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## Summer 2022 Christmas Edition

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**Merry Christmas!**

On behalf of the Committee we would like to wish all members and their families a happy and safe Christmas - we hope you make some time to rest, relax and celebrate with your family and friends - in the meantime things will likely be crazy busy so remember to take care of your wellbeing and look forward to a bigger brighter 2023

Office will be closed from the 22nd Dec to the 9th Jan.

# DLANZ

## Drycleaners & Launderers ASSOCIATION of NEW ZEALAND Inc



### Presidents Report

Hi All,

Well what another year it has been with many ups and downs but at least we aren't in lockdown with the supposed new wave of Covid hitting.

I recently travelled thru the States and it is sad to see that the airports are not as lively as they should be, empty shops and shops just not opening.

If you listen to the news its doom and gloom, interest rates are on the rise, house prices have dropped, the price of food has skyrocketed and the list goes on.

Its time to have a look at our own businesses to see if we can cut costs, make things more efficient etc etc. Increase pricing as a lot of our suppliers have had to do.

Lets not dwell on the past and look forward to a new Year with lots to look forward too! Conference 2023 plans are well on the way and a venue has been booked, thank you to those who are and have been working on these plans. It seems ages since we were all together so keep Sept 2023 free!!!

Its business as usual at Sudserella, a few customers will close down for Christmas but we keep going with only two days off over the Christmas and two days at New Years.

So from me to you all, have a fabulous Christmas with your loved ones and safe travels for those who are travelling this Christmas period, let's welcome the New Year in with hope and prosperity.

#### Food for Thought for Some of Us . . .

Another year has passed  
And we're all a little older.  
Summer feels hotter  
And winter seemed much colder.  
There was a time not long ago  
When life was quite a blast.  
Now I fully understand

About 'Living in the Past'  
We used to go to weddings,  
Football games and lunches...  
Now we go to funeral homes  
And after-funeral brunches.  
We used to go out dining,  
And couldn't get our fill  
Now we ask for doggie bags,  
Come home and take our pill.  
We used to travel often  
To places near and far  
Now we get sore asses  
From riding in the car  
We use to go to night clubs  
And drink a little booze.  
Now we stay home at night  
And watch the evening news.  
That, my friend is how life is,  
And now my tale is told  
So enjoy each day and live it up...  
Before your too damned old!



Regards Tricia Rogers



## Interview with Rod Fisher, GM Canterbury Linen

Rod Fisher General Manger of Canterbury Linen is retiring after a long career in the industry, Rick asked him for some of his insights.

What is the biggest innovation you have seen in the laundry industry?

The biggest innovation I have seen has been the technology around materials handling. In particular the rail systems servicing CBW's and distributing clean linen to finishing equipment like ironers and folders. Along with pickers and conveyors eliminating much of the repetitive, heavy labour intensive work reducing cost and improving working conditions and Health and Safety for staff.

What is the funniest moment you have had on your laundry tours overseas?

Many of these but a bit of discretion required with NZ being a small place. On one trip we had some Danish special food to try, pickled herrings at a picnic stop, while the host was looking the other way, in the bin and onto the Danish pastries whilst saying something like "not bad"

What have been the biggest challenges over the years?

People, people, people. Be it staff, customers or suppliers challenges around change always seem to cause issues for staff. Customers think they are right when they clearly are not when they have unreasonable demands be it around price or expectations on quality or delivery. More fool those in the industry who give in to unreasonable demands, yes I have in the past!!

Biggest challenges you see going forwards for our industry?

I think finding staff is going to be increasingly difficult as laundry is not seen as a "glamour industry" attracting young workers will be difficult and the workforce is aging. Younger staff appear not to want to carry out task that are hard or dirty like some laundry tasks are. Also the pay rates are not attractive adding to the challenge.

Meeting the increasing environmental pressures will be an issue that must be addressed and this is something that needs to happen and would be better to be kept ahead of as consumers in the tourism sector ask questions around this. If you do not comply you will miss out at some point



How is the Bio Mass system going?

The woodchip energy system is going extremely well and after two years use CLS have benefitted with a reduction in CO2 footprint of 81%, helped by low water use CBW of less than 4.5 litres per kg and a waste heat recovery heat exchanger.

Lyttleton Engineering supplier of the boiler and associated equipment have provided great equipment and backup service. The woodchip supplier Azwood have likewise been excellent to deal with. Keep in mind wood chips are a natural product and do vary a bit so there is more involved than running a gas or diesel boiler. The big question going forward is what supply/price will be like in the future.

Tell us something about you that we would not know?

Very keen on cars and motorsport, own a NZ new Honda S2000 with low kms that should get a more use now that I will have some more spare time.

Who was the biggest personality you worked with and why?

Many interesting personalities in the industry I have run into over the years, most have retired now. It seems there was more scope for personality to come out 25 years ago than now given the constraints on behaviour and expression of thoughts these days.

Can't name and explain particular people and their unique personalities but we all know some very interesting people in the industry.

How are you feeling about your next chapter, any plans?

I'm feeling good about the next chapter with some overseas trips already planned (Singapore and Japan). More time on our horticultural block along with a bit more fishing, walking and biking. And staying out of the way of my new boss when appropriate !!!

Will keep going to the local meetings and stay in touch with the people in the industry.

## Recommended Read

The brilliant Michael Walsh organized seventeen heavyweights—including Victor Davis Hansen, Lord Conrad Black, Douglas Murray—to take Klaus Schwab head-on. The results are electrifying.

—STEPHEN K. BANNON  
Former White House Chief Strategist, host of War Room

### "AGAINST THE GREAT RESET"

Much more than a collection of essays by eminent writers, *Against the Great Reset* is intended to kick off the intellectual resistance to the sweeping restructuring of the western world by globalist elites.



In June 2020, prominent business and political leaders gathered for the 50th annual meeting of the World Economic Forum in Davos, Switzerland, under the rubric of "The Great Reset."

In the words of WEF founder Klaus Schwab, the Great Reset is a "unique window of opportunity" afforded by the worldwide COVID-19 panic to build "a new social contract" ushering in a utopian era of economic, social, and environmental justice. But beneath their lofty and inspiring words, what are their actual plans?

In this timely and necessary book, Michael Walsh has gathered trenchant critical perspectives on the Great Reset from 18 eminent writers and journalists from around the world.

These writers see the goal of the Great Reset not as described by the disciples of the WEF - but rather, a world with no individual autonomy or power in which our betters rig the system for their own purposes.

Find out what the Great Resetters ultimately have in store for you, and join the intellectual resistance—before it's too late.

[www.amazon.com/Against-Great-Reset-Eighteen-Theses/dp/1637586302](http://www.amazon.com/Against-Great-Reset-Eighteen-Theses/dp/1637586302)



A Warm Welcome from DLANZ

- **Balmoral Drycleaners**, Auckland  
[www.balmoraldrycleaners.co.nz](http://www.balmoraldrycleaners.co.nz)

## Flexible Workplaces

### Why will flexible work get you great staff?

Most businesses know that finding the right workers with the right skills and keeping them long term is very important.

Workers are attracted to workplace flexibility for different reasons, but a common theme is an increasing desire in seeking to juggle work/life priorities

Another factor is a legislation change: (*Flexible provisions of the Employment Relations Amendment Act 2014*).

### Different Types of Flexibility

Some common flexibility options are listed below but employers can offer any combination of arrangements:

- Working from home
- Flexi-time
- Part-time
- Condensed hours
- Job share

### Benefits for your Business

#### For your Employees

Demonstrating a willingness to consider a flexible working arrangement allows you to tap into a bigger talent pool. Employees who have the best work/life balance are more likely to remain with your organisation, show more loyalty and put in more effort.

#### For your Business

It is common for people in flexible roles to manage their time better and work smarter than their fixed-hour counterparts. They often complete a similar amount of work in a shorter time frame.

#### For your Customers

Incorporating flexibility means you may be able to reach different target markets and respond better to changing customer needs. Research shows that workers with flexibility are the most productive. Almost half of 'super achievers' indicate that they have a lot of flexibility in their role.

[www.employment.govt.nz/assets/Uploads/tools-and-resources/publications/dd1c4f7c5c/flexible-work-toolkit.pdf](http://www.employment.govt.nz/assets/Uploads/tools-and-resources/publications/dd1c4f7c5c/flexible-work-toolkit.pdf)

## Value Mature Workers

### See the person, not their age.

*It makes good business sense to employ people of a variety of ages — to reflect your customer base, to learn from each other, and to retain valued skills and knowledge your business needs.*

**Knowledge and expertise — the main predictors of job performance — keep increasing as we age.**

**Diverse groups of different people perform better than a group of similar people.**

**The combination of experienced and fresh eyes can lead to:**

- stronger ideas or solutions
- smoother processes
- better working relationships.

[www.business.govt.nz/mature-workers-toolkit](http://www.business.govt.nz/mature-workers-toolkit)

## Conference 2023 - Everything DLANZ!



**Conference 2023 - Auckland**  
**9-11 September 2023**  
**Sudima Hotel - Auckland Airport**

Save the date. Our 2023 Conference will be one to remember, it's been too long since we all got together to celebrate our industry.

Since we missed the opportunity to celebrate the organisations 70th Anniversary we have decided that a celebration of the new DLANZ brand and what it stands for going forward seems appropriate. So wear the brand colours, make sure your business collateral is proudly sporting the brand. Maybe there will be prizes for the most visible brand ambassador.



## Managing Staff Amidst The Current Labour Shortage

After all that businesses have had to go through due to closed borders shutting out skilled workers, there are still steps that you can take to navigate this next hurdle so that you can attract the right talent and retain your current staff, whilst paying the right salaries.

### Increase Productivity and Make Cuts Where Needed

With skilled workers looking for jobs with higher wages, ensuring you can afford to compete is critical. This may require a step back to look to see where you can boost productivity and perhaps make cuts to products and services that might not be returning enough profit. Instead of spreading your services too thinly, look for where you get the best results and focus on more profitable locations, products or services.

### Invest in Your Staff

By investing in training and upskilling your current staff you are boosting their morale (a win for them) which in turn boosts productivity (a win for you) and is likely to reduce staff turnover, which ensures you retain top talent and don't have to spend on the hiring process.

### Create an Environment That Your Staff Want To Be In

Although paying a higher wage may attract the right talent, creating the right environment is equally as important in retaining your staff.

Arguably the most important aspect is addressing work-life balance. Are you losing staff or not attracting great workers because you won't offer flexible or part-time working?

There are so many ways to help employees feel valued, it could be anything from a stocked fridge in the office, celebrating the successes of your team to recognising milestones like birthdays. Review current spending to ensure the most benefit for staff - on bonuses or grocery vouchers for example.

### Change How You Hire

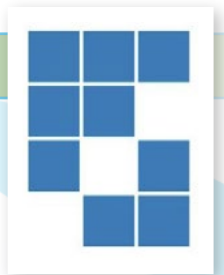
When it comes to job applications many applicants are often discouraged by the list of 'must-have' qualities if they don't tick all the boxes. Although some specific skills are non-negotiable, consider employing candidates who might not tick every box but have a great attitude, transferable skills and who can be trained up within your company.

Consider looking more broadly for candidates, like networking sites like LinkedIn for example, or you could offer a referral bonus if your employee refers someone for the role who ends up being hired? Consider an ongoing recruitment policy so you have a wider pool to identify the right person from rather than just those in the market at the time of a short recruitment time frame.

**Full article:** [www.graceteam.co.nz/post/how-to-navigate-the-current-labour-shortage](http://www.graceteam.co.nz/post/how-to-navigate-the-current-labour-shortage).

## Marketing Strategy Review

## Digital Boost



Give you business a quick marketing assessment using the helpful tool linked below.

Investing in your marketing can help you:

- promote your business effectively
- understand your customers and meet their needs
- send the right messages about your products and services.

Our quick self-assessment tool will help you reflect on your current marketing and will give you personalised tips on how to continue building your skills. Check out this tool and other resources to help you scale up your marketing.

Make the internet work for you.

Digital Boost is your free one-stop-shop with the expertise you need to future-proof your business.

Whether you're new to digital tools, or looking to take them a step further, we'll show you how to take your business to the next level.



### Marketing self-assessment tool

[www.business.govt.nz/business-performance/marketing-strategy/marketing-strategy-overview](https://www.business.govt.nz/business-performance/marketing-strategy/marketing-strategy-overview)

Take advantage of hundreds of short educational videos covering a wide range of topics featuring **350+ How to videos.**

Explore our wide range of content, broken down into bite-size pieces to fit around your busy schedule

<https://digitalboost.business.govt.nz>

## Review Your Work Safe Covid Policies

Worksafe provides guidelines to assist employers when completing their covid risk assessment.

**The public health justification for requiring measures such as vaccination or regular surveillance testing is stronger when the risk of contracting and transmitting COVID-19 at work is higher than it is in the community.**

In deciding what controls to implement, employers will need to consider what is reasonably practicable. Employers should first consider the controls that are least intrusive to employees. Worksafe list examples of controls that should be considered before requiring vaccination or regular surveillance testing and that work well in most workplaces.

**WorkSafe considers few workplaces will be able to justify vaccination or workforce surveillance testing requirements for health and safety or public health reasons. For those who can, this would likely be only for specific roles where the risk factors are high.**

Worksafe's enforcement approach to a HSWA risk assessment will recognise that:

- *most employers do not have infection control expertise and rely on direction and advice from public health experts*
- *the pace of change during COVID-19 is unprecedented when compared with typical risks to work health and safety, and*
- *for these reasons, it will not always be easy for employers to 'get things right'.*

**Therefore, our expectation is that an employer:**

- *follows public health guidance when carrying out a risk assessment, and*
- *engages effectively with workers and their representatives, and*

- *regularly reviews the risk assessment as the situation changes.*

Where an employer can demonstrate it has done these things, it is very unlikely that WorkSafe will take enforcement action, even if we disagree with the decisions an employer has made in their risk assessment. We will focus on helping an employer to understand what is reasonable to require in their circumstances and what they can act on.

Read Full Article Below:

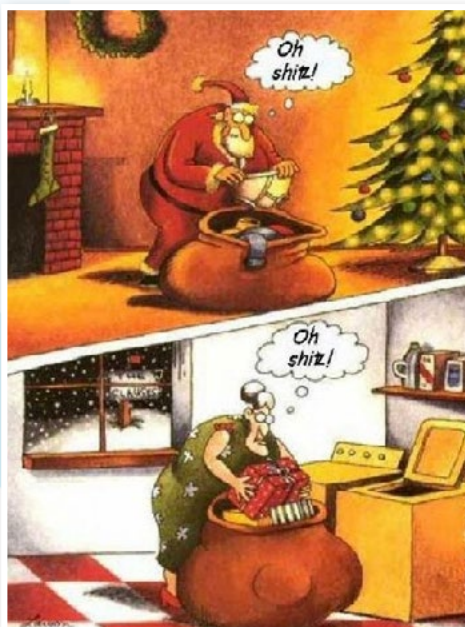
[www.worksafe.govt.nz/managing-health-and-safety/novel-coronavirus-covid/covid-19-controls-at-work](https://www.worksafe.govt.nz/managing-health-and-safety/novel-coronavirus-covid/covid-19-controls-at-work)

## CLASSIFIEDS

Please visit the Classifieds page on the **DLANZ** website for more information on these items.

- **Laundromat Token Machine**
- **Primus Professional Cylinder Heater Ironer (NEW)**
- **Perfect Pleat Drapery Finisher**

*Remember to let the secretary know when your item is sold or no longer available so your website listing can be removed.*



*Don't muddle your laundry bags this Christmas!*

**DLANZ**   
Drycleaners & Launderers  
ASSOCIATION of NEW ZEALAND Inc

