



Kia Ora

I'm enjoying seeing those of you who make our 10.30 stand up's on a Monday...and keep the questions you have flowing.

We are rolling out the changes announced by Govt last week around Covid protocols as they relate to our training – and our policy on staff vaccine mandates is being reviewed against new MBIE guidance which we are awaiting. We will of course keep you posted.

We have new vehicles being added to our fleet in July and a programme of further replacement scheduled across the next 2 years. New graphics will accompany this.

Our commitment to the principles of the treaty will be advanced by Trish in the coming weeks as she rolls out modular online sessions designed to enhance understanding and reinforce our commitment to inclusiveness. Our scholarship offers have now been rolled out to 4 Iwi and have been very well received. These will continue across the year with our target of 12 well within reach.

Our EER is scheduled for September 12th and you'll all have a part to play in showcasing how we operate. We'll be building out a schedule shortly so that you know what will be required. Everything that's asked of you we will help with, so nothing for you to do this stage.

I'm pleased to say I'm in receipt of almost all Professional development plans for Safety staff – and we look forward to supporting each of you as you incorporate these ambitions into your daily work.

Our next Staff pulse check will be in May ...I don't need to tell you that we value your candour !.

And finally – We've commissioned a review on the brand health and reputation of SNA in the market place. This is due to be fed back to us this week and we look forward to sharing the results with you. It also assesses our marketing and promotional spends to determine which have packed the most powerful punch

Sussan Turner

Sussan T.



Get To Know Our Team!

Head Office Staff Introduction



Hi! I'm Bhavana. I joined Safety 'n Action as a Processing Administrator (Auckland) and have been a part of the SnA family from January.

I moved to NZ in 2015 and have 2 kids. It's great to be back working after a break.

I previously worked in finance, online retail and have a small home-based art business - Bhavana Reddy Artworks.

I enjoy playing with my kids, cooking, gardening and listening to music and podcasts. I love reading books about investing and financial management.

Trainer Introduction



I'm Joey.

I was born in New Zealand but then spent 12 years of my young life being raised in Aitutaki, Cook Islands before returning to Tokoroa, New Zealand.

Succeeding at school was not on my agenda so off the rails I rolled. I preferred spending my time playing Island drums and hanging with my mates.

I joined the Tokoroa fire brigade in 1990 which helped with adding structure in my life. I am still a current active member and have been Station Officer qualified since 2009. My time within the fire service has also included my ability to train fellow fire fighters to NZ fire service standards. Over the years, I have also worked security at different venues and events, was employed at the plywood mill and progressed from a standard employee to the health & safety manager.

My employment change to the Kinleith Emergency Response Team led me to be the shift manager and again, the health & safety manager before I moved on to be a trainer with Safety n Action until 2019.

I had some time out from employment & fire service after the sudden loss of both of my parents within 2 weeks of each other then decided it was time to get back into training.

I became a contract trainer for Vertical Horizons which didn't last long as the first Covid lockdown hit the whole country.

I was contacted by a fellow trainer/fire fighter to apply for a Station Officer & trainer role for NZ Steel at the Glenbrook Steel Mill, Auckland. This job I absolutely loved, however, it took its toll on family as I was away so much which then led me back to Safety n Action to bring me closer to home.

I would describe myself as honest, reliable and a straight shooter. I am looking forward to what the future brings and do look forward to making new friendships now that I have returned. I am number 1.

Long Service Announcements

We would like to say a huge congratulations, and thank you to **Jamie Hawke** and **Barney Perriam** who reach their 3 year anniversary at Safety 'n Action in the month of March. Both Jamie and Barney are instrumental to our customer journey at Safety 'n Action, and have been outstanding trainers for the last 3 years. We look forward to the future with you both on board.

Sales Team Updates

Nicola Teal, Sales and Marketing Director

Kia ora All,

Despite their being covid challenges that sailed alongside us in February.. we managed to reach company sales target and we had 125 new customers book with us for the first time..

Region	Number of NEW Customers in February
Northland Te Taitokerau	5
Auckland Tāmaki Makaurau	45
Waikato Kirikiriroa	9
Bay of Plenty Te Waiariki	6
Manawatu Papaioea	9
Taranaki Ngāmotu	3
Hawkes Bay Te Matau-a-Māui	2
Wellington Te Whanganui-a-Tara	12
Nelson Whakatū	7
Christchurch Ōtautahi	15
Otago Otakou	8
Southland Murihiku	4
TOTAL	125 NEW CUSTOMERS!

A reminder that these new businesses come from a range of sectors including (but not limited to): construction, packaging / manufacturing, education, government, and hospitality.

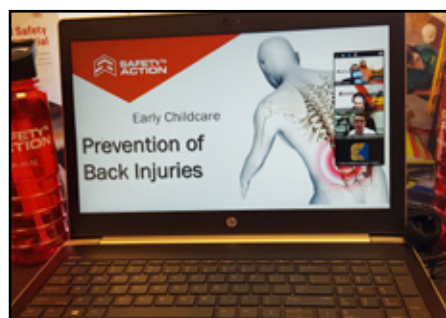
We know how important it is to make customers feel welcome and we our new 3 step process to wrap our 'virtual' arms around them well underway! This ensures they feel valued and engaged with a passionate and professional leading-edge Health & Safety company.. ultimately, we would LOVE all customers to become raving fans for eternity...

The 3 steps are:

1. Welcome email sent from me once they have made their first booking... warm, friendly, professional
2. Follow up phone call made by a Sales team member i.e: BDM. Purpose: to assist us in gaining a deeper understanding of their needs so we can deliver solutions.
3. Follow up email from Sales Team member - recapping phone call and providing additional information (hopefully at this stage some additional bookings..)

Following this we additional touch points logged to ensure we have ongoing communication with customer.

Hiren Sheth, Business Development Director | Education Verticals



It is fulfilling when #empathy and Safety Education innovation collaboration comes to inspiring fruition. Simon Laube, Susan Kurtovich Early Childhood Council (ECC) thank you for providing Safety 'n Action, an opportunity to empower ECC members by sharing thought leadership and meaningful virtual kōrero on back pain and injury prevention techniques.

Collectively, we can harness sustainable up skilling culture to solve many prevalent problems facing ACC New Zealand, claims and #productivity within the crucial ECC sector in Aotearoa.

Nicholas Matzopoulos, Thank you for pouring all your experience and examples to make this session inspiring and meaningful for Early Childhood Council (ECC) members.

Hiren has also been active in our Hawke's Bay market making connections across the board. He has made visits through to the Hawke's Bay Chambers of Commerce, as well as holding a presentation for 15 secondary schools around our gateway course offerings, maximizing the training that we can do in the Hawke's Bay. With the help of Rowena, Hiren also visited Napier Port, Mr Apple, Rockit Global, Higgins, Pan Pac Meats, T&G Global, Russel Roads, and more..

Be rest assured that as a team we are covering all bases to get the Hawke's Bay training off the ground!



Operations/Product Team Updates

Our operations/product team have been hard at work, ensuring that Safety 'n Action are on the journey to becoming a sustainable company. Shown below is some of the information, they have kindly put together for us to see (full document attached separately).

We would also like to say a huge thank you to Shelly, who has been leading the charge on this project as well as Tracey and Trish who have been instrumental in the process, getting us to where we are today.



Safety 'n Action's Sustainability Project

As a company we are committed to becoming a better business for our World and Environment beginning in 2022.

What is Sustainability?

Sustainability is not just about renewable energy and energy efficiency.

Sustainability requires an understanding of the connections between the environment, society and the economy.

A sustainability state of mind inspires all aspects of our day-to-day lives to make a better future.



What are we doing?

- We are building a policy / framework to provide direction and focus
- We are introducing monthly challenges with the intention of making small but worthwhile changes
- We will be looking at staff involvement through dates of interest eg. World Recycling Day
- We are starting to look at the bigger picture of how SNA & sustainability correlate



Safety 'n Action's Sustainability Calendar

Month	Key dates / events	Key dates / events	Key dates / events
January	World Water Day - 22nd Jan	World's Hottest Day - 21st Feb	World's Windiest Day - 21st Feb
February	World's Driest Day - 21st Feb	World's Windiest Day - 21st Feb	World's Hottest Day - 21st Feb
March	World's Windiest Day - 21st Feb	World's Hottest Day - 21st Feb	World's Driest Day - 21st Feb
April	World's Hottest Day - 21st Feb	World's Driest Day - 21st Feb	World's Windiest Day - 21st Feb
May	World's Windiest Day - 21st Feb	World's Hottest Day - 21st Feb	World's Driest Day - 21st Feb
June	World's Driest Day - 21st Feb	World's Windiest Day - 21st Feb	World's Hottest Day - 21st Feb
July	World's Hottest Day - 21st Feb	World's Driest Day - 21st Feb	World's Windiest Day - 21st Feb
August	World's Windiest Day - 21st Feb	World's Hottest Day - 21st Feb	World's Driest Day - 21st Feb
September	World's Driest Day - 21st Feb	World's Windiest Day - 21st Feb	World's Hottest Day - 21st Feb
October	World's Hottest Day - 21st Feb	World's Driest Day - 21st Feb	World's Windiest Day - 21st Feb
November	World's Windiest Day - 21st Feb	World's Hottest Day - 21st Feb	World's Driest Day - 21st Feb
December	World's Driest Day - 21st Feb	World's Windiest Day - 21st Feb	World's Hottest Day - 21st Feb

What we have established is already taking place:

- Provide cups / plates to use rather than disposable - or use environmentally friendly
- Petrol cards with Z - Sustainable business
- Recycling bins - in place and being used
- Office Plants
- Reuse paper boxes for shipping on average 5 times per box
- Purchase of sustainable products - Recycled paper, fair trade coffee, cleaning products
- Majority of Purchases with OfficeMax - Sustainable business



Safety 'n Action's Waste Management Audit

The purpose of a waste management audit:

- To benchmark our company's current processes & environmental impact
- To understand where the opportunities for improvement are
- Trend monitoring and development of new initiatives
- To reduce, reuse and recycle more waste, for less Landfill disposal.

How we will conduct the audit:

- Identify all items that end up as waste in each workplace area/department
- Highlight if this is a daily, weekly, monthly or quarterly waste stream
- Submit audit to _____ for company collation by _____ Date
- Areas with high volume will be investigated and will be potential waste saving areas

Colour code	Daily	Weekly	Monthly	Quarterly	Annually	Waste when needed	Waste when needed	Waste when needed
Department	Paper	Cardboard	Plastic	Wood	Metal	Organic waste	Refrigerator waste	Construction waste

- We will do a walk through of each area to identify waste and look for improvement
- From this we will be able to build an understanding of what we can reduce, reuse and recycle
- We will then be able to start collecting figures/measurements
- This will start in Albany then filter out to other sites.

Top Tips from your team

Roni's Top Excel Tips!



- Ctrl+; —Inserts today's date.
- Ctrl+Shift+:—Inserts the current time (the colon is what is in a clock reading, like 12:00).
- Ctrl+Shift+#—Changes the format of a date.
- Ctrl+5—Applies a strike-through to the text in a cell.
- Ctrl+0— Hides the current column.
- Ctrl+9—Hides the current row.
- Ctrl+F6—Switches between open workbooks (that is, open Excel files in different windows).
- Ctrl+`—That's the accent mark, up by the 1 key. This combo toggles the view in the sheet to show all the formulas.
- Ctrl+PageUp or PageDown—Quick shift between the sheets in the currently open workbook
- F2—Start editing the current selected cell (much faster than double-clicking).
- Shift+F10—Opens the right-click menu for the cell you're in.

Nick's 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 respectively and discuss outside of the classroom.
- Students must always feel comfortable, relaxed and that they are number 1.

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



Referral Programme

Did you know we have referral programs - you could earn pizza and \$\$\$\$



You are really important to us... and so are new clients as they are part of the life blood of our business. We would love to reward you for helping us grow ..it's simple...!!!

1. Refer a friend (a NEW client to our business) who goes on to do an 'Open' face to face course or an 'Online' course and receive a pizza on us
... this offer will last until New Zealand runs out of pizza....
Send your application for this incentive to Sales Support who will validate this: sales@safetynaction.co.nz . view Terms & Conditions

2. Refer a friend (a NEW client to our business) who goes on to sign up for company courses and earn up to \$1000
Here's the detail... they book one company course ... you earn \$500.
BONUS .. when they sign up for a second company course, we will pay you an additional \$500
Send your application for this incentive to Nicola, Sales & Marketing Director: Nicola.teal@safetynaction.co.nz . view Terms & Conditions

Terms and Conditions

- 'New client' = a company that has not used our services before.
- Application for incentive must be made in advance of the Company booking.
- Application for incentive must include the 'relationship' you hold with the referral. I.e: 'Friend'
- SLT; Director- Business Development, Education and Verticals ; Business Development Managers are excluded from referral campaigns 1 and 2.

Attracting new team members to Safety 'n Action is equally as important – therefore we have the following referral program in place..

3) If you refer someone you know to Safety n Action and they are successful in securing a role, you will get paid \$500 initially, then, a further \$500 once they have stayed in their role for 6 months

We have the following roles currently advertised:

- Business Development Manager, Canterbury
- Telesales Rep, Auckland
- Instructional Designer, Auckland
- Trainers, Waikato and Auckland

Send your application for this incentive to your upline Manager
