in four days."

Kim notes that successful leaders are authentic, they have the ability to show empathy, and they appreciate the complexity of human beings. Checking in with your team on an individual basis can make a massive difference.

"If you notice a team member being late, try shifting your thinking to finding out what's going on for that person rather than feeling annoyed. Just lately, I've noticed stress levels are on the rise in workplaces. A combination of interest rate rises and a feeling of being overwhelmed isn't helping, so showing some empathy can go a long way towards getting positive vibes back in the workplace."

"Learn how to have courageous conversations, be an active listener, and follow the eight-second rule of being present," Kim adds. "Silence is powerful, particularly when people in your team might be high-conflict. Pause is the most critical button to have in your leadership toolbox."

The Icehouse Leadership Development Programme (LDP) has transformed the management skills of almost 2000 New Zealand business leaders. This year we have introduced an early bird price for registrations made before 30th November. Talk to us to see if LDP is right for you; we have leadership programmes to match your career level. Email us at grow@theicehouse.co.nz with "Leadership Programme" in the subject line. The next intake for the Leadership Development Programme is February 2025 in Auckland.

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Visit rosebankbusiness.co.nz to find out more.





Bret Gower
Smith & Partners

What does the Consumer Guarantees Act mean for my business?

The Consumer Guarantees Act 1993 (CGA) was created specifically to protect consumers. The CGA sets out guarantees that every business or person “in trade” is required to provide to their customers (with some exceptions). In this context “in trade” means anyone who is selling products, regularly buying products to sell, or providing services to consumers.

The CGA provides statutory guarantees that entitle consumers to get what they pay for - and if this is not the case, they are entitled to repairs, refunds, or replacements of products that are faulty (within certain reasonable limits).

Obligations to consumers

A supplier must provide products that are fit for purpose, legal, reasonably priced, match the descriptions given and be of an acceptable quality. Suppliers must ensure that products are able to be repaired for a reasonable period after the products are first acquired, whether this means the supplier having spare parts or organising any repairs through a third party. The exception to this rule is where the supplier notifies the consumer that repair facilities and spare parts are not available prior to the consumer purchasing the product.

If a repair is not feasible then a replacement or refund must be offered - again, this obligation is only valid for a reasonable period after the goods were first acquired. If a supplier provides services, the services must be what the consumer agreed to and must be

fit for purpose, performed with a reasonable level of skill and care, and completed in a reasonable time frame. Depending how serious any problems are in relation to the services performed and, for example, whether the services are capable of being re-performed, a consumer may be entitled to a repair, refund, or compensation.

Importing, Distributing and Manufacturing products

Similarly, if the supplier imports, distributes, or manufactures products the products must be durable, safe, of reasonable quality, and the supplier must carry spare parts and be able to provide repairs to products for a reasonable period of time after the products are acquired. The above exception also applies, if the supplier notifies the consumer that repairs and spare parts are not available prior to the consumer purchasing the product.

The guarantee applies to secondhand and new products, and if relevant the manufacturer’s warranty terms must also be adhered to.

When do guarantees not apply?

Guarantees do not apply, and you do not have to give a remedy when the consumer was aware of the fault before purchasing, they damaged or lost the product after delivery, they changed their mind, there was a problem with the product or service that was outside of your control, they took unreasonable time to return the product, they took an unreasonable amount of time to cancel the service, or they engaged in a service against the supplier’s advice - or as mentioned previously where they have been notified of a lack of spare parts or repair facilities prior to purchasing the product.

There is also an exemption for the sale of goods between businesses, where the terms of sale confirm that exemption.

Disputes

Problems that arise that cannot be settled between the consumer and the supplier can be settled in the Disputes Tribunal or the District Court (usually determined by the value of the remedy in dispute).

Need help?

Smith and Partners regularly advise business owners about whether these statutory guarantees apply, whether they need to replace products or re-perform services, provide repair facilities and/or spare parts, and how to protect their businesses against unreasonable or invalid CGA claims.

If you need advice on how to meet your obligations under the CGA, contact Commercial Law expert, Bret Gower to set up an appointment by phone on 09 837 6893 or email bret.gower@smithpartners.co.nz.



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Alan McDonald
EMA Head of Advocacy
and Strategy

How to Arrest New Zealand's Productivity Slide

Among the numbers that tell the story of New Zealand's recent economic issues, one continues to stand out as a troublesome fix: our productivity.

Other indicators are beginning a slow turn towards favourable, while the economic recovery should also help reduce unemployment and slow the skills flow to Australia. But the lag in New Zealand's productivity growth, compared to the rest of the members of the Organisation for Economic Cooperation and Development (OECD), remains.

Our productivity continues a slow but steady fall. In fact, the only time New Zealand's productivity reached the heights of the top half-dozen in the OECD was for a few years after 1991, following the implementation of the Employment Contracts Act.

That legislation scrapped the old, cumbersome, centralised wage-bargaining system, replacing it with today's more agile, decentralised, enterprise wage-bargaining system. Views will differ, but that's the only time New Zealand approached the top of the productivity graph.

The problems have been well traversed by successive governments and the now-scrapped Productivity Commission. Issues that have been highlighted include our geographic isolation and our slowness to adapt to, and adopt, new machinery, technology, and digital tools.

But with our broadband network among the best in the world, geographical isolation is not the barrier it once was. In fact, a growing number of New Zealanders and international residents are showing the way by earning their salaries in British pounds and US dollars while continuing to live here.

One tool the EMA would like to see introduced is a much-improved depreciation regime for investment by businesses in new technology and machinery.

Currently, it's just in the low hundreds of thousands of dollars over an extended period of years, but we would like to see that increased to seven figures over a reduced timeframe, say two to three years. It worked recently in Australia, where an enhanced depreciation regime encouraged rapid investment in smaller businesses, resulting in a subsequent productivity boost.

Manufacturing Minister Andrew Bayly is a supporter, and several other ministers like it, or at least are not opposed to the idea. While it would cost around \$600-\$800 million in tax revenue at a time when money is tight, this is one of those situations where knowing the cost shouldn't outweigh the value of making the change.

At the same time, our banking rules for business loans could

be adjusted to provide more flexibility around risk weightings for businesses, particularly smaller businesses. Accessing KiwiSaver funds is another option.

Our minimalist depreciation regime encourages the ongoing application of New Zealand's famed "No.8 wire" approach to extracting ongoing minimal gains from outdated, or near obsolete, technology and machinery.

That mindset has spawned several outstanding large-scale, internationally renowned companies. But those businesses, after making their initial "backyard" breakthrough, also take, invent, adapt, and adopt other components and technological advancements - and then apply them to their original ideas in order to grow.

Many smaller New Zealand businesses and manufacturers don't invest as they tinker with old machines for incremental gains. It's why the EMA supports the Industry 4.0 programme, which showcases new technology to our manufacturing community. The programme highlights the new tech investments and gains the EMA would like to see supported by an accelerated depreciation regime.

The Digital Boost programme, rolled out near the end of Covid, also helped encourage many small and micro businesses to adopt digital tools. We need to encourage more measures to make our workplaces more tech-savvy.

We also need to upskill our people.

If we are going to bring in an international workforce for major infrastructure projects, we need to ensure that the winning contracts include a commitment to train a specified number of New Zealanders with the skills needed to maintain the existing project and go on to build new ones. Our immigration settings should complement our skills and training programmes, filling acknowledged gaps in the workforce to satisfy short-term needs, while our own people are trained to fill those gaps long term.

We must improve the work readiness of, and skills available to, our young workforce, while putting more emphasis and resources into retraining the existing and older workforce.

Only 30% of any school cohort goes to university, with 26% to polytechs/private training/apprenticeships and the remainder to the workplace. Around 60% of EMA members tell us this cohort isn't ready for work. Poor literacy, numeracy, and communications skills are the core issues, and surprisingly, given how much time they spend on phones and computers, a basic lack of computer literacy.

Micro credentials can be effective in both training the young and retraining our ageing workforce. But our qualifications framework and funding institutions do not give these educational tools enough support or emphasis. It's pleasing to see the education, immigration, and social development ministers all working together to help resolve these long-standing problems.

With the exception of a change to depreciation rates, none of these are a quick fix. But it's what we need in order to start moving back up the productivity tables.



James Cartwright, Senior Solicitor
Henderson Reeves

Managing Workplace Investigations

Workplace investigations are difficult for employers to manage. One false step can jeopardise an otherwise thorough process. Bias, predetermination and other procedural issues are often raised by employees or their representatives against employers brave enough to conduct workplace investigations.

Employee conflict, suspected dishonesty, breach of company policy, confidentiality issues and more can all arise. At Henderson Reeves we can lead employers through this process, ensuring any workplace investigation is fair and can withstand scrutiny. Whether you seek general advice, or want to appoint a member of our team as an independent investigator we are able to assist.

Our team has significant experience in workplace investigations and employment law. We encourage employers to reach out to us early in the process. That way, you have the best chance of preventing disputes from arising or escalating. We will work with employers to determine the scope and process of any investigation. A workplace investigation should:

- Comply with the employers good faith obligations under the Employment Relations Act 2000.
- Comply with the principles of natural justice and follow a transparent and fair process.
- Enable decision makers to make informed and timely findings.
- Be cost effective and well structured.

We are motivated to help employers get any workplace investigation right and can act on short notice where necessary. If you require any further information, please contact the dedicated employment team at Henderson Reeves Lawyers.



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