

NELSON TASMAN
CHAMBER OF
COMMERCE

COMMERCE
COMMENT

OCTOBER 2018

30TH
ANNIVERSARY

NelsonPine
Laminated Veneer Lumber *LVL*

NELSON TASMAN
CHAMBER OF
COMMERCE

2018

BUSINESS
AWARDS

Celebrating milestones

Meet the extraordinary entrants and finalists who are part of our 30th anniversary
of the NPI Chamber of Commerce Business Awards

CORNERSTONE PARTNERS:

Contents

From the Acting CEO2

Building on the success of previous generations.....3

Join the Brook Business Club3

Meet our 2018 Business Award Entrants4

Meet the finalists6

Find the Chamber at the Mahitahi Colab 7

Let's Talk about Tech - security and protecting your online identity 8

Employee insurance benefits 9

Business Building Blocks Workshop Series 2018.....10

Bullying, WorkSafe and Personal Grievances11

People ignore brands that ignore people 12

The risk of deportation for temporary visa holders 13

Meet our members14

For all enquiries please contact:

Nelson Tasman Chamber of Commerce
 Mahitahi Colab
 Nelson Marlborough Institute of Technology
 322 Hardy Street, Nelson, PO Box 1121, Nelson 7040
Phone: 03 548 1363 **Email:** info@commerce.org.nz
Web: www.commerce.org.nz
Chamber Board:
 President: Lees Seymour
 Vice Presidents: Ru Collin, Peter Pattullo
 Board Members: Emma McCashin, Manoli Aerakis,
 Robyn Wilson, Nigel Andrews, Aaron Shields
Design: D Design
Print: Printhouse

From the Acting CEO

I'm only a few weeks in to the acting role, but being on the ground with the Chamber team has shown me the opportunities for the Chamber - and our members - are plenty.

Prior to Grant Kerr's departure as CEO of both the Nelson Tasman and Marlborough Chambers in early September, a recruitment process was undertaken by members of the Nelson Tasman Chamber of Commerce Board, with support from the Marlborough Chamber of Commerce Board. The CEO appointment took several months, however at the end of the process, both Chambers felt we needed to repeat the process in order to get the right person. At time of print the recruitment process is underway, and I will be acting CEO for as long as necessary to provide leadership to both teams in Nelson and Blenheim.

My background is in agribusiness, specialising in horticulture. Born and buttered in Hawke's Bay, I've long had a connection to Nelson Tasman with horticulture operations in Motueka, and in Blenheim with involvement in the beginnings of the regional seasonal employment programme. I'm looking forward to supporting the staff, and engaging with members and the local business community to understand concerns and keep driving at providing value to Chamber members. Over the coming months we will be lifting our

advocacy activity, and will be engaging with you through our weekly e-newsletters.



From Monday 8 October you'll find the Chamber located at the newly established Mahitahi Colab at the Nelson Marlborough Institute of Technology. The Mahitahi Colab is about working collaboratively to support and inspire clever business growth, innovation and education in Nelson Tasman. This is an exciting step for the Chamber, and you can read more about it later in this magazine.

Finally, we are looking forward to celebrating business excellence in Nelson Tasman at our upcoming 30th anniversary of the Nelson Pine Industries Nelson Tasman Chamber of Commerce Business Awards on Friday 2 November. We wish all our talented businesses and business people the best of luck, and congratulate you all for participating in our Awards. 07

Ru Collin
 Acting Chief Executive

PROUD TO BE A COMMUNICATION SPONSOR OF THE NELSON TASMAN CHAMBER OF COMMERCE



“Commercial, Domestic, Life & Health Insurance
 – we have got it all covered; have you??
 Contact us now for a free, no-obligation quote.”

CROMBIE LOCKWOOD (NZ) LIMITED

14 Oxford Street, Richmond — Phone: 03 543 9021 — Website: www.crombielockwood.co.nz

Building on the success of previous generations

This year local residential and commercial joinery business Cooper Webley celebrates its 50th birthday. As a family business, maintaining the high standards set by the generations before has been key to the company's success.



Don and Bob Cooper, Sharyn and Noel Tait.

Cooper Webley originally started out as a small building company run by Stan Cooper and his sons Bob and Don. However, demand in the building industry decreased so Stan moved into the joinery business and in August 1968, S Cooper and Sons became an official business.

Fast forward 50 years, and the business is now owned by Bob's daughter Sharyn and son-in-law Noel Tait.

"We are highly motivated by building on the success of our family members who ran the business before us" says Noel, owner and qualified joiner of Cooper Webley. "We don't want to let previous generations down or tarnish the reputation they have built. Even though Bob and Don are no longer

working in the business, they are still very much brand ambassadors for us".

There have been some significant milestones throughout their 50 years in business. Cooper Webley was born in 1983 when S Cooper & Sons merged with Ken Webley Ltd, a laminate bench top manufacturer. In 1995 Cooper Webley was the first company in Nelson to purchase a CNC machine to manufacture joinery. In 2000 the organisation split into two (Cooper Webley for joinery and TopZone for bench tops), and in 2009 Cooper Webley introduced a range of decorative and acoustic wall and ceiling lining branded as Hush Panels, which are now used all over the country.

Although the company has experienced phenomenal growth through the Hush Panels, kitchens and commercial joinery remain the driving force within Cooper Webley. There are no plans to take the business base elsewhere. "There are great advantages to being based in Nelson. There is a wonderful construction community here that is innovative, active and engaging. You end up forming partnerships that lead to fun, challenging projects" says Noel.

Being family owned has been a big part of the company's longevity. "Being family owned means we view our Cooper Webley community as family. We have our family of suppliers, customers and the team at Cooper Webley. Viewing everyone as family means we are driven by doing the right thing by them" says Noel.

So what's Cooper Webley's advice to other family-run businesses?

"Don't be afraid to talk about the scary, curly questions. Have conversations that are open and collaborative" says Noel. "Get in early. When opportunities present themselves don't take too long questioning if it is the right thing to do".



Above: Latest award-winning kitchen. Winner of Best Lighting in the 2018 Regional Master Joiner Awards.



Support for the Brook Waimarama Sanctuary to date has enabled the establishment of an award-winning visitor centre, the completion of the 14.4km pest-proof fence and the removal of pest mammals from the site. Now we need your business's support to reintroduce lost species and create remarkable visitor experiences.

To maintain our pest-free status and repopulate the Sanctuary with

iconic species, we need to develop a regular income stream from partners and visitors to the Sanctuary. We need your help to build an exemplary sanctuary that sustains rare wildlife and enhances our local economy through increased visitor activity.

We have a pest-free sanctuary surrounded by a pest-proof fence, currently open to the public three days a week to enjoy this beautiful slice of New Zealand. The bird life is already increasing, with more to come.

For this birdsong to spread into the wider region, we need to maintain the

asset we have built, and prepare the next exciting phase of our development.

We are asking for a three-year commitment of \$500 each year. As a member of the Brook Business Club you will receive:

- Acknowledgement in our Visitor Centre
- Commemorative certificate for your business premises
- Opportunity to participate in an annual guided visit through the Sanctuary
- Website link to your business when we launch our new website.

To find out more email: business@brooksanctuary.org.

Meet our 2018 Business Award Entrants

The annual Nelson Pine Industries Chamber of Commerce Business Awards recognise innovation and creativity in the business sector, and this year we're celebrating our 30th anniversary. To mark this significant milestone we made some changes to the categories to recognise and celebrate all aspects of business excellence in our community.

This year we received a total of 39 entries and nominations across the categories – thank you to everyone who dedicated time and effort to entering or nominating someone deserving of recognition.

Congratulations to the following businesses for entering the 2018 Nelson Pine Industries Nelson Tasman Chamber of Commerce Business Awards. We look forward to celebrating with you all at the 30th anniversary of our awards evening on Friday 2 November – limited tickets are still available!



People are our business ... People make your business! A-Temp specialise in blue and white-collar workers and take the uncertainty out of employing staff for your business. For qualified roles, and unskilled labourers - A-Temp will screen and source people for you. A-Temp are providing employment solutions for short and long-term team members. Locally owned and operated, A-Temp want to source the best people for roles right here in Nelson. Tried, tested, true.



BlueBerry is a technology company that puts people at its heart, recognising that if their small to medium sized business clients do well, then so do they. In 10 short years, BlueBerry has become an iconic brand and a multiple award-winning Te Tau Ihu business success story. The company has weathered recession, proved resilient with changes of ownership, developed a succession plan for leadership within the business and contributed to the community in funding, education and support. BlueBerry purposefully works with the best – the best clients, the best partners and the best team.



Crombie Lockwood Nelson has been a proud member of the local business community for over 20 years. We work with a range of local businesses and clients to ensure our customers have the right insurance to protect what matters most to them. Our aspiration 'Through a commitment to understand your business, we will earn your trust and through proactive advice and solutions, position you to financially survive any insurable event'. Our team of local brokers are specialists in a number of local industries including construction, rural, wineries, professional risks and transport. Our business is built on trust, relationships and a solid understanding of the Nelson community.



Big Brothers Big Sisters of Nelson-Tasman (BBBS NT) is the largest mentoring programme in New Zealand, with 200 active matches. For 20 years, 970 young people between 6 and 18 years of age have had a volunteer mentor make a difference in their life by providing friendship, support and guidance. The young people who are mentored gain self-esteem and self-confidence, communication and social skills, life skills, and resilience. There is evidence every day that BBBS makes a direct, measurable, lasting difference to the children in our programme. Boston Consulting Group found in 2013, that every \$1 invested in BBBS mentoring has a \$18 social return on investment. With just one to four hours per week, our incredible volunteer mentors really do start something big.



TE HUNGA HAUĀ MAURI MŌ NGĀ TĀNGATA KĀTOA

CCS Disability Action supports people with any disability, through each stage of their life from birth to independent living and employment. The people we support to seek work have a variety of skills, abilities and qualifications, and they share one wish - to have a job. Contributing to their employer and their community as well as enriching their own life. Our Supported Employment Coordinators are skilled at meeting the needs of both the employee and the employer, where both parties benefit. Employers benefit greatly too, from having a person that is loyal and hardworking. They enrich their workplace with true diversity. 50% of those employed at CCS Disability Action Nelson have a disability.



Get your total health and safety sorted with Hemisphere Health. We care for your people and your business. Our expert Safety and Health professionals assess your H&S culture, coach your team to success and treat your people optimising health & wellbeing. We focus on prevention and early management of health issues and business risks. We actively work with you to minimise the risk and costs of injuries and illness on your company. Take action now to build company health, productivity and reputation for the future.



Come to Kakariki Kids early learning centre and discover for yourself what an incredibly beautiful top-quality preschool looks like. Based in the heart of Golden Bay with breathtaking views of the ocean, this family-owned preschool has a nature-based philosophy with 6 acres of native bush for our tamariki/children to explore and learn in. With a focus on preparing children to be resilient, confident and compassionate, our experienced and qualified team of teachers view each child as capable individuals. We create a nurturing atmosphere for tamariki aged 3 months to 6 years where each family's culture and values are respected and upheld.



Nelson Provincial Museum are the proud guardians of the region's history showcasing our geological origins and the events, peoples and businesses that have shaped our culture, our society and our lives. The Museum aims to create unforgettable experiences by providing innovative exhibitions, engaging stories and interactive education programmes, fusing traditional history with new technology. The Tyree Photographic Studio Collection, dating from the 1860s until the 1940s, is an internationally-significant pictorial record documenting the development of Nelson and Tasman from soon after settlement. The 105,000 negatives are remarkable in having survived intact and today provide an invaluable insight into the development of regional New Zealand.



Nelson Weekly Ltd keeps Nelsonians connected to what's happening in our region. The locally owned media group publishes Nelson Weekly newspaper, Nelson magazine and the Nelson App. Nelson Weekly has been telling the stories of Nelson and its people for more than eight years now and is proud of the reputation it has built up over that time as a fair and considerate champion for our city. Since the introduction of the Nelson App and Nelson Mag the company now has more platforms than ever to help tell good stories about our region and report on news-worthy events as they happen. Each week these products reach more Nelsonians than any other media company. We also have a strong relationship with community groups. Nelson Weekly Ltd donated more than \$100,000 worth of in-kind advertising to charities and sport teams.



Omega Innovations, a division of the New Zealand King Salmon Company was established in 2015 to better utilise by-products, reduce waste and achieve sustainability goals. Around a quarter of our annual production is guts, heads, trim, skin, bones, tails and frames. Until recently, the vast majority was rendered offsite to produce fish meal and an oil product, a low-tech, low-return disposal method. Changes were made to improve containment and by-product quality, and to reduce health and safety risk. The next steps were to turn the company's by-products into higher-value revenue streams. Our first Omega Innovations success story is the retail launch of our own pet food and treats range, Omega Plus, in September 2016. Omega Plus is now stocked in 85 supermarkets in New Zealand and exported to China.



Orange Dog is Australasia's leading Automotive Print and Marketing specialists. Despite helping thousands of businesses turn their brands high-key, become tuned in and turned on, Orange Dog themselves have kept a low-key approach to their local profile. You see their work daily but you don't know they are behind it - from car registration holders, WOF overlays, service reminders or logo creation, Orange Dog are the driving force behind the automotive category. At Orange Dog's inception, automotive was an industry calling out for help on brand awareness, identity and simple, effective marketing tools. Orange Dog now find themselves as the market leader - the 'complete automotive marketing toolbox' for automotive workshops around New Zealand and across the ditch.



Smooch Natural Skin Care Products, for people with skin ailments looking for a 100% natural solution - not traditional chemical-based products. The ingredients are truly natural - every ingredient in Doctor Smooch is edible. Smooch founder Corrin Miller developed the Doctor Smooch formula when struggling to overcome her own skin problems. Looking for a chemical-free solution to an itchy scalp Corrin started by simply pouring coconut oil over her head. The result wasn't exactly desirable, but it set Corrin on a path to overcome common skin ailments, for everyone, in a chemical-free way. Beneficial for psoriasis, eczema, dermatitis, cracked/dry skin and other common skin problems with the comfort of knowing you aren't harming your body or the planet.



Vicki Charles has swapped accounting ledgers for sculpture clay to make her mark in Nelson. The Australian sculptor who calls Nelson home creates unique individual sculptures.

With over eighteen years of sculpture practice, Vicki has brought together all those years of exploration and cemented a style that resonates deeply with her connection to her new homeland. Vicki is represented in local galleries such as Parker Gallery Nelson, and regularly exhibits at Suter Gallery. She has exhibited in national galleries such as Central Art Gallery Queenstown, Art Matakana Gallery Matakana, as well as in Melbourne.



Volunteer Nelson is the first port of call for all things volunteering in Nelson. We run a friendly and welcoming staffed volunteer referral service for the Nelson and Tasman region. Other services include online and supported volunteer matching, an award-winning leadership programme for younger volunteers, and a targeted programme for 60+ volunteers. We also support the community sector and not-for-profit organisations with information, networking and low cost or free training. Volunteer Nelson supports both volunteers and develops best practice in organisations that involve volunteers in delivering services.

Ticket Sales

Don't miss out on your ticket to the Nelson Pine Industries Chamber of Commerce Business Awards on **Friday 2 November!**

You can purchase an individual ticket for **\$150 +GST**, or **\$1500 +GST** for a table of 10.

Don't forget that all who attend will go into a special draw on the night to **win two return tickets to Australia** (your choice of Sydney, Melbourne or Brisbane) courtesy of our Cornerstone Partner Air New Zealand. Terms and conditions apply.

Meet the finalists

Congratulations to our inspiring business people who were selected as finalists for Business Person and Young Business Person of the Year. Unlike the other Award categories which are judged by an independent panel, you can vote for Business Person or Young Business Person, with the winner from each category revealed at our Awards evening on Friday 2 November.

Visit commerce.org.nz to read more about each finalist and cast your vote!



Business Person of the Year Finalists:



Andrew Board
Managing Director
Nelson Weekly/
Nelson App

Andrew Board is the managing director of Nelson Weekly Ltd, which publishes a community newspaper, monthly lifestyle magazine and two community apps. He is an award-winning journalist and an executive board member of the NZ Community Newspaper Association.



Darryl Wilson
CEO
Wilsons Abel Tasman

Darryl Wilson is CEO of the family's 41-year-old tourism business, multi-award winning Wilsons Abel Tasman, which has introduced this region to the world with popular services and extensive marketing.



Janis Ord
Director MOTropolis
Global Kiwi
and Jazz Graphics

Janis Ord is the owner of the successful MOTropolis business hub, Jazz Graphics, Find it & Do it Visitor's Map, and Global Kiwi Directory – www.globalkiwidirectory.co.nz



Pic Picot
Pic's Peanut Butter

In 2007, Pic Picot began making peanut butter in his garage and selling it at the Nelson Market. The company now employs 45 people across three Nelson locations, produces 20,000 jars of peanut butter daily and its premium peanut butter is sold in 13 countries.



Stephanie Fry
Owner, IdealCup

Steph has taken her reusable cup business to the world forging international partnerships and inspiring organisations and businesses all around New Zealand to take a step on their sustainability journey using reusable cups. She has also established the trademarked cup cycling system.

Young Business Person of the Year Finalists:



Andrew MacDonald
Managing Director
Absolute Wilderness
Freeze Dried Meals

Andrew is the co-founder and managing director of Absolute Wilderness Ltd. The Nelson-based company makes premium freeze dried meals for outdoor adventurers. Over 6 years Andrew has grown the business into a brand that is now in high demand all over the world.



Benjamin Clark
Master Jeweller
Benjamin Black
Goldsmiths

Benjamin is a jeweller and entrepreneur who launched Benjamin Black Goldsmiths, a Deloitte Fast 50 award-winning business manufacturing, retailing and wholesaling jewellery to domestic and international markets.



Chloe Van Dyke
Founder and CEO
Chia

Chloe is the founder and CEO of CHIA, an innovative and health-focused beverage business. From selling her first bottles at Nelson Fresh Choice, Bodywise, and Red Gallery and dispatching from her Dad's garage, CHIA can now be found in supermarkets worldwide.



Emma Smith
Owner/Director
The Hair Boutique

Emma Smith is the owner of The Hair Boutique. Emma has been in the hair industry for 13 years and a business owner for 3.5 years, and during this time has doubled her staff numbers and built a team of talented and in-demand stylists.



Johny O'Donnell
Owner, ShiftOn

Johny is the founder of ShiftOn, which has now delivered training to over 1,000 New Zealand businesses and helped dozens of clients with 1:1 consulting in the digital space. Johny's career has spanned all media having worked across newspapers, radio and digital.

VOTE AT COMMERCE.ORG.NZ

Thank you to our 2018 judges and sponsors

The Nelson Tasman Chamber of Commerce sincerely thanks the 2018 panel of independent judges for making themselves available to judge our Business Awards.

The 2018 judges are:

Lester Binns	CEO My Tax and 2016 Supreme Business Award Winner
Al Dunn	Former CEO of McDonalds NZ who now serves on the boards of Burger Fuel, NZ Post and Z Energy
Meg Matthews	Multiple Directorships, and Marketing Manager at Wine Nelson
Jonny Hendriksen	Founder and CEO of Shuttlerock
Euan McIntosh	Financial Advisor, Forsyth Barr

The calibre and independence of our judging panel, combined with their wealth of business knowledge and expertise, maintains the credibility of our awards.

2018 BUSINESS AWARDS PROUDLY SPONSORED BY



MAJOR PRIZE SPONSORS



Find the Chamber at the Mahitahi Colab

The Chamber team is now located at the Mahitahi Colab at the Nelson Marlborough Institute of Technology. The Colab is about working collaboratively to support and inspire clever business and talent.



The Mahitahi Colab will provide an extraordinary location for existing and aspiring clever businesses to easily connect with local and national business development, and create opportunities to nurture and develop talent.

It will help to build a more connected ecosystem by creating stronger links between clever business, investors, researchers, business development providers, government

and the education sector, in order to influence and inspire economic development in the region.

The Chamber is one of three founding partners of the Mahitahi Colab, along with the Nelson Marlborough Institute of Technology and the Nelson Regional Development Agency. We will be working more closely with our partners to help support the growth of the Nelson Tasman region.

In addition to the founding partners, a range of key public good focused businesses and talent development organisations have been invited to be part of the Mahitahi Colab.

The Mahitahi Colab has been designed to include a range of collaboration facilities, including:

- access to the business and talent development service providers
- access to a range of events designed to support and inspire business growth, innovation and education in Nelson Tasman
- collaborative shared working spaces
- a range of event and meeting spaces
- access to NMIT graduate students for projects and intern work placements

Some benefits of the Mahitahi Colab are already being realised, with an NMIT graduate and a current NMIT student engaged by the Colab partners to provide the interior design fit out and branding and design. This provides the students with valuable project work experience.

So drop in and visit us any time, and experience the Mahitahi Colab shared working space. You can find us by coming to the main entrance of the Nelson Marlborough Institute of Technology at 322 Hardy Street. 07

Let's Talk about Tech – security and protecting your online identity

Last month, BlueBerry launched the first episode of a new educational video series – Let's Talk About Tech.

Too often we are contacted by businesses after a security breach caused by someone having either opened, clicked or replied to something that they should not have and, in our opinion, any education that can be provided to prevent this is invaluable.

During this video, Phill Urquhart, Solutioneer at BlueBerry provides an overview of our Digital Identity and Identify Theft in the online world.

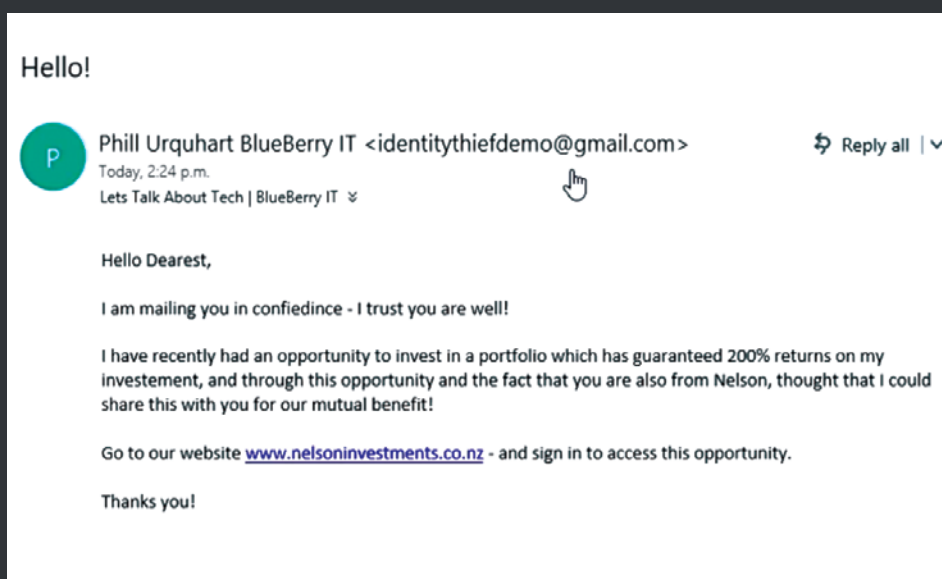
It demonstrates how simple it can be for individuals or automated bots, to impersonate someone else by using a common example of an email address.

By taking your name and your associations (usually place of work), it is relatively simple to work out a likely email address.

Adding the additional element of your location, gives further legitimacy to the use of your email address for potentially malicious purposes.

There are a number of red flags to be watchful for:

- Often the actual sender address is in the header of the email, however this is not always seen due to the familiarity of seeing the name of someone you know.



- Grammar or wording may be unusual or poor as a large percentage of these types of emails originate from countries where English is not the main language.
- Any links to what would seem to be genuine websites are likely to take you to other sites designed to gain further access to additional personal information such as user names, passwords or financial details like bank account and credit card numbers.

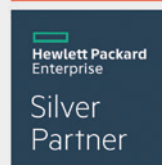
If in doubt – delete that email!

<https://www.blueberryit.co.nz/news/check-us-out-on-you-tube-lets-talk-about-tech/>

Like, Share and Subscribe! 07



Microsoft Partner
Silver Small and Midmarket Cloud Solutions



WINNER

Employee insurance benefits

Do you employ staff? You and your employees could benefit from having an employee benefits insurance scheme. Typically, an employee benefits insurance scheme offers staff free or subsidised health insurance and/or life insurance. Some firms even choose to offer income protection insurance. So, what's in it for you, the employer?

Recruiting in a Competitive Labour Market

Having an employee benefits insurance scheme helps your company stand out from the crowd when you are recruiting. Having additional benefits is often seen as one key point of difference in the competitive labour market.

Employee Retention

Insurance benefits can also help with employee retention which ultimately saves money. Replacing staff can be expensive as can the effects of operating with a smaller team while trying to find the right staff. Add 1-3 month notice periods into the mix and it could take 6 months to find a new staff member to replace one that has left.

Being able to offer staff great health and life insurance options can assist when you are trying to build a culture of happy, contented staff. Knowing their employer cares about them is a big factor in wanting to; come to work, motivation to work hard and perform well.

What Options are Available?

Businesses can tailor different employee benefit packages to different roles or levels. More senior employees may be eligible for more benefits. The variances can be not only around what types of insurance you offer, but also around the levels of subsidisation for premiums. Key staff, for example, could

also be offered income protection insurance on top of their other benefits. They could also be offered a higher level of health care for no additional premium cost.

Why Would Employees want Insurance?

The benefits are obvious. To have health, life or income protection can be a luxury for some, but a priority for most. Employees can instantly see the value in getting their basic premiums paid by the company. It's easy to understand what a huge addition this is to their employment package. Most people relate those benefits back to peace-of-mind for themselves and their families, and that psychological benefit is priceless.

You may be entitled to an employee benefits scheme where most if not all pre-existing health conditions are covered. Often staff have low levels of cover due to the cost of insuring pre-existing conditions (or may not have cover in place at all).

What is the Typical Cost?

As a general figure, an employee benefits scheme would normally cost around 1% of payroll. This is of course on a case-by-case basis and depends on what sector or industry you are in and your staff numbers. If you are a small business, you may choose to offer it only to a few key staff.

Things to Consider

- The company would normally pay for a group scheme and the benefits would be payable to the relevant employee.
- For income cover, this is usually based on 75% of their income, and for life cover the sum would be selected by the business, based on their internal policies.
- Regarding tax implications, Fringe Benefit Tax would normally be payable on the premium, but speak to your accountant or adviser for clarification. 07



For more information please contact Dawn Toughey, Findex Risk Adviser - Risk Insurance M +64 27 839 5648 dawn.toughey@findex.co.nz

Dawn Toughey is a Risk Management Advisor Findex Advice Services NZ Limited. The information contained in this article is general in nature and readers should seek specialist financial advice before making any monetary related decisions A disclosure statement for Dawn Toughey is available upon request.

Business Building Blocks Workshop Series 2018

**Do you have a training plan and policy for your business?
Training and development is fundamental to business growth.
It can help sales, save staff hours, create more efficient production
methods, improve technical systems and more.**

Unfortunately it's also something that's often ignored by many small business owners because it is seen as too time consuming or expensive. With the right plan and policies in place, you'll ensure that your company benefits from any training you or your staff complete.

Set out any company guidelines and requirements so your employees know what training you'll consider and what requirements they'll have to meet.

You can make rules like:

- training needs to be job-related for the company to pay for it
- if the training is useful to the company but not necessary to someone's job, you'll pay 50% of the course costs and they can pay the rest
- employees must pay you back if they don't complete or pass the course.

Create a personal development plan for each employee. Identify their strengths and weaknesses, and take into account the way they like to learn.

Review what you've agreed with your employees at least once a year to evaluate progress. When employees complete any training, discuss how their learning will be put into action.

The Chamber, with the support of our Business Building Block Sponsors, delivers short sharp informative workshops that you can include in your training plan. To plan ahead you can find upcoming workshops under Events on our website.

BUSINESS BUILDING BLOCK SPONSORS:

ActionCOACH
business coaching

Sharpening up your sales processes is one of the simplest and easiest way to increase income and profitability in any business... plus it has the bonus that you don't have to spend huge amounts of cash or implement complicated systems to get results quickly.

Everything in this workshop stream is tested and proven to give the biggest 'bang for your buck' whether you are aiming for a simple 10% or a more ambitious 100% improvement in revenue.

Our confidence that you will get value is so high we guarantee your ROI on the time you invest in attending.


THE
MARKETING
STUDIO

It's important for businesses to understand that at the heart of every successful business lies a marketing plan.

Ultimately marketing and sales work hand in hand together. The marketing side is the process in which your business, service or product is introduced and then promoted to any potential customers. The sales side is driven by this marketing awareness which in time then amounts to business sales.

Businesses often find it hard to put a budget into marketing when sales aren't guaranteed instantly; the key is to invest in your marketing to influence your sales.

Why should you introduce marketing?

- It gets your word out
- It boosts up your sales
- Gives your company a reputation
- Establishes market share

  Powered by
MALLOCH McCLEAN

Business owners often get kept awake at night worrying about how they are tracking. Proven systems can help give you clarity and give you the tools to help address and measure your finances and performance, this knowledge can help you rest assured, and enables business owners to get back to doing what they are good at. This system is the Power of 3

- Business Plan on one page
- Cashflow Forecast
- Dedicated Focus Sessions

Our workshops will show you how this system will put the power in your hands.



Technology on your terms

Businesses need to continually make themselves aware of changes to technology use, to know what new tools they can adopt and how they manage their existing technology.

Our topics this year is an area that every owner/manager should be aware of to provide efficiencies and effectiveness to both their business and their customers.

 **Duncan Cotterill**

Scenario-based Legal Risk workshops are targeted at educating and upskilling businesses to help navigate legal problems and reduce risks.

Covering topics such as employment law, health and safety, privacy policies and terms of trade we take a collaborative and practical approach to working with attendees to ensure we add value to their businesses and help reduce risk to staff and the business owner. 

Bullying, WorkSafe and Personal Grievances

Recently WorkSafe announced that it will ‘typically only investigate bullying and harassment claims where there is diagnosis of serious mental harm’.

This significantly limits the complaints they will investigate. Although the clear acknowledgement of this is new, it is consistent with WorkSafe’s actions to date.

WorkSafe has never prosecuted anyone for bullying, despite receiving over 100 complaints of bullying in the past 4 years. Of those complaints, only 9 were investigated. WorkSafe receives over 10,000 notifications a year, and they only have the resources to investigate the most serious incidents, primarily those that result in serious physical harm.

Radio NZ recently reported on allegations of bullying at the Bay of Plenty DHBs’ Tauranga Hospital. Two Hospital staff, who were at times suicidal after feeling bullied at the DHB, had their cases turned down for investigation by WorkSafe. This demonstrates just how serious the harm must be before WorkSafe will investigate.

This does not mean employer’s are off the hook. The path to seeking some form of recompense is frequently taken by raising a personal grievance.

A recent case, FGH v RST, was heard in the Employment Court. The employee was being performance managed, and

during that process accused her manager of bullying her. The organisation chose not to investigate the complaint, concluding the employee was simply resistant to being performance managed. The Court criticised this approach, concluding that although the behaviour complained of was ultimately found not to be bullying, the employer had an obligation to investigate the concerns raised rather than dismiss it out of hand.

Bullying investigations are often complex, particularly as bullying behaviour is frequently underhand and out of sight of witnesses. Getting the basics right is a good start.

All of the information you gather has to be provided to the alleged bully. Only in extreme circumstances can information be anonymous. Case law consistently rules a person is entitled to know who is making allegations against them. The alleged bully then needs to be provided adequate time to consider the information before responding to it, and they are entitled to have a support person or representative with them.

Other issues include having one person’s word against the other and no witnesses, witnesses unwilling to provide statements out of fear, imbalances of power between

a complainant and the accused, seemingly small incidents that separately are minor but collectively paint a different picture.

Bullying is a health and safety issue, and irrespective of the lack of action WorkSafe is likely to take, if you don’t take action it can adversely affect attendance, productivity, culture, employee retention, and ultimately a personal grievance. 07



Kay Chapman is the Owner and Director of Chapman Employment Relations. chapmaner.co.nz

CHAPMAN
EMPLOYMENT
RELATIONS



Employment Law | Human Resources | Training

03 545 0877 office@chapmaner.co.nz chapmaner.co.nz



People ignore brands that ignore people ...

... or people love brands that love people. It's a simple thought but it's one that I work hard to bring people back to. A brand doesn't exist in a vacuum. It lives in the real world, repelling competitors, and attracting customers.

Some people in business start by developing a product but few start by developing the customer. 'Build it and they will come' is the mantra. Then you get focused on pushing that product or service to customers because you have sales targets and bills to pay. Ask yourself, how do I move from being a corporate-focused, product-focused brand to a customer, people-focused brand?

Think Small

One way you can start is to think small. In your thinking and planning create your brand for one person before you try to get hundreds or thousands of customers. Think about that one person, their fears, their pain points, where they live, what they do in their spare time, their work environment, social habits, what they read and watch and what they do in the weekend. What keeps them up at night and what do they dream about doing in the

future? Then begin to imagine how your product or service will solve their problems. How does it fit into their world? The answers to these types of questions will help form systems, culture and communication that is more about your customer than you.

Create an experience that is bigger than the product.


Ask yourself 'how can we make what we offer the best experience for our customer?' How are they going to feel after using our product? Will they feel like a rock star celebrity or 'just another brick in the wall'? What amazing experience are you going to provide that will cause them to talk and share with their friends? I have clients who call their customers three months after they buy a product to see how it is going and to make sure everything is ok. The amount of new business they generate by showing they care is astounding.

Walk in your customers shoes

Think about the journey customers take to connect with your brand. How will they make the decision to buy your product and what obstacles will they have to overcome to find you? How will they hear about you? What will convince them to get in touch with you? How will they contact you? What will the experience be like when they do get in touch? Will you embrace like friends or meet with a cautious smile?

'Gimme what I want, what I really really want'

Someone once said 'You don't go into a hardware store to buy a drill, what you really want is a hole.' Work out the outcome your customers want. When you know what they really want then you will speak a different language. Speak to the outcome that you are providing rather than the product you are selling.

When you have developed your customer journey and experience then go to a wider audience with a voice that speaks to an individual person with emotion and personality. Make your communication more like two people having a chat and you will connect with authenticity. 



Tony Downing is the Owner and Director of Downing Creative Marketing.
www.downing.nz

The risk of deportation for temporary visa holders

If you employ migrant workers who are in New Zealand on temporary work visas, both you, as an employer, and they as visa holders, need to be aware of the huge impact any illegal activity can have on their immigration status and hence their ability to continue lawfully working for your business.

Of late, there has been a shift with Immigration New Zealand (INZ) more actively issuing deportation liability notices on temporary visa holders. INZ has the ability under Section 157(S)(b) of the Immigration Act 2009 to issue temporary visa holders with a deportation liability notice if the person has committed *any* criminal offence, no matter how minor.

A situation can become particularly confusing where a temporary visa holder is able to use the diversion scheme or is eventually discharged without conviction. Although it may appear the person was not strictly 'convicted' of an offence, to obtain a discharge without conviction or to be permitted to use the diversion scheme, a person has to first admit guilt to the crime they are charged with. This is where some migrant workers can unwittingly get into trouble under s157(5)(b) of the Immigration Act. It's not all about the *level* of offending but *any* criminal offence that a temporary visa holder is guilty of could see them being sent home.

Accordingly, to understand the full repercussions on their ability to remain lawfully in New Zealand it is critical for temporary visa holders to seek immigration advice *before* any pleas are entered in any criminal proceedings.

Penalties for employers

The maximum penalty under the Immigration Act 2009 for employing a foreign national who is not entitled to work in New Zealand is a fine of NZD \$10,000.

The maximum penalty for allowing or continuing to allow a foreign national to work while knowing that person is not entitled to, is a fine of NZD \$50,000.

Employers cannot:

- say "I didn't know they didn't have a valid visa to work in New Zealand" – it is legally your responsibility to check all your staff can legally work in New Zealand – employers can use INZ's Visa View facility;
- hire a migrant with a temporary visa to provide commercial sexual services; and

- hire migrants and pay them less or offer them conditions below New Zealand's workplace minimums - they have the same rights as New Zealand citizens and residents.

It is also critical for employers to comply with the minimum employment obligations and immigration law requirements and to keep one step ahead. Poor work practices, such as not closely monitoring the visa status or work rights of your migrant workers, can lead to serious consequences for employers.

In times like these, employers must make sure they have a proactive compliance mind-set. In the long term, this will reduce costs and will certainly position employers to move forward from being fragile to agile. 07



For more information please contact:
Yvanca Clarisse, Solicitor, Pitt & Moore
yvanca.clarisse@pittandmoore.co.nz
03 545 6718

PITT & MOORE

LAWYERS AND NOTARIES PUBLIC

PARTNERS FOR SUCCESS

Ph: Nelson 03 548 8349, Richmond 03 543 9090 W: www.pittandmoore.co.nz



Meet our members

Every issue we profile some of our new Chamber members

CRUX Advice & Accounting



Crux is a Chartered Accounting firm based in Nelson, providing innovative business advice and accounting solutions. Crux was established by Nathan Silcock and Michael Parker out of their desire to create a firm that is genuinely different and truly receptive to the needs of the client.

As a Crux client you will get direct access to real people. No flower arrangements at reception, just qualified people when you need them providing valuable advice.

Our modern flexible approach provides greater opportunities for us to engage with you directly and seek out opportunities to add value to your business.

We offer:

- 100% fixed fees
- Guaranteed timeframes for delivery of all work
- Mobile and flexible service
- Simple client focused systems
- Monthly payment plans for clients that prefer them
- Integrated value-add services

Contact us today for a free 1-hour consultation to discuss how Crux can help your business refine, improve, grow and succeed.

T: Nathan Silcock 021 154 1333

E: nathan@cruxadvice.co.nz

T: Michael Parker 021 0240 4850

E: michael@cruxadvice.co.nz

W: cruxadvice.co.nz

Genratec



Richard Butler is a human performance coach who specialises in working with business leaders to challenge them to be the best version of themselves.

Whilst retaining an interest in a local, award-winning technology business, Richard has now turned his hand to coaching others with a passion to support them being successful in their own lives.

Richard has a diverse range of skills drawn from many years of leading teams in business and being involved in the musical arts. He also is a Member of the Institute of Directors and an accomplished musician having played in bands for over 30 years.

Richard believes that humans have potential beyond measure. Unlocking that potential is key to the human race developing beyond our current state of inequality and conflict. Lasting change comes from a new way of looking at the world. If you got to re-write the rules, what would you achieve?

T: 021 284 4064

E: rbutler@genratec.com

W: genratec.com/rbutler

Tax Snaps Ltd



TaxSnaps offers a low cost, cloud expense app that enables individuals and organisations to capture details of tax deductible expenses on the go.

Our simple and easy to use software is ideal for NZ tax residents who want to log their receipts and keep good expense records without a comprehensive or expensive accounting software package.

TaxSnaps is also ideal for organisations who issue staff credit cards. TaxSnaps helps you save time and reduce compliance risk associated with poor record keeping. Staff with organisation credit cards can use our app to record expense details on the go. They can then easily create automated Excel or PDF expense reports via our website that can be shared for approval if required.

TaxSnaps is IRD approved to store your business records, giving you peace of mind while you focus on growing your business.

Download our iPhone or Android app and try our 30 day, obligation free trial today.

T: 027 TAX SNAP (027 829 7627)

E: support@taxsnaps.co.nz

W: taxsnaps.co.nz

Resus Nelson



Natalie and Rosie have over 20 years' experience in emergency nursing and have both taught CPR and resuscitation for over 10 years. We are accredited by the New Zealand Resuscitation Council to provide basic life support training through to advanced cardiac life support courses.

We aim to develop within teams and individuals, the capability and confidence to respond to emergency situations within their workplace and community. We custom design sessions to provide scenario-based training on-site, which targets the specific needs of their client's teams.

The driving force behind the business is knowing we can make a positive difference to the community. We are passionate about educating others through knowledge and skills to care for the acutely unwell person, aimed at optimising the outcome. We value teamwork and endeavour to provide a supportive, cohesive and nurturing environment where we can all thrive and develop to our full potential. Above all, we are committed to our customers and to the service we provide.

T: Natalie: 027 546 9465

T: Rosie: 027 546 8190

E: info@resusnelson.nz

W: resusnelson.nz



Bowater
Honda

82 Achilles Ave,
Wakatu Carpark, Nelson.
Enquiries: ph 03 548 7179



CONGRATULATIONS

to those committing steps towards big futures by entering the Business Awards!

Bowater Honda are proud to be a cornerstone sponsor of the Nelson Tasman Chamber of Commerce, and a major prize contributor to this year's 2018 Nelson Pine Industries Nelson Tasman Chamber of Commerce Business Awards. We recognise the tremendous dedication to success you have in submitting your business into the awards, and as such are very excited for one of this year's entrants to be driving their business into the future this summer in a new vehicle from us.

Over the years we have been providing this prize to the Supreme Winners we have noticed quite a few similar traits from the winners - they have been a very passionate and committed bunch of people not scared of hard work, with a focussed attention to detail and a clear vision of their future. We respect that, and commend all that have entered. Here at Bowater Honda we have a similar dedication and focus, and are proud to be suppliers of a brand of vehicles often named "Most Reliable" in awards all over the world.

Bowater Honda is itself proud to be awarded most years at the Annual Honda New Zealand RedLiners Awards. This year we won the New Car Sales Management Award and local legend ex Golf Pro Ken Allan won an individual sales achievement award. This is of course a total reflection of the team we have around us. From new and pre-owned car sales through to Parts & Service and our hard working accounts and media departments, we are all here to support you all through your car ownership journey. Give us a call.




HONDA

AN OPPORTUNITY FOR BUSINESSES LOOKING TO THE FUTURE OF SUCCESS

HERE FOR A LIMITED TIME
2018 CR-V 2WD S just **\$28,893^{+gst}**



COLOUR RANGE

- WHITE ORCHID PEARL
- LUNAR SILVER
- MODERN STEEL
- CRYSTAL BLACK

For a limited time Bowater Honda is able to offer GST Registered Businesses this never seen before price on a new 2018 Honda CR-V 2WD S model.

This is the perfect mid sized fleet vehicle with great interior space and a balanced blend of technology, fuel efficiency and safety features that will keep both the accountant and your hard working team happy at the same time!

The 2.0 litre, 4 cylinder engine delivers an average fuel economy of just 7.7L/100kms so you can all move around in comfort and style without having to deal with bloated fuel expense accounts. The 5" infotainment screen and 3 angle reversing camera with parking aid are certainly features that will be loved, but the advanced safety systems such as Emergency Brake Assist, Straight Driving Assist, Vehicle Stability Assist and Traction Control will give

you real peace of mind.

The best peace of mind however is the price - the team at Bowater Honda can drive you through the options that will work best for you, whether that looks like an outright trade & purchase, a lease option or other finance pathways. As always there are terms & conditions and criteria to be met, so come in and see the friendly team. They are here to help guide you into the best solution for you.



Bowater
Honda



Nick D'evereux 027 443 6777
Ken Allan 027 440 7307
Brendan McQuinn 027 243 4312
www.bowaters.co.nz/honda



Postgraduate scholarship available in 2019

A new postgraduate scholarship will be available in 2019 to help business owners and those wanting to build on their knowledge and contribute to the Nelson Tasman region.

Nelson Marlborough Institute of Technology (NMIT) has eight postgraduate programmes including in sustainable aquaculture and the Master of Applied Management.

The Master of Applied Management programme is designed to lift graduates to the next level in their career, arming them with practical skills. For a limited time get up to \$3,000 off your tuition fees with a postgraduate scholarship 2019.

Wilna Reynolds, NMIT co-ordinator and tutor for postgraduate and Master's programmes, says like all NMIT's postgraduate programmes, the Applied Management programme can be studied full or part-time and either on campus or online.

"With work and family commitments for busy people, it makes sense to make the Masters programme easily accessible.

"Bachelor graduates are coming to us saying that now they have gained the specific technical skills of their industry they need to upskill even further with a management qualification."

Students start with four compulsory courses and then a range of electives for a further 60 credits. Electives are focussing on management, international business, logistics and supply chain management. NMIT is also continuously working on developing additional courses to reflect global trends and the rising demand for additional education in specific sectors.

Wilna Reynolds says electives can be based on career aspirations or personal interests.

Students then move to a research thesis with a project of their choice.

"We have one aquaculture student whose Masters revolves around sustainability and how she can apply that in her workplace."

Each student is matched with an industry expert as a supervisor to guide and support them through their research thesis."

She says the flexibility of online study is appealing to some. "We have a Brisbane-based student who is studying online." Students can also decide to study full or part-time.

"Because courses are very intense, we only have two per eight-week term. It's very full-on and we expect a lot from our students."

However, she says, the results are rewarding, giving graduates a significant career boost.

Postgraduate programmes on offer in 2019 are:

- > Postgraduate Certificate in Professional Supervision
- > Postgraduate Certificate in Applied Management
- > Postgraduate Diploma in Applied Management
- > Postgraduate Diploma in International Business
- > Postgraduate Diploma in Sustainable Aquaculture
- > Postgraduate Diploma in Logistics and Supply Chain Management
- > Postgraduate Diploma in IT Security Management
- > Master of Applied Management

Find out more at nmit.ac.nz/postgraduate-scholarship or phone **0800 788 391**.

What is your brain up to?

Add to your CV with a skills focused postgraduate qualification
Take advantage of our 2019 \$3,000 postgraduate study scholarship

Love your learning Kia ngākaunuitia tāu e ako ai

APPLY NOW nmit.ac.nz/postgrad | 0800 788 391

nmit
Nelson Marlborough Institute of Technology
Te Whare Wānanga o Te Tau Ihu o Te Waka a Maui