

## Holiday Message from Audrey:

Merry Christmas! Time for a well-earned break, toes in the sand, and too much Christmas cake. Thank you all for your valued support in 2019, and well done on all your achievements. Since the last newsletter we have held a number of First Aid Courses and Healthy Business Workshops, a Puhinui Stream Clean and an inspirational breakfast with William Pike. I challenge you all to heed William's words and go for it in 2020! As he says, "Nothing great was ever achieved inside your comfort zone."

Our office will be closed from Friday 20<sup>th</sup> December until Monday 13<sup>th</sup> Jan. There will be an official Welcome back to 2020 event at the Botanical Gardens on the 29<sup>th</sup> January. See your emails mid-Jan to RSVP.



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## But before you grab your fishing line and jandals you might like to:

- Ensure your monitoring company has the latest keyholder details for your business and notify them of your holiday trading hours. Check that all sensors and alarm equipment are free from cobwebs (Take care not to spray directly on the sensors). Also check that the area surrounding the sensors is clear from dust, curtains, air conditioning or fan equipment, or any other items that might move and trigger a false alarm.
- **SECURE YOUR PROPERTY** - Remove anything that could be used to damage or break into your premises. Secure items such as wheelie bins, ladders, stacks of timber. Remove anything that enables climbing to access windows. Regularly check your fence line and perimeters (fences are often cut days prior to a break-in). Question outside maintenance personnel to ensure they are legitimate and monitor ALL visitors while on your premises. NEVER leave reception unattended. Ensure valuable items such as laptops, iPads, mobile phones and cameras are safely stored and not in view. Notify your neighbours of your holiday schedule and let them know who SHOULD be at your business (eg. skeleton staff or security)
- **REPORT SUSPICIOUS ACTION**. Don't hesitate to report suspicious behaviour to our patrols or to the Police. Ensure all damage, illegal rubbish and graffiti is reported. In an emergency call Police on 111 or CONROY - 021 278 2710. Conroy will do daytime patrols from 22<sup>nd</sup> Dec -5<sup>th</sup> Jan.

## Check out our first aid courses for 2020:

Course Type	Course Date	Course Time	Venue
First Aid Level 1	12/2/2020	8.30am - 5.00pm	Woodside Bar & Grill
Mental Health First Aid	19/3/2020	8.30am - 4.30pm	The Wiri Centre
First Aid Level 2	24/3/2020	8.30am - 5.00pm	Woodside Bar & Grill
	25/3/2020	8.30am - 12.15pm	Woodside Bar & Grill
First Aid Level 1	06/5/2020	8.30am - 5.00pm	Woodside Bar & Grill
First Aid Level 2	23/6/2020	8.30am - 5.00pm	Woodside Bar & Grill
	24/3/2020	8.30am - 12.15pm	Woodside Bar & Grill
First Aid Level 1	12/8/2020	8.30am - 5.00pm	Woodside Bar & Grill
First Aid Refresher	22/9/2020	9.30am - 4.00pm	Woodside Bar & Grill
First Aid Level 1	04/11/20	8.30am - 5.00pm	Woodside Bar & Grill
First Aid Refresher	08/12/20	9.30am - 4.00pm	Woodside Bar & Grill



We'd like to acknowledge our very own Simone Davis for taking the leap with her surgery, and we know you join us in wishing her all the best on her journey into 2020 and beyond!



## We are aiga

### THE SAMOAN CONCEPT OF AIGA MEANS AN

extended family, a wide inclusivity that draws in uncles, aunts, cousins and even those not related that you share close common bonds with. It's a concept that Leatuaio Larry Tupa'i Lavea brings to his Aiga Energy family of 80 staff and encourages all to find a way to connect with, regardless of their ethnicity.

"We have 14 ethnicities within our nine Z Energy businesses, and we are all obviously connected as human beings, but I like to bring it closer than that. I want everyone to feel like they are a valued part of a greater family, that they are welcome at the table to contribute and share ideas."

This strong commitment to family values, leadership and responsibility was instilled in Leatuaio at an early age, being the eldest of five siblings to a paraplegic mother in a wheelchair, and caregiver father. His Samoan parents were devout Christians who had the young family up at 6am every morning for lotu (prayers), then after school from the age of 9, Leatuaio would beg different businesses to take him on. He ended up working six days per week.

"The name Larry came about when I worked in a fish n chip shop. I was having an argument with the guy in there who was saying I was too young. I was trying to convince him otherwise when the manager walked in and told him to give me a chance. The manager began calling me Larry as he couldn't say Leatuaio. I've worked it into my name and identity as I've gone along."

And gone along he has - working his way up through fish n chip shops, McDonald's management systems in various countries, and the Z Energy fuel company. In the mid-2000's he became Operations Director of his mentor John Lambert's Z businesses, assuming leadership of three Area Operations Managers and 26 Site/Assistant Site Leaders.

Today Leatuaio is the Managing Director of nine of his own Z Energy service stations across South Auckland. In his spare time he is the Archdeacon of the Diocese of Polynesia in Aotearoa New Zealand, Chairperson of the Saintz Up Performing Arts Trust, and

recently one of four new members to the Wiri Business Association Executive Board.

He strongly believes in paying it forward and investing in others to start their own businesses, just as John Lambert of Western Gas Limited did for him. "I have half a million dollars tied up in their businesses," he laughs "but it's important to me. It's a no interest investment for 12-18 months just until they get on their feet."

Personal staff development and leadership are vital. Staff are given the living wage after 6 weeks and retention rates are high. Leatuaio has 30-40% staff turnover, mainly of the graveyard shift which is pretty good by industry standards.

His ultimate goal is to return to his family's homeland of Samoa and build a tourist resort in his father's village of Nu'usuatia to bring economic opportunities and prosperity to his people. There is no doubt that with his drive, philosophies and ability to draw people into his aiga that one day we will be able to swim up to his bar and clink our pina colodas to his success.



**Rapidly report  
rubbish or  
vandalism**

**Contact Audrey on  
027 947 4249 or 09 262 0804  
or email [manager@wiribiz.org.nz](mailto:manager@wiribiz.org.nz)**



## Mental Health Course to help our Mates

**WHILE MOST NEW ZEALANDERS** are comfortable openly discussing physical health, the stigma of talking about mental health remains. St John launched its Mental Health First Aid training course last year to help reduce that gap, and to equip more people with the knowledge to help the one in five Kiwis facing a mental health challenge each year.

St John National Programme and Development Manager, Gabrielle Wildbore M.Ed says that developing Mental Health First Aid is a natural fit for St John.

“St John Ambulance Officers are the eyes and ears of the health system, and are responding to growing numbers of mental health-related call-outs year on year. Many of these callouts are people in a state of crisis. The provision of Mental Health First Aid aims to facilitate open conversations early and highlight agencies who can help to prevent people from reaching that crisis point.”

St John has always been committed to improving the health outcomes of all New Zealanders, and as the largest and most trusted provider of First Aid training, they wanted to build on their training expertise to help open up and demystify the conversation around mental health and wellbeing.

As Ms Wilbore explains, “When someone walks in with an arm in a sling or on crutches, most of us naturally ask: what happened? How can I help?”

When the struggle is not visible, despite it having no less impact, a whole range of social, environmental and personal factors kick in that actively work against us wanting

to reach out. It’s the moment we most need to communicate, but the very time we find it most difficult.

St John have developed Mental Health First Aid courses to play their part in giving Kiwis a framework and the confidence to have these conversations, to know that they are doing the right thing in offering initial support, and how to direct people towards professional help.

The course will be offered to Wiri Business Association members in March 2020 at the Wiri Centre, and will provide a basic understanding of the relationship between mental health and disorder, any potential red flags, strategies for managing the initial support of friends, family and colleagues safely, and information on obtaining immediate assistance if necessary.

**Registration emails will be sent Feb 2020 or enquire at 09 262 0804**



**One has a migraine.  
One has depression.  
Can you tell the difference?**



**BEN  
ROBINSON**  
CML  
- Chair of the Board

Ben is a Director of CML, a Wiri based construction company that specialises in commercial building modification, repair and maintenance projects.

Ben started his career as an engineer with Telecom New Zealand (now Spark). He subsequently worked in the UK telecommunications, banking and government sectors involved in the management and governance of large scale IT projects. Returning to New Zealand he joined the executive team at Paymark for a number of years before leaving the corporate world to seek more entrepreneurial opportunities that led him to taking over CML. CML's work includes modifying South Auckland schools to assist kids with special needs.

Ben is passionate about ensuring that the Wiri Business Association delivers tangible value to its members. With the Manukau Council being absorbed into Auckland, Ben sees an increasing role of the Wiri Business Association to ensure that South Auckland property and business owners are still heard at Council level.

Outside of work Ben has been a volunteer youth counsellor and is a keen outdoors person. Ben lives with his wife and two children in South Auckland.

This is Ben's second year on the Wiri Business Association Executive Board.



**LEATUAIO LARRY  
TUPA'I LAVEA**  
Z Energy

Leatuaio Larry Tupa'i Lavea has been doing what matters for his family for as long as he can remember. Working after school six days a week from the age of 9 years old, he worked his way up through fish n chip shops, McDonald's management systems, and the Z Energy fuel company, finally becoming Operations Director of his mentor's business. His mother is a paraplegic confined to a wheelchair, his father is the caregiver, and he is the eldest of five. Safe to say a strong work ethic is a given.

Today Leatuaio is the managing director of nine of his own Z Energy service stations across South Auckland. In his spare time he is the Archdeacon of the Diocese of Polynesia in Aotearoa New Zealand, and Chairperson of the Saintz Up Performing Arts Trust. His philosophy is centred around aiga (the Samoan concept of extended family and inclusivity) and doing what matters, while being passionately M.A.D - Making A Difference!

Leatuaio is excited to join the Wiri Business Association Executive Board in 2019 and bring his skills and experience to the table. Ultimately one day he would love to return to his family's homeland of Samoa to bring economic opportunities and prosperity to his parent's villages.



**MARK  
PRUJEAN**  
JAYEN FOODS

Mark has been self-employed since finishing his Boilermaker apprenticeship some 35 years ago. He married his wife Leanne then too, and have had a number of different businesses together. They are currently in the process of taking over Leanne's father's business Jayen Foods which they have run for the past four years.

Mark is actively involved with 4 charities, the Brain injured Children's Trust – helping financially with therapy for children born with a brain injury; the Make a Wish Pacific - which grant wishes to children with under 12 months to live; Gobabygo – who modify toy ride-on electric cars for children with disabilities; and Trillian Trek (formerly The Variety Bash) – who run events to raise money for various children around New Zealand. Over the years, Mark has also been involved with Ronald McDonald House, Pakuranga Children's Health Camp and Variety - the Children's Charity.

Mark loves challenges and owning a business is full of them - some good, some bad but all part of getting ahead in life. He has a passion for staff development, helping them expand on their current thinking and get ahead in life through a supportive work environment that is fun and inviting.

Helping businesses to expand is another interest, finding many get to a certain level and then get comfortable. He calls this the 3 B's – boat, batch and BMW (!!) but with a little work and handing over more responsibility to staff, owners can enjoy their 3 B's and continue to grow their business.

On Friday afternoons, the Jayen team usually have a beer after work – their wind-down hour. They have done this for years, and find it helps cement a good relationship with staff and friends. Probably not PC in today's world, but well worth the fun and banter!



**JORDAN  
PALMER**  
JAMES GROUP  
REAL ESTATE  
- Deputy Chair

Jordan is a senior commercial and industrial broker for James Group Real Estate working in the Wiri, Manukau and Mangere areas. After working in the wider Wiri area for the better part of 5 years, Jordan has recently joined the Wiri Business Association board to support the businesses that have supported him in his career whilst at the same time growing his governance experience through the association.

Jordan is looking to bring to the Wiri Business Association plenty of energy, new initiatives and across the spectrum solutions to business and property owners in Wiri.

Outside of work, Jordan is a keen golfer, gives back to his local rugby club through volunteering, and enjoys spending his spare time with friends and family.

Jordan can be contacted on 0222 888 204 or [jordanpalmer@jamesgroup.co.nz](mailto:jordanpalmer@jamesgroup.co.nz)



**MURRAY  
PHILLIPS**  
INSIGHT CA

As a chartered accountant and business advisor to small businesses, large firms and multi-nationals for over 30 years, Murray offers fiscal stewardship and governance input to assist Wiri Business Improvement District to grow. He also holds a Postgraduate Diploma in Marketing from Auckland University.

With forecast expansion for Wiri over the next few years, Murray aims to conduct workshops with other consultants to improve profitability of members' businesses and ability to grow, which will also create more employment opportunities for the community.

Murray believes networking with the business community offers mutual benefits to all who want to be active and partake in what the association offers to its members.

# Our Executive Board 2020



**RICHARD  
GALLANTREE**  
AUTO TRANSFORM

Richard is the Operations Manager for Auto Transform, a Wiri-based vehicle solutions business specialising in commercial and passenger vehicles as well as mobility enhancements.

As an employee of a family-owned and run business, Richard has a vested interest in the Wiri business district and wants to assist in the plan of the area to secure sustained growth. With expansion forecast, he also recognises the need to build on existing security, transportation networks and associated services to meet the expected needs of the district.

Originally from England, Richard spent nine years in Australia before moving to Auckland in 2014. During his career, Richard has worked in a variety of industries including printing, animal nutrition, pharmaceuticals and automotive, holding titles of Production, Site and Operations Manager along the way. Richard lives in Auckland with his partner and two children who all enjoy the outdoors especially biking, camping, walking, kayaking and diving. This is Richard's second year on the Wiri Business Association Executive Board.



**TEENA  
RHIND**  
ADSTAFF  
PERSONNEL

Teena is a Director of Adstaff Personnel Limited, a 'Kiwi' owned recruitment company based in South Auckland since 1963 (Adstaff was previously known as Advance Personnel Services Limited).

Starting her career in recruitment in 1992 with Drake International, Teena moved on to set up the Kelly Services branch in East Tamaki in 1995. From there she was contracted to work for Advance Personnel Services Ltd in 1998, where she eventually bought out the owners of the company.

Adstaff has been based in Ash Road, Wiri since 2005 and Teena has seen growth and expansion in the area which is great for local businesses, the economy and the people who thrive here.

This is Teena's third year of being involved with the Wiri Business Association Executive Board, and she is still passionate about being involved. She hopes that she is able to offer advice and support to other business people choosing Wiri, and help them to make it 'The best place to do business'.



**SANDRA  
BATES**  
ENVELOPE WORLD

Sandra is a returning member to the Executive Board, joining in October 2018. Together with her husband she owns and operates Envelope World, a small but well-established family business in Hobill Avenue, Wiri. Since 1985 they've grown from offset press printing to the full manufacturing and printing of specialty stationery products.

One of only two businesses left of its kind left in Australasia, Sandra believes the challenges faced along the way have provided a unique view of the unpredictable business marketplace in New Zealand, Auckland, and Manukau. That combined with her experience in team customer service management roles within the freight and building industries sees her well-placed to identify with and serve members of the Wiri business community.

Possessing a strong affiliation to South Auckland having grown up in the area, Sandra feels deeply that security and welfare are principal rights of businesses, their workforces and property owners in the district. She is looking to contribute this year by helping to develop better community engagements for businesses and their staff of the Wiri Business Association. Being part of this team of board members and having this opportunity to contribute to the goals and direction of the association is motivating for Sandra, who hopes her energy for progression and growth will be of benefit. This is Sandra's second year on the Wiri Business Association Executive Board.



**GREGOR  
BOTHA**  
MAINFEEDS

Gregor arrived in New Zealand 11 years ago to manage a premix plant for Tegel Foods in Takanini and settled in South Auckland which he now considers home. He joined Mainfeeds just over 4 years ago and today oversees the feed mill in Wiri and a smaller mill in Levin.

With a Bachelor's Degree in Agriculture from Pretoria University, Gregor subsequently gained experience at all levels of feed production, mainly for poultry. He has enjoyed 34 years in the global growth industry, and believes it was, and still is, a great career choice.

His involvement with the Wiri Business Association stems from his interest in the development and growth of the Wiri area over the last 10 years. Mainfeeds has a significant capital investment at Chonny Crescent, and a head office based in the South Island. Gregor considers networking with local businesses to influence local government on matters of mutual interest to be important.

Gregor is keen to see local talent developed to supply a viable selection of potential employees that can contribute to their own, as well as Mainfeeds and South Auckland's success. This is Gregor's third year on the Wiri Business Association Executive Board.



**ALLAN  
OLIVER**

Allan became an "accidental" commercial property owner in 1983. Previously he had been a South Auckland maths teacher before being called into church ministry. As accommodation was provided with the various ministries in Otorohanga, Pahiatua, Taupo and Manukau, Allan and his wife Glenis needed somewhere to invest the funds from the sale of their home. They bought a commercial property, but had a very rocky ride with tenants and their financial woes until returning to Manukau. Thankfully they were then able to add two more properties with reliable and long-standing tenants. Allan has also found doing several hands-on building upgrades quite fulfilling.

Now that he is retired, Allan enjoys long walks with Glenis and supporting their neighbourhood.

He serves on two community trusts and does crimewatch patrols out of Botany.

Allan has been involved in the Wiri Business Association's activities for some years, and is now happy to serve on its board as a way of supporting the community he benefits from. He particularly wants to represent both unit title and stand-alone owner's issues, and protect the environment around his home and his buildings.



**AUDREY  
WILLIAMS**  
ASSOCIATION  
GENERAL MANAGER

When people ask Audrey what she does for a job, she laughs and tells them she has over 1,200 bosses that she helps in any way possible to develop their businesses or develop the Wiri area. From event management through to advocacy for the area, she works closely with Auckland Council, Auckland Transport and the Manurewa and Otara-Papatoetoe Local Boards.

If Audrey missed you when she called in to see your business, please ring her for a chat.



## Property News November 2019

Sales and leasing have slowed this year, and the vacancy rate in the Wiri industrial area remains low. Although inquiry levels remain strong “days on the market” for leasing have stretched to 90 days, where 20 months ago it was 10 to 30 days. Industrial facilities are especially in demand, as tenants seek excellent connections to the motorways, reasonable proximity to the airport, and the ease of reaching markets through Wiri’s inland port. Extensive industrial facilities in the area are highly sought after, with large tenants seeking new premises having to extend preparation and lead-in times.

The reduction of the Official Cash Rate by the Reserve Bank to 1% has not seen mortgage funds swamped with commercial borrowing. If anything, it has made borrowers and lenders more cautious. Investors are adopting a “wait and see attitude”, while only owner-occupiers with sound balance sheets are finding favour with lenders. Commercial property owners are retaining their investments to offset the effects of lower rates of return resulting in a scarcity of properties for sale. Changes to the law governing residential properties, including the “ring-fencing of assets” has seen many residential investors change focus and consider the higher returns that commercial investments now provide.

The absorption of vacancies in newer industrial warehousing has seen an increase in the average square metre rate to \$135 across Auckland. Local logistics companies have been busy lately with Move Logistics securing a 6,974 sqm warehouse and office tenancy at 25 Ha Crescent. Toll Group have taken a 14,785 sqm warehouse and office tenancy at 30A Ash Road while a 4,316 sqm tenancy has leased to Kiwi Logistics at 212 Cavendish Drive. Yields have remained low at 5.13% for newer industrial properties like 55 Mc Laughlins Road selling for \$10M while an older property at 18 Noel Burnside Road provided a 6.27% yield on a \$10M purchase. Recent new builds for sale or lease command a large portion of the small industrial unit market. With Stage 3 of 114 Wiri Station Road coming on stream, and several vacancies still at Chonny Crescent in Wiri.

Under construction is the new \$100M Countdown meat processing facility on Roscommon Road near the intersection with Vogler Drive. The facility should be completed next year to supply the supermarket chains 142 North Island stores. Euroclass have completed the entrance to Roscommon Road of the Wiri South Quarry land, currently providing much needed yard options in the area. Bed Bath and

Beyond will fully occupy their new premises opposite Countdown on Browns Road early next year. The Māori language immersion school to be built on Browns Road opposite Rowandale Ave is going through the tendering of design and works process. The completion of the local Ramada Manukau adjacent to the Vodafone Centre and opposite the Vector Wero Water Park brings a much-needed accommodation facility to the area.

The new residential development on Wiri Station Road known as Kotuitui is under construction and offers award-winning, affordable housing opportunities. Under construction in Manukau, opposite their current facility, is the Manukau Institute of Technology’s new Apprenticeship Facility. This, together with a nearby property being developed for Auckland University, will change the identification of Manukau to an educational hub. The increase in popularity of the Manukau city centre will cause a ripple effect in Wiri as service providers seek to be closer to their source of income.

**Rob Taylor**  
**Barfoot & Thompson Commercial Team**  
**South Auckland. 027 251 1628**  
[r.taylor@barfoot.co.nz](mailto:r.taylor@barfoot.co.nz)



# Protectors of the Puhinui Community Stream Clean-Up

**Friday 22nd November 2019  
Wiri Stream Reserve**

17 shopping trolleys, 2 mattresses, 7 push bikes, 1 scooter, 1 pram, carpet, blankets, a couch, a dining room chair, roofing tiles, 12 road cones, 6 tyres, a car bumper, a full set of Mazda hub caps.....not bad for a day's work by the Protectors of the Puhinui crew at the Wiri Stream Reserve!!!

Huge thanks to Brent Condon and the team at Downer, Spotless, Fashion Biz, EmbroidMe Manukau, Countdown Brown's Rd, Jack's Wholesale Meats, Armourguard, Nestle, Housing New Zealand, for their generous donations and support.

Tino pai tō mahi to the rangatahi of Wiri Central School and James Cook High School, as well as the Sisters of Mercy volunteers.

Hope everyone enjoyed the bbq of 1000 sausages (!!) and rest assured you are all amazing kaitiaki of our waterways and marine life!!

**Watch this space for a chance to get involved in 2020..... quarterly clean-ups in the works!**



# The Step Outside your Comfort Zone Breakfast with William Pike

**Wednesday 27th November 2019, Vodafone Events Centre**

Here's to stepping outside our comfort zones!  
An amazing Joint Venture breakfast was enjoyed by over 100 of our members with the inspirational William Pike.

Thank you so much to all who attended and put a gift under the tree for the Middlemore

Foundation to distribute to tamariki in need this Christmas.

Huge thanks also to David Comery and his team at Vodafone Events Centre for hosting, and Cyril and crew at Austin's Catering for the yummy brekkie!

If we don't see you for Xmas drinks, we wish you all well for a well-earned break over Summer, and challenge you to heed William's words in 2020:

**"Nothing great was ever achieved inside your comfort zone."**



## Does your organisation have team members who are technically excellent but become challenged as they move up the career ladder into leadership roles?

Delegating effectively, time management and getting the best out of their people is sometimes not a natural progression for staff who perform well in all other aspects of their work. When the cracks begin to show, it can put pressure on a business, and that's why Mindset training has proven to be a game-changer. Inspired by the work of Carol Dweck on 'growth mindset', the programme challenges individuals to take on new learning and perspectives.

Upskills is an award-winning workplace training consultancy with a national network of trainers. It has pioneered a unique combination of training and coaching mixed with on-the-job practice, to provide training that sticks: a truly sustainable learning experience.

One of the first clients to engage the Upskills Mindset programme was HECO Group, a fast-growing group of construction-related businesses specialising in high-end architectural building products. A need for leadership training was recognised through the Group's annual reviews and monthly catch up process.

Upskills first engaged with HECO Group managers to understand their people and support staff through coaching conversations. It ran workshops for participating line managers on how to have good coaching conversations and helped set goals as part of Personal Development Plans.

Offering opportunities to progress along a career path is a business goal HECO Group is completely committed to. "Guys have come from the factory floor and are now running major high-end projects," explains Steve Eagles, HECO Group Project Manager. Clearly Mindset was the perfect programme to support career progression.

**Learn how coaching and training could transform leadership in your organisation with a FREE Upskills training needs analysis. Schedule one for after the holidays when business might be slower. Contact Director, Holly Patterson on 021 156 3242, email [holly@upskills.co.nz](mailto:holly@upskills.co.nz) and visit their website to find out more: [www.upskills.co.nz](http://www.upskills.co.nz)**



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