

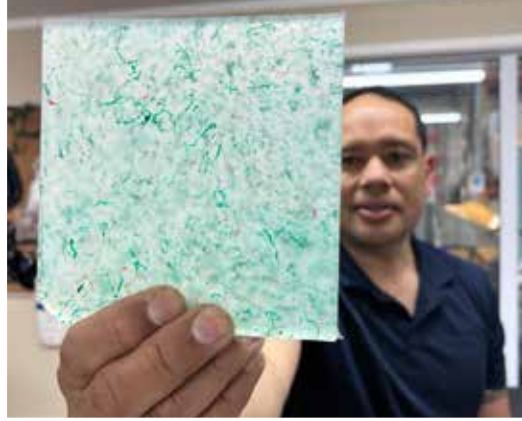


SPRING 2023

See behind the bars at Kohuora
Auckland South Corrections Facility

How schools and businesses can work
together to create brighter futures

The time is now – how we are caring
for our environment



FROM TRASH TO TREASURE –
Critical's 100% sustainable panels
changing building interiors





Elevating Wiri's Business Landscape

We are pleased to finally be seeing some sunny days as we head into spring. Recently the WBA Board considered and agreed an updated Vision and Mission statement, which along with a set of guiding values to lead WBA into the future.

Our Vision

Wiri is a thriving, forward-thinking and socially aware business community.

Mission

We are champions for an engaged, connected, and informed community to empower Wiri businesses to succeed.

At the heart of WBA's vision is an unwavering commitment to support our members holistically, ensuring that Wiri stands out as a prime business community in Auckland.

In this issue of Wiri Link, we dive into several groundbreaking initiatives that we believe will reshape the future of doing business in Wiri:

Environmental Commitment:

In collaboration with SBN, we're strongly supporting the Puhinui Stream regeneration programme, reflecting our dedication to environmental stewardship.

Emergency Preparedness:

We understand the importance of being crisis-ready. Our Emergency Preparedness and Business Continuity Planning ensures that businesses in Wiri can withstand unforeseen challenges.

Empowering Youth and businesses:

By forging partnerships with local high schools, we're working to ensure a seamless integration of young talent into the business ecosystem, creating a dynamic pipeline for future employment.

Looking ahead, we're excited about the potential of our upcoming **Revolutionising Commute** project. Addressing the transportation challenges

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faceted by many employees, this innovative transport management solution is designed to simplify the 'final mile' for those using public transport or living nearby. Stay tuned for more updates on this initiative!

WBA is on a mission to empower businesses, ensuring they not only succeed but also thrive. We warmly invite you to join us in this transformative journey, attend our networking events, and embrace the initiatives we're rolling out. Together, let's make Wiri the premier industrial business hub of Auckland.

Gary Holmes,
General Manager.

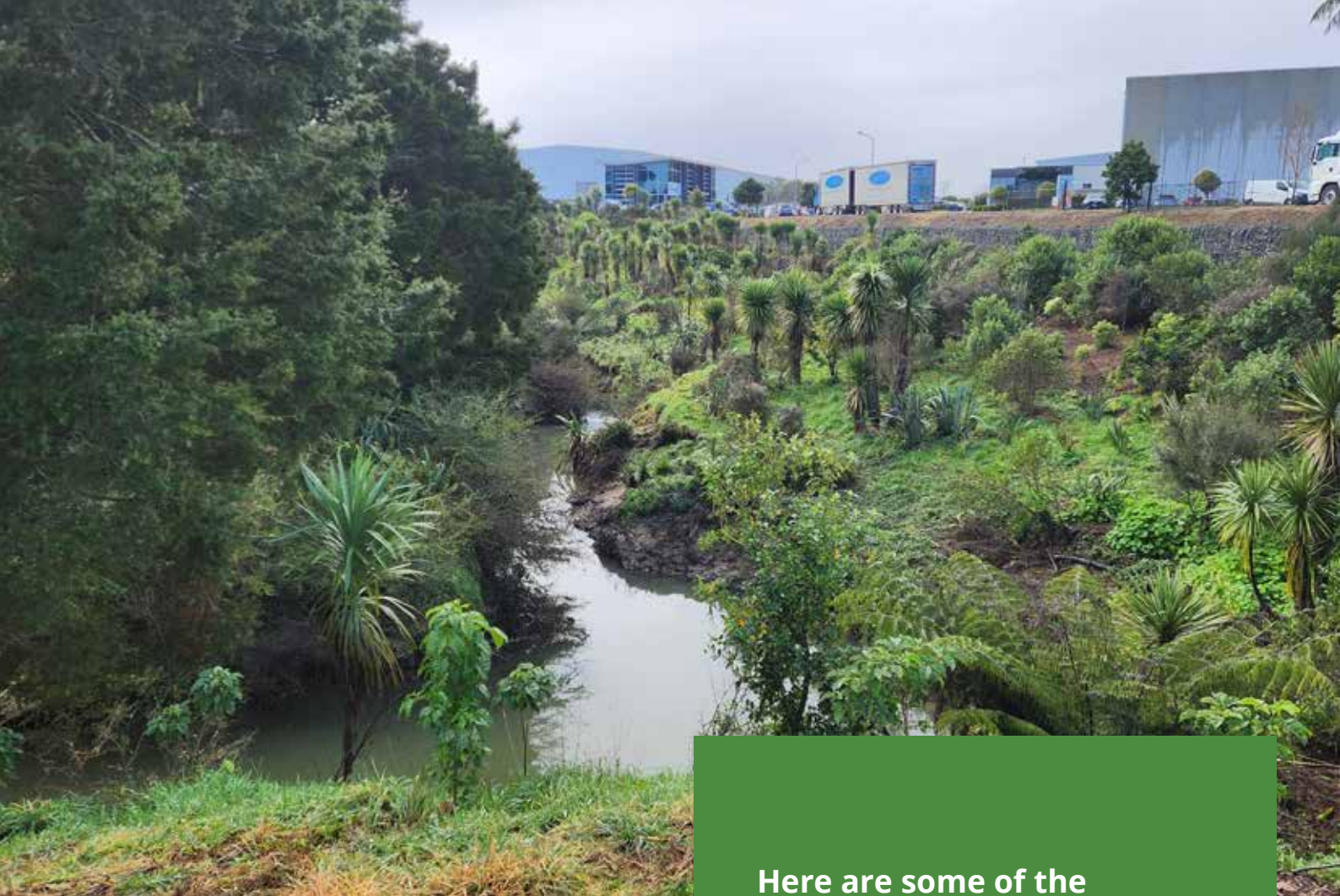
Meet Diana, our new team member!

With a strong administration, accounts and customer service background, Diana is well placed to ensure our member database is kept current and that new businesses to the area are contacted and welcomed.

Diana is originally from South Africa, however moved to New Zealand in 2019 to seek a new way of life for her family. She enjoys exploring Auckland and surrounds on weekends with her husband Cobus and two children Nico and Ti-Mari.

She has a heart and passion for people from all walks of life and enjoys making new connections and helping wherever she can. Hopefully you'll meet Diana around Wiri or at an event sometime soon!





Supporting sustainability – we’re now proud sponsors of Makaurau Marae Nursery!

The Puhinui Regeneration Project began in January 2022 and is helping to regenerate the land, waters and people of the Puhinui catchment. As part of our commitment to support our local environment, we’re pleased to announce that we are one of four partners sponsoring the Makaurau Marae Nursery for 2023/24 through the Sustainable Business Network.

The Puhinui Regeneration Programme relies on high quality locally sourced native plants to restore the Puhinui Stream. Makaurau Marae supply these whilst employing and training local youth.

Here are some of the milestones that the Puhinui Regeneration Project has achieved so far:

- planted nearly 40,000 native plants in the Wiri area
- employed 15 individuals
- created 11,000 hours of restoration work
- delivered 123 volunteer hours
- engaged with 4 local Wiri businesses

The native trees improve the aesthetics of Wiri, improve access to nature and wellbeing for the Wiri Business community, and directly tackle urban climate resilience by providing urban cooling.

We are proud to be doing our part to help create a resilient future for the Wiri community. We look forward to sharing more about the mahi taking pace on at the banks of te Puhinui.



Be a part of the Trial – Emergency Preparedness and Business Continuity Planning

With the wild weather events of 2023 fresh in our minds, there's no better time than now to start thinking about Emergency Preparedness and Business Continuity Planning for your organisation.

Wiri Business wants to ensure all local businesses in the district are as prepared as possible for any future events and the inevitable disruption.

Over the coming months we'll be working with Simplexity and Maelstrom Consulting to help individual businesses develop robust Emergency plans; Crisis Management arrangements and plans, and Business Continuity plans and arrangements that enable a greater organisational resilience to disruption.

We're also looking to test these plans as a collective through a

multi-agency exercise.

We are looking for businesses to become part of a free trial to launch this service to our members. If your business needs to dust off its BCP plan – or put the pen to paper to create one, we want to hear from you.

Email **Gary@wiribiz.org.nz** for further information.

Wellbeing in Wiri – we'd love your input!

Health checks. Financial literacy. Looking after our environment.

These are just some of the ways that we could help contribute to your workplace wellbeing.

We know it can be tough for businesses to invest in workplace wellbeing when faced with the everyday demands of running a business.

Wiri Business Association would love to offer a collective wellbeing programme for Wiri businesses and their employees in the future.

To do this, we'd love to hear what might be of benefit to you or your business.

Email **michelle@wiribiz.org.nz** if you have ideas to share or would like to learn more.



Upcoming events



Networking **BREAKFAST**

with special guest

HILARY BARRY

*Thursday 9 November
7.15am - 8.45am
Due Drop Events Centre*

**CONTACT MICHELLE@WIRIBIZ.ORG.NZ
TO SIGN UP!**



*Save
the
date*

Christmas drinks on us – Wednesday 6 December



Building repairs and maintenance

Based right here in Wiri, CML is a construction company that specialises in industrial building repairs and maintenance. If you have building issues that need fixing or would like to discuss potential renovations or modifications, then contact the friendly team at CML.

We offer a fixed price quote, turn up when we say we will and manage end to end delivery of all trades with minimal disruption to your everyday operations.

 **(09) 262 1367** |  **info@cml.co.nz**

Past events

Networking breakfast with Adrian Orr



Women in Wiri networking event with Emma Mclean



Past events

Connect with Te Puhinui Give Back Days in July and August



(photos courtesy of Sustainable Business Network)



Minister of Conservation,
Willow-Jean Prime visits Te Puhinui





Trash turned to treasure – Critical Design leading the way on plastic waste

- **11%** of global carbon emissions are from materials and the construction of buildings
- **330,000** tonnes of plastic are thrown into landfills in Aotearoa every year
- **100%** Every bit of plastic ever created still exists today – either floating in our oceans or polluting out whenua.

When you consider these facts, it becomes clear that Aotearoa needs clever and creative solutions to tackle plastic waste. Rui Peng, co-founder and Chief Executive at Critical Design, is one of those individuals looking to help solve the problem.

Located in the Wiri Business District on Glasgow Ave since 2021, Critical collects hard-to-recycle items such as fishing nets and plastic pipes, which are then crafted into plastic panels for building interiors and furniture.

“We are a clean technology startup that transforms plastic waste and hard-to-recycle materials into what we call Critical Clean Stone, which are beautiful, 100 percent recycled plastic panels for building fit-outs,” explains Rui.

“Plastic was never meant to be single-use; it was always intended to be a miracle material. We’re trying to restore its original purpose by recycling it into usable materials.”

Initially, Rui mentored young people, teaching them how to use design and 3D printing to start their own businesses. However, their business evolved when they discovered a problem they could help solve.

“In 2018, when China stopped buying the world’s plastics, businesses started approaching us with their materials, asking what we could do with them. That’s when we embarked on a four-year R&D effort to turn recycled plastics into panels. We stumbled upon this opportunity and are now deeply committed to addressing the global problem of plastic waste and the construction sector’s need for sustainable materials.”

Critical recently achieved success by collaborating with Manurewa High School to create circular solutions for classroom furniture. The school has nearly 700 desks at the end of their life and lacks the funds to replace them all. While the desks themselves have sturdy steel frames that can be reused, the laminate tabletops have seen better days.

“Approximately 160,000 tabletops around New Zealand will end up in landfills. By replacing laminate tabletops with our Clean Stone panels, we can extend the lifespan of the furniture and at the end of life, we can buy them back”.

Sustainability is gaining prominence among larger businesses, especially for obtaining green star ratings for buildings.

“We are also in negotiations with big companies to replace single-use building materials with our panels. You might even find some of our panels in the new Eventfinda stadium.”

One of the main challenges Critical faces is scaling up quickly enough to seize these opportunities.

“It’s a good problem to have, but it can be painful when we receive orders and can’t fulfill them as quickly as we’d like,” laments Rui.

Rui has learned valuable lessons throughout Critical’s journey thus far. He acknowledges the importance of getting capable individuals on board at all stages of the journey.

“If we had known the complexities of the journey, we would have been more intentional about pursuing the commercial aspects of the business. We would have also sought out knowledgeable and experienced individuals earlier on.”

“I would also remind myself to be more patient and forgiving, knowing that we will figure things out along the way.”

The future looks bright for companies that are making a positive impact in a sustainable manner, and Critical is no exception.

“We are committed to making a long-term impact. Our commercial goal is to become the go-to material for interior fit-outs in commercial offices, restaurants, bars, and schools.”

“In the next 24 months, we plan to develop next-generation technology that can produce more panels simultaneously. We are also working on condensing our machines to fit into a 40-foot container.”

“Globally, we aim to deploy our microfactory technologies to localize the circularity of materials and plastics, eliminating the need to ship plastics to other countries.

We also see opportunities to partner with other manufacturers to create consumer products using our panels.”

If you want to learn more about Critical, visit their website at <https://criticaldesign.nz/>

Wiri Business is pleased to partner with Critical for a future After5 event. Keep an eye on your inbox for more information.





Behind bars at Kohuora Auckland South Corrections Facility in Wiri – Making a difference with Serco

Grasses and palm fronds gently dance in the breeze as we approach Kohuora, Auckland South Corrections Facility in Wiri. With a clear view of Matukutūreia Maunga, pukekos crossing the rainbow-painted pathway and manicured gardens and water features, it's almost hard to believe that you're walking into prison grounds. However, the abundance of signage, the presence of custodial staff and high metal fences reminds you where you are.

After signing for a visitors pass, emptying pockets and striding through the metal detectors, we sat down to chat with ASCF's Acting Prison Director, Gerry Smith.

Serco is an international company employing over 50,000 people to manage over 500 contracts across UK, Europe, North America, Asia Pacific and Middle East. They provide services for governments including the management of prisons, hospitals, airports, transport links, defence and immigration detention centres. In New Zealand they hold a small contract with the New Zealand Navy and the running of Kohuora.

Kohuora is a high security prison that opened in May 2015 and holds up to 960 sentenced male prisoners.

The facility marks the first public/private partnership between Corrections and the SecureFuture Consortium. SecureFuture contracted Fletcher Construction to build the prison and Serco to run it.

'Kohuora is the only privately run prison in New Zealand. Our philosophy is to innovate and we're able to develop new ideas and find different ways of doing things. That's where we aim to add value' explains Gerry.

Serco holds a 25-year contract with Department of Corrections which will come to an end in 2040. As a private business with a contract in place, it's clear that Serco is incentivised to deliver better outcomes.

'There are three pillars to our contract with Department of Corrections' says Gerry.

1. The prison is safe and secure: we provide a safe environment for all staff, contractors, visitors and prisoners.
2. Reduce reoffending: our expectation is that people will leave prison with a positive attitude and the skills to live a better life as contributing members of their whānau and the wider community

3. Providing better outcomes for Maori: we all acknowledge that we need to do better than we have in the past.'

Serco strives to provide purposeful engagement opportunities for all men at Kohuora. Every prisoner has different needs and is individually assessed upon arriving at Kohuora. Though Covid impacted employment streams for two years, there have always been opportunities for the men to learn skills.

'Serco recognised the opportunities for men in our care that the Kick for Seagulls programme, developed by Rugby League legend Graham Lowe, offered. The programme teaches basic life skills, including reading, writing and maths using sporting language to increase engagement. It's now a programme that has been adopted by prisons around the country'.

'We also have the largest workshop space of any New Zealand prison. We have employment opportunities in all areas of the prison, including positions in the kitchen, canteen, laundry, grounds, horticulture and gym. Men have the opportunity to gain NZQA Unit standards up to Level 4 in a range of areas.'

'Some men also have the opportunity for Release to Work, which helps them transition from prison to life in the community.'

'We need next century thinking around jobs and we could see great possibilities for the men. It's not a traditional prison offering, but we are here to innovate and find new opportunities to reduce reoffending. All prison training or employment opportunities include an assessment of security risks and we manage those.'



'With Take2 we have had success with men gaining meaningful employment in companies like Datacom and Rush (the tech studio that built the Covid-19 Tracer App)'.

Judgement and perceptions of prison and prisoners are hard to overcome. Men often face hardship gaining employment after they leave Kohuora and this is where local Wiri businesses can be of help.

Serco would like to change the perception that all prisons are a harsh, dismal, and unsafe place and that men should just be sitting in their cells and reflecting on their crimes.



'It's a short-sighted approach. Anyone can make a mistake; most people learn from them. We want to give these men the tools to see better opportunities for their lives, for their whanau' he says.

'We are very much part of the community and alongside our neighbours Auckland Women's Regional Corrections Facility, we are involved in a community impact forum which meets quarterly to ensure that we maintain those relationships.'

It's important that we stay on top of what's on offer for local men and if there's any employment opportunities available.

Serco has begun to promote less traditional, 'on the tools' career pathways for men, which has proved successful. They have paired with [Take2](#) (a social venture providing justice-impacted individuals with the support, resources and opportunity to improve their quality of life) to offer [coding classes](#) to prisoners.

After all, there's a range of people that come to us and they all have different gifts and skills to offer back to the community' concluded Gerry.



Manurewa High School



Empowering youth: when schools and businesses team up to create bright futures

When schools and businesses join forces to create opportunities for young people, something truly remarkable happens. It's like mixing the best of both worlds – education and real-life experience – to shape a future that benefits everyone involved.

Peter Jones, the Principal of Manurewa High on Browns Road, is all about giving students a chance to shine beyond the classroom. "It's our duty to provide positive career pathways for our young people. If we do that, everybody benefits – businesses, society, and New Zealand Inc."

"We need to support youth in those first two years after secondary school; there's data that proves that this is when young people are most vulnerable." Jones knows there's a gap between what schools teach and what employers need.

He has honed in on the fact that businesses need to have an input on the curriculum to set up students for success in the future. "We need to be far more integrated and collaborative, co-designing curriculum in students' last couple of years at school, particularly aligned with career pathways."

"Our curriculum is flexible and can be geared towards need – it's not the traditional school experience you and I experienced. For example, numeracy and literacy are contextualized in terms of what they need in the workplace. We

package our trades programs to align with the pathway they're on – we offer Site Safe, First Aid, Driver Licenses, and qualifications that are relevant to the employment pathway, such as Working from Heights."

The trade academy that started at Manurewa High is a success story. The academy started small with just 40 spots. Fast forward to today, and there are 645 places for high school students across South Auckland. Their programs include construction, logistics, engineering, hospitality, and IT; they even have a logistics programme with Mainfreight.

Jones also highlights Wiri business, Ross's Plumbing, who have been a valuable local partner. They provide students with invaluable work experience and, in return, have a pipeline of potential apprentices. "We don't expect job guarantees for our students; we have the view that work experience is valuable as it helps prepare students for making that next step – a successful next step. Businesses build a relationship with those young people and see if they would be a good fit for their business."

But it's not just about the numbers; it's about connections. Youth benefit from business mentors, and Jones has seen the importance of the role they play. "Their voice is powerful, and that support is invaluable. It helps students understand that when they do step out, they're not on their own."

With many students living in the Wiri/Manurewa area, there is the real possibility that many students may end up as future employees in the business district. With the wide range of industries in Wiri, there is a great diversity of the types of roles that make up these businesses. "I'd love to learn more about

the range of pathways available in Wiri, and not just trades and apprenticeships – we want our students to aim high and find opportunities to learn more about the skills they have and what they are good at."

you're going to make it happen in the way you want."

"You're not working with the finished product; you're playing a vital role by helping students on their journey in the workplace."

"You're not working with the finished product; you're playing a vital role by helping students on their journey in the workplace."

"One real benefit of creating a business community network directly connected within schools is that you open their eyes to the possibilities."

More businesses are becoming aware of their social responsibilities as corporate citizens – to train youth and to hire locally. However, businesses need to have the right attitude and mindset to be able to work with youth. "It's not always an easy journey, but it's certainly a worthwhile one. There's so much awesome local talent on your doorstep, but you need to be prepared to invest in them if

"When you've got a school and a business that come together with that positive mindset, that's when the magic can happen," says Jones.

The Wiri Business Association is keen to support local schools like Manurewa High School to pair up with Wiri businesses.

If empowering local youth is something you would like to explore further, feel free to contact Gary@wiribiz.org.nz or call Gary on **027 496 6283**.



Meeting space

We have a meeting space that can be used free of charge by local Wiri businesses. It has a video conference unit, large TV screen and whiteboard.

It can hold up to 20 people in boardroom style.

Contact info@wiribiz.org.nz if you'd like to book this.



Onform installs our new signage

Thanks to Fizzy for doing such a fantastic job installing our signage and to Jared Percival, owner of Onform for facilitating this. Check out our video on Facebook to see how they did the installation.



 **Onform**
Brand Delivery

0508 ONFORM
onformsigns.co.nz
sales@onform.nz

A portrait of Wiri

- local cabinet art celebrating our district

Earlier this year we put out the call for artists to design murals for telecommunications cabinets in Wiri. We're pleased to say two have been completed, with another two underway!

The brief was to create artwork that pays homage to our natural flora, fauna and landscape in Wiri such as te Puhinui, the Wiri lava caves and maunga. In particular, we wanted to see representation of Ash Hill, a small volcano which remains are hidden by industrial development.

We chose our favourite designs from local artists which we believe reflected the brief best. As you can see, we went for different styles that we thought our community would appreciate. See below for pictures of the initial designs and how they have come to life.

Thank you to our artists Rangi Matthews and Ellen Kerssens for brightening up our business district, Manukau Beautification Trust for facilitating this project and Chorus for running the cabinet art programme. We look forward to sharing a further update on the balance of cabinets in the next issue of Wirilink.

In case you were wondering.....

If you're a local around McLaughlins road, you may have noticed the cabinet that we sponsored back in 2021 was missing. Unfortunately, the cabinet had to be removed for construction and a new cabinet has been installed at 69 McLaughlins Road. Chorus has re-engaged the original artist Paulette Knock to paint her mural on the new cabinet and will cover the cost.

Ash Road mural - by Ellen Kerssens

'On researching the area I was struck by the colour changes of different strata in the lava caves in this volcanic area'.

'This informed my decision to include these layers in a cross section of Ash hill and Puhinui stream. It is an aspirational view of a largely industrial area'.

'I chose to paint The Piwakawaka (Fantail), because it is one of the most adaptable native birds and found in areas that have been greatly altered by humans'.

'The revitalisation of the waterway will hopefully bring more of our playful feathered friends'.



Langley Road mural - by Rangi Matthew

'Based on the artist design brief, I designed and displayed an image in the form of contemporary Māori art'.

'The maunga, mountain type design represents Ash hill which is being greeted by Tama nui te ra (The Sun)'.

'The kowhaiwhai (Māori patterns) represent the Wiri lava caves'.

'The blue area beneath is our Puhinui stream'.

'I loved painting this cabinet and bringing it to life and am grateful for this opportunity'.



Downer doubling down on road safety

Earlier this year, Downer partnered with Share the Road to run a series of educational sessions and interactive workshops. These were focussed on road safety for cyclists and awareness around heavy vehicles. Participants learnt important safety tips and gained an understanding about the blind spots of a truck/bus.

'We park up one of our trucks, place obstacles and then people get to hop in the cab and get a sense of what can be seen and cannot see be seen' says Mildie Meyer-Els from Downer.

'Once people hop in the cab, they need to identify these obstacles from up top - normally they can't because there are so many blind spots. People often have an 'aha' moment that a truck driver really can't see everything'.

Share the Road programmes have been running for around 10 years, however 2023 was the first time Downer was directly involved in organising the events.

They've brought 20 events to local communities all over Aotearoa, with the last session held at the end of May for the Wiri community and Downer employees.

'We've gone to both the North and the South Islands, including Napier/Hawkes Bay where after the cyclone there's been a need for greater awareness of the additional trucks on the road'.

The programme has reached over 2000 people, young and old, with Downer visiting rest homes and attending the Weetbix Tryathlon events, which target kids and parents alike.

'These events been very well received. It's something you take for granted because we all see trucks every day on the roads when we are driving'.

Health and safety is crucial to Downer, being the largest provider of services to asset owners in transport, utilities and facilities.



'One of our values at Downer is care and respect - this programme demonstrates this to our communities but also our drivers. Safety is a big thing for us and they are out there every day facing many challenges. If we can prevent at least one accident happening, we've made a difference by supporting these events' says Mildie.





AGM

As the days grow shorter and the year draws to a close, it's time once again for the Wiri Business Association's Annual General Meeting (AGM).

The AGM is a time to reflect on what we have achieved in the past 12 months and outline our plans for the next year.

We encourage you – as our stakeholders – to come along and participate in the AGM, have a say and meet other local business owners and operators.

Event details:

Date: Wednesday, October 18th

Time: 6.00 – 8.00pm

Location: Level 1, 10A Earl Richardson Avenue, Wiri

Catering and refreshments are provided

For those unable to attend in person, AGM Documents will be made available on our website in due course, ensuring everyone can stay informed and engaged.

Calling Future Board Members

Wiri Business Association is currently seeking new board members who are passionate about driving positive change in our local business district. We believe that a diverse range of people can bring fresh perspectives and innovative ideas to the table. We encourage small, medium, and large business owners, managers, and landowners, working in Wiri, to consider joining our voluntary board.

Why Join the Board?

Here are a few good reasons why you should consider joining the board:

Impact: Contribute directly to shaping the policies and initiatives that influence the local business environment.

Networking: Connect with other like-minded business leaders, creating opportunities for collaboration and growth.

Experience: Gain invaluable experience in strategic planning, governance, and leadership.

Engagement: Attend events, contribute to local matters, and play a role in shaping the future of the Wiri Business District.

Community: Join a community of dedicated professionals who are passionate about making a difference.

'It is immensely satisfying to work along side local business owners and WBA staff to make Wiri the leading area in Auckland to operate a business from' says Dave Pizzini, WBA Chair.



The time commitment is minimal, requiring 2-3 hours per month to attend board meetings and engage in any necessary reading. Note that this is a voluntary position.

Apply to become a Board Member:

If you're ready to take the next step in your business journey and contribute to the success of the Wiri business community, we invite you to apply for a board position. For more information about the application process and expectations, please contact Gary at Gary@wiribiz.org.nz.



ChatGPT – easy as 1, 2, 3

Heard about Chat GPT before? It's a tool that will revolutionize the workplace. In fact, we used it to write an article on Chat GPT itself! Read on to find out more about the benefits and limitations of Chat GPT and how small businesses can utilise this technology.

Imagine having a secret weapon that can level up your small business game with mind-blowing conversations. Enter ChatGPT, your ultimate sidekick for AI-powered chat support that can transform your business.

Let's dive into what ChatGPT is, why it's a game-changer, and what limitations you should know.

Plus, we'll explore how small businesses can make the most out of it. Get ready to rock those conversations like a boss!

What is ChatGPT?

ChatGPT is like having a genius friend who knows all the answers. It's an AI language model developed by the wizards at OpenAI. Trained on a boatload of text data, it's got the smarts to generate responses that sound just like a real human.

So, whether it's answering questions, giving suggestions, or having a friendly chat, ChatGPT has got your back.

Benefits of Using ChatGPT for Small Businesses:

1. **Supercharged Customer Support:** Say goodbye to stressed-out customer support teams. ChatGPT can handle customer inquiries like a champ, offering instant responses that wow your customers. With ChatGPT, you've got a 24/7 customer support superhero, ready to keep your customers happy and loyal.
2. **Personalized Customer Experiences:** Who doesn't love a personalized touch? ChatGPT can analyze customer preferences and past interactions to offer tailored recommendations and suggestions. It's like having a virtual concierge that knows your customers inside out. Prepare for those five-star reviews and repeat customers lining up.
3. **Time and Resource Saver:** As a small business, every minute and every penny counts. ChatGPT can automate routine inquiries, freeing up your team to focus on bigger things. No more wasting time on repetitive FAQs. Let ChatGPT handle the nitty-gritty while you conquer the world.

Limitations to Keep in Mind:

1. **Context Clues Needed:** ChatGPT is smart, but sometimes it needs a little context boost. It may not fully grasp the nuances of a conversation or misinterpret what you're saying. Keep an eye out for any confusion and provide clear context for the best results.
2. **Word Wizardry Required:** ChatGPT is a word aficionado. A small change in how you phrase a question can lead to different responses. So, be mindful of your wording to get the most accurate and relevant answers. Practice a little word wizardry, and you're good to go.
3. **Not a Know-It-All:** While ChatGPT is pretty darn intelligent, it's not all-knowing. It's trained on existing data and might not have the latest real-time knowledge or common sense. Don't rely on it for breaking news or philosophical debates. It's a chat buddy, not Professor Google.

How Small Businesses Can Harness ChatGPT:

1. **Rock-Solid Customer Support:** Use ChatGPT to provide instant responses and solve customer inquiries, giving your small business a reputation for top-notch support.
2. **Personalized Recommendations:** Leverage ChatGPT's ability to offer tailored suggestions based on customer preferences, making your customers feel like VIPs.
3. **Automate Routine Tasks:** Let ChatGPT handle routine inquiries and FAQs, freeing up your team's time for more strategic initiatives.

ChatGPT is the small business secret weapon you've been waiting for. It's like having a brilliant chat buddy who can handle customer support, provide personalized experiences, and save you time. Remember its limitations, like the need for context and word wizardry. Embrace ChatGPT to rock those conversations, impress your customers, and take your small business to new heights. Get ready to chat your way to success!

Improving stormwater quality in Wiri – update from Auckland Council

By Bianca Lilley (Senior Healthy Water Specialist, Auckland Council)

Auckland Council's Healthy Waters project is conducting site visits to businesses in Wiri to ensure they adhere to best practices and comply with the Auckland Unitary Plan.

Why Auckland Council are looking into this:

- Most stormwater doesn't get treated and therefore any contaminants that enter the drains get into local streams and eventually the sea.
- Water quality testing suggests that there are contaminants that are often linked with Industrial or Trade Activity (ITA) sites that are finding their way into the waterways. This may mean there may be poor practices which are unintentionally contributing to the contamination of the waterways.
- These contaminants can reduce the amount of available oxygen, change the nutrient levels, affect the temperature or pH or physically smother wildlife.

Auckland Council officers have conducted approximately 130 site visits to businesses along Ash Road, Druces Road, Wiri Station Rd, and Kerrs Rd. Overall, compliance levels have been good, and the council appreciates the cooperation of those visited. However, a common issue identified across these sites is the absence of spill kits and spill response plans, mandatory for all ITA sites to manage environmentally hazardous substances.

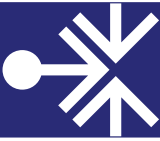
It's crucial to match the spill kit's type with your business's risk level and the substances on your site. A straightforward, clear spill response plan guides users through identifying, handling, and cleaning spills, ensuring the proper restocking of spill kits. Businesses are also urged to assess the proximity of stormwater drains to hazardous substance usage or storage areas. Most stormwater does not get treated and therefore any contaminants that enter the stormwater drain will make their way into our freshwater and coastal environments.

Auckland Council plans to expand its visits to other areas within the Wiri Business Improvement District (BID) in the coming weeks. To arrange a visit or seek further information, you can contact them at itapp@aucklandcouncil.govt.nz. Site visits are relatively brief, lasting around 15 minutes, and involve reviewing site processes, inspecting the premises, and addressing paperwork compliance. For additional details, refer to the **Industrial and Trade Activity (ITA) business and stormwater information** on the Auckland Council website.



WIRI

means business



Free networking and courses



WIRI

means community

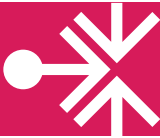


Keeps you up to date



WIRI

means security



Safer streets



WIRI

means environment



Keeping Wiri tidy



WIRI

means advocacy



Advocating for your business