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WEST AUCKLAND BUSINESS

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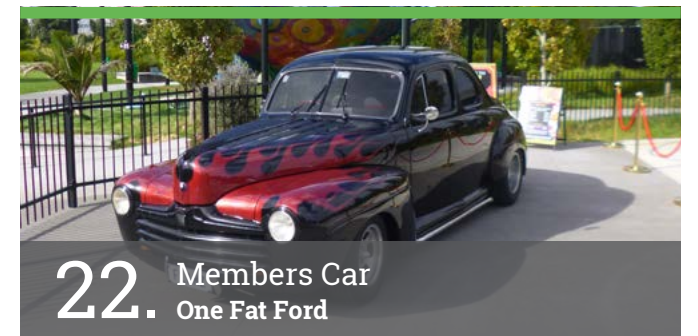
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## CHAIRS REPORT

Here we are half way through the year, with winter upon us. It never ceases to amaze me how beautiful our country is, the diverse weather in our part of the world certainly gives us the premium seats on the worlds stage!

In business I constantly track performance year upon year trying to hunt out the seasonal peaks and troughs, as in my industry (Automotive Repairs) it is certainly noticeable.

Having the comfort of your day to day transportation at arm's length is paramount for today's consumer in Auckland. Although these peaks and troughs, are surprisingly dissipating. Vehicles are certainly getting more reliable on the whole. But when they go wrong the cost of technology in relation to parts, diagnostic & product training is certainly climbing.

Keeping on top of this is only a small challenge, what intrigues me most is the leaps in software development and improvement impacting productivity and overall economic advancement. Unless of course you make the wrong decision at purchase and are sold a lemon! Or did you do your diligence thoroughly to begin with?

The importance of community; most of us belong to an industry specific Association or Organisation which we can seek advice or recommendations – that's one box ticked! Feedback or online reviews are a help, but that can be also be a distraction due to non-qualification (incorrect product choice). Facebook groups are a good tool, although like the reviews, can at times lead you astray. Used correctly, asking the right questions from other users mirroring your requirements, does help.



KELVIN ARMSTRONG

I would have to say personally, the value in seeing your supplier often rather than... just POS or sales calls, has to count for a lot – yes – finally my point!

CPHBA and the WABC are the places to meet your local business colleagues, suppliers and probably customers to discuss these opportunities and issues, after all if you have an issue you can revert to the West Auckland Headlock!

You may not find all the solutions at a networking event, but you may be someone else's solution!

Till Next time.....

KELVIN ARMSTRONG,  
CHAIRPERSON CPHBA

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# A BUSINESS IMPROVEMENT DISTRICT

Ticking the boxes



Photography by LFHQ Studios

One definition of a Business Improvement District (BID), is a community of local business thinking and working to the future, collaboratively. It is a future-proofed, self-funded & business led vehicle, that we as business and property owners, together with management, can make a difference within our own commonality.

*You may ask what's in it for me?*

A business association, is an organisation founded and funded by businesses for the good of its members – or, in the case of a BID; businesses and commercial properties within the entire area of the identified boundary. A fair and equitable contribution from all businesses, for the benefit of ALL! Not just a few contributing to the benefit of all.

Probably a better question is –

*What difference will it make to our/my locality?*

*What changes do we need in our/my community?*

Security seems to be important to many. You may have noticed some cameras located around Henderson central, there is certainly none in the Central Park precinct. Incidentally, if you know who collects these camera recordings, we would love to hear from you!

Assuming they were part of some past project, technology has moved on immensely. We are investigating camera connectivity within the possible BID area. These may link with emergency services for the security of all.

## BA5 REPORT

**WOW!! – what a fantastic event our CPHBA member, FIRST SCENE put on...**

Jo Pilkington and her Team impressed with a top Business After 5, the 100 plus attendees. They certainly know how to do it, great music by DJ Andy FLYBOY (vinyl rules) with guest star – Tess Tickle, entertaining the crowd. Caterers 'Kings Garden Café' put on their usual, outstanding array of delicious tastes. Comments from guests were superlative - Well Done All.

June BA5: for the next event, we visit foundation BA5 Sponsor, UHY Haines Norton Chartered Accountants – With a history going back 60 years in West Auckland, their experience and involvement in hosting BA5's will be sure to prove another successful event.

These events are well known as one of Auckland's premier networking programmes and we thank our wonderful sponsors for their involvement and support to West Auckland Business.

Images are up on facebook @WestAKLBusinessClub

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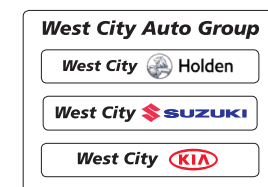


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# DOUGLAS PHARMACEUTICALS BEGINS WORK ON \$35MM FACILITY

New Zealand's largest pharmaceutical company, Douglas Pharmaceuticals, has begun work on a \$35MM Research and Development facility.

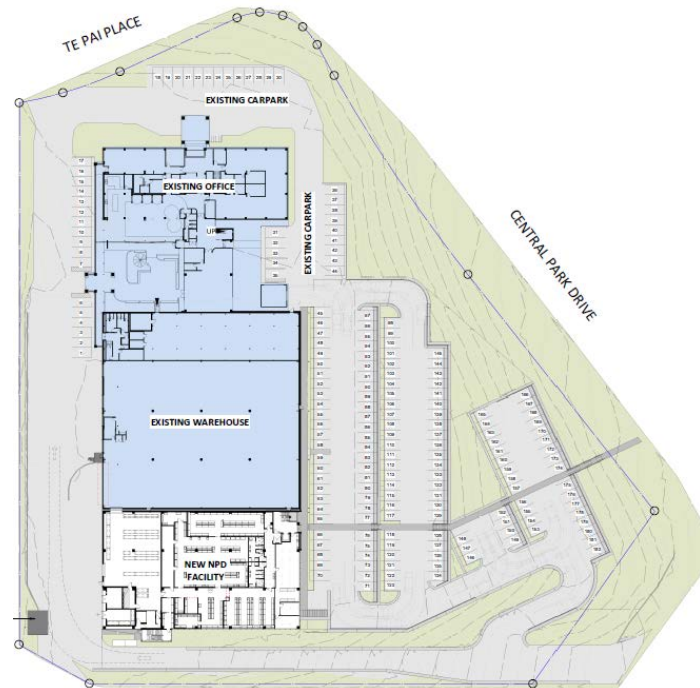
The 4,500sq metre building is due for completion in August 2020 and will be linked by sky bridge to Douglas' existing headquarters on the corner of Te Pai and Central Park Drive, Henderson. This will be the largest pharmaceutical R&D facility in New Zealand and a large investment in the local economy.

Douglas' current R&D facility is housed in the manufacturing building (over the road from the headquarters). When it is relocated into the new facility it will free up space for further manufacturing expansion.

The new R&D building will house 120 people over three stories. The main focus of the new facility will be leading the development and registration of specialty generic medicines for US, EU and global markets plus working with university researchers and medical doctors to translate drug repurposing candidates through to proof of concept clinical trial studies and out-licensing to larger pharmaceutical companies for commercialisation.

Douglas employs 774 people over three sites in Auckland, Fiji and Pennsylvania. It has experience exponential growth over the past five years. Douglas exports to 38 countries.

In FY19 Douglas turned over \$235MM in sales which is a 5% increase on the previous year. Over \$35MM was invested into R&D and \$15MM into expansion and renovation of plant and equipment in NZ, Fiji and USA



In FY20 a further \$45MM will be spent on R&D, \$35MM on the R&D building and \$20MM into plant and equipment.

The company is aiming towards \$500MM in sales by 2025.

Douglas Pharmaceuticals is a family owned business which was begun by pharmacist Sir Graeme Douglas in 1967. The business is now managed by his son Jeff Douglas.

*Community: believing in supporting the local communities in which they operate, by supporting the local schools and communities in West Auckland and Fiji where the majority of their people live.*

*The Douglas Charitable Trust gave \$12MM away last year.... \$9MM of that to Starship.*



# MAGNUM FILTERS & AQUA DYNAMICS

Of filters and family at this Henderson business

Photography by LFHQ Studios

**Peter Hogg, the 68-year-old founding father behind the Clemway Place, Henderson, businesses Magnum Filters and the stand-alone company Aqua Dynamics has a joke about water.**

*Question: what do sharks and pirates have in common?*

*Answer: water.*

And Peter, should know – he has been involved with water products for yonks. And in the early days of swimming pools and spa pools here, he admits there were a lot of cowboys around, to mix metaphors. Or sharks and pirates, which sounds more apt.

Peter started Magnum Filters in 1982 after working as operations manager for Wix, which made oil and air filters from a factory in Patiki Road, Avondale.

"Then they started making pleated swimming and spa pool filters and I looked at what they were doing, and I said to myself 'I can make those'.

"So I started the business under my garage in Massey, working just at night. Initially I had help from a mate, but after about six years I bought him out.

"In those days it wasn't full-time, because it wasn't a big enough business which meant I had to go and get a

second job working for my brother-in-law's building firm as a labourer-well, in fact any work I could find.



**RHYS, CAMERON AND PETER HOGG**

"The labouring job was daytime, I used to make the filters at night, and as business expanded, I shifted to a factory in Aetna Place, Henderson. And as things kept on improving, that got too small as well so we went to Lincoln Road where I rented one place and bought two others."

Now in Clemway Place he has Aqua Dynamics and Magnum Filters occupying two large, side-by-side premises. Both are high buildings and take up to 30,000 square feet.

And as the business is still increasing, "we actually need a bigger place right now", according to Peter.

*Article continued on pages 10 and 11.*

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Son in law Dave Peck with Peter

"We" is himself, his wife and fellow director, Susan, his two sons, Cameron (45) and Rhys (43), his son-in-law, former Australian underwriter, Dave Peck, Cameron's wife Annette does the accounts, plus about 15 other full-time staff.

During the school holidays some of the nine grandchildren of Peter and Susan can be seen working at both companies.



"Last year we exported about 90 x 20 foot containers – that's about two a week, or sometimes three. We only shut down for a fortnight over Christmas.

"The competition comes from the Chinese, all day every day. There are no other companies like us in Australia or the United Kingdom doing this sort of work.

"At the moment we are holding our own. We have to be a little more expensive than the Chinese, who are huge, but we hold our own because we specialise in quality and service.

But that's not the only cog in the Hogg water business.

There is also a company in Wales – the Rhondda Valley – called Spaeuro. "There's seven people working there and exports go all over the United Kingdom and Europe. We send a container a month from here in Henderson to them, and they distribute it all around Europe."

The Hogg companies produce an extensive range of spa and swimming pool filters, water filters, ceramic taps, and fittings for all domestic and commercial water treatment requirements.

Aqua Dynamics which was formed in 2002 are the only water treatment company in New Zealand to manufacture and supply NZ-made pleated cartridges directly to customers," says Peter.

The company only supplies the local New Zealand trade– the farming industry is a big customer. "Farming particularly has upped its game over proper water filtration systems," he says.

But the biggest slice of the pie consists of exports.

Magnum Filters has changed so much since I started it back in '82 that 90 per cent of it is now purely for the export market. Australia takes 60 per cent of our stuff, we export to the Pacific Islands, South-East Asia, Europe, Canada and a little bit to the USA. "But the US is a very hard place to do business in."

And business is brisk.

"There was one bloke in Australia who was having problems with the filters he was purchasing from China. They were breaking up and I told him we'd had the same problem.

"So, I asked him 'What did the Chinese do' and he said they simply replaced them, but they were still breaking down.

"I said we don't have that problem now, because we fixed it. And he liked that and we now have his business. Like I said, we put a premium on quality and service and I think I can say we are one of the most respected water treatment companies around."

Not bad for a youngster who left his King Country high school at the age of 15.

"I lived in National Park and I tell people I left high school at Taumarunui aged 15. But, in fact, I think it's correct to say that basically, they kicked me out.

"And since there were no jobs in places like Taumarunui in the '60s, I came up here to Auckland."

And Peter Hogg has taken to business, thanks to his wife ("She says go with your gut instincts") and family ("The boys introduced me to the how computers aid business") like a duck to water, as the metaphor has it.

Not bad for a drop out from high school who travels around the world – especially China, Europe and North America – running an export business that many New Zealand companies would envy.

Oh, and Wales and the rest of the UK, particularly when the All Blacks are on tour.

**BY TONY POTTER**



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## SWAMP KAURI UNEARTHED

Construction workers at the Central Park site of the country's largest retail store have unearthed a significant cache of swamp kauri.

While carbon-dating has yet to be carried out, swamp kauri are prehistoric kauri trees which can be buried for 800 to 50,000 years under peat swamps in the North Island - predating the last Ice Age.

At one time New Zealand swamp kauri was valued at over \$10,000 per cubic metre, making it one of the most expensive timbers in the world.

Traditional carvers and students at Te Wananga o Aotearoa Mangere, a Maori learning environment in South Auckland, are set to benefit from the find as the recipients of a donation of the ancient taonga - which will be carved by Tohunga Whakairo (expert wood carver) Troy Hart-Webber into pou whenua.

Nido managing director Vinod Kumar says the find at the Henderson construction site was immediately recognised by one of the workers overseeing the excavation of the foundations of the new 27,000sqm furniture, furnishing and homeware store.

"Our assistant site manager Lisa Wade (of iwi Ko Kahungunu kia Heretaunga me Rongowhakaata me Te Aitanga A Mahaki toku iwi descent) identified the significance of the find straight away.

"We are thrilled to be able to return this ancient taonga to local Maori, the local wananga and their tohunga whakairo," he says.

Lisa Wade says the trees appear to have been blown over in a storm and were facing the same direction - which has cultural significance.

"Tane Mahuta - the Maori god of forests and of birds was said to be made of kauri making this taonga is particularly precious to the Maori people," she says.

Kumar says the centuries old wood was discovered at a depth of four metres and has been anaerobically sealed in a chemically balanced environment that has kept the timber preserved in exceptional condition.

More than 20 pieces of swamp kauri which measure up to seven metres in length and 90cm in diameter, were recently blessed in a karakia ceremony, and will be excavated and loaded onto a truck for transport to the recipients in Mangere this afternoon.

Construction on the more than 31,000 square metre site at 158 Central Park Dr, Henderson began in October 2018 and is expected to be completed around spring of this year.



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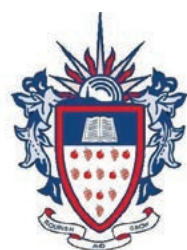
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## WEST AUCKLAND BENEFITS FROM MILLION DOLLAR GRANT TO COMMUNITY PROGRAMMES

Early in May, charities, schools and other organisations from around West Auckland attended an event to receive cheques (of up to \$50,000) totalling \$1million from the Trusts West Auckland Million Dollar Mission initiative.

The money will be used by each group for a variety of educational, environmental, sporting and charity projects in the West Auckland region - which will benefit thousands of local residents in your area.

Two of the beneficiaries – CPHBA Members, were Netball Waitakere & Waitakere College.

The team from Netball Waitakere have received \$8000 from the 2019 Trusts West Auckland Million Dollar

Mission (MDM), to purchase new pads for goalposts to comply with latest safety regulations. Netball Waitakere caters for over 520 Winter League teams and 170 Summer League teams in the West Auckland and Waitakere region.

Waitakere College has received \$16,500 from the Trusts West Auckland 'MDM'. The money will be used to purchase new football goal posts and a new scoreboard to run their sporting events more professionally.

**Netball Waitakere photo:** Karyne Ross (left) and Robyn McMillan

**Waitakere College photo:** Paul McGrath (left) and Liam Mulrooney





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# THE MILLENNIAL WORKPLACE

## How to Navigate this Generational Shift

Annual net migration to New Zealand declined in the June 2018 year, due to an increase of migrants leaving and also a decrease in migrant arrivals for the year. These statistics shed light on the candidate-tight market that New Zealand is currently facing. With a lack of growth in good talent and the New Zealand unemployment rate at 4.3%, when searching for candidates, it is important to ensure that all potential markets are being explored.

We've all heard the stereotypes about Millennials – they are lazy, they don't want to work hard, or they want to retire early. With this cohort of the population making up 50% of the workforce in the next decade, it is more important than ever to debunk these stereotypes, and ensure that businesses are effectively tapping into this market.

In a recent survey by 'Universum' of 16,000 millennials, they found the younger generation of the workforce is incentivised by giving back, to charities, but also to themselves, in pursuit of a better work/life balance. Millennials are not as driven by working long days and creating an 'overworked culture' to prove themselves as generations of employees before them have. They prefer to work smarter, not harder, and enjoy the flexibility that comes with that.

So in a candidate-tight market, how do you find the best staff for your business? With millennials in particular, how do you keep them engaged and retained? What is your value proposition as a company? Why would people want to work for you?

The shared value for employees and businesses is that those who are treated well respond in kind: happy employees, happy customers, more profits. Having a strong business culture is important to attract and retain staff, as are benefits such as competitive compensation, training and development, as well as incorporating new trends of desired workplace benefits such as flexible work arrangements.

In the recent NZ Staff Turnover Survey, 'family or personal' ranks as the number one reason for turnover, showing just how important individually-focused 'flexibility' benefits can be. The companies willing to offer benefits

that reflect the values of their workforce are the ones who can both attract staff and find human capital sustainability.

When recruiting in a candidate-tight market, posting a job ad and waiting for applications to come in is just not enough. Businesses should proactively utilise the different recruitment tools to access 'hidden' talent networks in order to find candidates who are the best fit for the role and the business culture. This is where recruitment companies can offer great value to any business – providing the hiring expertise, assessment tools required and the intimate understanding of the market to ensure your business finds the best staff.

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# PROCUREMENT AWARD WINNER JOINS WESTWORX TEAM

**Frae Cairns is one of the small team of three that makes up Westworx, an Auckland Council backed initiative that includes setting up better opportunities for local businesses on council contracts.**

Frae is a social procurement specialist working with the council and council controlled organisations such as Auckland Transport to include specific targets for employing local businesses, with a focus on Māori and Pacific businesses, as well as setting environmental requirements.

She was recognised this month for her work, winning the Young Procurement Professional of the Year award at the EY New Zealand Procurement Excellence Awards. The judges described Frae as 'an example of what a young professional can achieve through dedication, intelligence, great people skills and hard work.'

Frae says the council and its CCOs procure \$3 billion in services and products, and yet a very small percentage goes to local, or Māori and Pacific businesses.

She says setting specific targets for this in RFPs and contracts can have a direct and significant impact on local communities and social and economic wellbeing.

"It is one thing to have a policy about this, but we start to see real change when there are specific measurements, reporting and accountability requirements," she says.

Frae and other procurement specialists have worked with Auckland Transport to include new Key Performance Indicators (KPIs) in the \$26 million Avondale to New Lynn Shared Use Path for recruiting locals and engaging diverse suppliers.

"This is about including specific measures around roles for Westies in their own communities," she says.

Frae is of Ngāti Kahu descent and grew up in Kaikohe and Auckland. After excelling at school she decided

to go out to work rather than go straight to university.

She worked in fashion retail selling jeans for Lee and Wrangler. Then she decided to have a go at doing a degree in business and management. But in her second year she couldn't see the relevance of her studies for the real world. She left and ended up with an operations manager role for a new distributor for NEUW Denim and Rollas Jeans in New Zealand. She learnt a lot about dealing with international suppliers, shipping, sales, management and retail; juggling a lot of complexities in a new and growing business.

Frae then went snowboarding in Canada with her partner and sister. She returned to New Zealand and was snowboarding in Queenstown when she found out her mother had cancer. Frae returned to Auckland to care for her, and ended up with a part time role at Auckland Council that led to her working in their procurement team. She says procurement is an interesting and growing profession, that requires skills that are at times legal, at times accountancy, and at times negotiation. She says her experience in the denim industry gave her a great background for procurement and confidence when working on multi-million dollar contracts.

Frae says her mentors in life have been wahine toa (strong woman) such as her mother and others from her whanau and iwi, Ngāti Kahu. She was brought up to always think of the wider whānau and community. So when an opportunity came up for her to use her procurement skills to benefit local communities and Māori and Pacific businesses, she jumped at the chance. She is now able to do this through her work with The Southern Initiative and the newly formed Westworx.



FRAE CAIRNS





## BOATING WITH BENSEMANN

With the colder weather upon us, if you are not using your boat for a while, or storing it for the winter, it is important keep your boat / engine in safe working condition.

As winter approaches many people come into the store and ask what we have to do before we put our boat away for the winter? Believe it or not, it's actually very simple and normally takes only around an hour to an hour and a half!!

The first and most important step is purchasing a high quality fuel stabilizer. This is your win at all costs insurance policy that takes care of your baby's heart and ensures she will be in tip top shape for next spring.

To use the fuel stabilizer; add at the correct dosage to suit the amount of fuel you have. In a perfect world, we would tell you to fill your tanks to the top and then add preservative. But hey, who wants to pay to have fuel sitting around all winter right?

Once you have added the stabilizer, run your engine as you normally would to flush it for about 20mins. This allows the stabilizer to protect all the areas that the fuel sits and eliminates the need to drain everything.

After this is done, add FOGGING OIL\*, again this can be bought at your local chandlery. Remove



spark plugs and spray as directed then replace. Now disconnect batteries, remove and store in a dry space, spray battery terminals with silicone spray to stop corrosion.

If you have a full boat cover, it pays to put a pot of damp rid or something similar under it just to soak any condensation.

*Hey presto you're done!!*

Of course you could do more, but this simple 1-2-3 method eliminates so many issues, that we see turn up in October-November. Being blocked carburettors and corroded battery terminals that costs more technician time than the cost of the parts.

*\*Fogging Oil works by coating internal engine components like the cylinder, pistons, and valves with a protective, anti-corrosive compound that keeps the internal engine parts lubricated to prevent corrosion and cylinder scuffing.*



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## POLPETTONE

SERVES 4 – PREPARATION TIME 25 MINS – COOKING TIME 25-30 MINS

Meatballs are called polpette, tiny meatballs are polpettine, and large meatballs (or meatloaf) are called polpettone. A warming Winter dish, quick and easy to prepare – Great for family or friends over for dinner.

### Ingredients:

#### Beef meatballs

- 500g Quality Mark beef mince
- 1 cup fresh white breadcrumbs
- 3 cloves garlic, crushed
- 1 egg, lightly beaten
- 3 tablespoons milk
- 1½ teaspoons Worcestershire sauce
- 1 teaspoon dried mixed herbs

#### Tomato sauce

- 1 onion, finely chopped
- 2 cloves garlic, sliced
- 400g can chopped tomatoes in juice
- 1½- 2 cups Campbell's Real Stock - Vegetable
- 1 tablespoon tomato paste
- 1 teaspoon sugar
- 1 bay leaf

#### To serve:

- ½ cup freshly grated Parmesan cheese
- ½ cup roughly chopped parsley leaves

### To Prepare:

Preheat the oven to 220°C.

#### Beef:

1. Lightly oil a deep baking dish or skillet (one that will fit 8 meatballs comfortably in a single layer).
2. Mix all meatball ingredients together well, then shape into 8 meatballs and place in prepared baking dish.

#### Tomato sauce:

3. Place a dash of oil in a heavy-based saucepan, over a low heat, and add the onion and garlic. Cook until the onion is soft, about 10 minutes. Add tomatoes, stock, tomato paste, sugar, bay leaf and season well.
4. Simmer for 10 minutes to allow all the flavours to mingle and the liquid to reduce a little. Remove from the heat, cool for about 5 minutes, remove the bay leaf, then process in a food processor until you have a smooth sauce.

#### Beef:

5. Pour sauce over the meatballs and cook in oven for 25 minutes turning meatballs once after 15 minutes.

### Tips & Tricks:

- Wet your hands before shaping meatballs. This helps to prevent meat sticking to your hands
- Use fresh herbs in your meatball mixture. 1 tablespoon each of finely chopped parsley, thyme and oregano. A teaspoon of chopped fresh sage is also good here.



Recipe by BEEF & LAMB New Zealand

BEEF – The Aussie Butcher has a great selection of Quality Mark NZ beef. See their advert on page 11.

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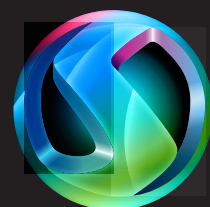
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## MOTORING

WEST AUCKLAND BUSINESS

## MITRE 10 MEGA TOASTS WITH A CAR DRAW

To celebrate the one year anniversary of the new ownership of Mitre 10 MEGA Henderson, owner operators Dave & Elaine Hargreaves pulled out all the stops!!

Running a fantastic promotion with the opportunity to win a 2019 Kia Rio if you shopped at either Mitre 10 MEGA Westgate or Henderson across a 7 week period. The stores were supported by seven of their top suppliers and also worked closely with John Blewett and his team at Westcity Auto Group Westgate & Central Park Drive, Henderson.

With a free sausage sizzle, orange candy floss, a face painter and ice cream throughout the day, customers young and old were kept engaged whilst waiting to see if they were the lucky winner.

The aim of the promotion was to drive awareness of the new changes to the layout of the Mitre 10 MEGA Henderson store, which is why the promotion was drawn on site at Lincoln road. With over 2,000 people in the store on the Saturday that it was drawn, Lincoln road was literally grid locked.

The response to the promotion was huge and the winner Brett Cole and his wife Jacqueline, who are regular customers of both stores and worthy recipients of a brand New 2019 Kia Rio, were absolutely thrilled!!



John Blewett - West City Auto Group, Damien Clarke - GM of Westgate, winner Brett Cole, and Stuart Millward GM for Henderson.

They plan to run a similar promotion for the stores later on in the year, Marketing Coordinator, Emma Morgan says: "We plan to run some exciting promotions across both stores for 2019, we feel the customers at the Henderson store would really benefit from some of the promotions and events that we run at Westgate, so the plan is to introduce some new and exciting events throughout the year.

We also encourage people to follow our Facebook page to keep up to date with any events, promotions or local community activity that we are involved with."

f @megawestgatehenderson



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## MEMBERS CAR

### One Fat Ford

In early May WEST Magazine visited Whoa! Studios in Henderson for a photo shoot of Matt Carnell's beautiful 1947 Ford Businessman's Coupe. Matt is a Senior Partner at BNZ for North & West Commercial Banking. We were joined by fellow Senior Partner Sam Swann for a delicious lunch at The Grounds before the shoot.

The Coupe is powered by a 350 Chev (bored 30-thou) with a turbo 350 trans, B & M shifter & 9" rear. Custom headers to a 2" exhaust system with remote dump plates, yes – you should hear it when he switches the plates. Front end and steering box is HT Holden with Monaro heavy duty springs.

Matt purchased his pride and joy last year, and wanting a little more juice under the bonnet, he intends fitting in a small block 427 which will bolt straight in.

An extra feature is the addition of a rear seat (not originally equipped), which is great for the family, the kids love to be picked up from school in it, we can see why!



Left: Matt Carnell, Owner of the 1947 Ford Coupe



## MITO LAUNCHES EV CERTIFICATE

A New Zealand Certificate in Electric Vehicle Automotive Engineering (Level 5) has been launched by the Motor Industry Training Organisation (MITO).

**Announcing enrolments are now open for qualified and experienced automotive technicians, MITO chief executive Janet Lane told about 60 guests at the Wellington launch it would take about a month to complete each module – 11 months in all – with the courses covering two theory and six practical unit standards.**

A safety component features heavily in the programme, MITO qualifications group manager Michael Alsford says. And there's a leadership aspect as well for those who intend moving into supervisory or management roles.

He says the new qualification, approved by the New Zealand Qualifications Authority (NZQA), will help with EVs' human infrastructure and encourage more widespread EV adoption.

"Workshops especially will have the opportunity to upskill people and their business," Alsford says.

He adds that from a safety aspect in particular, it will boost confidence and provide more choice among EV customers as to where they go for servicing and maintenance work.

Alsford says the new certificate is for experienced and qualified technicians and builds on EV safety components now incorporated in light vehicle, heavy vehicle and auto electrical programmes.

He says the programme will be assessed to determine if there is a need for any further training.

Thanking the many involved in helping establish the certificate, including the NZQA and the Energy Efficiency and Conservation Authority (EECA), Lane says it was a "massive" undertaking all done in a year.

Lane says the new course will help with safety in maintaining and servicing EVs.

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