

Scholarship launched



The six Bachelor of Business Studies Scholarship finalists, pictured at the launch (clockwise from back left), were Saskia Fandam, Josh Storey, Nick Lattimore, Michael Phillips, Michael Wiehahn and Matt Jillings.

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MEET THE WINNERS

Walk on cameo in
Shortland Street:
Monique Scheirlinck

\$500 Mondo Travel Vouchers:
Lisa Maguiness, North Harbour Corporate Travel

Dean Lahman, Mowac Corporation

\$200 MTA Vouchers:
Mike Briant, Golden Bridge Marketing

The North Harbour Business Association has launched a Bachelor of Business Studies Scholarship in partnership with New Zealand's biggest secondary school, Rangitoto College, which this year established a School of Business programme for its Years 12 and 13 students.

Business schools foster a learning culture in which students can develop the knowledge and skills to become tomorrow's business leaders, and gain a strong foundation in enterprise, leading on to future study.

The brainchild of NHBA's Gray Pearson, the scholarship will provide practical support for senior Rangitoto College pupils throughout their Business School studies. There is additional financial support for one student per year who would have their course fee met for each year of their three-year Bachelor of Business Studies degree course at Massey University to a total value of \$15,000.

"We're aiming the scholarship at students who have shown they can rise above adversity and prove a strong work ethic – perhaps showing entrepreneurial flair – while still leading a full, active and well balanced life on the North Shore," Gray says.

The programme has already won the support of Professor John Raine and the Massey Business School. Our tertiary partner has indicated that the eventual scholarship winner will join its prestigious "Captain's Club".

The scholarship was open to Year 13 students from Rangitoto College who have been at the school since Year 9 and who intend studying for a Bachelor of Business Studies full time at Massey Albany the following year.

It is not specifically aimed at top achievers or those from the lowest socio-economic band.

Six students have just been selected as finalists and each will be paired with a North Harbour business leader who will act as mentor. Mentors will be in regular contact with their assigned students throughout the scholarship programme and provide practical support.

Gray Pearson says opportunities would be sought for the eventual scholarship winner, who will be announced in the third quarter of each year, to enter into an internship with one of the sponsoring companies during their degree course.

"At NHBA, we've selected six local companies to provide mentoring for the finalists and contribute towards the sponsorship of the eventual winner."

SPONSORS

- Actionmail
- LinkPlas
- Rad9
- Roofing Industries
- Sealegs International
- Speedy Signs

FINALISTS

- Saskia Fandam
- Josh Storey
- Nick Lattimore
- Michael Phillips
- Michael Wiehahn
- Matt Jillings

Continued on page nine.

The chance to bring commercial and charitable organisations together is one of the many NHBA initiatives that's proving both popular and successful.



Networking events such as our monthly CEO Breakfast Forum have captured your attention.

Our BID in Focus

The North Harbour Business Improvement District (BID) is now almost two years into its initial three-year term. We're already well under way in reviewing progress as required in the formal BID guidelines set out by the local authority. In this issue of FYI, we answer the questions some of you raised in our recent satisfaction survey, the results of which are summarised on page 12.

Our North Harbour BID has become an effective lobby group, influencing organisations ranging from the Government's Select Committee for Auckland Governance, NZ Police, NZ Transport Agency (NZTA), Auckland Regional Transport Authority (ARTA) and North Shore City Council (NSCC).

This lobbying role will take on even greater importance with the introduction of the Auckland Council, dubbed the 'Super City', in November. It appears access to elected members and unelected officials alike will be more restricted and so working relationships with Council-Controlled Organisations (CCOs) such as Auckland Transport and the economic development agency will become pivotal to our achieving continued success.

SO WHAT IS A BID?

A BID is an area within the city where local businesses have agreed to work, in co-operation with the council, to improve their area and attract new customers and businesses.

The council, on behalf of the BID association, collects an annual subscription by a special rate from each business ratepayer in the BID area. All the funds collected are then invested in the BID area to provide a range of services and programmes.

SOME HIGHLIGHTS SO FAR

[Source: BID Business Plan 2008-10]

- Traffic issues remain the major concern for North Harbour business owners. Firstly we established a Traffic Efficiency District (TED) and set about working in partnership with ARTA, NZTA, NSCC and local business representatives.
- We're currently working with six diverse local businesses to set up sample workplace travel plans – the results of which will be reported in the next issue of FYI.
- We're finalising details for the roll-out of a carpooling scheme which will be available to the 13,000 workers within the BID area.

- Our CCTV cameras are now operational at key entry / exit points to allow you to "look before you leave" and a text alert system is in place to advise of traffic incidents.
- Our 11 hours per night, seven days-a-week security patrol has resulted in the lowest burglary rate in the area in 12 months. An undesirable element is being kept out and security issues reported and actioned.
- A Memorandum of Understanding (MOU) has been signed with Waitemata Police, a first for any NZ business association, meaning a closer relationship and agreement on information sharing.
- We have provided opportunities for business networking at our different events which have included speakers ranging from the Prime Minister to the Governor of the Reserve Bank, to the producer of *Shortland Street*, business commentators and sporting icons. (For a full list of reported achievements, please refer to the August 2009 issue of FYI.)

THE YEAR AHEAD

Work this year is focussed on attracting new business to the area. Our welcome pack has been designed and signage will soon be erected to mark North Harbour as the smart place to do business.

Despite some opposition, the BID model works and we are working hard to ensure that North Harbour is well placed to thrive in the super city environment, and to ensure our voice is still heard.

Without a strong business association, the area could be left behind, with the focus clearly on enhancing Auckland's CBD and other parts of the region, given the perception that North Shore is wealthy and can fend for itself. We must stand our ground.

We appreciate your support and look forward to continuing to work with you over the coming months and years to make North Harbour best placed to prosper.

Best wishes,
NHBA Committee and Management

In this issue of FYI, we profile two key members of NHBA's Executive Committee, Kevin Moore, and our interim Chairman, Graham Boulton.

A mover and... A deal-maker Meet Kevin & Graham



Divisional Manager of Business Services for Crown Worldwide, born and bred North Harbour-ite Kevin Moore is responsible for many key services.

Since joining Crown in 2003, Kevin has expanded the range of services offered, including online asset management. This innovative system uses Crown's records management software and operates its fine arts and relocations services in New Zealand.

In this national role, his consultancy advice covers everything from delivery and imaging to storage retrieval, as well as overseeing logistics.

Under Kevin's guidance, the New Zealand division has achieved much, including:

- Distributing new currency throughout New Zealand;
- The global movement of New Zealand's largest travelling arts exhibition; and
- The successful inventorying and management of the NZ Government House and National Libraries collections.

Proven competence and client confidence go hand-in-hand and these projects were commissioned, based on the traceability of Crown's records management processes.

Kevin was elected to the NHBA's Executive Committee in 2008 – allowing his name to go forward because, as a passionate Kiwi, he wanted to put something back into his local community.

Also, because Crown is a large employer in the region, he shared a corporate commitment to the North Harbour economy and its continued development.

In his limited spare time, this avid sports supporter follows mostly rugby, cricket and netball.

Kevin also enjoys cooking, wine, travel and getting out on the yacht as often as work permits.



Graham Boulton joined the committee at the 2008 AGM and is now NHBA's interim Chair through to the next AGM, replacing Gray Pearson who has stepped down due to business commitments.

Ironically, Graham was initially opposed to the BID because of the compulsory nature, but he decided that if it were going to work, he should get involved and make it happen.

The Lower Hutt-born entrepreneur has been making things happen throughout a successful career now entering its fifth decade, marked by a national honour, a fellowship, a national presidency, and various requests to judge local and national awards, as well as chair and director appointments serving both private and public sector organisations.

Graham says because North Harbour is a diverse mix of mainly small businesses, it needs a strong voice on ongoing issues such as transport.

"The area needs to be promoted as an ideal place to work close to home," says the father-of-three and

grandfather-of-five, who lives with wife Judith in Albany.

He has served as CEO and marketing executive of companies manufacturing and exporting products including sheepskins, fashion and motor accessories, with workforces ranging from five to 450 personnel, and annual turnovers ranging from \$1 million to \$40 million.

He is currently Director and principal shareholder of North Harbour-based family business, Consolidated Marketing Industries which, as detailed on www.knitwear.co.nz, crafts and exports high-end natural fibre knitwear and accessories – all with a *Made in New Zealand* stamp of pride.

An active member of Export New Zealand for the past 30 years, he is a former National President and was awarded the New Zealand Centenary Medal for services to export in 1990.

Another avid sports follower, his interests range from the more leisurely – recreational fishing – to the faster pace of motor racing – he owns a '73 Jensen Healey.

COMING UP

CEO Breakfast



SPEAKER: Manukau City Mayor Len Brown
SUBJECT: Super City

DATE: Wednesday, 12 May
TIME: 7am – 8.30am
VENUE: North Harbour Stadium, Oteha Valley Road.
 Free to NHBA members.

● To RSVP please email admin@nhba.org.nz or phone 968 2222.

Len Brown grew up in Otara and Papatoetoe, and studied arts and law at Auckland University. He joined the Auckland law firm Wynyard Wood, where he became a partner, and he co-founded the Howick Free Legal Service.

Len entered politics in 1992, serving as a Manukau City councillor until 2004. He also chaired the Counties-Manukau Health Council. Len ran for the Manukau City mayoralty in 2004, losing by just 600 votes to long-serving incumbent Sir Barry Curtis. He returned to his legal profession before running for a second time for the Manukau mayoralty in 2007, winning the contest by more than 14,000 votes over his nearest challenger.

Last August he became the second person, after John Banks, to declare his candidacy for the mayoralty of the new Auckland Council, dubbed the Super City. Len is standing for public ownership of public assets, and an inclusive and accountable leadership style representing all of Auckland. He promotes public transport, cleaning up the environment, safer communities, low rates, fostering enterprise and innovation. His campaign website is www.lenbrownformayor.co.nz.

Outside politics and family, his interests include gardening, reading and singing.



For the latest information on how the Super City is taking shape visit www.auckland.govt.nz

Out and about

The CEO Breakfast at North Harbour Stadium in February was well attended.

Photo 1: Pictured are, from left, NHBA Committee Member Warren Kitchin, Enterprise North Shore Chief Executive Terry Hoskins and Auckland City Mayor John Banks – the guest speaker.

Lifestyle Fitness sponsored the March event held at the North Shore Golf Club.

Photo 2: Theo Chappel, Lifestyle Fitness' Managing Director addressed an attentive audience (**photo 3**) keen to learn more about New Zealand's favourite soap, *Shortland Street*.

Photo 4: Monique Scheirlinck from North Shore Golf Club won the prize of a walk-on cameo role in *Shorty*, presented to her by the show's Producer, Steven Zanoski (far left), and actor Shaun Edwards-Brown who plays the role of ambulance driver Ben Goodall. NHBA GM Gary Holmes, right, oversaw the prize draw.



COMING UP



Arrow International built the Jasmx -designed landmark school.

After 5 @ Albany Senior High

DATE: Thursday, 29 April
TIME: 5pm – 7pm
VENUE: Albany Senior High School, 536 Albany Highway
ACTIVITIES: 21st Century education, tour of facility and refreshments

Free to NHBA members.

● To RSVP please email admin@nhba.org.nz or phone 968 2222.

In February this year, Albany Senior High School became New Zealand's first state-funded senior secondary college and welcomed its foundation pupils.

For 2009 the school was located at its initial campus in Oakway Drive, although Albany Senior High School has been built on the site of the original Albany Primary School on Albany Highway.

It has accommodated the historic school building in its design, together with cultural landmarks and regenerating native bush.



After 5 @ Actionmail

DATE: Wednesday, 26 May
TIME: 5pm – 7pm
VENUE: 11 Saturn Place
ACTIVITIES: Guided tour and refreshments

Free to NHBA members.

● To RSVP please email admin@nhba.org.nz or phone 968 2222.

Established in 1996, the award-winning ActionMail is a mail processing business which handles standard bulk mail through to customised direct marketing.

Its staff of 20 offers a range of other services including data processing and analysis, database development, document management and high speed printing.

Highlighting Success

In the issue of FYI we launch this new column giving North Harbour businesses like you the chance to share your success with your fellow NHBA members.

This could be anything from recent awards, contracts awarded or company milestones. Email your news to gm@nhba.org.nz.

● **International Contract Secured**
 North Harbour-based company Golf Gym has secured a three-year deal to manage the Nanshan International Golf School using its innovative golf training system. The Golf Gym operates a state-of-the-art golf training centre in Apollo Drive and was a popular After 5 venue last year.

● **3rd prize winner – Best Start Up Business**

Congratulations to Simon Angelo, a guest speaker at our first CEO Breakfast Forum last year, who has been awarded third place in the inaugural Launch Pad competition sponsored by The Telecommunications Industry Group.

SpeechSchool.TV is a subscription based Internet TV Channel that is the result of over 30 years learning and practice in the area of English speech training and accent/voice coaching.



Rugby and business – winners on the day

Lock forward James King is a proven prototype for the 'adopt a player' programme promoted by North Harbour Rugby and its head coach, 60-test veteran Craig Dowd, during the union's 25th jubilee year.

FYI met James, a jovial giant, and his off-field boss, Signature Homes' MD and sports fan, Stewart Wilson, to discuss how the first 30 months have worked out in the day job.

Within minutes of meeting James and Stewart, it becomes obvious why this flexible employment arrangement is working out well: mutual respect, shared objectives and a healthy dose of banter.

Stewart, a long-time sports administrator, hired James as a cadet in late 2007. The then 20-year-old two-metre lock was playing his club rugby for Devonport-based North Shore, one of the managers of which is Simon Gundry – a shareholder in Signature Homes.

Thirty months later, James is a project manager working alongside construction industry legends Ken Sinclair and Brian Kennedy on Housing NZ projects across Auckland. James is now just two papers away from completing his Diploma in Construction Management.

His rugby career has also graduated – from club to province to the wider Blues Super 14 squad – despite being dogged

by a series of injuries, the latest of which required surgery on his right shoulder in February. It may keep him on the sidelines until the 'Battle of the Bridge' derby on August 1 when North Harbour hosts cross-town rival Auckland at Albany.

Harbour head coach Craig Dowd is the consummate rugby professional, plying his trade with Auckland, the Blues, All Blacks and England's Wasps club (as a player and then coach) before returning home. Since taking up his current role last season, the propping pro has met with Stewart and other local business leaders to discuss how best to provide paid work for semi-professional rugby

“One of the keys is effective time management and with James we got ourselves a good match in terms of values and work ethic.”

STEWART WILSON

players while they juggle the competing demands of work, play, study and, when time permits, a personal life.

Stewart Wilson [no relation to his namesake] takes a pragmatic view of the situation and, with previous experience supporting up-and-coming rowers and cricketers by providing part-time work in the property sector, offers a useful insight.

“One of the keys to success is effective time management...with James we got ourselves a good match in terms of values and work ethic.

“He's well organised in balancing his work commitments with rugby and keeping up his studies while battling injuries,” says the man who could front the reality TV show *The Apprentice*, but may have too much of a win-win attitude to appeal to viewers more keen to see ambitious candidates fired.

“We're confident that James gets the job done before heading off to training. Craig [Dowd] understands that and so we've got a good balance that the rugby union is keen to see work elsewhere.”

Continued on next page.

“Finding part-time work is hard for guys in my situation. I’ve been really lucky to have a flexible boss who will support me and my ambitions.”

JAMES KING



For his part, James acknowledges his good fortune in being part of the Signature team and having a career to return to once the final whistle blows on his playing days.

“Finding part-time work is hard for guys in my situation. I’ve been really lucky to have a flexible boss who will support me and my ambitions to be a consistent Blues player and achieve All Black honours.

“Before Simon and Stewart brought me here [Signature], I was working for another building firm in charge of the labourers. To come here and work with them, Ken and Brian has been great,” he says.

James also plays an ambassadorial role for Signature, representing the company in everything from social club events to community relations activities such as blood donation.

It’s clearly a win-win-win arrangement for James, Stewart and Craig with rugby and business the winners on the day.

NHBA supports the adopt-a-player initiative and is working with North Harbour Rugby head coach Craig Dowd to identify companies who are willing to offer flexible work arrangements. We are currently looking to place four North Harbour players within the building / property sector and will be contacting target companies directly to find potential suitable matches. If this sounds a possibility for your firm, please contact NHBA General Manager Gary Holmes on 09 968 222 or email gm@nhba.org.nz



SECURITY REPORT



Highly visible, highly effective.

When no news is good news

When it comes to monitoring crime statistics and criminal activity, it’s a case of no news is good news – and this is becoming the norm for the North Harbour BID area.

The ICON Security team provides dedicated patrol coverage to the business area under contract to the NHBA. The patrols provide a nightly report on all suspicious activity and vehicles in the area, recording any security concerns.

This report is provided to NHBA’s General Manager and the NZ Police who consolidate it with their own intelligence-gathering to provide a valuable information database.

The patrol vehicles are also GPS-fitted, which verify which locations were visited and when.

It’s good to note how successful this security initiative has been since its inception. While Police reporting covers a wider geographical area, there has still been a substantial drop in reported crime. Similarly there has been a noticeable reduction in graffiti and tagging throughout the business area. Among the reasons for this success are the high visibility and rapid response capability of the patrols. Our average response time to monitored alarm activations is less than four minutes.

Another benefit of the ICON Group/NHBA partnership has been the proactive approach by those businesses which identify security issues or have been previously targeted with break-ins.

The NHBA and ICON Group provide regular feedback on suggested security improvements and, in several cases, conducted complimentary security reviews and documented recommendations.

● If you have any security concerns, please contact Gary Holmes on 968 2222 or gm@nhba.org.nz to arrange a complimentary security review.

If you are hazy about the give way rules, you can refresh your memory by visiting www.nzta.govt.nz/resources/roadcode.
Source: NZTA



Bad calls really are deadly

Half of all injury crashes on the North Shore occur at intersections – including the fatal incident on the corner of Bush and Rosedale Roads in early February.

While that tragedy happened just before 1pm, the peak time for intersection injury crashes is between 3-6pm – many caused by people rushing from work.

Most intersection crashes are avoidable and occur because drivers don't look properly or give way when they are supposed to.

Many people, who otherwise drive responsibly, take chances or rush their decisions at intersections because they are running late or feel pressured by the cars behind. Compounding this, drivers underestimate the risks of intersection crashes, associating them mainly with prangs and fender benders. This leads to them making bad calls which can result in injury and even death.

Over the last five years there have been more than 3500 intersection crashes on the North Shore, the equivalent of almost 14 a week, many resulting in serious injury and, occasionally, death.

Every driver can reduce their chances of having an intersection crash by doing the following:

- At stop signs always stop completely, don't just slow down.
- At intersections controlled by give way signs, if in any doubt, always stop.
- Don't worry about the cars behind you. Concentrate on your own driving and make decisions that you are happy with.
- Don't let running late cloud judgment. If you make a bad call at an intersection you are risking injury, possibly death to yourself, your passengers or other road users.
- Take special care to look for cyclists, motorcyclists and pedestrians. Before moving off, always check all mirrors and blind spots. Look carefully for other road users who are harder to see than motorists.
- Always approach traffic lights at an appropriate speed. This may involve slowing down and should enable you stop safely if the lights turn to orange.
- Never speed up to get through an orange light. It is dangerous and against the law. It is as much of an offense to run an orange light as a red, if you could have stopped safely, and the fine is \$150 for both infringements.



CCTV

We're proud to announce the launch of our new web-based "live" traffic feed to serve you – our local business community. Located at key access points to the North Harbour area, the cameras allow commuters to view the current traffic conditions online before they leave work. With workers checking out the latest traffic conditions at key roadway intersections to time their run home, we aim to help lessen traffic congestion during peak periods.

Pictured clockwise from left are:
 Greg Ewan – Sealegs; Peter Reid –
 Roofing Industries; Steve Morrison
 – LinkPlas; Chris Cook – Speedy
 Signs; Stuart Lees – Rad9, and
 Brenden Rolston – Actionmail.



Continued from cover page.

Investing in the next generation

Each company, profiled below, will contribute \$850 annually towards the scholarship prize pool and will commit to being involved for three years with the right of renewal after the initial three-year term.

We envisage that the six students will be offered coaching/mentoring by our six local business leaders, estimated at 8-10 hours per month, during the middle two terms of the year (April-June and July-September).

Each of the finalists is likely to be rotated through two of the six sponsoring companies, to get an insight into diverse types of business.

From the six finalists, an overall scholarship winner will be chosen and announced at our NHBA AGM in September. A follow-up presentation will be made at Rangitoto College's Senior Prizegiving in November.



LINKPLAS

Managing Director: Steve Morrison
 220 Bush Road
www.linkplas.com

LinkPlas makes injection stretch blow-moulded P.E.T. (Polyethylene Terephthalate) containers for the food and drinks, industrial, personal care, healthcare and toiletries markets.



RAD9 COMPUTER SERVICES

Managing Director: Stuart Lees
 41c William Pickering Drive
www.rad9.com

RAD9 Computer Services is an award-winning provider of computer repair and IT services, looking after firms of all sizes across North Harbour and greater Auckland.



ROOFING INDUSTRIES

Managing Director: Dave Gellatly
 5 John Glenn Avenue
www.roof.co.nz

Roofing Industries is New Zealand's only 100 per cent nationally owned and operated roof manufacturing business, supplying tailor-made metal roofing and roofing accessories.



SPEEDY SIGNS

Managing Director: Chris Cooke
 68 Paul Matthews Road
www.speedysigns.co.nz

Speedy Signs is part of the world's largest sign franchise, offering a complete signage service including banners and flags, digital printing, illuminated signs, vehicle graphics and electronic digital signage.



ACTIONMAIL

Managing Director: Brenden Rolston
 11 Saturn Place
www.actionmail.co.nz

A mail processing business which handles standard bulk mail through to customised direct marketing, ActionMail offers a range of other services including database development and high speed printing.



SEALEGS INTERNATIONAL

Managing Director: David McKee-Wright
 233 Bush Road
www.sealegs.com

Sealegs International is the world's leading manufacturer of amphibious boats that drive in and out of the water.



The North Harbour Coverstaff team from left: Melissa Ratu, Tanya Alesich-McCulloch and Jason Searell

Coverstaff – proud and passionate

Coverstaff Recruitment has a committed team that provides a quality recruitment service, specifically focusing on safety, reliability and employability of candidates.

The company's North Harbour operation, with over 17 years experience between the team, has become an important part of the local community and played its part in the growing economy.

As you may have heard at the CEO Breakfast forum featuring Kiwi icon Graham Lowe last year, a networking event sponsored by Coverstaff, the company fosters relationships based on loyalty and commitment to its employees, clients and putting back into the community.

Based in Bush Road and led by Tanya Alesich-McCulloch, the team provides temporary and permanent candidates across a broad employment and client base. This includes specialised recruitment for engineering projects, large requirements at short notice for events, business start-ups, relocations and business closures.

Tanya says Coverstaff team will not

take the approach of just filling a vacancy with any available candidate.

"Through intense quality recruitment practices, we evaluate the attributes of every candidate to ensure that only the most suitable candidate is sent to meet our clients' recruiting needs," she says.

Coverstaff has not only an audited Quality Management System (QMS) in place, it is certified by ACC to (the highest) tertiary level and, in 2005, won four national health and safety awards – including that year's supreme award.

CONTACT DETAILS:

240 Bush Road
Ph: 415 7160
www.coverstaffrecruitment.co.nz
Contact: Roana Carran or
Tanya Alesich-McCulloch.

A-Z of services on offer

**0800 GET STAFF
[0800 438 781]**

- ACC history checks
- Credit checks
- Criminal checks
- Database checks
- Driver record checks
- Drug testing (ESR-registered testing agency)
- Interview checks
- Learner style testing
- Literacy testing
- Mechanical aptitude testing
- Medical history checks
- Numeracy testing
- Personality profile
- Physical health checks
- Qualification checks
- Reference checks
- Safety induction and knowledge checks
- Skills checks
- Telephone screening
- Work history accuracy checks

For added value

- Assessment assistance – NZQA
- Auditing
- H&S development
- Project management
- Risk analysis
- Skill gap alignment
- Training assistance

Up for the challenge

NHBA and Massey University are working even more closely in 2010 with several joint initiatives under way.

In this issue of **FYI**, we introduce Andrew Barney, pictured, the recently appointed director of Massey's MBA programme who brings a background in human resources, management and training to the role.

Still buzzing from a summer holiday snowboarding in Europe, this businessman, mountaineer and adventure sports enthusiast is combining his skills as he takes on his latest challenge.

Andrew says the MBA represents a real challenge – financially, and in terms of completion time.

"The kinds of people who voluntarily choose this tough option are always interesting.

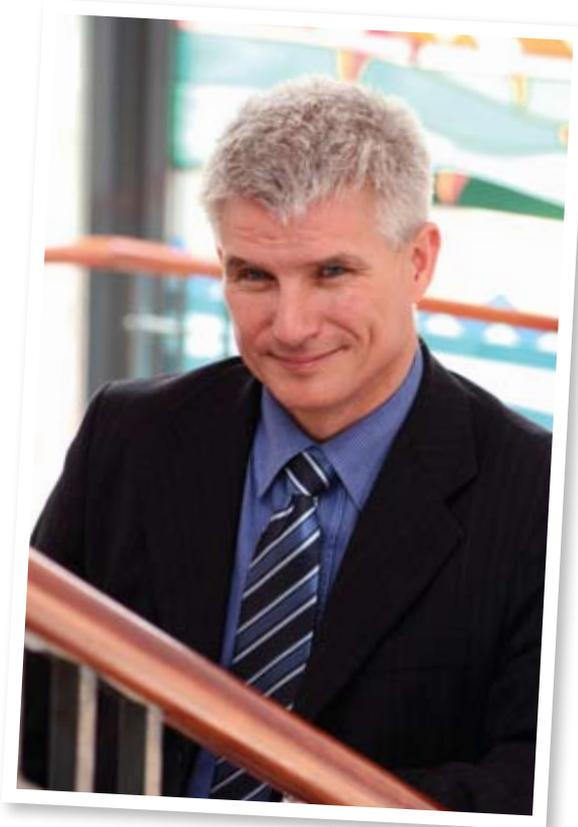
"Business and outdoor adventure have a lot in common: it's all about assessing the

risks as best you can, trusting your abilities, and giving it a go," says the man who has climbed most of New Zealand's significant peaks and kayaked many of its white water rivers.

"The only way you'll ever know your true potential is if you throw yourself in the deep end.

"When they start, MBA students don't know where their hard work will take them, but they swallow their fear and take on the challenge anyway. I admire that. They're kindred spirits."

After gaining his BA and MPhil degrees, Andrew worked for the EMA as a consultant. He joined Massey in 1993



and, since 1998, has been teaching human resource management and organisational behaviour on the MBA programme which he describes as "the longest running and one of the most flexible courses around".

Food...for thought...for others

At our February CEO Breakfast forum, event sponsor cbm issued a kindly challenge to NHBA members.



www.cbm-nz.org.nz

An international development organisation, **cbm** is dedicated to improving the quality of life of people with disabilities in the poorest areas of the world with more than 700 projects in 70+ countries covering 17 million people. A World Health Organisation-approved professional agency, **cbm** is a recognised advisor to the United Nations.

The North Harbour-based charity's National Director, Darren Ward (pictured on page 2), outlined recent changes to NZ's tax rules that have made it even easier for businesses and employees to give, and get, in return.

We've published the full details on our website www.nhba.org.nz/cbm and encourage you to read them and, in this new financial year, consider how you might best take advantage while helping others.

As Darren told us, surveys in countries with established schemes show that payroll giving provides significant benefits to employers. These include increased employee morale and retention, and a better public profile as proven social responsibility is reflected in customer loyalty.

It's food for thought, for sure.



REALITY CHECK: For a fisherman in Kerala, India (pictured), who is living from day to day on the income from yesterday's catch, a disabling injury means the income stream stops – often for good (read: bad). In this region, **cbm** works with a local partner to provide orthopaedic rehabilitation services which, for 38 years, have given people the chance to work again, including treating 17,500 patients last year alone.

Thanks for the feedback!

Thank you for taking the time to complete our recent Members' Survey, the results of which confirmed the largely positive feedback we've received since becoming a BID.

We conducted the formal survey to double-check whether the generous comments about our security and transport initiatives, networking events and FYI were reflected across the wider membership.

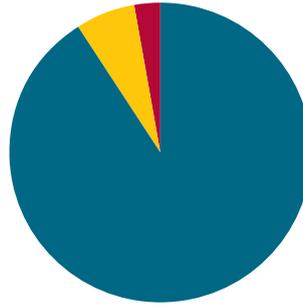
We're pleased to say they were, as these graphs and comments indicate.

While we understand that we'll never get 100 per cent support for the BID and its targeted rate, we're working hard to ensure that all members receive value for money. We encourage you to come along to our events (most are free), network and become involved in our many initiatives.

You can always contact Gary at anytime to discuss concerns or share ideas of what you want to see NHBA provide.

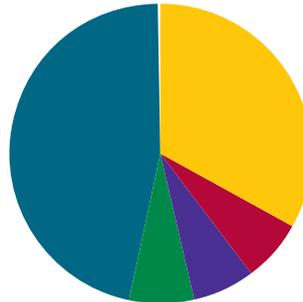
Are you supportive of the current direction of North Harbour Business Association?

- Yes
- No
- Unsure



How would you rate FYI on a scale of 1 to 5?

- 1 Excellent
- 2
- 3 Average
- 4
- 5 Poor



COMMENT	ACTION
"Keep up the good work with entertaining, informative speakers and subject matter that benefit our businesses."	Work in progress
"A brief clear description of the purpose of the BID would be good."	Page 2 explains
"Love the FYI magazine and After 5 functions. NHBA is doing a great job promoting local businesses."	Work in progress
"How about a column highlighting the successes of local NH businesses?"	Great idea! New feature appears on page 5.

NorthHarbour.co.nz

HOT LEASE DEALS
EXCLUSIVE TO NHBA MEMBERS

Ford Focus 1.6 Auto Hatch
Voice Activation, Bluetooth Integration
ABS, 6 Airbags, Air Conditioning, CD

\$555
+GST per month*

*Exclusive to business users only
45 month / 55,000km
fully maintained operating lease

Ford Mondeo Petrol Wagon
Voice Activation, Bluetooth Integration
2.3 Auto ABS, 7 Airbags, Air Conditioning

\$777
+GST per month*

*Exclusive to business users only
45 month / 55,000km
fully maintained operating lease

Proud Supporters of the
North Harbour Business Association

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DRIVING EXCELLENCE



CONTACT US:

PO Box 303 126, North Harbour | Mobile: 0274 966 283 | DDI: (09) 968 2222 | Fax: (09) 926 1822

Email: gm@nhba.org.nz | Web: www.nhba.org.nz