

Issue 219. June 2025

Round about.

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In This Issue

4 FROM MY PERSPECTIVE

Business Development Manager, Phil Clode

6 ROSEBANK ADVOCATES

6 Grant Hewison

8 Kimmy's Korner

10 ROSEBANK NEWS & EVENTS

12 Whau River Celebration Day and Estuary Clean Up 2025

13 Administrative Professionals Day: Celebrating Our Unsung Heroes

14 Service with a Smile at Columbus Coffee

16 Special Moments

18 A Healthy Look at Illness

20 CCTV Sponsor Tiles

23 BUSINESS NUTS & BOLTS

23 RBA Member Profiles

24 Connecting the Dots of Productivity, Health & Safety, and Sustainability

25 SJA Honey

26 Business Risk Warrant of Fitness: Essential for Every Business Owner

27 The broker advantage - why you need an insurance expert



Cover: New Columbus Coffee owner Punarvasu Tatipalli and wife Katy.

With thanks to our partners ...



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The Rosebank Roundabout is published by the Rosebank Business Association Inc. Copies are distributed free to approximately 1200+ businesses in and around the Rosebank and other West Auckland districts. Editorial included in this publication reflects the opinions of the contributing authors and does not necessarily represent the views of the RBA.

From My Perspective

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



IT360's Callum Galloway and Dave Wilson

The RBA is pleased to welcome the new owners of Columbus Coffee to the area.

Punnu and his wife, Katy, have taken the plunge into café ownership, and they look forward to meeting their fellow RBA Members. Punnu previously worked as an area manager for JB HiFi, and he is already enjoying running the café with his team. He and Katy have given the café a complete makeover, with new furniture, lighting, and a fresh new look. The food and coffee are fantastic, and they do large and small catering as well. Take some time to read the feature in this issue of the magazine and visit the new Columbus Coffee on Rosebank Road.

On the 10th of June, mark your calendars for breakfast and an economic and political forecast/update

with Alan McDonald, EMA Head of Advocacy & Strategy. Alan has extensive experience in business advocacy with the government and insight into what is coming down the pipeline. The breakfast event, which will be held at Browne Street, has limited attendance, so register soon to avoid missing out.

Make sure you also register for the Dom Harvey - Lessons from Legends event at Encounter on the 26th of June. RBA Members should have the invite in their inbox by now - let us know if you haven't received yours. I'm looking forward to this event, as Dom has a great interview style and is able to get the best out of his guests. This event will also fill up pretty quickly, so don't miss out.

Finally, a big thank you to Mike Hannan, the owner/operator of Spark Business Hub - West Auckland for re-signing his partnership with the RBA for another year. Mike and his team are experts in the field of IT and telecommunications for SMEs, and Mike has been very supportive of our vision for many years. We have had a couple of oversubscribed AI seminars over the last few months that have been run by Spark and IT360, a Spark partner. If you need up-to-the-minute telecommunications and IT solutions, please contact Mike.

Regards,
Phil Clode,
Business Development Manager

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Rosebank Advocates

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



Dr Grant Hewison

Auckland Council's Urban Regeneration, Property Management, and Economic Development Activities

In December of 2024, Auckland Council confirmed structural changes to move urban regeneration, property management, and economic development activities into Auckland Council as part of the reform package of the council-controlled organisations (CCOs).

The goals of the reform are to improve democratic accountability over projects and services delivered to Aucklanders by CCOs; ensure strategic alignment between council decision-making and what CCOs do for Aucklanders; and improve the effectiveness and efficiency of how the Auckland Council Group operates.

This means that decision-making responsibility for the activities currently governed by the Eke Panuku and Tātaki Auckland Unlimited (TAU) CCO boards needs to be allocated by Auckland Council to either the governing body or local boards.

For urban regeneration, it has been recommended that decision-making for the overall programme and associated budgets and the city centre and waterfront programme sit with the governing body. Decision-making responsibility for implementing agreed priority location programmes would sit with local boards.

It is also recommended that the responsibility for decision-making in relation to property and marina management also sits with the governing body, noting that further work is underway through the Council Group Property Review, which might result in changes in the future.

For economic development activities, it was considered that decisions on the regional economic development strategy, business improvement district (BID) policy, and city centre and Auckland-wide economic development programmes should sit with the governing body. Local boards have always held decision-making responsibilities for influencing local BID programmes, local economic development plans, projects, and other local initiatives.

Feedback has been sought from local boards on the proposed approach. The Whau Local Board gave feedback that it supported the role of local boards in local place-shaping and in creating a local identity (under planning and development)

and said the same should be applied under urban regeneration. In other words, the Whau Local Board suggested that local board responsibilities should include local urban regeneration programme outcomes and objectives in alignment with the Auckland-wide programme.

The Whau Local Board supported the proposed allocation to local boards of the implementation of priority location plans, within parameters set by the governing body, but suggested that this would include sequencing of urban regeneration projects in the plan. The board requested advice on the degree of local board involvement in area plans, in light of the increased decision-making of local boards. The Whau Local Board also acknowledged the quality of the urban regeneration work completed by Eke Panuku in the Unlock Avondale project.

Support was given to the reinstatement of local economic development plans, projects, and initiatives in the allocation of decision-making, which was followed by a request that relevant, informed, quality advice and support on local economic development be made available to local boards.

The Whau Local Board also noted that further work is required to determine the future decision-making allocation for the funding of new priority urban regeneration or development locations as additional programmes are identified, such as New Lynn, and for how anticipated demand from local boards for local economic development and urban regeneration advice is to be addressed. It was also noted that property management decisions were being undertaken as part of the Group Property Review; the board was concerned that the allocation of decision-making responsibilities did not provide for local decision-making on stormwater activities in parks and for land use decisions for storm-affected properties.

Finally, there was a suggestion that local boards be allocated decision-making for service properties, and that any decisions to move a service property to non-service would be a formal local board decision.



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Recognising Potential: The Pathways to the Future Trust Award

Investing in people is one of the most impactful decisions a business can make, and the Pathways to the Future Trust (PTTFT) Award offers a unique and meaningful way to do exactly that. With a one-off grant of up to \$1,000 (inclusive of GST) available to successful nominees, this initiative allows businesses to recognise and support employees in their vocational journey. Whether the funding goes towards essential tools of the trade, professional development, or further training, the benefits of nominating an employee extend well beyond the individual.

The criteria are simple: the nominee must be 18 years or older and have been employed by the business for at least one year. But the potential impact is far-reaching.

Nominating an employee for the PTTFT Award is more than a generous gesture - it's a strategic business move. It demonstrates that your organisation values growth, development, and the people who drive your success. This kind of recognition can significantly boost employee morale and engagement, both for the nominee and their peers. Employees who feel seen and supported are more likely to remain loyal, productive, and motivated. Publicly recognising an individual's



contribution helps to reinforce a positive workplace culture built on appreciation and development. Over time, this can improve retention rates and reduce the costs associated with recruitment and onboarding.

There's also a branding advantage. Being associated with the Pathways to the Future Trust shows your commitment to supporting careers, not just filling roles. It positions your business as a forward-thinking, people-first employer – something that matters deeply in today's competitive talent landscape.

For the person receiving the award, the benefits are both practical and personal. The funding can be used in a way that is directly relevant to their role or aspirations, such as purchasing industry-specific tools, enrolling in training courses, or obtaining certifications that might otherwise be out of reach. But beyond the tangible support, being nominated is a powerful signal that their employer believes in them. It affirms their contribution, builds confidence, and encourages them to pursue their goals with greater focus and ambition.

In some industries, access to proper tools can make a measurable difference in quality of work and efficiency. In others, it may open the door to career advancement or specialisation. Either way, the award acts as a springboard, fuelling both personal and professional

development.

Here's what past PTTFT awardees had to say after putting their funding to use:

"The EMA Train the Trainer course has provided me with a greater insight into how to pass on knowledge to others in a way that is most likely to be remembered. At 21, I still have a lot to learn. The opportunity to attend the training has given me a drive to learn even more."

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"The \$1,000 worth of tools will significantly enhance my capabilities in fitter and maintenance engineering by providing precise and reliable instruments for diagnostics, repairs, and routine maintenance tasks, ultimately increasing efficiency, and reducing downtime."

Benjamin Tanielu, Autex Industries

In summary, nominating an employee for a PTTFT Award is a small but powerful way to invest in the future of both the individual and the business. It shows that your organisation doesn't just employ people; it nurtures potential. And in doing so, it helps build a stronger, more capable workforce, ready to meet the challenges and opportunities ahead.

Contact Kim Watts,
kim@rosebankbusiness.co.nz to make a nomination.

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Rosebank News & Events

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

Economic and Political Forecast with EMA



Alan McDonald

EMA's Head of Advocacy & Strategy

As the new financial year begins, global trade dynamics shift and an election season approaches, join us for an economic and political business forecast for New Zealand businesses with EMA's Head of Advocacy & Strategy,

Alan McDonald. Alan will present to Rosebank Business Association members on the direction of travel for the rest of 2025 and beyond, including movement in international trade and local legislation, and their impacts for employers.

EMA Seminar

Where: Browne St Eatery, 50 Rosebank Rd
When: Tuesday, 10 June 2025
Time: 7.45am - 9.30am
RSVP: maureen@rosebankbusiness.co.nz

Lessons from Legends: Deconstructing the success of over 200 incredible Kiwis with DOM HARVEY



Dom Harvey

Guest Presenter

Join us for an unforgettable event with one of New Zealand's most engaging storytellers - Dom Harvey.

Best known for his 20-year run as a beloved host on The Edge breakfast show, Dom traded the early mornings for meaningful conversations when he launched his podcast, now ranked among the most popular in Aotearoa. Through candid, curious interviews with over 200 inspiring Kiwis, Dom has uncovered the habits, mindset, and magic behind

some of our country's most extraordinary success stories.

At this event, Dom will share what he's learned from interviewing New Zealand's legends - and what it takes to become one.

Get ready for great stories, a few laughs, and real takeaways from someone who's had a front-row seat to Kiwi success. including movement in international trade and local legislation, and their impacts for employers.

Dom Harvey Lunch

Where: Encounter, 495 Rosebank Road
When: Thursday, 26 June 2025
Time: 11:30am - 1:30pm
RSVP: maureen@rosebankbusiness.co.nz

Lincoln Green goes on the market

The Waitākere Licensing Trust has announced it is placing its largest asset, the Lincoln Green property in Henderson, on the market. This strategic decision aims to maximise value and support the future growth of West Auckland.

Located on a substantial 1.67 hectare site in the heart of Henderson's commercial corridor, the property comprises the 70-room Quality Hotel, the Good Home gastro pub and a Liquorland bottle store. Positioned close to key amenities such as Waitākere Hospital, The Trusts Stadium and major transport links, the site offers significant commercial and redevelopment potential.

Waitākere Licensing Trust CEO, Allan Pollard, says, "All three businesses have played an important role in the West Auckland community for many years. This large commercial site holds untapped potential and by putting it on the market, we're opening the door to new development possibilities that could deliver greater long-term value for the community."

The freehold property is zoned for business-mixed use, providing a variety of future development options. Leading commercial real estate firm JLL has been appointed to manage the sale process, which will begin in the coming weeks.



"Throughout the sale process, it will be business as usual for our valued staff and customers at the hotel, pub, and bottle store. We are committed to supporting our team and maintaining excellent service every step of the way," adds Pollard.

The Waitākere Licensing Trust board will carefully review all offers, weighing both commercial and community benefits to ensure the best possible outcome for West Auckland residents. Proceeds from the sale will be reinvested into new community projects and assets designed to deliver stronger and more sustainable returns.

"This decision marks a positive step forward and reflects our ongoing commitment to the responsible stewardship of community resources and our dedication to delivering long-term benefits for the people of West Auckland," says Pollard.

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Whau River Celebration Day and Estuary Clean Up 2025

The Whau River is an integral part of the lives of everyone living in the catchment. On the 4th of May, to commemorate the importance of the river to the local Whau community, the Whau River Catchment Trust, along with the West End Rowing Club and New Lynn and Grey Lynn Sea Scouts, held an estuary clean-up event. The goal was to connect the community to the awa (river) right on their doorsteps.

Over 116 volunteers attended. Some people started at Saunders Reserve on the Rosebank side of the river, spreading out from there and scouring the banks. The West End Rowing Club kindly provided boats to take some volunteers onto the estuary itself to



look for rubbish that was less accessible from land. The remaining volunteers, including those from the New Lynn and Grey Lynn Sea Scouts, set off from Archibald Park on the other side of the river. By the morning's end, a hefty haul of rubbish had been collected, and the volunteers were filled not only with a proud sense of kaitiakitanga (guardianship/protection), but also a hearty BBQ lunch generously provided by the West End Rowing Club.

In the wake of several extreme rainfall events that have hit Auckland, cleaning our waterways of rubbish has become more important than ever. During heavy rain, rubbish and debris can get picked up and flushed downstream, getting trapped in the stream or on the bank or washing out into the harbour. This has a harmful impact on wildlife and water quality. Rubbish and debris carried by fast-flowing floodwaters also pose a serious danger to people. Not only does cleaning up the awa protect our streams and keep Auckland's harbours clean and healthy, it also brings together businesses and people in the community and builds a stronger sense of flood resilience, creating safer, healthier streams.



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Our CEO, Noah Hickey, grew up in Auckland and played football



for the Football Knights and New Zealand's All Whites. Today, he brings that same energy to supporting Kiwi businesses - often out visiting local workshops, meeting directly with customers.

If you're managing a fleet and want to see how Whip Around could help, we'd love to hear from you. We're always up for visiting local businesses and showing what we can do.

Administrative Professionals Day: Celebrating Our Unsung Heroes

To mark Administrative Professionals Day, the RBA hosted a special evening on Wednesday, May 21 for 15 of Rosebank's dedicated business administrators. Organised by the RBA, the event gave these hard-working professionals a chance to relax, connect, and enjoy the simple pleasure of creating their very own boxed bouquet arrangements.

The RBA reached out to local businesses and associate members to nominate administrators who they felt deserved recognition. The response was fantastic, highlighting the genuine appreciation employers have for the people who keep their businesses running behind the scenes. Each nominee was welcomed with drinks, nibbles, and a relaxed atmosphere. The evening, facilitated by Best Blooms, was light-hearted and fun, with everyone thoroughly enjoying the creative process. By the end, the room was filled with beautiful arrangements and even bigger smiles.

There's something special about making something with your own hands, and it was clear from the joy in the room that the gesture meant a lot to those in attendance. It was a small but meaningful way to say "thank you."



More than just a celebration, this event was a reminder of the unseen value administrators bring to our workplaces. They are often the quiet engine rooms of our operations, handling the countless little things that make a big difference. From keeping schedules on track to creating order in chaos, they are often the glue that holds it all together.

It's easy to take their contributions for granted – until the day they're not there. Administrative Professionals Day reminds us to pause, reflect, and recognise the vital role these administrators play. Their work may happen behind the scenes, but its impact is felt everywhere.



Service with a Smile at Columbus Coffee

If you've been to Columbus Coffee on Rosebank Road lately, you might have noticed a few new faces behind the counter. The well-known café, with its familiar yellow façade, is under new management, and the team is pleased to invite you to stop in for a coffee or a bite to eat.

Owner Punarvasu Tatipalli, who purchased the café with his wife Katy in late March this year, says he and his team are focused on providing excellent customer service - and great coffee.

"The most important focus for the café is having a high level of service and a unique and delicious menu offering," he says. "And, obviously, a great atmosphere with comfortable seating, where customers can find the perfect balance between working and enjoying their coffee."

When Punnu, as he is known to friends and colleagues, took over Columbus Coffee, it was his very first foray into the café industry. The move was both an exciting new challenge and a perfect fit for his experience as a retail manager.

"Although I haven't worked in a café

environment before, I used to be a multi-store area manager at JB Hi-Fi, and my first-ever job was at Restaurant Brands," he says. "Back in the early 2000s, Starbucks was part of their chain."

The café's location within Rosebank also made perfect sense to Punnu. "There were three main contributing factors," he says, of the decision to go into business here. "Maintaining a home/work balance, the local customer reach, and the fact that Rosebank is a busy suburb with such a big industrial demographic. I believed my expertise in maintaining business clientele would be an asset to welcoming more local customers and putting a face to the Columbus Coffee name here in Rosebank."

With a few months of café ownership now under his belt, Punnu says he enjoys doing the little things that create a warm and welcoming atmosphere for his customers. "I believe it's important to know your customers and to welcome them at the counter, and to play good music. Great coffee and consistently good service go a long way, too."

As the new co-owner, Punnu undertook

a complete refurbishment of the decade-old space. "Because everything was almost ten years old, I've invested in all new modern furniture, including corporate meeting tables and high tables, and new lighting to complement our interior design and colours."

Punnu's staff is a close-knit team of four, and he says that their positive attitudes create a fun, productive working environment and a friendly space for customers, too.

"Even though we're all new, the team is collaborative and the camaraderie is great," he says. "We're an enthusiastic bunch, and we have that constant banter amongst us. This creates a friendly and professional atmosphere, even during busy periods - maintaining a positive and friendly presence is vital. Everyone on the team communicates openly, and they never shy away from asking for help when it is needed."

And although he might leave making flat whites to his expert baristas, Punnu says he enjoys working with his team in the day-to-day running of the café. "As a business owner, I'm always aware

of what's going on, and I keep myself busy, helping and lending a hand before my staff needs to ask for help. I believe this is the perfect recipe for creating a balance between employer and employee in a small team."

The café is open Monday through Saturday and offers both a regular "kitchen menu" and a seasonal menu. There is also a business catering menu designed by Punnu with Rosebank locals in mind, with options like canapés, club sandwiches, pasta salad, and desserts made with creme fraiche. There is free parking out front, and highchairs available for little ones.

With autumn's chilly temperatures upon us, Punnu says he has lots of classic and comforting menu options in store for winter. "As we head into the winter season, we're launching our new 'Local Favourites'," he says. "Classic beef burgers and crumbed fish and chips, to name a few. Come and see us at the café and keep an eye out for the menu launch in the first week of June."

Columbus Coffee is located at 391 Rosebank Road. Their opening hours are from 7am to 3pm Monday through Friday, and 8am to 2pm on Saturday.



We're Open!

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refurbished cafe...***



**Columbus Coffee Rosebank Road, 391 Rosebank Road, Avondale
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Special Moments



The Trusts Hosting

CEO Allan Pollard praised Rosebank and West Auckland at their hosting event.



Rosebank Business Challenge

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Administrator's Professional Day

To mark Administrator's Professional Day, the Rosebank Business Association (RBA) hosted a special evening for 15 of Rosebank's dedicated business administrators.



Feed a Giraffe

16 lucky Rosebank team members fed giraffes at Auckland Zoo thanks to 'Help a Workmate Stand Tall'



6

Coffee with a Cop - Feb 27th

There's something special about sitting down with your local Police to talk about what's happening in the neighbourhood. Big thanks to Avondale Police for taking the time to listen, share insights, and connect with some of our Rosebank businesses.



9

Best Blooms

A peek into the world of floristry under pressure, combined with DIY flower displays.

in 2025



7

Easter

Rosebank School pupils enjoyed an Easter Egg Hunt, finding treats to share with classmates.



8

Pathways to the Future Trust

Pathways to the Future Trust nominations are now open
<https://www.pathwaystrust.co.nz/>

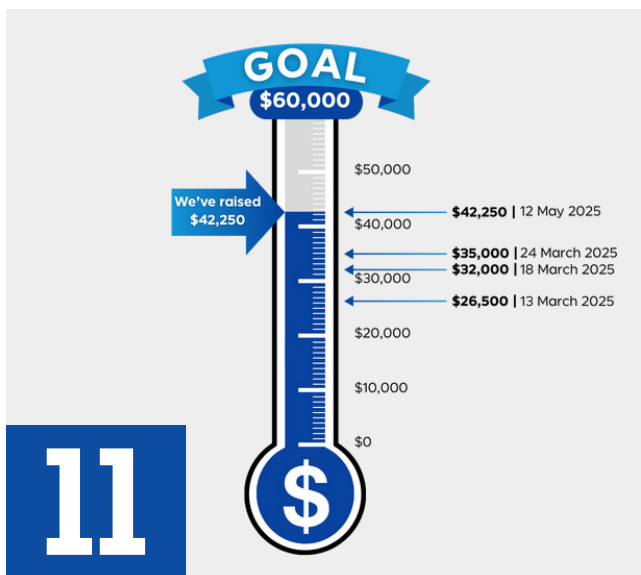
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10

Fruit Care Pack

RBA continues to deliver fruit care packs to our businesses as a gesture of care and community.



11

Buy a Tile

Thank you to all the businesses supporting our Buy A Tile initiative - we've reached \$42,250 of our \$60,000 goal!



A Healthy Look at Illness

With flu season right around the corner, employee illness is likely to be top of mind over the next few months. But what are the rules around sick leave, and when should an employer enforce them - or use their discretion to be more flexible?

According to New Zealand employment law, all employees - whether permanent, full-time, part-time, or casual - are entitled to 10 days of sick leave per year, as long as they've been working for their employer for a certain number of hours over at least six months (employment.govt.nz). But in the post-Covid era, many employers are comfortable allowing sick employees to save their leave and work from home. Tristan Mulgrew, HR Advisory Lead at MyHR, says that whether an employee can still work when they're under the weather can depend on factors like the industry, the manager's trust in their employee, and even the employee's role in the business.

"If you're working in food manufacturing, or a restaurant," she says, "your customers don't want to be served by somebody who's sneezing. So someone in that environment who's serving or preparing food shouldn't be at work, but their support staff - like payroll - might be able to work from home."

She notes that there are fixed requirements in some industries, like food preparation, where certain symptoms mandate a standdown period before returning to

work. "But when somebody who can work from home has something like a minor cold, most people are saying, 'Don't bring it into the office - we don't want everyone to go down. Stay at home and work from home.'"

That's not to say, necessarily, that each person working from home with a virus will be on top of their game. Tristan says that productivity is another grey area.

"There are no hard and fast expectations or rules," she says. "It comes back to the



Tristan Mulgrew

level of trust you have in the individual and how they're feeling. I've had team members with Covid who only took one or two days off because they had a mild case. Or if someone has a sprained ankle and they're working from home with their foot elevated, I can expect pretty much

100% productivity.

"Personally," she adds, "I manage 12 people, and when I see they're going downhill, I send them off to get better. I genuinely believe that my team is better for me to have at work when they're 100% fit, and I'd rather lose a couple of hours on an afternoon that they go home than have them battle on and work at 60% for four days. But I know my team; I've got a high trust in them, and I know their output. I think that is rewarded when you can manage this way."

But how can an employer know whether to take someone's word for it when they say they're unwell? With "Monday-itis" and bunking off work on a Friday fairly common, it can be tempting to doubt whether an employee is genuinely ill when they phone in sick.

"We would maintain that if the employee is saying to you, 'I'm not well,' allow them to take the day or the two days, whatever the case may be," says Tristan. "They have an entitlement of 10 days for a reason."

She says that it's also important to allow employees to use sick leave for mental health reasons. "I think there has been a societal shift around mental health in the last 10 years. A lot more employers understand that we should be allowing sick leave if a person is saying, 'I'm just not functioning today' or they talk about a

mental toll or a duvet day.”

The same goes for “stress leave,” which Tristan notes isn’t an official category of leave. “That’s actually what their sick leave is for. Always use sick leave for these types of circumstances, rather than annual leave, in the first instance.”

Employees are also entitled to use sick leave if they need to care for a dependent - which can be a child, an elderly parent, or anyone who depends on them - as well as for pre-planned medical procedures, like surgery for themselves or a dependent. “Planned sick leave is often overlooked by employers,” says Tristan, “but we would consider that legitimate use of sick leave. The employee knows in advance that they aren’t going to be available to work, and they’ll provide a medical certificate on the day.”

And when an employee’s entitlement runs out, an employer can use their discretion to allow them further days away. “For longer periods of absence, an employer might, because of the circumstances, apply special leave,” she says. “But that’s over and above - there’s no requirement to do that. Also, unpaid leave or sick leave without pay would be another way to treat it.”

That said, Tristan says there certainly are options for employers when it comes to people who are genuinely taking the mick.

“With the 10 days being your entitlement, around that 15 to 18-day mark is when you know you’ve got somebody pulling your leg,” she says. “We’ve had many cases where we’ve managed misuse of sick leave because people have been caught out on social media, posting photos of their roadie with friends when they’re meant to be sick at home. You can’t discipline someone for being sick, but you can discipline them for misuse if the circumstances allow.”

For example, under the Holidays Act 2003, if an employee has

been absent from work for three days or more, they are required to provide a medical certificate at their own cost. An employer can also request a medical certificate for one or two days’ absence, as long as they pay for it themselves. Plus, adds Tristan, some employer agreements include a clause where any individual sick days beyond the 10 days’ entitlement require a medical certificate at the employee’s cost.

“When someone is outside of their 10 days, you probably want to make sure they know, ‘You’ve got nine months left before your next sick leave entitlement rolls in and I’m requiring you to provide me with a medical certificate for any single day that you’re off.’ A lot of people pull their socks up at that because it’s \$60 to \$70 to go to the doctor.”

When it comes to laying the groundwork for a culture of honesty and transparency around illness at work, Tristan says that “generally speaking, as with anything, you’ve just got to talk to your employees and be open about it.”

“It’s far easier to have a flexible working environment in some organisations versus others, so it comes back to what you do as a business and what your beliefs are around sick leave, and how you want to manage that.”

And if you’ve been burned before, she says, make sure you have your business’s policy (beyond the legal requirements) down in writing, and remind employees of it once per quarter. “If you want to strictly enforce the 10 days’ entitlement and request that anything outside of that requires a medical certificate at the employee’s cost, you should have that written down so that new people know it and you can refer back to it.”

Special thanks to Tristan Mulgrew of myHR (myHR.works).

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Member Profiles

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



Pro Projects: Built on Trust, Delivered on Precision

It's fair to say that Pro Projects is not the same as every other building company. They pride themselves on being old school, worry-free, and providing the best expertise based on a combined 25+ years in the building industry.

Pro Projects offers turnkey solutions: project design, management, and build from "go to whoa." From the day they meet a client on-site to the moment they hand over the key, Pro Projects takes charge of providing transparent solutions at every stage.

This guarantee of quality, on-time, turnkey builds is based not only on the expertise and experience of Director Kane Fraser, but on his close network (they like to refer to them as partners,

if not family) of sub-trades, who are quite simply the best in the business and will drop everything to prioritise Pro Projects builds.

Whether it's contracts, project management, and merchant invoicing (the office process) or ensuring quality builds (on-site management), they ensure the project runs smoothly and is completed to perfection.

Promises are worthless unless they're backed by reputation and experience. Kane has been in the construction business for more than 25 years; he makes sure the administrative process runs smoothly, using the best software tools to ensure absolute transparency in scheduling and costs throughout the project.

With a team of quality builders on board, the spectrum of builds Pro Projects can offer is varied and broad, from bar, office, and retail fitouts to new builds, renovations, and accessibility work.

Every build is a complex project; no matter who the client is, 100% trust is the most important thing. Pro Projects doesn't apply Band-Aids to any work - they take a close look at what is needed in every scenario and give their best advice to make sure the work is of the best quality. They won't compromise at any stage.

For more information, contact Kane kane@projects.co.nz

Pro Projects

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BASF Coatings and Chemetall New Zealand Limited

BASF Coatings and Chemetall New Zealand Ltd. are dedicated to your success, so you can expect more. Operating under the Chemetall brand, the surface treatment global business unit of BASF's coatings division is a leading supplier of applied surface treatment technologies for metal, plastic, and glass substrates. Supported by a large network of technical specialists, these specialty chemicals are used in a wide range of industries and end-markets, such as (but not limited to) automotive, aerospace, aluminium finishing, coil, and metal forming. Their portfolio includes solutions for ensuring corrosion protection and coating adhesion, forming and machining of substrates, applications to prepare surfaces for painting processes, and sealants for specific applications in the aerospace industry.

Headquartered in Frankfurt am Main, Germany, the global business unit comprises about 40 facilities, 16 production sites, and a network of technology centres.

Here in New Zealand, they pride themselves on having a dedicated and qualified technical sales team that collaborates closely with their customers in the field and provides on-site technical service across their four key segments: aerospace, aluminium finishing, food, and industry. With their deep technical

knowledge and expertise, the Chemetall team offers innovative solutions with top-quality processes that address their customers' process challenges.

Chemetall defines success by developing and optimising sustainability in their products, practices, and processes. This commitment to social and environmental responsibility allows them to cultivate innovative technologies and services that lead to a brighter tomorrow.



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Business Nuts & Bolts

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



Jane Finlayson
EMA Head of Manufacturing

Connecting the Dots of Productivity, Health & Safety, and Sustainability

Productivity, health & safety, and sustainability are often treated as separate business priorities, each with its own strategy and team. In reality, these goals are deeply interconnected, and when aligned, they amplify each other's impact.

Companies that embed a safety-first culture tend to be more organised, efficient, and forward-thinking. Those that invest in sustainability – cutting waste and adopting greener practices – often have stronger systems and better risk management. And businesses that define productivity not as “doing more” but as “creating more value with less harm and waste” are the ones futureproofing themselves.

These connections matter in practice, not just in theory. At the centre of them all are people. Whether they're improving productivity, enhancing safety, or implementing sustainable practices, it's workers who drive progress.

There's a persistent myth that health & safety can slow things down, but unmanaged risks lead to far greater disruption. Injuries don't just incur direct costs like ACC levies or sick leave – they also mean lost time and lower staff morale. One incident affects not just the injured worker, but also their team, their manager, and the business's ability to deliver.

By contrast, businesses that invest in more ergonomic job design, streamlined processes, and better tools simultaneously improve safety and productivity. Healthy workers are more engaged, stay longer, and deliver better results. Well-designed jobs are easier to train for and faster to repeat. That's true productivity.

Countries like Sweden demonstrate the benefits of this holistic approach. Their culture of continuous improvement has led to some of the lowest harm rates in manufacturing, alongside high productivity. Compared to Australia, the UK and New Zealand, Sweden stands out as setting the benchmark. While the UK and Australia perform reasonably well, New Zealand still lags in both safety outcomes and productivity, although progress is being made.

Sustainability follows similar logic. It's often seen as a cost, but in reality, it's about working smarter: reducing waste, conserving energy, and building resilient operations. Investing in energy-efficient machinery lowers long-term costs. Circular practices, such as reusing materials or turning waste into new products, reduce disposal costs and protect supply chains.

Whether it's reducing packaging, lowering emissions, or

sourcing locally, sustainability can streamline operations and improve resilience. Many of the best “green” decisions are also strong business moves. For example, manufacturers can save thousands through energy upgrades, and food producers can generate new revenue by repurposing waste.

At the EMA, we're working to connect these dots. Our event Beyond Compliance – Building a Proactive Safety Culture brought together leaders to discuss how to evolve safety from a checkbox into a core organisational value. Another event, Sustainability for SMEs and Exporters, gave businesses practical tools to embed sustainable practices while building a culture to support them.

These events help businesses adapt to changing regulations and meet growing international expectations around sustainability and wellbeing. They also reinforce a shared truth: culture is the thread that ties everything together.

When businesses empower frontline workers, encourage open reporting, and invest in upskilling, they're building a culture of continuous improvement. These are the companies that spot and solve problems early, whether it's a safety hazard, a production bottleneck, or a wasteful process.

A safety-conscious team is also more likely to suggest innovations that improve efficiency. A workforce involved in sustainability efforts is more likely to identify cost savings or process improvements. Engagement creates ownership, and ownership drives better results.

If you want to lift productivity while enhancing wellbeing and sustainability, start by listening to your team. Ask them what's slowing them down or making their jobs harder. Often, solutions for safety and productivity will emerge in the same conversation.

Take a fresh look at waste – whether it's materials, time, energy, or knowledge. Eliminating waste isn't just good for the environment; it's key to operating more efficiently. Every unnecessary step is a hidden cost.

Finally, invest in people. Smart machinery helps, but it's your team that makes it all work. Train your staff in leadership, lean thinking, digital tools, and problem-solving. A skilled workforce can adapt, innovate, and drive improvement from the ground up.

The businesses that will thrive in the next decade won't be those focused solely on cost-cutting. They'll be the ones that align productivity with a genuine commitment to safety, wellbeing, and sustainability. This isn't a trade-off; it's a strategy.

The future belongs to those who think smarter, design better, and care deeply about the people and the planet they depend on. A proactive, people-centred culture protects your workforce and powers lasting productivity and innovation.

The EMA is New Zealand's largest business association. They are at the forefront of the business environment, advocating for and providing support, advice, training and representation to members. To learn more, please contact Ruth Boyes ruth.boyes@ema.co.nz or +64 27 2619774.



Kate de Lautour
The Icehouse

SJA Honey

Bees are in Jason Marshall's DNA.

Growing up in Christchurch in the 80's, Jason had beehives in his parents' back garden. Later, he established hives as a hobby while working as a fast ferry driver in Auckland. Attempting to source more bees gave Jason the idea for a business as the Mānuka "gold rush" took hold. Listing a few hives for sale on Trade Me brought an astonishing response, and SJA Honey was born.

SJA Honey found a niche in the market, becoming one of the country's first commercial suppliers of bees. Recalling those early days in 2007, Jason says orders for hives started coming in at around 100 but quickly ramped up to 4,000 a year. It was the start of New Zealand's Mānuka honey boom, and it was full on.

"Everybody wanted hives - corporates, investor groups, iwi - anyone who could keep a hive alive wanted bees. We thought rather than chasing the honey, let's start a business based on the bees. If people are digging for gold, sell them shovels, right?"

"We were the only suppliers who could deliver the big numbers: 1,000 or 2,000 hives. Our breeding programme allowed us to double our own hive numbers each year on top of what we supplied the industry."

Farmers were given honey in return for the small amount of land required for the hives. The breeding model flourished with help from artificial insemination programmes, producing tough, disease-resistant Italian queens.

Predicting that the Mānuka honey rush could be in decline, Jason started looking for ways to diversify. He landed on the production of table-grade honey and pollination for kiwifruit and avocado orchards.

Last year, the business placed 7,000 hives in orchards around the country.

Then came the idea for exporting bees... to Canada. A combination of New Zealand's direct flights, an established commercial industry, and disease resistance make SJA Honey's New Zealand bees attractive to Canadian buyers.

This was no easy feat, with very little information at the time on the export logistics. Jason travelled with the first half pallet of bees, and the journey was not without a few challenges - including the bees almost missing the plane.

"It took us longer than we thought to get the bees collected, particularly as a storm developed in the days before departure. By the time we got to Canada, I must have looked a state because I hadn't slept - but the bees were perfect travellers!"

Jason saw the bees to their new home in Northern Alberta, installing the hives in a shed because of the metre-high snow on the ground.

With the business in high-growth mode, Jason began looking at how he could best develop himself. Seeing an ad on Facebook and talking to Icehouse Auckland Manager David Thompson led to him signing up for the Owner Manager Programme 67.

"I believe you can only develop your business to the point you develop yourself," Jason says. "If you're not growing yourself, then how can you grow your business?"

Jason says he joined The Icehouse not only for the learning from the experts, but also the learning from others - particularly since the ambitious SJA team was breaking new ground in many areas. BNZ supported his decision, providing a scholarship to subsidise the programme costs.



Jason Marshall

"I wanted what we were doing to be critiqued. We're still at a critical stage of growth, developing new systems and it's exciting, but I wanted to test the plans, and that's what we've been able to do with The Icehouse."

The business has become leaner and more efficient, halving the workforce and doubling the revenue.

"We've looked closely at the skills we require and what systems we could improve, and that's lifted our productivity significantly. We've used the downturn to make careful, cash-positive acquisitions, giving us the ability to scale up and focus on new processes and international development."

The industry isn't looking likely to return to the gold rush days anytime soon, but Jason believes it has reached a more sustainable level - a new normal. He says that's okay, but that there's opportunity for a smarter, sector-wide approach.

"We have to learn to operate profitably in this environment. However, I do believe there is room for regulation in our industry so we can not only improve the way we do business offshore, but also control the production here at home in a measured way, to start a shift away from this boom-bust cycle the industry has been in."



Bret Gower
Smith & Partners

Business Risk Warrant of Fitness: Essential for Every Business Owner

As a business owner, ensuring the health and safety of your business is as crucial as maintaining the physical well-being of your employees. Just as vehicles require a Warrant of Fitness (WOF) to ensure they are roadworthy, your business needs a comprehensive check-up to ensure it is legally sound and protected against potential risks. This is where the

Business Risk Warrant of Fitness (WOF) from Smith and Partners comes into play.

What is a Business Risk Warrant of Fitness?

The Business Risk WOF is a proactive service designed to help business owners identify and manage legal risks associated with their operations. By understanding your legal responsibilities and potential liabilities, you can make informed decisions that protect your business and personal interests.

Key Services Included in the Business Risk WOF

Smith and Partners offer a suite of services that form the basis of a Business Risk WOF. These services are tailored to ensure your business operates smoothly, complies with legal requirements, and is well-protected against potential risks.

First, we provide advice on business structuring and transactions. This includes the formation, structuring, and sale or purchase of businesses to ensure optimal legal and commercial outcomes. We also handle contract law, drafting, reviewing, and negotiating contracts to protect your business interests and minimize risks.

When it comes to commercial property, we assist with commercial leasing, property acquisitions, and sales to secure favorable terms and compliance with legal requirements. Additionally, we help protect and manage intellectual property rights, including trademarks and copyrights, to safeguard your business assets.

Our services also cover employment law, providing guidance on employment agreements, disputes, and compliance with employment laws. And if you ever find yourself in a commercial

dispute, we offer strategies for resolving these efficiently and effectively.

Why Choose Smith and Partners?

At Smith and Partners, we understand the unique challenges faced by business owners. Our team of experienced commercial lawyers is dedicated to making the legal process easy to understand and navigate. We work closely with you to ensure that your business is legally sound and well-protected.

In addition to the Business Risk WOF, we offer a wide range of services to support your business needs. We provide guidance on starting a new business, including business structure and tax implications. We assist with buying or selling a business, ensuring a smooth transaction. We draft and negotiate shareholder agreements to protect the interests of shareholders. We also handle corporate and commercial property issues, and resolve business disputes quickly and efficiently.

Schedule Your Business Risk WOF Today

Don't wait until a legal issue arises. Be proactive and schedule a Business Risk Warrant of Fitness with one of our senior commercial lawyers. This simple yet comprehensive check-up can save you time, money, and stress in the long run.

For more information or to schedule an appointment, visit our website or contact us directly. Let Smith and Partners help you ensure your business is in top legal shape.

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The broker advantage - why you need an insurance expert

When everything from groceries to business software and banking is just a few clicks away, it's easy to assume insurance should be just as simple. But if you're a Rosebank business owner juggling property, vehicles, stock, staff, and compliance risks – you probably know, in reality, it's a little more complex.

While direct insurers with digital platforms might offer fast quotes and instant cover, what they can't offer is conversation, context, and the confidence you're truly protected. That's when having a local insurance broker who knows West Auckland, understands your industry and works for you, makes all the difference.

No two Rosebank businesses are the same

If you take a walk down Rosebank Road, you'll see a food manufacture on one block, a tech start-up in the next, and around the corner, a logistics operator and signwriter. Each faces distinct risks, from fire and theft to machinery breakdown, cyber threats, and liability claims.

Off-the-shelf insurance policies aren't designed to account for the nuances of your operations. As brokers, our job is to ask the right questions, identify your specific exposures, and design an insurance programme that meets your unique needs. And at claim time, we're in your corner – advocating on your behalf with the insurer to make sure your policy responds as intended and that you're treated fairly.

Price is only part of the equation

We know business owners are looking for the best value for

money. When it comes to insurance cover, we also know the cheapest policy doesn't always represent the best value, especially at claim time. Small differences in policy wording – an exclusion here, a sub-limit there – can have a huge impact when things go wrong, and you need to claim.

What does business interruption actually mean, and when is it triggered? Is your replacement sum insured high enough for today's rebuild costs? Does your cyber cover include ransomware events? Do you even have cyber cover?

These are the sorts of questions we help you resolve, so you're not left exposed. And we make sure you understand exactly what you're paying for, and where the real value lies.

Claims support when you need it most

The real test of insurance is claim time. That's when you'll truly come to understand the broker advantage. Instead of calling a faceless 0800 number and hoping for the best, we'll guide you through the process, managing your claim with the insurer, advising you and advocating on your behalf.

Working alongside our brokers, our in-house claims team will help get you back on track faster and with less stress than going it alone.

A long-term partner in your corner

Think of your broker as another trusted expert – like your accountant or lawyer – helping you navigate an increasingly complex commercial and risk environment with your best interests at heart.

Our job is to ensure that as your business evolves, your cover evolves with you, giving you the confidence to grow. Whether you're expanding, hiring, moving premises, or changing how you operate, we're proud to support RBA members every step of the way.

Let's chat

If it's been a while since you reviewed your business insurance, or if you're not sure what your current policies cover, let's talk.

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