

Sustaining success

The second year of NHBA has been one of sustained success as this report of our challenges and achievements outlines.

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July 2010

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Well done you!

DATE FOR YOUR DIARIES

PM at AGM

Join us again on Tuesday, 10 August for the AGM – directly after John Key's leadership address and lunch. With spaces limited to just 200, please read page 11 for more details and book your place now!

PHOTO: Trevor Coppock



MEMBERSHIP

The NHBA now has more than 1000 fully signed-up members, up from 150 at the time the BID was established. This shows a good level of support from among North Harbour businesses for the programmes and activities being undertaken by the association.

Personal contact is made with most businesses every two months with the delivery of our **FYI** magazine. As part of our membership drive in recent months, close to 60% of our businesses were personally visited and updated on NHBA activity.

AFTER 5 FORUMS

After 5 forums are generally held bi-monthly at a local company and provide a valuable and free networking opportunity for members while giving hosts the opportunity to showcase their products and services.

Close to 500 people have attended the 10 After 5 events we have held to date at host organisations including LinkPlas, Sealegs International, North Harbour Stadium, Actionmail and Albany Senior High School (pictured below).

CEO BREAKFAST FORUMS

Our CEO Breakfast forums, held quarterly and free to all NHBA members, have proven to be extremely popular, offering great networking opportunities and featuring high profile speakers on issues of the day.

Almost 1000 attendees have enjoyed wide-ranging addresses from speakers ranging from mayoral candidates John Banks and Len Brown, rugby league icon Graham Lowe, Reserve Bank Governor Alan Bollard, *Shortland Street* producer Steven Zanoski, business commentator Rod Oram and criminologist Greg Newbold.

BUSINESS DEVELOPMENT

NHBA has provided businesses with opportunities for further training and business development through regular seminars on a range of subjects hosted by WHK Business Growth at North Harbour Stadium. Topics have included the following:

- Developing a winning marketing plan for your product
 - Effective branding
 - Surviving a downturn
 - Managing and motivating people
 - Effective budgeting and cash flow planning.
- We're pleased to have partnered with local companies such as 3i Limited and Assess Systems to promote specialised seminars of topics of interest.

Continued on next page

Success sustained

Continued from cover page

LOOKING FORWARD

Our initial three-year BID milestone will be reached in 12 months' time and, as promised, we'll ask you early next year for confirmation that you wish us to continue our wide range of activities and events, and provide a voice to support North Harbour businesses as we move forward into the new Super City environment.

ADVOCACY

We successfully represented our members through submissions and advocacy to:

- Albany Community Board
- North Shore City Council
- Select Committee on Auckland Governance
- NZ Transport Agency (NZTA)
- Auckland Regional Transport Authority (ARTA)
- Auckland Transition Agency
- Local Government Commission
- NZ Police
- Regional Land Transport Strategy.

COMMUNICATIONS

FYI MAGAZINE AND MEDIA COVERAGE

Published bi-monthly since February 2009, the **FYI** magazine has been the primary communications channel to members, providing information and feedback on our activities and programmes. Around 2000 copies of each issue are hand-delivered within the BID area, as well as the greater North Harbour area, including Apollo Drive and surrounding streets by a group of university students. We continue to innovate, introducing such features as Highlighting Success [see the back page of this, the eighth issue of **FYI**].

Through our proactive communications programme, we have maintained excellent relationships with key journalists, resulting in extensive media coverage of NHBA's issues and achievements.

WEBSITE www.nhba.org.nz

We recently refreshed and relaunched our NHBA website which now incorporates our new interactive map and traffic cameras, as well as a business-to-business directory, and details of news and upcoming events. Many businesses have taken up the option of a free enhanced listing to promote their companies' products and services.



EMAIL NEWSLETTER

We've sent out more than 30 email newsletter notifications over the past two years, covering important news updates as well as advice on upcoming events. We're introducing a new monthly email newsletter to complement what will now be quarterly issues of **FYI**.

INNOVATION

BACHELOR OF BUSINESS STUDIES SCHOLARSHIP

As we profiled in the last issue of **FYI**, NHBA has launched a Bachelor of Business Studies Scholarship (BBSS) in partnership with Rangitoto College, which established a School of Business programme for its years 12/13 students this year.

The purpose of the scholarship is to provide practical support for a small group of Rangitoto students throughout their Business School studies with regular mentoring from six local companies. In addition, one student per year will have their course fees met for their three-year BBS degree course at Massey University to a total value of \$15,000.



PHOTO: Trevor Coppock

Pictured at the launch were, from left: Rangitoto College Principal David Hodge, NHBA's Gray Pearson, BBSS Finalist Michael Phillips and Massey University's College of Business Associate Pro Vice-Chancellor Chris Moore.

TRANSPORT

TED

One of our main transport management initiatives has been to set up a Traffic Efficiency District (TED) within North Harbour. The North Harbour TED is a first in New Zealand and is modelled on travel management associations which have been hugely successful in Canada and the USA.

Projects in the first year of the three-year business plan have included focusing on workplace travel plans [read our feature on pages 6 and 7], improved road networks and public transport, CCTV cameras and parking.

We've established a three-year business plan and a committee, with representatives from NHBA, local business owners, North Shore City Council, NZTA and ARTA, meets regularly.



TRAFFIC CAMERAS

One of TED's early initiatives involved installing CCTV traffic cameras at six key entry / exit points to and from the North Harbour estate. The cameras are primarily for transport management purposes to assist the more than 13,000 workers in the area in their travel in and out of the estate.

The cameras can be viewed on www.trafficheck.co.nz and allow workers to see traffic conditions at a given location in real time. This helps them to decide when to leave work, or which route to take, all aimed at improving the traffic movement around the area.



RECOGNITION

WINSTON CHURCHILL MEMORIAL TRUST

Earlier this year, NHBA General Manager Gary Holmes was named as one of 13 recipients of a Winston Churchill Memorial Trust Fellowship for 2010. This prestigious award helped him to travel to England and America last month to study leading business improvement districts which have a partnership with a transport management association

Note – Gary will report back in the next issue of FYI.



SMS TEXT ALERTS

We've also created a traveller contact database that will enable us to communicate alerts on traffic conditions by email and or text (SMS), and is designed to be the primary channel to receive information and communications on transport. It was an effective means of communication to workers on the day of the fatal crash at the corner of Bush and Rosedale Roads in February.

2/2/2 EMPLOYER MODEL

We've just completed a 2/2/2 model employer programme, working with six companies of varying sizes to develop best practice business travel plan examples. Surveys of all staff have been completed and we are now developing tools for these businesses to implement, which will then be available for other North Harbour firms to use.

INTERACTIVE MAP



We also launched an interactive map – a key drawcard to our NHBA website – with the ability to turn on and off layers showing traffic cameras, places to eat, bus stops and various business categories.

SECURITY

DEDICATED PATROL

As you'll read on page 10, our dedicated security patrol operates within the BID area seven days a week from 6.30pm to 5.30am to help create a safe and secure environment for North Harbour businesses.

Any issues (insecure gates, open windows, suspicious vehicles) are noted and reported daily, as well as monitoring and responding to all security issues in the area. We then follow up with affected businesses.

We've also developed a security alert system to allow businesses to report suspicious persons and/or activity to us.

Safer Communities Together



NHBA is a founding member of a Police-initiated community partnership set up earlier this year to address commercial burglaries in the North Harbour area. We meet regularly with other groups including the Neighbourhood Watch Community Patrols, North Shore City Council and Department of Corrections.

Earlier this year, NHBA signed a memorandum of understanding with the Police, a first for a business association in New Zealand, to formally acknowledge the successful partnership between our two organisations.

Candidates front up

Leading candidates for the role of Auckland Mayor, John Banks and Len Brown, have both fronted up to NHBA in recent months at our CEO Breakfast Forums. In this issue of **FYI**, they answer six questions put to them by NHBA >>

JOHN BANKS



vision for promoting and growing Auckland, and building on the many local success stories that are already occurring.

3 BUSINESS RATES Moving from eight different rating systems to a single rating system is probably the single biggest challenge the new council will face. We have to get this right. I give you my assurance that I will engage the best and the brightest to ensure this happens. And because business is so important to the future success of Auckland, we must ensure that the rating system does not disadvantage businesses, especially when so many have been through lean times recently.

6 EFFICIENCY A single council with a single spatial plan and a single set of rules has the potential to remove a lot of uncertainty. Where large applications and developments are planned, they need to be managed by a single point of contact at the council. And where developments contribute to enhanced design and heritage, we need to fast-track the process so as to reward responsible development. The culture of the new council must be one of "can do", not bureaucracy and obstruction.

"The North Harbour Industrial Area will be critical to the Shore's economic potential being realised."

1 BIDS These districts play a vital role, whether in Kingsland or Takapuna. A prosperous Auckland will be built upon their successes in growing the economy at a local level. They also fulfill other important roles like security (as in Otahuhu Town Centre) as well as being advocates for planned growth (e.g. Rosebank Road). I plan to bring the representatives of these business areas together on a regular basis to ensure the new Auckland Council is assisting these districts to meet their objectives.

4 NORTH HARBOUR Enterprise North Shore's report on the Economic Future for the North Shore demonstrates that the Shore has weathered the economic downturn better than the rest of Auckland. It also highlights the Shore's strengths and areas for future growth as a premium business location. The North Harbour Industrial Area will be critical to the Shore's economic potential being realised, and I look forward to working with NHBA to make sure this happens.

2 ECONOMIC DEVELOPMENT The new Auckland Council will be responsible for more than a third of the total population of New Zealand, as well as nearly 40% of its economy. We have to lift Auckland's economic performance. This is the only way that we can deliver on the economic, social and environmental aspirations shared by most Aucklanders. The new Economic Development CCO has the potential to deliver a singular

5 TRANSPORT Connecting the North Shore to the rest of Auckland is critical to its success. My infrastructure priorities include a Third Harbour Crossing (most likely a tunnel, including rail); better ferry services (including from places like Takapuna and Beach Haven); and building on the success of the Northern Busway. The Auckland Council will need to give a clear steer to the Transport CCO about these priorities for the North Shore.



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OUR QUESTIONS:

- 1 Please outline your position on **Business Improvement Districts** and how you view their role in the Super City.
- 2 How important do you see the role for **Economic Development** in the new political structure?

- 3 Local government rates for businesses (and differentials) have long been issues for North Shore companies – if Mayor how would you treat the **business rate**?
- 4 If you were leader of our city, what would be your vision for the **North Harbour** industrial / commercial area, and how do you believe its potential can be realised?

- 5 An efficient **transport** system is critical to our continued economic revival – how would your administration support organisations such as NHBA that have transport as their priority focus?
- 6 If elected Mayor, what steps would you take to **cut red-tape** facing businesses through council systems and processes, and make it easier to get things done?

LEN BROWN



1 BIDS

BIDs are essential to supporting local economic development. Because different parts of Auckland have different economic drivers, it is important we do not lose local identity. We must also ensure all the money and focus does not shift to one part of town. The North Harbour BID contains around 1,300 businesses and more than 13,000 employees – making you an essential part of Auckland's economy. I will build strong partnerships between the council, local boards and your local BID, to help drive the development of the IT, technology, property, business services and construction sectors, and the many SMEs in North Harbour.

2 ECONOMIC DEVELOPMENT

It's essential. New Zealand's economic development depends on Auckland succeeding. My style is to work alongside the business community to set a plan, get the community behind that plan, make a decision and create momentum. My focus is on making Auckland an international

economic success and I will have economic development advisors in my office to work closely with businesses to help deliver wealth and jobs.

3 BUSINESS RATES

There are many different business differentials across Auckland and it will be a challenge to bring these together. I'm working through options with business leaders to deliver a fair outcome. My record as mayor is to keep rate increases near inflation, deliver 0% water rate increases and focus on driving efficiency in council. I will bring that focus to the new council.

4 NORTH HARBOUR

Infrastructure development is critical. We need better transport links to North Harbour, ensure the rollout of high-speed broadband and upgrade power supply. The spatial planning process will allow us to better cluster businesses and plug North Harbour into the wider regional economy. I will back your BIZWatch Crime Prevention programme and work to create an educational hub on the North Shore to connect skilled graduates with employers.

5 TRANSPORT

Transport is my top priority. I applaud the work you've done to establish New Zealand's first Transport Efficiency District and will work with NHBA on fixing our transport links. We need to progress the planning

for a second harbour crossing, deliver integrated road and rail networks, including an airport rail link (with a long-term vision of a rail backbone from Orewa to Pukekohe), increase ferry services and finish the motorway network.

6 EFFICIENCY

One of the biggest opportunities the new Auckland Council structure offers us is the chance to standardise charges and regulations across the region. The new regional spatial plan will give businesses the certainty they need to invest. I intend to use worldwide best practice for regulation, beef up pre-consent approval meetings, and establish a regulatory review committee to reduce the hoops you need to jump through to deliver economic growth.

“Transport is my top priority.”



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SPECIAL FEATURE

Workplace travel plans

Transport is the single biggest issue affecting our growing business district and remains NHBA's top priority. Trans-Tasman consultancy Urban Trans was recently commissioned to advise our membership of the business benefits we all can achieve by implementing transport efficiency programmes. In this issue of **FYI** we outline the opportunities available.

While factors such as traffic congestion and public transport availability strongly influence employee travel to work, how people choose to travel is, in part, also influenced by the policies of their employer.

For example, work hour policies and overtime demands affect the employee's ability to adjust their schedule to catch a bus or carpool with a commuter who works for a nearby employer.

Evaluating job performance and information technology support may determine the prospects for employees' ability to work from home [teleworking].



Photo courtesy of ARTA

Travel smarter by bike

THE KEY BENEFITS

There are many benefits your business can gain by supporting a change to the way employees travel to work, while also contributing to solving localised transportation problems.

Urban Trans has documented many examples when several businesses in the one area implement strategies such as carpooling schemes and, together, have a far greater effect once a critical mass of companies participates.

Other benefits include:

- Staff time savings from implementing flexible work practices and minimising business related travel.
- Lower petrol costs from reducing business-related travel through teleconferencing and geographical grouping of business meetings.
- Reduced overhead costs by putting in place such strategies as telecommuting and parking management.
- Enhance employee recruitment and retention. Making an employee's trip to work less stressful, or eliminating it entirely a day or more a week, can give employers a point of difference in the market.
- **Expand service hours.** Work hour schedules such as flexitime, staggered



Photo courtesy of North Shore City Council

Travel smarter by bus

Flexible work practices and supporting alternative travel options can increase staff benefits and satisfaction at low or no cost to your business.

work hour programmes and compressed working weeks enable organisations to provide additional coverage with the same number of employees.

- **Enhance corporate image.** Maximising sustainable travel options for staff provide for true workplace sustainability and reduced greenhouse gas emissions.
- **Lower absenteeism and tardiness.** Employees may arrive at more regular times due to commitments to their carpool partner. Teleworking, i.e. working from home, may allow work to be done when travel to the office isn't possible or necessary.
- **Reduce employee stress.** Employee health is significantly related to the distance and duration of their commute trip. People who are exposed to high levels of traffic congestion arrive at work with higher blood pressure than other people. The more sensitive long distance commuters are to the effects of commuting on family life, the greater the inclination to try alternatives to solo driving.

Handy tips to reduce work travel

Meetings are a necessary part of business life as it is important to develop and maintain close working relationships with clients and suppliers. However, these do not always need to be face-to-face.

Conference calls can be just as effective and a lot less time-consuming. Indeed, often an hour or more can be spent travelling to and from a client meeting – factoring in actual travel time then finding a park and time added for unexpected delays.

The developments in video-conferencing technology means it is now much easier and cheaper for small businesses to arrange virtual meetings with clients and suppliers.

IF YOU HAVE TO TRAVEL THEN TRAVEL SMARTER AND PLEASE CONSIDER:

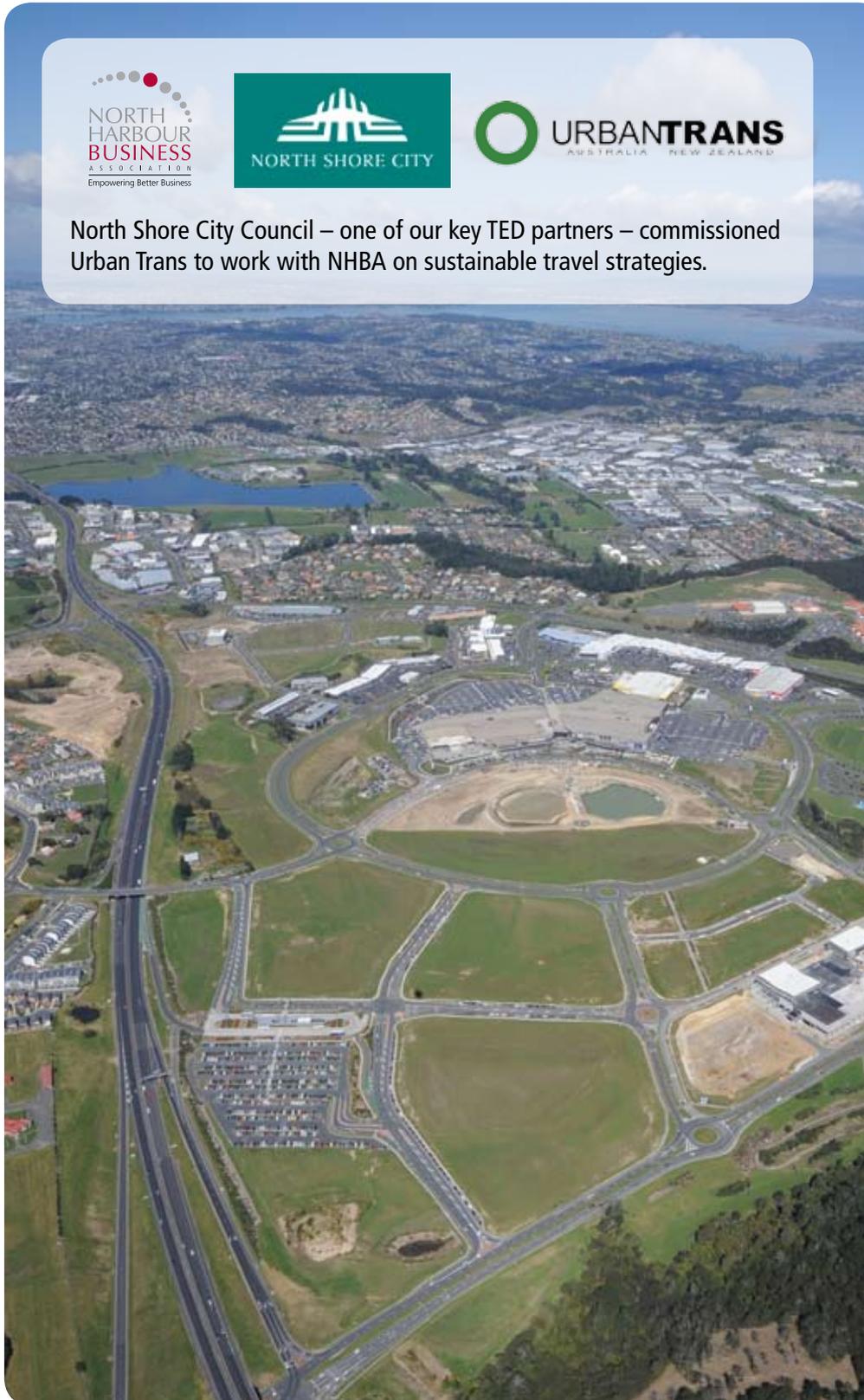
- Clustering clients that are geographically close together and try to arrange to visit these on the same day.
- Reducing the frequency of face-to-face meetings but increasing frequency of phone contact. This maintains positive client contact without the additional travel.
- Limiting out-of-office travel to certain days of the week. This still allows staff to be responsive to clients while reducing total hours out of the office each week.
- Restricting travel to outside peak hours, say between 10am and 3pm, to reduce travel delays from peak-hour and school-related congestion.
- Where appropriate, share client contact across two or more staff. This increases the potential to cluster business-related travel for meetings as well as improving corporate knowledge of clients; staff can respond to client needs if the other staff member is sick or on leave.
- Including a prompt on your staff phones or calendar booking system, “does this meeting need to be face-to-face?” to help staff assess how necessary is the travel.
- Implementing a travel efficiency incentive scheme among client-related staff.
- Promoting efficient business travel within the company by including it in staff induction, and discussing with staff other innovative ways to improve efficiencies.

While there will still be times when face-to-face meetings are beneficial and necessary, by carefully planning these meetings, businesses can save significant money from reduced petrol costs and reduced unproductive travel time that can be spent on business needs.

- Visit www.nhba.org.nz/transport to find out more about how you can save money through efficient business travel.



North Shore City Council – one of our key TED partners – commissioned Urban Trans to work with NHBA on sustainable travel strategies.



COMING UP

CEO Breakfast

SPEAKER: Rod Large
SUBJECT: The Other F Word

DATE: Wednesday, 21 July

TIME: 7am – 8.30am

VENUE: North Shore Golf Club, Appleby Road
 Free to NHBA members.



Image supplied

When failure was not an option: Rod Large, second from left, on a 1967 tour of duty in Aden.

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

Rod Large, NZ Managing Director of management consultancy and training company, Fortune International, will address NHBA members on ‘the other F Word’ – Failure – but in a positive context, with tips and techniques on how to achieve success after learning life’s lessons.

The English-born Murrays Bay resident says the ‘F’ word favoured by some comedians, cooks and sports stars has negative connotations in most people’s minds, whether used as an expletive, a curse, or simply out of frustration and anger – it hardly ever has a positive meaning.

“The same goes for the other ‘F’ word – and that is ‘Failure’. In fact, these days it probably has a more negative tag than the original ‘F’ word. Today’s society is so PC

that we are told we must not talk about failure, or about winning and losing,” he says.

“Let’s face it, we all fail from time to time. The key question is, do we learn from our failures?”

In a presentation not to be missed, Rod will share some examples of his own failures and how each taught him valuable lessons.

“Failure is truly part of all our growth processes, but if you can recognise the failures of those who have gone before you, you can achieve all of your goals, all of your dreams,” he says.

● For more information about the Fortune Group, please visit www.fortunegroup.co.nz

FAILURE LEADS TO SUCCESS:

“Failure is truly part of all our growth processes”

ROD LARGE

SPONSORED BY:



With a proven 60-year track record, RSM Prince has experienced staff in four Auckland locations.

“We offer business consultancy services, working alongside our clients’ management teams to build their business and profits,” says North Harbour-based partner, Lloyd Kirby, pictured.

“We’re sounding boards and silent partners,” he says. “We assist our clients’ decision-making, legitimately minimising their tax liability and delivering timely accounting services.”

Saving clients from sleepless nights, RSM Prince offers an easily understood annual ‘business fitness review’ to help uncover possible causes of financial difficulties.

Lloyd says the service allows clients to do a “what if” analysis on their business so if they’re looking to expand their business, buy some capital equipment or employ another person, for example, they can see how this will impact their bottom line.

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“In the medical world great service is critical”

That’s why USL Medical’s IT Manager Stuart Herbert, pictured, chose North Harbour-based Digital Mobile and Vodafone for their complete telecommunications service.



Image supplied

“By receiving great service and technical support from Digital Mobile, coupled with being part of the Vodafone network, we can increase the efficiency of service to our clients, and our clients can better help their patients,” he says.

USL Medical utilises Vodafone’s full service telecommunications bundle, including voice calling, broadband, fixed line and mobile solutions, using more than 40 mobile phones on a daily basis.

With Vodafone’s Mobile Broadband devices, USL Medical reps now have access to the Internet and the company’s database from any location. And with Citrix Access Gateway technology, Stuart says their communications have never been more secure.

“Our product managers and reps can log on to our system remotely with more reliable data network connection in lower coverage areas. Even if a rep is on site, at a hospital for example, they have access to up to the minute information covering prices, lead times and client questions without delay.

“It’s like they carry our complete network with them.”

Stuart Herbert praised the complete package on offer.

“Through Digital Mobile we have all of our telecommunications needs covered, especially mobiles and blackberries using wireless technology, backed by people who really know what they’re doing.”

- For more information please contact:
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Brown shines on ‘the north side’

‘Southsider’ Manukau Mayor Len Brown was our guest speaker in May and quickly found his bearings on issues north of the bridge, focusing on transport and economic development (see page 5 for more details).

“We shouldn’t wait until the old (Auckland Harbour) bridge cannot take traffic anymore; we need a second crossing with capacity,” he said, vowing to personally champion another (Waitemata Harbour) crossing.

“The wonderful work done by the North Harbour Business Association needs to be continued and supported by the new structure (Auckland Council). It will need special sub-regional economic development agencies to work alongside (North Harbour) businesses,” he told us at the NHBA CEO Breakfast Forum sponsored by Digital Mobile.



NHBA's Graham Boulton welcomed Len Brown

PHOTO: Trevor Coppock

DigitalMobile



CEO Breakfast

SPEAKER: Steve Maharey
SUBJECT: Potential Partnerships

DATE: Thursday, 16 September

TIME: 7am – 8.30am

VENUE: North Harbour Stadium
Free to NHBA members.

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

Vice-Chancellor of Massey University, Hon. Steve Maharey, pictured, will outline the potential for partnerships between Massey and local businesses – an opportunity many of you will be keen to learn more about.

Before his 2008 appointment, he was the fourth-ranked Minister in Government holding various cabinet portfolios including Education and Research, Science & Technology.

A Palmerston North City Councillor from 1986-89, this sociology graduate and lecturer entered national politics the following year. He held the Palmerston North constituency seat for Labour until leaving Parliament before the last general election to take up his position with Massey.

He was appointed a Companion of the New Zealand Order of Merit (CNZM) in 2009.



Image supplied



PHOTOS: Trevor Coppock



Stopping crime in its tracks: The ICON patrol arrives in time to deal with youths about to leave their mark.

Keeping us safe

North Harbour's own ICON Security provides a dedicated, round-the-clock security patrol of our BID area, bringing years of experience to the difficult task – and peace-of-mind to NHBA members.

In mid-2009, NHBA awarded our security contract to the award-winning company, led by Managing Director Gary Morrison, following a successful trial and an open tender process. Patrol hours were extended to 6.30pm – 5.30am, seven days a week.

Results to date and your feedback suggest that the dedicated security patrols have already had a positive impact as our commitment to the reduction and prevention of crime remains a priority.

Through FYI, you would have read of the services and skills offered by ICON – one of NHBA's nine gold sponsors. As part of its renewed contract, ICON contributes regular articles on security-related matters, more details of which can be found on www.icongroup.co.nz or www.nhba.org.nz/security.

ICON Security Group offers a full range of security services nationally including security guards, mobile patrols, consulting and training services. ICON Group is suitably experienced, structured and resourced to provide all corporate and personal security requirements. Its business is helping customers to manage risks to their people, property, profits and reputation more effectively so that their organisations can perform better.

CONTACT DETAILS: 28 William Pickering Drive, Ph: 415 0818, Website: www.icongroup.co.nz, Contact: Gary Morrison, Managing Director.



SECURITY REPORT

FYI has taken ICON's security log and highlighted some of the more colourful incidents recorded during recent months. As you'll read, the ICON team is busy working while we sleep more easily in our beds.

TIME	INCIDENT
5.01am	Man observed by Comms Centre staff at ICON H/O, smashing up lease signage with a baseball bat. ICON patrols followed vehicle to Caltex Constellation Drive where occupants admitted wilful damage and attempted to bribe ICON patrols to let them go. Baseball bat recovered from driver and occupants of vehicle, who waited reluctantly for Police attendance.
2.16am	Two occupants of a campervan parked in Bush Road appeared to be having a 'domestic' and were removed from site.
7.43pm	Three youths seen entering Kristin School grounds, carrying beer bottles. Patrol escorted them off site.
1.20am	Youths seen throwing bottles onto road and into Pinehurst School grounds. They sped off before apprehension but CCTV footage will be viewed (the next day).
4.06am	Two youths seen slumped on grass verge in William Pickering Drive drinking alcohol. Patrol advised them of area's liquor ban and moved them on.
4.18am	Two 12-year-olds seen riding push bikes in Beatrice Tinsley Crescent. Patrol recommended they return home to bed.
2.09am	Middle-aged woman seen walking along Omega Street, screaming and yelling at herself. Police called and attended.
7.54pm	Five teenagers on push bikes seen throwing rubbish from bins onto footpath and grass verge at Piermark Drive. Patrol arrived and told them to stop immediately, supervised their clean-up and escorted them off site.
11.39pm	Street racers heard doing burnouts in Rosedale Reserve car park. ICON and ADT patrols arrived to secure gates. Occupants sped off on foot after gates were locked. Police called and will follow up with the Holden's registered owner.
6.50pm	An RT emergency call to the ICON patrol reported a suspected assault of a woman in her late teens by an Asian man in his early 20s in Rothwell Avenue. Patrol officer warned man to keep his hands off the distressed woman. Police alerted after the woman was later seen being forced into a Hyundai and driven to Schnapper Rock Road.
3.46am	Patrol discovered roller doors at premises in Piermark Drive were open, leaving the business vulnerable. After trying to contact nominated keyholders, ICON alerted Police before securing premises.

NOTICE OF Annual General Meeting

Notice is hereby given that the Annual General Meeting of the North Harbour Business Association (NHBA) will be held at North Harbour Stadium, Albany, on Tuesday, 10 August 2010, commencing at 2.30pm.

ELIGIBILITY

While everyone is welcome to attend, the Association's constitution stipulates the following:

Membership Criteria/Voting Rights

The membership of the Association shall consist of Full Members. A person shall be entitled to be a Full Member of the Association if that person:

- Owns, occupies or is a tenant of a commercially rated property within the boundaries as shown in Appendix A, (i.e. the BID area of benefit), and has fully paid up all fees, subscriptions etc levied by the Association pursuant to clause 9.
- Any person entitled to be a Full Member of the Association and who wishes to become a member shall provide details of their name, business identity, contact details and business to the Secretary.
- Each Member which is not an individual shall designate an individual representative to act on its behalf in all matters relating to the Association, and shall notify the Secretary of that representative's details as required above.
- The rights of the Members of the Association shall be as follows: Each Full Member shall be entitled to one vote.

Proxy votes are permitted for Members entitled to full membership under clause 5.1 at any Annual General Meeting or Special General Meeting of the Association provided that the proxy vote forms are signed by both parties presented at each voting time and that no Member shall represent more than three proxies at any one voting time.

To be eligible to vote and stand for election you must have completed the necessary membership forms and forwarded to the Association prior to the date for the Annual General Meeting.

The following forms are available on our website www.nhba.org.nz:

- Minutes from 2009 AGM held on 2 September 2009
- NHBA Constitution and amendments
- NHBA Membership forms
- Nomination forms for Executive Committee members.

• Should you have any further questions please don't hesitate to contact Gary Holmes on gm@nhba.org.nz or phone 968 2222.



LUNCHEON DETAILS

- Join us for a luncheon with Prime Minister John Key as our guest speaker; and
- Presentation of the inaugural Bachelor of Business Studies Scholarship.

Luncheon will be a two-course meal including breads, choice of salads, a selection of hot dishes, carvery and dessert.
A cash bar will operate for wine, beer, fruit juice and non-alcoholic beverages.

- Starts at midday
- Tickets: \$65 + GST per person for members; \$80 + GST per person for non-members (or a table of eight for \$500 + GST)
- Payment by direct credit, cheque or credit card (Visa | MasterCard only)
- Limited to 200 places
- Please contact Jackie on admin@nhba.org.nz or phone 968 2222.

AGENDA

1. Present
2. Apologies
3. Confirmation of the Minutes of the Annual General Meeting held 2 September 2009.
4. Executive Committee reports on the activities of the Association during the preceding financial year from Chair and General Manager.
5. Annual Financial Statements
 - (a) Financial statements and reports for year ending 30 June 2010
 - (b) NHBA Business Plan and proposed budget for 2010/11.
6. Election of Executive Committee Members

The Association's constitution outlines the provision for an Executive Committee consisting of not less than five (5) but not more than twelve (12) who are full Members of the Association. Nomination of candidates for the election of Executive Committee as outlined in item 15.1.1 and 15.1.2 of the constitution:

 - 15.1.1 Shall be made in writing, signed by two Members of the Association and accompanied by the written consent of the candidate (which may be endorsed on the form of the nomination); and
 - 15.1.2 Shall be delivered to the Secretary of the Association not less than seven days before the date fixed for the holding of the Annual General Meeting at which the election is to take place.

The Chair and Deputy Chair of the Association are elected to those positions by the Members of the Executive Committee.
Nominations close Monday, 2 August 2010 – forms are available on our website www.nhba.org.nz
7. Confirmation of the Auditor
8. General Business

Highlighting Success



Image supplied

Setting up camp in Albany

Iconic camping and outdoor store, Outdoor Action, has moved to North Harbour from Takapuna. Now based in new premises at 121 Rosedale Road – opposite Fish City, the company says the trend to more online sales means that a showroom facility, coupled with an efficient e-commerce website, means a better deal for customers.

Over the past decade many North Shore families have been introduced to the pleasures of the great outdoors, though buying tents, kayaks and camping gear either in-store or online.

Outdoor Action can deliver to any address customers require – including offshore – as many Kiwis buy for friends and relatives living overseas.

- For more information please contact owner Nick Montague-Brown on 021 706 760 or visit www.outdooraction.co.nz.

Cleaning up at IT awards

Well done to our local North Shore City Council which has been well recognised by the Association of Local Government Information Management (ALGIM) and fellow local authorities for its outstanding web portal – www.northshorecity.govt.nz. The results were announced at the 2010 ALGIM Web Symposium, held in Wellington recently.

It's great to see the council's investment in refreshing its online presence has seen it bring home prestigious awards in no fewer than five categories:

- Best Feature Website – Online Consenting Solution
- Best Feature Website – Online Consenting Solution – People's Choice
- Supreme Web Award – Second Place
- Best Redeveloped Website
- Best Redeveloped Website – People's Choice

Note – People's Choice awards are judged by other city councils.

» Auckland political life

North Harbour Club member Derek Dallow recently presented our NHBA Executive Committee with the club's take on "Understanding the Super City – Auckland Political Life after 1 November 2010".

While the full PowerPoint document can be viewed on www.northharbourclub.co.nz, in this issue of FYI we've highlighted some of the club's views on how North Harbour businesses and organisations might best prosper in the new 'Super City' era.

"Our research shows supercities prefer to work with larger organisations," says the club which formed 15 years ago to promote North Harbour's interests across a range of issues notably on economic development and city/regional identity.

The club has closely analysed the development of the new Auckland Council that will take over from the region's eight existing councils this November. [Visit www.auckland.govt.nz for more details].

The new Super City will include a

21-member council and 21 local boards.

Of the five local boards within the North Harbour sub-region, two [Upper Harbour and Hibiscus/East Coast Bays] are within the Albany Ward. Like all boards, they will sit beside the Council and can prepare a local board plan to "reflect the priorities and preferences of its communities", including the power to propose local targeted rates.

The North Harbour Club recommends "lobbying and supporting funding agreements for those local boards and targeted rate programmes in North Harbour sub-region to achieve vital local amenities".

"[We should] consider creating a significant lobby group in the North Harbour sub-region to advise the Auckland mayor's office on northern/western ward and local board activities, needs, threats and opportunities."



Source: North Shore City Council

As we detailed in the last issue of FYI, NHBA has proved itself to be an effective lobbyist over the past two years, advocating for additional resources and influence on transport and other key issues.

- For more information please visit www.northharbourclub.co.nz



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