



Safety 'n Action Staff Newsletter

13th April 2021

All,

Thank you for the part you've played in helping us start 2021 well. This has been achieved despite two lockdown periods, so it is a commendable effort.

A small token of our appreciation for your efforts we will be with each of you within the ten days.

May 1st, we launch into Tauranga!. The Bay of Plenty is the third fastest-growing region, so this is an exciting opportunity for us and we have a great team focused on this launch.

The Ideas Forum is now officially launched. I am trying to find ways to remain connected with you, albeit distanced. Every time I talk with any of you, you've got a tonne of great ideas. Great ideas about things we should try, stop, change, or investigate. The link to this is shown below on the links section of the webpage.

My promise to you is a response to every suggestion – and for every idea you share that we action, we will send you a double movie pass to thank you for caring and taking the time to put it in front of us. I suspect there will be lot of ideas actioned.

Areas of near term focus for us:

1. Launch Tauranga
2. Hiring new trainers
3. Hiring extra Customer Service and Processing support
4. Elearning gameplan
5. Australian online pilot.
6. Top 30 customers - development plan
7. New business initiatives led by the BDM's
8. Customer service journey improvement

As always on mobile if you need to chat.

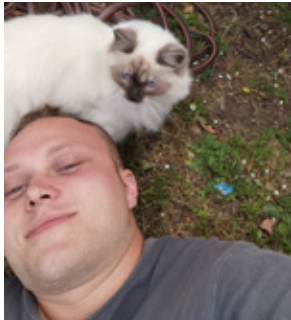
Sussan Turner





Get To Know Our Team!

Meet our NEW head office staff!



Hellllooo – My name is Jack Smith, I'm 25, born in Australia and grew up in the Hibiscus Coast.

I enjoy long walks on the beach, drinking coffee, binge eating, weightlifting, yoga, going to Drum and Bass/House gigs and watching a ridiculous amount of Japanese anime.

I studied Statistics and Applied Mathematics at University and currently finishing my Post Graduate Diploma in Statistics this year! Previously, I have worked jobs in Data Analytics and Operations in industries such as Healthcare, Manufacturing and Construction. Looking forward to working with such an amazing bunch of people

Meet our Christchurch BDM !

Brendon Nally!

I guess I am like most Kiwi blokes hate talking about myself but you insisted so here goes

I am a South Island bloke thru and thru

Go the Crusaders

Brought up in Blenheim moved to Christchurch for work been here 30 years

We live on a life sentence block at Greendale

I have 2 children Mitchell a full stack web developer in Melbourne and Olivia studying at Canterbury doing Political science and International law (she must think she is going to be the next Helen Clark)

My partner of 20 years Carina and I both love the Pelorus sounds and spend most of our holidays there we currently own 2 boats, 2 too many according to Carina

I have played National league soccer

Tennis at a national level

Owned a 17m glider

Private pilots license

Brown belt in Karate

And more than anything like to succeed in what I attempt.

Trainer Introduction of the Month



Darren Brown.

Otago Southland Trainer

31 years as a Firefighter

10 in the airforce incl time as a firefighter in Antarctica for the US Navy

Rest for the Fire service in Dunedin Wellington and finally Invercargill

2 adult children and 6 grandchildren

Enjoy motorsport and have a 1979 Datsun Sunny rallycar to relax in

I am a people person and thrive in a training environment also like dad jokes.



SAFETY 'N ACTION



Sales Updates

Our sales and marketing team are busy at work with lots of different projects on the go!
We have recently completed the initial launch for our new Taruanga location, with lots more to come in this space! - Thank you Hire for championing this region for us! We have also been hard at work preparing for our Christchurch centre open evening which is due to take place 22nd April, where we will get to meet and greet with not only our existing customers but also some new and prospective customers.



Whangarei Training Centre / Northern Cluster Schools hosted by Hiren & William

Product Updates



MHHS – review underway to incorporate new legislation coming into force on 30th April 2021. This product will be pushed out 20th April along with a refresher/upsill course close behind.



HS has new rope access regulations, Greg is working toward implementing these into the heights manual that will be used for all height's courses, we will also do the same for all the CSGD courses



EER KPI's are under way Nikki still to sit with commercial, It and P and C then review all with Sussan.

Top Tips from your team

Roni's Top Tech Tip!

Use these key board shortcuts for quick tasks

- Copy: Ctrl + C
- Cut: Ctrl + X
- Paste: Ctrl + V
- Select all: Ctrl + A
- Maximize Window: F11 or Windows logo key + Up Arrow
- Task View: Windows logo key + Tab
- Switch between open apps: Windows logo key + D
- Shutdown options: Windows logo key + X
- Lock your PC: Windows logo key + L



SAFETY'^N ACTION



Nick's Top Training Tip

Health and safety training is not just a legal exercise, it is much more of a behavioural science. We need more students that feel empowered and equipped with the right knowledge when leaving one of our courses. Always look to your mentors/peers to bounce ideas off and learn from their knowledge as well as sharing your own knowledge.

You need to build in opportunities to develop soft skills in your training day.

For example:

- Adaptability
- Critical thinking
- Collaboration
- Communication
- Leadership
- Negotiation
- Influence



Benjamin Franklin said: "Tell me and I forget. Teach me and I may remember. Involve me and I learn."

Security – ensure vehicles and centres are always locked up and secured

Marketing Updates

Taking place today and tomorrow we have the Safety 360 Show which has been a long time coming! Would you believe that this is the third time lucky for this show due to multiple lockdowns getting in the way. Amy and Marie headed out to the show on Monday to build out our stand. We will then have the help of Nick, Bruce, Will and Michelle through out 13th & 14th April at our

Also hot on all of our minds are the upcoming changes to the chemical courses. Now included on our staff updates page are all the informational sheets you will need to understand all the changes coming into play (Thank you Pieter). We also have a large marketing push coming along with these changes to assist our customers with understanding all of these changes. This will involve banners on the website, new email signatures, a special EDM to inform on the updates, along with further assistance from our telesales team to help guide those who have completed this course before, to our new refresher course, or assist them with getting the documents they need to upskill themselves with the changes. We will be sure to keep you updated along the way, as and when each step of the process has been completed.

