



## Safety 'n Action Staff Newsletter

17th August 2021

All,

### Overview

July saw us hit a new Safety 'n Action record for E learning sales. Thank you all – and to celebrate we have a small token of appreciation coming your way in the next few weeks.

We're trying to use this channel wherever we can to alleviate pressure points for our hard working trainers.

### Other projects on the go to let you know about include

1. Post our 3 month Tauranga pilot we conclude there is enough business in that region to appoint a fulltime person. This role will have a hybrid JD that sees the candidate both training and selling.
2. Nick M and Wendy are exploring the Nelson and Marlborough region this week with a view to how we re-connect and widen our footprint there.
3. We will shortly be 'in market' for a hybrid Trainer/ Sales candidate to cover Invercargill and the growing Central Otago region ( Queenstown/ Wanaka ).
4. We're about to do a 'BIG PUSH' into the West Coast with our online offerings and specially targeted ads for coasters' bearing in mind this is where I come from ....so keen to ensure they feel served.
5. We begin offering a suite of Health and Safety products to our sister school clients within the Solomon Group next month. These will be things that assist them in gaining a job as well as broader life skills that help their whanau. It is great to be able to partner with them in this way.

There have been some big days, long drives, and things that are classified by us all as 'over and above' commitments from many of you across the past few months.

We hear about them and we are very grateful to you for leaning in and caring as much as you do.

Sussan Turner



### Whāia te iti kahurangi ki te tūohu koe me he maunga teitei

Seek the treasure you value most dearly: if you bow your head, let it be to a lofty mountain. This whakatauki is about aiming high or for what is truly valuable.

It's real message is to be persistent and don't let obstacles stop you from reaching your goal.



## Get To Know Our Team!

### Meet our NEW head office team member!



Hi, I'm **Tracey Ranginui**.

I have come from a Retail Operations environment and am excited to be a part of the Safety n Action team.

I live with my husband Michael and we have two children. We recently celebrated our 20 year Wedding anniversary, which is a very proud milestone.

Our family is Star Wars crazy; we were lucky enough to have had a family holiday to Disneyland start of 2020 (before the world shutdown) and went on the new Star Wars ride, Rise of the Resistance – it was out of this world amazing.

Three things I love to do:

- Read, especially Jack Reacher books by Lee Child.
- Enjoy a few drinks with friends.
- Dancing – especially after a few drinks with friends!

## Trainer Introduction of the Month

### Meet our NEW trainers!



My name is **Hina Arahanga** and I'm extremely happy to be part of the awesome team at Safety n Action

History Bio of my previous work.

- Served in the RNZN for approx. 20 years as a Warrant Officer Physical Training
  - Stadium & Fitness' Manager and Safety Officer for the Auckland YMCA
  - Drug Surveillance Officer and Safety Officer Department of Correction NZ
  - Sports Development Manager Counties Manukau Sports
  - HSE Manager Watpac Civil & Construction and Mining Queensland Australia
  - HSE Manager UGL contractor for Transpower NZ
  - Senior HSE Advisor Waste Management NZ
  - HSE Manager TIL Civil Construction
- HSE Manager FILTEC
  - HSE Senior Advisor Summerset Construction NZ
  - HSE Manager MacKenzie Civil Limited



Kia Ora Team,

My name is **Jonah Tevaga**, born and bred in Avondale, Auckland. My background is in Oil and Gas, Industrial/commercial construction, predominantly scaffolding and a bit of rigging for the better part of 12 years. I have also spent a bit of time at Fonterra as a packing/palletizing operator. My career took a sharp left turn when I decided to study health and safety management, something I never thought in a million years I would be passionate about. It is fair to say that I come from the field and I know what it is really like out there in the industry despite the picture we sometimes like to paint. In my spare time, I enjoy family time and watching my boys play sports. I'm a father to 3 boys, twins who are 6, and their big brother who is 12. Also expecting a fourth.

I'm looking forward to my journey with Safety n Action and giving back to the industry. Can't wait to rip in. Let's go!!!



My name is **David Munce** and I'm a father of 2 originally from Auckland I moved to Huntly 7 years ago and started a small business servicing electrical safety equipment from my home I operated this till I was offered a position as a Chain and Rigging inspector in the Waikato.

I have a background in Engineering, Electrical, and Construction which lead me to some very interesting work my most recent being for New Zealand's Test division of Rocket Lab where I upgraded the site installing supporting systems and preflight testing Rocket Stages with a small team, this was fast paced exciting work with various chemicals and electrical systems that all had to be integrated to the stage and perform flawlessly to gain approval for flight .

I look forward to sharing knowledge and experiences with trainees and helping them make good decisions

### Feature: Regional Trainer Manager Canterbury, Aaron Cassie - "Cass"

May 22nd 2021, Cass competed in the 2021 Firefighter Stairclimb Challenge where they race up the Skytower in Auckland wearing 25kg of firefighter kit. Climbing to level 60 of the Skytower sure is a big challenge!! This is the 3rd time Cass has done this event which raises vital funds for Leukemia & Blood Cancer NZ. **Incredible effort Cass!**



## Top Tips from your team

### National Trainer Director Nick Matzopoulos' Top Training Tip

Students are number 1 / Tips in the classroom

- Understand the outcomes of the course you are training.
- Re-energise your audience regularly – doing a pick me up exercises or engage them in conversation to assist with this. (Recap is a great one to use)
- Be punctual especially after breaks
- Vary your tone – a monotone voice will bore the students
- When answering a question address the classroom and not just the person asking the question
- Address students by name which is on the name tag (Not Bro or Brother) - i.e "good point raised Luke..." Refrain from addressing the class GUYS rather use the term Team!
- Respect – handle and treat all students with respect and be mindful of gender / race / religious differences
- Structure – stick to the course PowerPoint and time lines
- If you need to have an awkward conversation with a student – please remove them from the class respectfully and discuss outside of the classroom.
- Students must always feel comfortable, relaxed and that they are number 1.





### Roni's Top Tech Tip!

- Windows key + M: Minimize all open windows.
- Windows key + Shift + M: Restore minimized windows.
- Windows key + Home: Minimize all windows except the selected or currently active window.
- Windows key + Down arrow: Minimize selected window.
- Windows key + Left arrow or Right arrow: Snap selected window to the left or right half of the screen. (If the window is already there, Windows key + Up or Down will snap it into a quadrant.)
- Windows key + Shift + Left arrow or Right arrow: Move selected window to the left or right monitor.

## Sales Updates

### Sales Update: Sales and Marketing Director Nicola Teal

We have been working on several commercial proposals / tenders over recent weeks including: Synlait, MBIE and WorkSafe. This is always an exciting (and nail biting) time to be part of these sizable opportunities as we have the chance to show case what we do within our business and look to grow our customer base.

Across the wider Sales side we continue to see new customers join us weekly. This is through organic referral as well as the hard work done by our Sales personnel in the field knocking on doors and drumming up new opportunities. We also have our Customer Service and Telesales teams super serving customers and keeping referrals coming through. A shout out to Trainers who are also uncovering some solid business leads and opportunities.

I have also been engaging with our Top 30 customers - meeting, connecting and asking the question "what more can we be doing to work in partnership with you".. great feedback coming through which assists us to grow, innovate and develop.

### Feature: Director- Business Development, Education and Verticals, Hiren Sheth

The HSE & Project leadership team from Tauranga & Waikato were welcomed.

Fantastic feedback from Fiona Woodcock – Administration Manager with regards to CS teams / Lee for prompt support and training bookings. It was fantastic to hear that we are their regional preferred supplier in Waikato/BOP.

This synergy was part of regional value add strategy to position our existing relationship with BPC Limited strongly by promoting our quality facility and offerings.



Incredible quality training pathway and new partnership with Masterlink Limited – owned by Master Plumbers New Zealand.

Fantastic opportunity for us to support Masterlink Apprentice training pathways nationwide moving forward. Thank you, Nick Matzopoulos, for being there with your team to enable quality training experience at our Highbook SNA during this week.

We have shared few pics with Masterlink HO – Wellington to circulate to Master Plumber members.



## Product Updates



**Q & I Register** – A reminder to trainers and for new trainers to please use the Q & I register on sharepoint for any suggestions and improvements recommend so the Product team can prioritise these ad work on them as we review the products.



**Fire extinguisher** – Greg has sat with Nick as Fire SME and done amendments on our course to streamline certain elements and make the client experience better



**Breathing Apparatus** – Greg and Nick have worked on this assessment pack to streamline and incorporated the medical attestation into the assessment pack

## Marketing Updates

We continue this month with a strong focus on 'unsold' seats on our open face to face courses throughout all regions. Connecting with customers to promote availability as well as using these valuable engagements to promote our full course options, including online which continues to grow momentum.

The inclusion of Fire and Emergency courses in the marketing campaigns is a reminder to customers that we offer this and it happens to be a course that every business would need.



### Social Media

#### Here is your chance to win a prize ..

We are always on the look out for fresh ideas. PLUS if you have pictures that you have taken while travelling around or completing meetings/trainings that you think would look great on our social media pages then send them through to Amy Lear.

The below images are examples of the content we have coming up!

### FIRE AND EMERGENCY WARDEN



Complete your training face to face or online!



### COORDINATED INCIDENT MANAGEMENT SYSTEM



Complete your training face to face or online!



### HAZARDOUS SUBSTANCES IN THE WORKPLACE



Complete your training face to face or online!

