



**SAFETY 'N
ACTION**



Safety 'n Action Staff Newsletter

24th February 2021

All

Thank you for a great start to the year!

Key things for you to know -

- Our Mobile App for students is on track and set for release end of March. We have the capacity to build out the functionality of this over time but we have stage 1 sorted.
- As promised we are sending you Action notes from the SLT meetings each week so you know what we are focusing on. An open invitation to all to call me if you'd like further information on anything you read.
- We are starting to see a range of new business brought on by the new Business dev team - and this combined with the talented CS teams work to grow volume from current clients is a great foundation for sales in 2021.
- A special call out to Hiren Sheth who has grown the Schools vertical this year by 35%. Our objective was to more comprehensively tackle the schools market in NZ – and we are more than well on our way in this space. Thanks to all who have supported this initiative.
- Given we all contribute to the revenue we have decided to offer all of you, that make a new client introduction, which leads to a company booking, a \$500 finder's fee. This would be a one-off payment, available till the end of June - and eligible to all staff except Senior management and the BDM's who have their own remediation system to reward them for new business. *terms to be confirmed
- We have our routine Education evaluative review next year with NZQA - and we are working to collate the evidence required to showcase your work in the best possible way.....just know we are onto it.
- A pilot online programme for the Australian market is underway this month, with one client selected to place their crew through an online programme. We will be using the contact of our owners in Australia to facilitate this expansion opportunity.
- The team have been to Tauranga this month to establish the working plan for opening in this market. More details as they come to hand.
- The volume of positive feedback from clients training with us – which we now see instantly through the QR code enabling fast response is heartening. Thank you to all delivering admirably at the coal face.
- And finally the Wifi rollout in case you've missed it starts in Albany this month and will be rolled out to Highbrook and then the rest of the country. This was a very good request from our Regional training managers.

Sussan Turner





Get To Know Our Team!

Meet our NEW head office staff!



Hi, my name is Marc Snyman

I was born in Durban, South Africa and moved to Auckland in December 2019. I live on the North Shore with my wife Lesley and our two sons Matthew and Daniel.

We try as a family to spend as much time as possible discovering new places to see in this beautiful Country. Going for hikes, day trips or camping. Even if I have to bribe the two teenagers and their girlfriends with ice-cream or burgers.

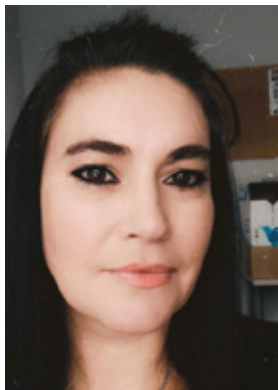
My work history:

Sales and Key Account Management as well as owning and running various small enterprises. Starting in Office Automation to Ladies fashion, Insurance, Hygiene, fibre-optics and hand tools. I enjoy a challenge and the feeling of accomplishment of achieving targets. I strive to create long term and meaningful relationships in the workplace and in my social life and love to have a braai/bbq and watch a good game of Rugby or cricket.

Hi, my name is Steve Wilton,

I am one of two new Auckland Business Development Managers, Sales, the final frontier! This is the one going mission of Steve. To boldly seek out strange new customers and revisit old ones and increase sales across the Auckland"

A long time ago in a suburb not so far away I started selling power tools, then steering and suspension parts and then became the sales manager for a fastening company, now I've come over to the world of Safety N Action.



My name is Michelle van der Bank (if you didn't already know). Born and raised in South Africa, 44 years old.... Relocated to NZ 27th February 2020, just before lockdown, with that in mind I am still trying to find my feet in a new country, with a world pandemic that I never thought would ever happen in this modern day. But I got an opportunity that many wish for with a wonderful job and good colleagues. I am counting my blessings. I am yet to explore the wonders of New Zealand

I am here to make a success.

I reside in East Tamaki, just about 1.9km from the Highbrook offices. Happily married going for 25 years this year, hope he is also happy? 2 kids, daughter turns 24 on the 24th of February and my son is 22. Once we receive residency my son wants to go into farming and my daughter want to become a pre-school teacher.

Work history:

I worked for a pharmacy for 7 years, believe me you build the best immune system catching everyone's germs, followed by various health and safety companies for 12 years – NOSA, IRCA, APEX Environmental and Training Force.

Facts about me:

- I don't lie – why should I?
- I don't blame - if I have made a mistake I will own up and apologize, this is my way of learning.
- I have a desire of getting to know all industry sectors, what they do and how they do it.
- I fell out of 3 moving cars in my life, so I was not born like this, I still don't know which was worse, the actual fall or the hidings that followed...
- Love cooking, baking, sewing, knitting, I still want to teach myself to crochet and want to make a quilt before I die.
- Love camping and fishing.
- Tried kitesurfing for a while but fell so hard I gave it up.
- My music choices is anything anyone plays, from Bach to Heavy metal as long as I can still hear I will appreciate any sound
- I'm an earth child, every chance I get to be barefoot on soil I take it. Love the rain on my skin, thunder and lighting is music for my soul.
- Have a positive attitude, wake up every morning and say, good morning world you have yet another day with me.
- Every day is a good day, I believe if you wish for the weekend, payday, holiday, birthday, what ever day your life will be over too soon and then when you look back you have always wished it away!



Trainer Introduction of the Month



Hi All, I'm Barney, I have been with Safety N Action Christchurch since March 2019.

I come from a background of 25yrs in the Royal New Zealand Navy. During my service I advanced from an ordinary rate to the rank of Chief Petty officer. For 7 of those years I was a trainer at the RNZN Sea Safety Training Squadron. There we trained crew members in shipboard emergency response procedures and evaluated ships for operational readiness. In 2007 I was posted to the Limited Service Volunteer Company at Burnham where we educated the troubled youth of NZ.

As a trainer at Safety N Action and from past experiences I have a passion for training and educating NZ's workforce.

I enjoy meeting our clients and helping them to achieve their goals and in turn

learning from them and the experiences they have. Stay safe out there and contact us soon.

Meet our NEW trainers!

John McGregor

I come with experience in the Health Safety and Wellbeing training space in my previous role. I had a focus on HSR and general Risk Management courses. Other career experience involved Biosecurity training and operational support, ITO as a Relationship manager for workplace security training, Fire Service Communications training and a bit of time in a green uniform.

My focus in training is providing an engaging, informative experience and hopefully influencing good attitudes and behaviours back in the workplace.

Personally, most of my spare time revolves around family activities and support.



Cedric Choromanski

I am a family man with 3 children and a son married and living in Australia We have been in NZ for 23 years. I am a qualified automotive and marine engineer. For the greater part of my stay i have taught youth pre employment skills and automotive skills. My hobbies are fishing, gardening and family time.



Sales Updates

News update from the Sales zone –

- January launched us into FY21 strongly as we reached the revenue targets!
- February commenced with a hiss and roar and we are tracking strongly towards reaching target, albeit with a blip as a result of covid-19 during last week.
- Customer confidence in market remains strong, The demand for all courses whether this be face to face or online continues to receive positive response.
- We are seeing momentum continuing to build from our Sales & Customer service teams
 - BDM's are well and truly in the field and blitzing their regions with gusto! The education sector continues to see a huge volume of enquiry on a near daily basis.
 - Telesales are experiencing good success with selling refreshers – including a spike with online bookings.
- This quarter we have two events taking place, both will provide opportunities for our centres to be showcased to existing and prospective customers.
 - The Chamber of Commerce BA5 in the mighty Manawatu on 11 March
 - An open evening at our Christchurch Training Centre, towards the end of March.
- Customer / new business leads – thank you to the leads coming through from Trainers. These are so valuable and we will be following these up to ensure we can explore the opportunities.
- NEW phone system is imminent (due to roll out Friday 26 February) – this is a brilliant enhancement to our overall customer service offering with a multitude of features I am sure we will be able to embrace (once we figure them out.. Thanks Roni!)

Kia kaha and much aroha, NJ



Our Team enjoying an Ice Cream from Mr Whippys!!



Product Updates



Product and Quality are working hard on the Hazardous Substances changes coming out end of April which will affect HSWP and MHHS but not majorly, handout's will be ready for CS and trainers soon which can also be passed onto clients and trainers. The manual and assessment will change to reflect the updated legislation.



We are about to publish the new V4's online which will include all the combinations of harm PI and PR and refreshers and resits.



We are beavering around in the background on a new file format for one folder and to save space on SharePoint, this wont take place until the middle of the year as we are removing the T and C's in the assessment, updating the PowerPoints to include a marketing video at the beginning and renaming all the version numbers



Top Tips from your team

Roni's Top Tech Tip!

Screen snip is a wonderful tool to have, but it can be a little tricky to capture the parts of a screen you require when you are clicking off your current screen and into the screen snip app.

You can however use a keyboard shortcut! Press Windows Logo Key + Shift + S and this will automatically load the screen snip app for you!



Nick's Top Training Tip! Knowing Your Subject.

THE LITTLE THINGS...

Part of being a professional trainer it is important that we are focussed and get the little things right, this helps you as a trainer to remain professional and in accordance with all requirements as well as eliminates additional stress points for you as a trainer.

What are the Little things:

- Appearance – correct and neat uniform work correctly (tuck in shirts)
- Gear – look after and packed away neatly after each course
- Punctual – ensure time lines are adhered to and always arrive 30 minutes early for training to set up
- Vehicles – ensure your work vehicle is kept neat and tidy
- Centres – everyone do their own share and keep our centres looking clean and unified



Marketing Updates

Hi-Vis Heroes has been re-launched in 2021 at our Highbrook training centre as this is our centre with the most foot traffic. If you are at Highbrook and are teaching a class, or just popping through – please have fun with it! Take a few photos, and encourage students to do as well, posting these to their facebook pages and tagging them with our hashtags will lock in their entry for the competition to win a wireless speaker!

As you will now know we have released a NEW website page for all your staff updates which currently includes all of our previous staff newsletters. (<https://www.safetynaction.co.nz/en/staffupdates/>). This page is very new for us and we are hoping that it allows us to keep you all as up to date as possible when changes come around, make sure to bookmark this link on your browsers as you will not be able to search this page through our website search function.

We would also like to encourage any feedback, or ideas on what you would like to see on this page! We have lots of plans and these pages can be a fantastic storage of useful information for you all. Keep the communications coming and we will make sure to keep this page as up to date as possible for you!

