



**SAFETY 'N
ACTION**

Safety 'n Action Staff Newsletter

8th September 2020

Welcome to the new Safety 'n Action Staff Newsletter,

Each month we will be sending you this simple update that captures the great work you're doing - and works to keep everyone abreast of whats going on within Safety.

In August we welcomed 19 new clients - and every new client has been receiving a welcome letter from me giving thanks and appreciation for their business.

We've begun a pilot radio trial in Christchurch, Dunedin and Northland which will run for 2 months. These are hyper local campaigns designed to drive activity and share shifting from our competitors. We will keep you posted on the results and if this works we intend running elsewhere.

We have also begun an optimisation plan for our Highbrook and Albany Sites. In Albany we have established an additional classroom space and will look to add capacity to what practical courses we can deliver on site.

The same for Highbrook - as we have entered into a partnership with IVS which will allow us to hold paper based courses at their operation so that we're able to increase the volume of practical courses which are now in demand.

Red Cross is another partnership in the final stages of completion and along with IVS, this will allow us the opportunity to pitch for business as a genuine 'one stop training shop'.

The win back Fonterra strategy is going well - and we have begun receiving bookings from them which is terrific and testament to everyone's great work.

Whilst revenue remains variable and hard to predict we are working hard to move as much across to us as we can.

Sussan Turner

Sussan T.





SAFETY 'N ACTION

Get To Know Our Team!



Shelly Matzopolous is our Operations Manager and a critical part of our Safety 'n Action family. When she's not scheduling our courses and organising just about everything else you can think of within Safety 'n Action, from travel, uniform, fleet management, centre maintenance, and assisting the overall teams from Trainers to Sales, she has some downtime and enjoys the following Fun Fact - she likes to take time out relaxing with her family and a nice cold cider or occasional glass of wine with a great ocean view especially from the campsite.

Updates

Nicola (Nic) Jessup, our new Sales and Marketing Director joined Safety mid-May. Nic has 22 years sales experience in a cross section of roles and companies, both in NZ and the UK. Nic's most recent role was leading a high performing sales team at Air NZ whereby she led the contract and commercial relationships to the Corporate Travel Agency sector, responsible for \$496M in revenue. Nic has a keen eye for sales, passion for people and customer service. Since arriving at Safety Nic has reviewed the existing strategy together with the management team. The key purpose - to explore performance optimization for the future; driving significant growth through multiple channels; delivering exemplary customer service, innovating to meet market needs, and achieving this within a sustainable cost envelope. Nic will be taking the sales strategy in a bold direction and given the new world we find ourselves in we look forward to seeing this momentum and consequential success.



Product Updates



This month saw the release of some fantastic new Self Paced webinars, inclusive of Self Paced Management and Handling of Hazardous Substances, Hazardous Substances in the Workplace and also Isolations. These courses are now ready to be booked! There are lots more exciting online releases coming soon.



Permit receiver online is well on its way and will be available very shortly. This will be a welcomed addition to our suite of online courses. Further to this our online team are looking at a bespoke and generic Hot works online course (based on the sky city incident)

Trainer Introduction of the Month



I am Mark Williams, generally known as Will. I will have been with Safety n' Action for 4 years this September and I am currently the Regional Training Manager for Albany and North. I came to SNA following a long military career. I served 22 years in the Royal Air Force Regiment in the UK. This took me all over the world doing lots of cool stuff. Then in 2007, an exciting opportunity to join into the RNZAF arose, so we left the UK and emigrated to New Zealand. I spent the next 9 years at the Air Base in Whenuapai, Auckland, operating as a Military Parachute Jump Instructor, again lots of cool stuff and a unique way to make a living! I learned to skydive at the age of 42 and then trained other people how to skydive! Just goes to show we are never too old to learn. I realised in the military that I had a real passion for training and a healthy interest in safety systems and processes that allow high risk activities to be as safe as possible. In 2016 I left the NZDF and joined Sna, my first civilian job in 32 years the rest is history. I have always been supported by my awesome family, my Wife Nikki and my girls, Ruby (16) and Holly (14) and not forgetting our dog, Patch. Spare time for me is best spent outdoors. I love mountain biking and Nikki and I recently got back into tramping, so looking forward to lots more of that.