



**SAFETY 'N  
ACTION**

## Safety 'n Action Staff Newsletter

12th November 2020

All

So, as we continue to find ways to deliver even better service to our customers, our Chat Bot will be going live mid-november. Our Chat Bot allows for real time questions to be asked by clients as they start to book or engage with us. This will be a learning experience for us and we will continue to learn as we go but hoping the speedier answers to clients will lead to greater levels of connectivity. Thanks to you, our dedicated trainers – for onboarding the new system to both inform clients of what programmed they can do next with us AND fill in evaluations electronically. This is going to save thousands of hours worth of processing load in Auckland, as well as continuing to give us real time feedback.

Next on our programme of work is app development that will allow Go Safe cards to be held on clients phones as a record of learning and have access to their summary of training completed with us. We will have this ready Q1 of next year.

We are always looking for things to improve with the customer service journey so please feel very free to suggest anything you think we need to work on.

Thanks for your participation in the Staff Opinion survey. Hearing your views helps us to focus on the things most important to you, and we'll ensure we let you know the key themes you feed back to us - and will monitor and report on progress around the improvements you suggest.

I am looking to run an open forum session on zoom for all those out of the Auckland office that I don't see that frequently where you can ask me anything you wish in a safe and relaxed environment .....it is by no means compulsory but I am conscious that emails only go so far in communicating effectively.

Sussan Turner





# SAFETY n ACTION



## Get To Know Our Team!



Hi my name is Becky (Rebekah) and I have been with SNA for just over a year and a half in the CS team. I am originally from Wellington and have also lived in Ohakune, Auckland and most recently London where I enjoyed a 2 year working "holiday". I love getting outdoors and will be at the beach every weekend surfing/swimming in summer and skiing when I can in winter.

Fun facts about me:

- I have swum across the Wellington harbour, from the Whairepo Lagoon to Days Bay in Eastbourne.
- I was a rookie Ski Instructor in 2013 on the Turoa ski field.
- I played Underwater Hockey for the Wellington Under 18's and the New Zealand Women's under 21 team's.
- I have recently purchased a tiny home on the Hibiscus Coast with my partner Cameron, and already have plans to start a mini farm by getting chickens for Christmas.

## Updates

The appetite from new and existing customers continues. You will have heard the yahoos coming from different Safety team members regarding where revenue landed for the month of October. Thank you from all of the 'Sales & Marketing personnel'! In-order to achieve the revenue numbers, it is a team effort from every area of our business. A number of activities take place on a daily basis from the enquiries received via phones, email and web, from our Trainers and wider personnel throughout the business. Our 'reach' is far and wide and through the increased drive from marketing campaigns, across different mediums we are connecting with customers (new and existing) in a variety of ways.

Nic Jessup (NJ) continues with her regional visits into November where she will connect in with Dunedin and pre-Xmas with Palmerston North. October saw engagement with a number of our smaller new customers over the phone plus larger customers including Watercare face to face. Hiren continues to build momentum in the Education sector and we are seeing the success of his efforts starting to flood in with bookings right through to August 2021! We are delighted to see this vertical build with gusto. In other news – we are delighted to have Olivera (Liv) Wooller accept the position of Customer Service Team Leader in October and Liv joined Safety 2 November. A very warm welcome to the Safety whanau!

The Sales area is seeking to fill two Business Development Roles (1 x Auckland – full time, 1 x Christchurch – part time) – remember there is a \$1500 referral fee up for grabs so feel free to reach out to NJ with any prospective candidates!



### MBIE vs Safety n Action / New Synergy & Partnership Initiative

Auckland Southern & Northern Jobs Skills Hubs key stakeholders visited Albany training centre to develop an in-depth understanding of the safety offering (including e-learning, online and VR) and how our training programs are aligned to wider community transition to employment.

A number of synergies were identified and we look forward to collaborating together, empowering communities and employer stakeholder to achieve quality safety compliance training programs.

## Product Updates



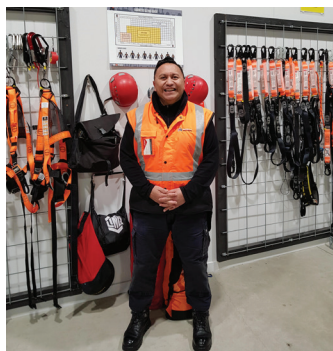
We have a very exciting new release of Self-Paced Permit Receiver Safe Work Systems Webinar and Self-Paced Permit Issuer Safe Work Systems Webinar. These courses are ready to be booked and have already been a fantastic addition to our suite of courses, Fonterra were very quick to jump on board with bookings!



As of the new year our Confined Space and Gas Detection Refresher course and also the Height Safety Refresher course will only be a half day course with all new pricing. These courses are in CRM and ready to go, for any bookings you are making into the new year please use the new products.



## Trainer Introduction of the Month



Kia ora koutou katoa,

My name is Des (Desy) Ruru and I have been with Safety 'n Action for the past 9+ years. Holding the roles as trainer, Team Lead trainer for the Lower South Island before transitioning into the newly defined role of Regional Team Manager.

Background. I come from a small country town called Te Karaka (26 kms north of Gisborne, having attended Waikohu College (decile 1). My Iwi is Te Aitanga-A-Mahaki (Ngati Porou).

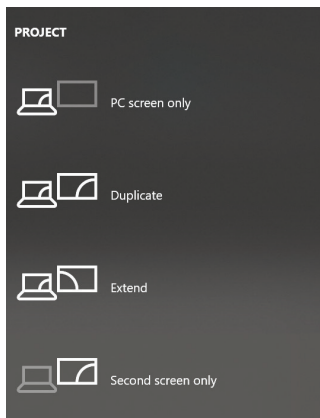
Having left school, I joined the Royal New Zealand Navy based in Devonport. Having completed 21 years' distinguished service as a Chief Petty Officer Physical Training Instructor, Damage Control Firefighting instructor and ships diver. Served on many ships during this time. HMNZS Tamaki, Philomel, Canterbury, Monowai, Southland, Wellington, Waikato, and USS Carl Vinson (Aircraft carrier). Doing maritime operations in the Persian Gulf and Iraq. Life after the military was a daunting prospect. I then joined the Christchurch International Airport LTD as a firefighter (FF). Holding the ranks as Basic FF, Qualified FF, Senior FF, Station Officer and Senior Station Officer - National Trainer.

I was then offered a contractor trainer role for FENZ. Unfortunately, due to the Christchurch earth quakes, current personal circumstances. My whanau and I decided to relocate and take up other job opportunities.

My whanau & I now reside in Dunedin and have been living here for the past 8 years. If you are ever down this way, please contact me and would love to catchup.

Nga Mihi nui,  
Desy.

## Top Tips from your team



### Roni's Top Tech Tips!

For ease when looking to duplicate, extend your display or only show a single screen you can use Windows Key+ P to show you the options you will need to complete this task. Simply use the up and down arrows to scroll through your options and "enter" to select.

### Nick's Top Training Tip!

Trainers should always be alert and mindful when the practical components of training are taking place. Spend that extra time explaining to the Safety observers their roles and responsibilities, take them through the site and show them the key hazards to look out for. With all tasks there is a huge element of risks that we need to manage, while ensuring the students safety comes first and equipping them with the knowledge to carry this safety through to their workplace.



## Marketing Updates

Throughout October your marketing team have been working on new A5 booklets for general courses along with schools courses. These will be heading for print shortly and will be available for you to view as soon as possible.

We are also preparing for the National Safety Show which is coming up later in November, we have a stand and will be taking part with some great games and promotional activities to showcase Safety 'n Action.

**THE NATIONAL  
SAFETY  
SHOW**