

Central Park Henderson News



Andrew Scott

The value in starting a conversation

WESTCITY	COUNTDOWN	THE WAREHOUSE	FARMERS
Saturday 1st Dec	9am - 6pm	8am - 9pm	8am - 9pm
Sunday 2nd Dec	10am - 5:30pm	8am - 9pm	8am - 9pm
Monday 3rd Dec	9am - 6pm	8am - 9pm	8am - 10pm
Tuesday 4th Dec	9am - 6pm	8am - 9pm	8am - 10pm
Wednesday 5th Dec	9am - 6pm	8am - 9pm	8am - 12am
Thursday 6th Dec	9am - 9pm	8am - 9pm	8am - 12am
Friday 7th Dec	9am - 9pm	8am - 9pm	8am - 12am
Saturday 8th Dec	9am - 6pm	8am - 9pm	8am - 12am
Sunday 9th Dec	10am - 5:30pm	8am - 9pm	8am - 12am
Monday 10th Dec	9am - 6pm	8am - 9pm	8am - 12am
Tuesday 11th Dec	9am - 6pm	8am - 9pm	8am - 12am
Wednesday 12th Dec	9am - 6pm	8am - 9pm	8am - 12am
Thursday 13th Dec	9am - 9pm	8am - 9pm	8am - 12am
Friday 14th Dec	9am - 9pm	8am - 9pm	8am - 12am
Saturday 15th Dec	9am - 7pm	8am - 9pm	8am - 12am
Sunday 16th Dec	9am - 7pm	8am - 9pm	8am - 12am
Monday 17th Dec	9am - 10pm	8am - 10pm	8am - 12am
Tuesday 18th Dec	9am - 10pm	8am - 10pm	8am - 12am
Wednesday 19th Dec	9am - 10pm	8am - 10pm	8am - 12am
Thursday 20th Dec	9am - 10pm	8am - 10pm	8am - 12am
Friday 21st Dec	9am - 10pm	8am - 10pm	8am - 12am
Saturday 22nd Dec	9am - 7pm	8am - 10pm	8am - 12am
Sunday 23rd Dec	9am - 7pm	8am - 10pm	8am - 12am
Monday 24th Dec	9am - 6pm	8am - 10pm	7am - 9pm
Tuesday 25th Dec		XMAS DAY CLOSED	
Wednesday 26th Dec	9am - 7pm	9am - 9pm	7am - 9pm
Thursday 27th Dec	9am - 6pm	8am - 9pm	8am - 9pm
Friday 28th Dec	9am - 6pm	8am - 9pm	8am - 9pm
Saturday 29th Dec	9am - 6pm	8am - 9pm	8am - 9pm
Sunday 30th Dec	10am - 5:30pm	8am - 9pm	8am - 9pm
Monday 31st Dec	9am - 6pm	8am - 9pm	8am - 9pm
Tuesday 1st Jan	10am - 6pm	9am - 9pm	10am - 8pm
Wednesday 2nd Jan	10am - 6pm	9am - 9pm	8am - 9pm
Thursday 3rd Jan	9am - 9pm	8am - 9pm	8am - 9pm
Friday 4th Jan	9am - 9pm	8am - 9pm	8am - 9pm
Saturday 5th Jan	9am - 6pm	8am - 9pm	8am - 9pm
Sunday 6th Jan	10am - 5:30pm	8am - 9pm	8am - 9pm
			10am - 5:30pm

CHRISTMAS TRADING HOURS

WestCity
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FROM THE TOP



Kelvin Armstrong,
Chairperson

- On refining our meeting process
- Welcome to more members coming on-board
- Deputation to Henderson-Massey Local Board

Whilst contemplating my report this month, I looked at the page heading "from the top" and considered the perception of the meaning. I wish to be clear, I don't consider myself to be anywhere near the top, preferring to stand alongside, collaborative, and listening to our members. I attribute our ongoing successes to the team of earnest volunteers on your committee.

So, considering this, the term 'my door is always open' has to be said to our CPHBA members, if you have any news or concerns that will affect our membership please feel free to drop myself or Garry Bates an email.

Last month Garry Bates, Nick Thompson and I attended a deputation on behalf of CPHB members, to the Henderson Massey Local Board. It was an enlightening experience, even just considering their massive agenda items list. It was enormous! From this perspective they gained a new respect from me. I'm glad to say our report was well received and we are more prepared for the process going forward and appreciate the ongoing support of the incumbent board members.

If you're wondering what a deputation is, it's the opportunity for communities and organisations to speak to the local board. We desire to be open and clear of our agenda, and report to them our engagement and successes we have achieved for our membership and local communities. It's important that our local government considers any decisions made that will impact local business, allowing CPHBA to be a more effective advocate.

At last month's CPHBA board meeting, I was formally voted in as Chairperson. Not one for procrastination, and a firm believer

that solid processes make a good business sense - prior to the formalities, I took the initiative to review our board meeting process. After researching options for improvement, had a eureka moment and found a local software product that fitted. Did due diligence etc and went for it, uploaded previous meeting data into a trial mode all while hoping the board liked the idea. Fortunately, the new process was successful and approved by my fellow board members and immediately implemented. I'm 100 percent positive that this will give us an efficiency in order make better use of our time, because we all know time is a commodity that should not be wasted.

While we here at CPHBA have chosen a few hero areas where we can make a difference to our community, we do consider the benefit of creating our Business Improvement District, and how much more we can do for the local businesses and communities. You don't have to look too far to see other areas of Auckland where it has made a real difference. I personally like the choice of locals being in control of where our dollars are spent, it is a far fairer option.

Once again, I would like to welcome aboard members:

- Beans & Rice Ltd
- Local Works Ltd
- Risk Solutions Ltd
- Waitakere Stadium Physio
- Washdepot Henderson

Be assured we have your best interests in mind.

Kelvin Armstrong, Chair CPBA

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ISSUE 30

3

CONTENTS

IN THIS ISSUE

3 FROM THE TOP

Chair, Kelvin Armstrong

6 'The Goods' from Garry

Celebrate the Christmas Season
with Business After 5



8

7 CPH BOATING NEWS

The Whittley CW1600

8 CPH MOTORING NEWS

Mustang BULLITT has your number



10

10 CPH FEATURE

Andrew Scott

The value in starting a conversation

12 THE FUTURE - YOUTH EMPLOYMENT

The Trusted Management Program

14 CPH BUSINESS BRASS TACKS

West Auckland Business Club BA5

15 CPH BUSINESS BRASS TACKS

Engagement Surveys

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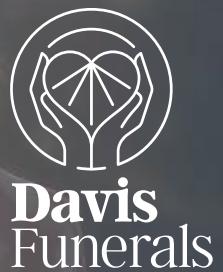
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12

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Celebrate the Christmas Season with Business After 5

At the Greatest Show IN EARTH

Join the Central Park Henderson Business Association to celebrate the approaching holidays amongst the gardens at this year's New Zealand Flower & Garden Show.

The BA5 Christmas Party is the only chance to see the show gardens at dusk and enjoy the serenity, that is until the band starts playing and the food is served!

Enter the show anytime from 3pm to have a wander around the exhibits and take in the wonders of the horticultural world. From 6pm onwards, enjoy dinner and drinks with live entertainment in the Hunting Lodge Cafe.

This package includes:

- Complimentary Parking
- Entry to the Show from 3pm
- Two Complimentary Drinks with a Cash Bar to follow
- A Christmas Buffet
- Live Music

WHEN: Saturday 1 December

WHERE: The Trusts Arena, Central Park Drive

EMAIL: samara@nfgs.co.nz

Tickets can be purchased directly from the NZ Flower & Garden Show website, or contact us via email. www.nzflowergardenshow.co.nz/product/business-after-5-christmas-party



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Mustang BULLITT has your number



CPH News visited Lee Grunsell at the AHG's Pre-Delivery Centre on Central Park Drive in early October, on hearing a whisper that there was the new Mustang Bullitt being readied for delivery to John Andrew Ford. Lee kindly allowed us to see this impressive new car, being one of

only 50 coming to our shores, which will be the most powerful Mustang sold by Ford New Zealand.

The Ford Mustang BULLITT will be in New Zealand showrooms this October, in time to commemorate the 50th

anniversary of the iconic Steve McQueen film that saw the Hollywood legend drive a 1968 Mustang Fastback in one of the silver screen's most epic car chases, which first screened in theatres on October 17, 1968.

Every Mustang BULLITT will have its own individual number, which will be proudly etched into the passenger side's unique BULLITT plaque. Finished exclusively in Dark Highland Green, (matching the colour of the 1968 Fastback driven in the film) with gloss-black Torq Thrust-style alloys, each highly-specified Mustang has Recaro Leather seats, 12-speaker premium B&O Audio System, Autonomous Emergency Braking, Lane Keep Assist, Adaptive Cruise Control as well as technical upgrades including MagneRide suspension as standard.

Building on the look, gloss-black 19-inch Torq Thrust-style alloys contrast the bright-red calipers of the Brembo brakes.

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The value in starting a conversation

Business banter with UHY Haines Norton director, Andrew Scott

At Chartered Accounting firm UHY Haines Norton, a new talent has emerged in Andrew Scott, its latest shareholder and equity partner. After joining three years ago as an Associate, Andrew is now one of six partners at the West Auckland-based practice which has been a mainstay of the business community since its establishment back in 1955.

"I've always felt a strong connection with West Auckland business owners," says Andrew, who grew up in Ranui and now resides in Henderson. "They're a close-knit community, a different breed - I don't think it's overstated to say that our business owners are generally big-hearted and there is a mutual interest in advancing the West Auckland community."

All of the UHY Haines Norton Partners and Consultants believe in the importance of giving back to the local community by providing financial, strategic and governance expertise to West Auckland boards, committees, trusts and not-for-profit organisations.

Andrew himself sits on several committees including Central Park's

own Waitakere City Athletic Club and as an Athletic representative on the Waitakere City Rugby & Athletic Trust.

Andrew has a natural drive and enthusiasm for helping his clients to succeed, and his down-to-earth nature proves invaluable for translating complicated accounting issues into plain-speak. Andrew is thrilled to be working close to home in a job that he loves. "After commuting to the city each day for 16 years," he says, "it's rewarding to now be living, working and contributing in West Auckland."

Family is very important to Andrew, and outside of work he spends as much time as possible with his young family. With his two children both at primary school, Andrew and his wife Talia are heavily involved in the local school and parent network - a new phase for their family which they are thoroughly enjoying.

It's a busy time for UHY Haines Norton sewing up end-of-year accounts and tax returns. But aside from the obvious advice to remain accounts and tax-compliant, what other gems can Andrew

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offer from his broader business perspective?

Andrew believes that "the best advice is to realise that as a business owner, you can't do it all. Taking the time out to reflect on why you got into business in the first place, looking at where you are now and where you want to be is something I regularly help clients with."

"These conversations can lead to improvements ranging from business performance to quality of life for the business owner."

"Conversations are key" says Andrew. "Business owners who approach us at the early stages of decision making have better outcomes. More often than not the situations that clients face have been faced by other business owners," he says, "because we're a large firm with years of experience we can tap into that knowledge to guide our clients at the right time and in the right way." "Having conversations with your accountants, lawyers or bankers and sharing war stories from other business owners. This is great."

Andrew believes his strength lies in being able to listen, "listening is every bit as important as speaking" says Andrew, "clients want to be heard and understood - and hearing them helps build trust."

Aside from understanding your financial results "understanding how your business is performing compared to competitors or to industry norms can be vitally important in today's changing environment." Andrew sees that conversation becoming more and more relevant. "Clients want more than just the numbers."

One of the biggest barriers to starting these conversations is that "business owners are often too busy - we see people so heavily invested 'in the business' that they don't have time to work 'on the business'," as they say. "But you always need to consider your financial results, forecast into the future, identify critical factors to growth and set strategic goals" and key to this is "reviewing them regularly."

Technology is having a really positive impact. "Clients who have moved away from the traditional shoebox full of invoices and receipts - and onto cloud-based accounting packages - now have access to real time information." "That information can be shared easily" says Andrew.

Andrew says that UHY Haines Norton are walking the talk, the firm having recently invested in cloud-based accounting systems both for itself and our customers. "There's a lot of exciting things in that

online space that can improve efficiencies for business-owners."

"With technology, everything is becoming automated."

"Tradespeople have the ability to invoice or take payment on a customer's doorstep - and that can have a big impact on cash flow" says Andrew.

"GPS tracking of vehicles helps to track vehicle costs and better price services and the ability to scan, or photograph receipts and other documents and have cloud-based apps automatically identify, extract and pre-populate or code transactions allows clients to spend more time doing the things they love or to be able to service their own clients better."

Andrew actively encourages his clients to improve the way they do things believing that "there's no way for companies to avoid the 'internet of things' you must change and adapt or you're going to fall behind your competitors."

Andrew acknowledges that while technology advancements bring their own challenges to an accounting firm "having access to real time information allows me to add real value to my clients, in the conversations that we're having." "Budgeting and forecasting are still under-utilised tools," says Andrew. "Setting budgets, forecasting results into the future and recognising how small changes to the sales price or terms of trade can have significant cumulative impact on your profitability - that's all made more readily accessible due to real time information - and adds a tremendous amount of value to a client's business."

"Overall," says Andrew, "we are seeing some businesses thrive while others are still taking a wait and see approach." "In recent times some business owners have been reluctant to invest in their businesses, but I'm seeing some clients rethink this view." Rising costs, reducing margins and a shortage of labour continue to be common themes, but the cogs of business always turn. "If anything, it highlights the importance of talking to us about really understanding the drivers of your business and how these small changes in strategic inputs can have a positive and lasting impact on your business."

"This is an excellent time to take a breath, review your business and prepare for future growth" and Andrew is only too happy to help.

UHY Haines Norton can be found at ...

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The Trusted Management Program

“It started out as just being a job”. These were the reasons both Haylee Opetaia and Melissa Mawhinney gave when asked about their reasons for working at The Trusts.



Haylee Opetaia

From modest expectations, Haylee and Melissa are representative of many people working in retail and hospitality at The Trusts - they came looking for a job but ended up finding a career.

“From the day I started, my manager and The Trusts have been awesome to work with. I went through a really thorough induction programme, have been able to grow my knowledge by attending lots of training sessions and recently I’ve taken that first step into leading my own team and store by participating in The Trusted Management Program,” says Opetaia.

“Our goal is to be recognised as a great employer,” says Matt Williams - People & Culture Manager at The Trusts. “Most people will know about the work The Trusts do in West Auckland in terms of giving back through the likes of the Million Dollar Mission and other grants and sponsorships, however we’re not as well known for being a great employer and we want to change that,” says Williams. By the sounds of it there has been some good stuff happening.

Structured programs are in place for all new employees where they learn about how to do their job and what it means to work at The Trusts. “Some other businesses I’ve worked in, it’s been sink or swim, but here you’re given all



Melissa Mawhinney

the resources and support you need to succeed,” says Mawhinney. “Our induction programs include a combination of eLearning modules, off-job and on-job training” says Williams with plans are in place to link this learning with the ability gain an NZQA qualification.

Having employees who have the knowledge to provide outstanding customer service is a key driver for The Trusts. Employees (or team members as they are referred to) have the ability to attend training sessions covering a wide range of topics including wine, beer and spirits. Opetaia explains; “A handful of us were chosen to become ‘Category Ambassadors’ for The Trusts. We attend courses with NZ’s leading liquor brand suppliers where we learn all there is to know about Beer & Spirits. We take this knowledge back to our stores and run our own workshops. It’s an effective way of getting our team involved in learning”.

When asked about the biggest opportunities, Williams detailed the efforts that are going in to develop both current and emerging leaders within the business. “The success or otherwise of any business comes down to the quality of its leaders” say Williams. “Leaders have key responsibilities - to demonstrate genuine care for their teams, to grow and



recognise performance and to inspire their teams to be the best they can be. To help us achieve this, we put a great deal of effort into growing our leaders”.

Melissa and Haylee are both examples of this investment. Having started their careers as part time sales professionals within The Trusts West Liquor retail stores, their enthusiasm and capability were recognised with both recently graduating from ‘The Trusted Management Programme’ (or ‘TMP’) - a 6-month programme aimed at developing high potential employees into future leaders.

“The programme has taught me a wide range of skills, techniques and leadership ‘models’ that I can use to help me flourish in my career and in my everyday life” says Opetaia. “Over the duration of the programme, I’ve accomplished some things I’m really proud of including being nominated for a company-wide award for demonstrating our values. I’ve also made some significant lifestyle changes, which I put down to some of the eye-opening content that really helped motivate me, to better myself in all aspects of my life”.

When asked about the impact of the program, Mawhinny replied by saying. “The program has given me a whole new perspective on both my career pathway and myself. I feel I am more self-aware which will make me a better leader in future. I have picked up a whole new skill set and learned so many valuable lessons through the ample opportunities





this course has provided me with. I have never had so much support and personal investment from a company before and it's truly refreshing. I feel inspired to take charge of my career now and I am confident that I will have all the help I need to get me to where I want to go."

In addition to the TMP, a new leadership development program will start in the New Year aimed at developing high potential and high performing store and venue managers. "This is going to be an awesome programme," says Williams. "We have an amazing opportunity to share learnings with participants about

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key people and business development strategies and we aim to do it in a way that will stretch and challenge our people. We aim to do this in ways that don't always involve being in the classroom and to have fun along the way. Watch this space!" says Williams.

When asked about where they see themselves being in the next 6 months, Mawhinney replied by saying, "As one of the largest employers in West Auckland and one that is committed to helping me achieve my goals, I see myself grabbing every opportunity I can between now and then to up-skill myself even further. I plan to get more involved with learning and training courses within The Trusts. Self-education is very important to me and I'm excited about what the future holds now that I have had so many doors opened. I need to take advantage of every opportunity I'm offered."



Meanwhile, for Opetaia, she says, "Ideally, I see myself in an Assistant Managers position, helping the ones I work closely alongside with, to better themselves in their career too. In my eyes, without the encouragement and support from my manager and everyone else who has helped me so far, I would not be where I am today. I have huge faith in The Trusts vision in personal career development and look forward to seeing where my leadership journey leads me".

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West Auckland Business Club BA5



NZFGS Event Director Kate Hillier

Another top BA5 hosting, presented by Central Park Henderson Business and our West Auckland Business Club coordinating team. A big thank you to Hosts NZ Flower and Garden Show (NZFGS) & Netball Waitakere at their wonderful venue.

Held at Netball Waitakere's Te Pai Centre, a purpose-built indoor sports hall, event and conference facility. The Centre can cater for 1500 plus people in the indoor arena. They also have 2 modern air-conditioned rooms specifically designed for meetings, seminars, conferences, exhibitions or trade shows. Contact them to organise your next conference, social club function, wedding, anniversary, birthday, or company Christmas party.

Catering was supplied in-house by Robert Blake and Jodi Colquhoun of Fernz Catering Ltd. Babich Wines presented their Organic range with guest tastings and generously provided two bottle packs for the business card draws. NZFGS also offered some great gift draws.



Netball Waitakere GM Karyne Ross



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Engagement Surveys

You may track revenue and other business measures, but do you track the attitudes and behaviours that drive those metrics? Do you know what your employees really think about working for your company?

Here's an idea...put your finger on the pulse of the organisation with an **Engagement Survey**. What is causing turnover? What is driving morale?

Is the culture still on track? The best way to get answers to these questions is an online engagement survey.

This survey is an easy way to gather quantitative and qualitative data on employee attitudes that drive performance, indicating your strengths as a business, as well as areas for improvement. Using a third-party provider (rather than doing the survey in-house) gives you better response rates, more candid answers and objective analysis of the results.

An engagement survey:

- Identifies key organisational concerns, road blocks and opportunities.
- Assesses engagement and how to improve it.
- Points to areas that will enhance morale and commitment.
- Provides insights on improving productivity and reducing turnover.

Some key subjects to assess in the survey could be having access to training and development and/or career opportunities, the opportunity to work

from home, or their work environment.

You may also focus on one (or all) of the R's - Recognition, Remuneration, Reputation or Resources.

What is the End Result?

An engagement survey, also known as an enterprise survey, provides you a detailed, quantitative report that highlights data on key factors such as:

- Commitment to quality
- Loyalty
- Open communications
- Work environment and culture
- Organisational processes and efficiencies
- Leadership
- Provides recommendations for improvements
- Identifies any important regional or demographic disparities

Employee Engagement is important to the success of every business; however some SME's do not necessarily have the tools, systems, time or capacity to measure this engagement. Understanding employee satisfaction is just as beneficial to SME's as it is to larger corporates.

How is the Survey Done?

Drake Consultants meet with your management to establish clear objectives for the survey. The consultants then customise questions for your organisation and create a plan for communicating and implementing the survey to employees. Drake has an online system that allows



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easy collection of data from your employees in an entirely confidential manner. Drake's survey engine summarises the results and Drake's Consultants provide specific analysis, recommendations and priorities based on the results collected.

What is the Payoff?

Research shows that employee loyalty, satisfaction and engagement drive financial success. An investment in an Enterprise Survey is an investment in an improved bottom line.

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