



Westpac Northland
Business Excellence Awards

NZ CHAMBERS OF COMMERCE
N O R T H L A N D
Business Vitality



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Media Release: 2017 Westpac Northland Business Excellence Awards: Winner's announcement

The Westpac Northland Business Excellence Awards for 2017 took place at Forum North on Friday 27th October. Businesses from throughout Northland submitted 42 unique entries across 5 business categories, 7 ancillary categories and an overall supreme winner.

Northland Emergency Services Trust was the Supreme 2017 Westpac Northland Business of the Year and was also the winner of the Top Energy Best Not-For-Profit Organisation Award, the GBC Winstone Excellence in Business Medium Business Award and was the joint winner of the ACC Workplace Safety Award.

The judges said:

Strategic focus and commitment were the key factors making NEST this year's Supreme winner. Evidenced through strong governance and highlighted by the business case for additional helicopters, stakeholders at all levels are aware and contribute to the organisation's common goals.

Although a team achievement the judges would like to pay special mention to Paul Ahlers and Peter Turnbull for their efforts.

This was the 40th year of the Award's existence and Tony Collins from the NZ Chambers of Commerce Northland said that it was great to celebrate not only the winners but all entrants for the passion they show to their business aspirations and their pursuit of excellence. The standard continues to get better every year and no matter what the size, structure or nature of the enterprise, they were all committed to making their business a success.

Winners of each category were:

- **Level - winner of the Business Coaching New Zealand Best Emerging Business Award.** Continental Motel, Good Eggs Ltd and Strength & Soul were finalists.

The judges said:

The judges were particularly impressed with a marketing plan and business plan that is both innovative and practical – and there are very good business systems and management practices in place.

This business has grown from 0 to over 80 clients already and is generating healthy surpluses, whilst also giving time and expertise voluntarily to community projects – including significant input into the Hundertwasser Arts Centre.



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The team are to be congratulated for a well-engineered business model where all partner-directors have independent clients but operate with synergy to meet the end goals for both Level and also the specific goals of their client base.

A business with a bright future in the region.

- **Sarahlee Studio - winner of the Ricoh Northland Excellence in Micro Business (1-3FTE) Category.** Memory Lane and Live Wire Media were finalist

The judges said:

The judges were impressed by Sarahlee's clear understanding of where her studio is positioned in the market and her awareness of national and international trends. There was evidence of robust information management with data collected, monitored, analysed and then applied in decision making and business planning. The owner has developed her personal and professional skills with formal and informal mentoring and understands the importance of working with the wider community. This is a clear example of a business that has entered the Awards before, taken feedback on board and grown more than the previous judges could have foreseen.

- **Three Hairdressing - winner of the Henderson Reeves Excellence in Business Small Business Awards (4-9FTE).** Finalists were Northern Benchtops and Energise Web Design Ltd.

The judges said:

The judges were impressed by the passion of the owners and the thought and detail that had gone into the business. The customer-centric business model was clear with policies in place to reward existing clients and encourage new clients. Business processes are well documented and well executed with the owners showing a clear understanding of the key drivers. By striving to be a leader in staff training Three Hairdressing has achieved significant industry recognition and engagement with staff. There was a clear and noticeable desire for on-going improvement and this was reflected in the progress of the salon to date.

- **Northland Emergency Services Trust - winner of the GBC Winstone Excellence in Business Medium Business Award (10-24FTE).** Dive! Tutukaka were also a finalist.

The judges said:

We all know NEST performs at a moral level but the judges were impressed by the level of business excellence performed throughout all areas of the operation. Business planning is a key strategy to their sustainability and of all major decision processes. Coupled with outstanding expertise and commitment, from Board to Engineer, produce an efficient service setting the benchmark for operators in New Zealand.



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- **Ten4 Transport Engineering - winner of the Vodafone Excellence in Business Large Business Award (25 plus FTE).** Waitangi Treaty Grounds and Northland Scaffolding Ltd were finalists.

The judges said:

The judges were impressed with the organisation and simplicity Ten4 had created in such a complex industry. This little-known Northland business has been providing engineering and transport solutions for international events and throughout New Zealand. This has been achieved by Paul's leading work ethic, being heavily process driven, and clear staff direction and support.

- **Northland Emergency Services Trust - winner of the Top Energy Best Not-For-Profit Organisation Award.** Waitangi Treaty Grounds were also a finalist.

The judges said:

In an ever-demanding world for charity NEST continue to manage revenue to meet their demands. They have diversified income streams to meet operational requirements and chosen different finance options to meet capital requirements. NEST understand to be a sustainable Not for Profit, they must be a "not for loss"!

- **Waitangi Treaty Grounds - winner of the Northland Regional Council Sustainable Business Award.** Ohaeawai Community Education Trust and Northern Benchtops were finalists.

The judges said:

Wow! What a jewel of Northland, and New Zealand. Waitangi Treaty Grounds are tasked with locating, displaying, and educating a large part of our history and heritage icons. The logistics and planning involved to achieve the operation as it is today and future plans to come is to be commended. Maintaining and revitalising this great resource is key to keeping Waitangi Treaty Ground vibrant and sustainable, a focus also shown throughout all levels of the organisation.

- **Northland Emergency Services Trust and Dive! Tutukaka –were joint winners of the ACC Workplace Safety Award.** Northern Benchtops, Ten4 Transport Engineering and Good Eggs Ltd were finalists.

The judges said of Dive! Tutuakaka:

This privately-owned Company has been operating for 18 years and is focussed on growing the destination in a sustainable way.

A commitment to developing a strong integrated culture of safety, involving their staff and contractors, has been at the core of the organisation's H&S journey to beyond compliance and something they are most proud of.



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Dive! Tutukaka has led the way in H&S for the industry, being the first tourism operator to adopt the MOSS Safety System in 2014, and has achieved conformance with a number of regular external H&S audits.

The Company regularly feed back into their industry, assisting in research for improved safety and providing input into safety guidelines. They also take incident learnings from other industry operators and feed this proactively into their own risk management.

Dive! Tutukaka give a lot back to the community through programs and activities with local schools and assisting the Department of Conservation.

The judges said of Northland Emergency Services Trust:

NEST has been operating for 29 years growing significantly to meet the demands of the region. Safe transport and en-route medical attention is at the heart of operations giving peace of mind and saving lives.

NESTs drive for zero harm is at the core of their integrated H&S management system, involving all staff and an active commitment from the Board of Directors. Annual external audits verify conformance to industry and client standards.

The ongoing training of pilots is often above industry standards taking place locally and overseas on a regular basis. A key achievement for NEST was the building of a multi engine flight simulator based at Whangarei airport, certified by the CAA, enabling all weather emergency scenario training without the risks.

The Trust are a leading organisation in helping to improve H&S across the aviation sector, organising and participating in national safety forums involving regular training workshops and liaising with stakeholders such as CAA and Massey University.

Well done!

- **Memory Lane - winner of the Creative Northland Excellence in Creative Industries Award.** Sarahlee Studio and Level were named as finalists.

The judges said:

Memory Lane's level of experience and professionalism as a business is interesting, creative and unrestricted. They are crossing the lines between graffiti and individual expression. They are changing the mundane into monumental, they know how to adapt their surroundings creatively to make a living out of what they love. Lots of added value, product diversification, pushing the boundaries of art-form. Love it.



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- **Dataphyll Ltd took out the Northland Inc Innovation Award.** and Donovan Group NZ Ltd and Lynwood Avocado Nursery were highly commended.

The judges said:

Dataphyll: A great demand led innovation. The company have worked well with their customers to support strong early commercialisation and have a solid for innovation path planned. Their solution will disrupt Horticulture and provide significant returns for the company and the region.

- **Ohaeawai Community Education Trust - winner of the People Potential Judges Choice Award.** Luke Bird Entertainment was a finalist.

The judges said:

The judges were inspired with the passion, beliefs and vision of the managers and staff to provide quality care and education for children. The centre is an amazing space and the pride and effort that has been applied to establish the play spaces and the rituals to support the children is excellent. Their sustainable business model is increasingly well defined with the use of natural resources and a deep consideration of the resultant environmental footprint. The Trust is striving to be a leader in their sector and have made impressive progress on their journey.

- **Uber Group Ltd was voted winner of the More FM Customer Choice Service Provider Award and Mint Floral was the winner of the More FM Customer Choice Retail Provider.**

This is what one client had to say about Uber Group Ltd:

Because their customer service is absolutely fantastic. Honestly, when you deal with Uber, you know you will be taken care of. Not that much goes wrong but on the odd occasion it does, all I have to do is call Uber or Facebook message and they get right on to it right away. I am always flabbergasted at the way in which they deal with me as I can be pretty internet-stupid and they just work with me and for me and solve my problems. They definitely deserve this reward.

And a Mint Floral customer had this to say:

I have used this company many times, and always from the time I place an order online or on the phone, the customer service has been exceptional. Staff are always friendly, helpful and certainly got out of their way to offering a fantastic service and product. Their online website is bright, clear, and so easy to use. I am informed of when the order is delivered. I like the way how the owner delivers the flowers, rather than using a courier service. The owners Jaz and Bryce certainly step out of the square to offer exceptional service. I wish more businesses would follow in their footsteps. A credit to this company and would like to see them be nominated for this prestige award. Thank You MINT FLORAL.

The Northern Advocate Business Hall of Fame inductee this year was the **Prosper Northland Trust** in recognition of their contribution to Northland business.



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