



**SAFETY 'N
ACTION**



Safety 'n Action Staff Newsletter

30th November 2021

Welcome to what can only be described as an ever changing third quarter!

Your Leadership team have been working hard and continue to do so - ensuring we stay abreast of the changing Covid operating restrictions - and we've put your safety first when contemplating and making any "ambiguous" operating regimes that might be possible for training

I've sent you the well-being survey results - and want to reiterate that you need you to reach out if your home office needs attention - and/or if you would appreciate talking to a confidential counsellor which we can provide and pay for. Please lean in so we can help.

In addition we have just received sign off from NZQA that we can offer the micro credential "well-being in the workplace" next year, so please let me know if you'd like to know more about completing this . We would pay the fees on that for you .

We're currently asking ourselves the question " Who have we helped socially as a company ". Educational equity is dear to my heart - so we're in discussion on offering 20 training scholarships starting in 2022 . These would be aimed at those who cannot afford our courses - yet those who would benefit from the employment opportunities that arose once in possession of the qualifications. More details as we determine the criteria - and if you have ideas you'd like to input around how they are awarded we would love to hear from you I thank you for your continued support and commitment.

I am always available to talk - although not on zoom because I'm sick of it .

Sussan Turner





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Get To Know Our Team!

Meet our NEW head office team member!



Hello! I'm Sharleena, I grew up on a dairy, pig, and asparagus farm in the Waikato (Morrinsville to be exact) and moved to Auckland as a teen.

When I am not working the 9 to 5, you may also find me coaching an F45 class or behind the bar on a party bus.

And on the occasions I am not working, I am chasing waterfalls, at the beach, in the gym, reading a book or having a few bevvy's and dining out with friends.

Look forward to meeting everyone when we are allowed :)

Trainer Introduction of the Month

Meet our trainers!



William Lightfoot - Health and Safety Trainer Northland .. **and Congratulations.. from January 2022 William will be our new Bay of Plenty, Trainer / Customer Service Representative!**

I am from South Africa and started working at Safety n Action since February 2019. I am looking after the Northern Region training Centre.

My background is Emergency Medical Fire and Rescue. Have been in the Fire and Ambulance Services for over 17 years. Qualified Fire Fighter and Advanced Life Support Neonatal and ICU paramedic.

Being a trainer and facilitator over 17 years. Teaching included firemen, doctors, nurses, ICU staff and companies on health and safety, medical emergencies and fires.
Enjoy the outdoors - mountain biking, running and fishing.

I enjoy to train, motivate and inspire!

My motto "Lead by example"



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Top Tips from your team

National Trainer Director Nick Matzopoulos' Top Training Tip

As we are heading into the warmer months up ahead please remember the fundamentals on heat stress and heat exhaustion.

Please ensure during this time while training and for future reference to follow the basic steps:

- Confirm the health of attendees at the beginning of all courses (as per the slide show) and warning attendees to keep hydrated – waiting until you are thirsty is too late!
- Minimising the amount of time exposed to the heat – i.e. complete as much of the physical/practical work in the shade, at low level (on the ground) or in rooms with A/C.
- Limiting the time spent up high or in the sun (i.e. on containers/ roofs/scaffolds etc) to short periods of time.
- Limit the number of people exposed where possible – create smaller teams and rotate them more frequently.
- Taking regular breaks and rehydrating – drink plenty of water and avoid caffeine and sugar laced drinks such as coffee or V type drinks.
- Where possible open doors for breeze
- Observing attendees for signs of heat stress



Roni's Top Tech Tip!

For Teams Messaging use these shortcuts for faster use of functions.

Press the mentioned keys when using Teams to see all available shortcuts

To do this In the Desktop app, press In the Web app, press
Show keyboard shortcuts Ctrl+Period (.) Ctrl+Period (.)

Messaging Shortcuts (Press the mentioned keys when using Teams)

To do this In the Desktop app, press

Start a new conversation Alt+Shift+C

Go to compose box Alt+Shift+C

Expand compose box Ctrl+Shift+X

Send (expanded compose box) Ctrl+Enter

Start new line Shift+Enter

Reply to a thread Alt+Shift+R

Mark as important Ctrl+Shift+I

Search current chat/channel messages Ctrl+F

Meetings and calls

To do this In the Desktop app, press

Accept video call Ctrl+Shift+A

Accept audio call Ctrl+Shift+S

Decline call Ctrl+Shift+D

Start audio call Ctrl+Shift+C

Start video call Ctrl+Shift+U

End audio call Ctrl+Shift+H



End video call Ctrl+Shift+H

Toggle mute Ctrl+Shift+M

Raise or lower your hand Ctrl+Shift+K

Start screen share session Ctrl+Shift+E

Toggle video Ctrl+Shift+O

Go to sharing toolbar Ctrl+Shift+Spacebar

Decline screen share Ctrl+Shift+D

Accept screen share Ctrl+Shift+A

Admit people from lobby notification Ctrl+Shift+Y

Toggle background blur Ctrl+Shift+P



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Sales Updates

Sales and Marketing Director, Nicola Teal

Well what can we say.. after over 100+ days of Auckland being in lockdown, we are ecstatic to see Auckland once again join all of our other regions with the doors open and welcoming back customers - this Friday 3 December! We were equally as ecstatic to see our Waikato locations open their doors again mid November.

Throughout October and November we have continued to service our customers (large and small) with warmth, compassion and searching out the best (and often) most creative training solutions we can.

Our Telesales Team (Marc and Jannette) have been steaming along and leaving no stone unturned - resulting in steady sales revenue.

In case you wondered what this team do - they proactively contact our customers to remind and book refresher training. This is a \$2M+ revenue opportunity and by the end of 2022 we should be close to seeing this area of the business humming along at that revenue number.

Sales / BDM activity from Hiren, Steve and Paul has remained strong. Connecting with existing relationships, servicing and supporting customers and prospects alike. Creative hats along with outside the box thinking continues to come through.

Hiren has launched new Schools courses for FY22 and these are going gangbusters - great to see!

One last piece to add.. due to the pent up demand for training in Auckland and in areas around the country - we are already seeing good bookings coming through for 2022 - truly awesome!

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Feature: Sales and Marketing Team Leader, Amy Lear

In the new year, the sales/marketing team will be welcoming a new team member Shivani (Shivi) Deo who will be falling into the Sales and Marketing Support position. We are very excited to have her on board.

Shivi will begin with us on 10th January 2022, bringing to the table a wealth of Sales and customer service experience, having worked at 2 degrees as a customer Care Specialist for 2 years. Shivi has also just finished up her Bachelor of Commerce, in Marketing and Management at University of Auckland.

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Step Challenge #2 kicked off 15 November... and we have 26 of you involved this time! Goodluck out there!

Tom Teweehi	Phillip Le Roux	Wendy Marsland
Aaron Cassie	Sharon McDougall	Roni George
Amy Lear	Nick Matzopoulos	Sussan Turner (WOW!!)
Hayley Rees	Tracey Ranginui	Corne Goodwin
William Lightfoot	Verity Sutcliffe	Jack Smith
Nicola Teal	Casey Gerber	Trish Stephenson
Sharleena Wilson	Delia Matzopoulos	Steve Wilton
Marc Snyman	Shelly Matzopoulos	Sarah Earle
Rebekah Lowe	Jane Horwood	

Remember .. the name of the game is HAVE FUN



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Product Updates

New Schools Releases



We have recently released the new face to face schools options:

- Schools Essentials in Health and Safety
- Schools Essentials in Construction
- Schools Health and Safety (Same name, different unit standards)

These new courses allow us to work towards a more targeted approach with the schools, and the courses that they are offering to students, specifically those entering the construction workforce, rather than simply providing an over arching health and safety course.

Marketing Updates

Marie has brought in a new process surrounding white paper documents that we are writing. This now means that a new white paper will be released once a week. These can be found on the news section of our website, or on our social media pages. We can also provide you with a PDF copy, this is a fantastic way to keep our clients informed.

As a part of our ongoing marketing schedule, we continue to activate campaigns in market that target specific regions in need, in regards to bums on seats.

Social Media

Within our social media pages, alongside releasing the white papers we are continuing to provide our customers with informative facts about industry stuggles.

As well as providing some of our fantastic feedback ffrom clients.

We are always looking for new and innovative ideas for our social media, so if you have anything you would like to see please reach out!

DID YOU KNOW?

Muscular stress while lifting, carrying or putting down objects was the most common injury across all industries in 2020*

*Data Source: WorkSafe NZ

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DID YOU KNOW?

There were 31,359 injuries resulting in more than a week away from work reported in 2020*

*Data Source: ACC New Zealand

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“I always enjoy courses with Safety 'n Action trainers. Extremely knowledgeable and focused, whilst keeping a relaxed attitude and conveying the necessary information.”

Health & Safety Face to Face Training

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“Webinar was excellent and well presented. Great initiative to go with the online approach. Good relevant detail. Working in ones own time makes all the difference.”

Health & Safety Webinar Training

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