



**SAFETY 'N
ACTION**

Safety 'n Action Staff Newsletter

12th October 2020

Kia Ora,

Again we thank you for your ongoing ability to respond to our changed working environments brought about by Alert Levels. As we settle into the last quarter of the year let me tell you about some of the great things that are happening, and some of the new things we are working on.

If at any stage you have ideas for things you think we should either do, explore doing – or simply stop doing please drop me a line. You are at the coalface and your inputs are always valued.

Great things

1. Our Online learning platform continues to grow at speed - and it is great to be able to provide clients whichever type of training best suits their needs at any time. We're working to ensure we have the resource levels right to be able to support learners through their online learning journey, and a big shout out to all teams involved in the evolution of this valuable new option.
2. Virtual Reality is the next thing on our development horizon - and we have several pilots made and ready to be trialed. We will begin engagement with companies around how we can incorporate this training option into their mix. We look forward to running some VR sessions online to show you what this looks like, and we think you will be impressed. We will schedule several of these sessions to ensure everyone has an opportunity across the country to view.
3. Improving our training rooms look and feel is something we want to sensibly work on as we have 44,000 people we train each year with many on our premises. We have decided to carefully improve the look and feel of the classrooms

Things we are working on

1. On the subject of 'making your life as a trainer easier' we are in the final stages of a system which will allow students to download their feedback forms at the end of a class and automatically upload their feedback without the tiresome need for paper and boxes and your time. This is going to save us hundreds of hours of work across the board and also ensure we get real time feedback from our clients so that if anything is amiss we can deal with immediately. That said we have the highest levels of satisfaction I have EVER seen so we're not expecting much will require attention.
2. We are very aware that our growth is constrained by trainer numbers and in an effort to deliver maximum flexibility and support you all - we have a nationwide recruitment drive on to find trainers we can contract – with advance pre screening, to ensure we can fill all demand and not over work you. Protecting our core trainers in this covid world is super important, but we all know that it is likely more lockdowns will occur going forward so we need to flexibly manage our cost base.
3. Your Christmas functions are being discussed with your Managers, and given that flying everyone to Auckland isn't sensible - we will be ensuring you get the money and time to do things that work for you locally.
4. About 50 to 60% of our business is repeat business where clients come back to do additional courses with us. We believe there is a way at the end of every course where we can let them know 'what next' would look like and perhaps give them an incentive to book this early. Shortly we will be sending to all sites, slide decks and videos that you can A) play to the class before they start as everyone is assembling which showcase our offerings and B) slides at the end of your session that do let them know what next offers could look like. This will be ready to launch at the beginning of November
5. Staff Opinion survey. We will be sending out a simple anonymous staff opinion survey later this month. This is designed as a pulse check of the organization and allow us to derive feedback from you about what we need to focus on improving.

Sussan Turner

Sussan T.





Get To Know Our Team!



Hi, my name is Greg. I was born in Rustenburg, South Africa. Moved to NZ in June 2008 and never looked back!

- I live in Albany on a small-holding; with cat (Tiggy), dog (Poppy) and 5 chickens (The Raptors).
- Tania is my fiancé (engaged 21st Sep) - **A big congratulations from your Safety whanau!**. Between us we navigate the crazy teenage parenting years with Devon (19) studying architecture, Tanner (18) works as a Team member at Mitre10, and India (17) second last year of school. Tania teaches Year 8 students at a local school.
- I'm a motorbike rider, rock and surf fisherman, amateur astronomer and avid reader and writer.
- My favourite places are in the wilds of nature: especially mountain and forests as I value the beauty and wonderful simplicity of nature.

- I grew up in the garage shadowing my father and grandfather – both mechanical engineers - and have a mechanical bent, so love tinkering in the workshop.

My work history includes:

- Airforce Pilot, Aviation Insurance Assessor, Aircraft Accident Investigator, Flight Instructor, Aviation Consultant, Joinery Manager, Lecturer at a business school, Quality Assurance Manager, Auditor, Author.

Some fun facts about me:

- Won Baby of the Month competition
- Held the under-16 world record over 600 Metres.
- Flew a Mirage 3 fighter jet at Mach 2.
- I'm a certified mBIT (multiple Brain Integration Techniques) Coach.
- I'm an advocate for equality in the quality of life for all, and support interventions that work for the Greater Good; so, if you're up for a good debate, get me chatting about UBI and 'the economy'.
- My favourite quote is "If you change the way you look at things, the things you look at change"(Wayne Dyer)
- My passion in the field of safety is human factors and soft (non-technical) skills training that facilitate changes in attitudes and behaviour.
- In a nutshell, I'm gone full circle: from investigating why things go pear-shaped, to prevention .
- I believe the key to truly transformative change is empowering the human element to make wise decisions that are supported by creativity (head), compassion (heart) and courage (gut).

Updates

Nic Jessup, Sales & Marketing Director has visited a number of regions this month including Auckland, Northland and Wellington centres, engaging with RTM's, Trainer's and customers. Marie Willis, Group Marketing Director joined Nic for visits to Waikato and Christchurch regions. Customer feedback was excellent and the passion and enthusiasm shown by RTM's and Trainers throughout was world class. Dunedin and Palmerston North will be visited during OCT – NOV. The customer appetite for online and innovative training solutions continues and we are delighted to advise that Safety met with a number of key stakeholders from Fonterra to demonstrate the array of e-learning options currently available, plus a teaser of our Virtual Reality training which is under way. Whilst this won't be an overnight success story, we are extremely confident that Fonterra along with our existing and prospective customers will be equally excited to get on the journey with new ways of training.

A number of customer engagement ideas are being reviewed currently and will be activated in the coming weeks and months so watch this space! **Congratulations to Shelly for winning the Safety Quiz.** To the right is a picture of a masterpiece that Shelly created using her "My Food Bag". We hope the Matz family enjoyed the kai.



Product Updates



V4 Online Harm will be up and ready to book by the end of the month with new exciting content coming. Along with Online Permit Receiver which will be ready to launch soon. This will give us 22 combinations of HARM, PR and PI that have been revamped ready for our customers. We are also working towards having the Safe Work systems versions ready to book.



Asbestos Awareness Short Course and hot works following the sky city incident is also in the creation process as face to face and online courses. This will provide many workplaces with new options of training and also easier access to courses that they will require to ensure the safety of their staff members when carrying out their day to day tasks.



SAFETY 'N ACTION



Trainer Introduction of the Month



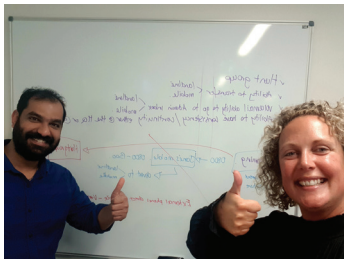
I am **Jamie Hawke**, I have been with SNA 18 months.

- In this short period I have established myself as an effective team member of SNA training staff.
- Prior to coming to SNA, I have a long and esteem career in the NZ Navy.
- I joined the Navy in 1976 and resigned with over 35 years distinguished service.
- I have a wealth of work experience in an operation industry.
- I also have over 20 years training experience in various roles - a standout coach, mentor, moderator and trainer

Other skills I have are:

- Training analysis and design

Top Tips from your team



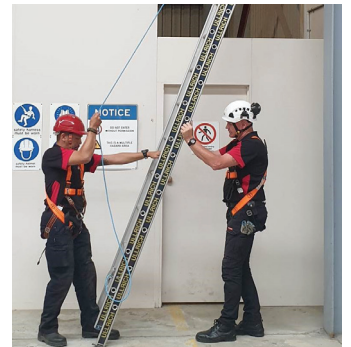
Roni's Top Tech Tips!

To help make your life easier, below are ways in which you can switch between your open windows on your computer by showing all of those that are open and switching between them.

- Task View: Windows logo key + Tab
- Switch between open apps: Windows logo key + D.

Other useful shortcuts:

- Shutdown options: Windows logo key + X.
- Lock your PC: Windows logo key + L.



Nick's Top Training Tip!

Always Be Prepared!

Never stop learning from your mentors and mastering the subject that you are teaching, always strive to teach beyond the PowerPoint slide.

Be clear, helpful, confident and professional.

Marketing Updates

Hi-Vis Heroes is returning! With a new spin, we are bringing back Hi-Vis Heroes, beginning in our Albany training centre and continuing to spread out nationwide, we will have a cutout showing a male and a female Hi-Vis Hero (front and back). These will be by our students to take a photo with their face in our Safety 'n Action hero and we will have monthly competitions for those who post their pictures online.

We are also beginning the process of revamping our training rooms nationwide. Shown on the images below, we will be completing wraps on our existing training rooms to give them a new, exciting look and feel. These wraps will be rolled out one centre at a time, giving each training room a unique Safety 'n Action makeover.

