



# CLEANING — FOR A — BRIGHTER FUTURE

**NEW ZEALAND  
CONFERENCE 2017  
6-7 SEPTEMBER**



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BSCNZ Cleaning for a Brighter Future New Zealand Conference 2017  
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# Welcome

On behalf of the Building Service Contractors of New Zealand Inc. (BSCNZ), I would like to extend an invitation for you and your teams to attend the BSCNZ “Cleaning for a Brighter Future” Conference, to be held at the Novotel Rotorua Lakeside hotel on the 6th and 7th September 2017.

Over the two day conference inspirational leaders, speakers, industry advisors, suppliers and other associated parties will come together for you and your team to learn, be inspired and network, to help take your business and your people to the next level. Our speakers are set to stimulate and motivate you with their interesting backgrounds, stories and experiences of success in business, and in life. Our sponsor partners will be showcasing their products and services to help with preparing your business for the future, offering advice and ways to support your organisational aspirations.

The NZ cleaning industry is growing aggressively and is constantly put in front of new exciting challenges and changing business dynamics.

The conference will provide plenty of opportunity for development of cleaning businesses, sole traders and individuals. I encourage you to get involved and register your teams to attend the inaugural NZ cleaning industry conference.

I look forward to meeting you, sharing ideas, partaking in powerful discussions, networking and socialising in the beautiful environment of Rotorua.



LILLIAN SMALL  
CHIEF EXECUTIVE OFFICER  
BSCNZ



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## Programme Overview

Welcome Drinks on Tuesday 5th September for early arrivals.

### **DAY 1 – WEDNESDAY 6 SEPTEMBER**

8.00 am	Registration Opens
9.00 am	Conference Opens
10.30 am	Morning Tea
11.00 am	Conference Continues
1.00 pm	Lunch
2.00 pm	Conference Continues
3.30 pm	Afternoon Tea
4.00 pm	Conference Continues
5.00 pm	Day 1 Conference ends
6.00 pm	Pre Dinner Drinks
6.30 pm	Transport departs for dinner at Skyline Restaurant

### **DAY 2 – THURSDAY 7 SEPTEMBER**

8.00 am	Arrival Tea and Coffee
9.00 am	Conference Commences
10.30 am	Morning Tea
11.00 am	Conference Continues
12.00 –1.00 pm	Lunch / Offsite Tork Manufacturing Plant Tour – Kawerau Conference closes

# Keynote Speakers



## **RUSSELL HARRISON – MC**

From taking the stage at the tender age of 9, Russell Harrison has become one of the most recognised entertainers in New Zealand.

Predominantly recognised as a soul and R'n'B singer he has built a diverse portfolio of performances.

He performs regularly with his own Group The Brown Brothers whose focus is on a tribute to soul music. The Howard Morrison Trio - dedicated to the music of New Zealand's greatest entertainer Sir Howard Morrison & The Hit Men - a group specifically focused on the music of the Rat Pack & Motown.



## **CECILIA ROBINSON**

Cecilia Robinson is an in demand keynote speaker - as an award winning business woman who founded Au Pair Link and My Food Bag - one of the most talked about and fastest growing companies in New Zealand.

Touted as a serial entrepreneur Cecilia founded My Food Bag in March 2013 alongside well-known Masterchef Winner Nadia Lim and Businesswoman Theresa Gattung as well as Group COO James Robinson and Head of Marketing Carlos Bagrie.

Cecilia can share her experiences running successful companies, entrepreneurship, work-life balance and much more!



## **BRUCE COTTERILL**

Bruce Cotterill describes his career as a 'vertical learning curve'. He is a 'transformation leader' with extensive experience across a range of industries, including real estate, media, financial services, technology and retail, and a variety of ownership models, including both public company and private equity.

As CEO, Bruce has led real estate group Colliers, Kerry Packer's ACP Magazines, and iconic New Zealand sportswear company Canterbury International.

He is now a professional director and advisor, and is a highly regarded business communicator, assisting organisations to maximise their performance and profitability.

# Industry Speakers



## ANDREW SAUNDERS

Andrew is an expert in building high performing teams. He's led the Careerforce Workplace Advisors (CWAs) for the past six years supporting them to master their relationship management techniques.

Andrew is a champion of training for the cleaning sector that both recognises and enhances their skills. He understands that a qualified and competent cleaning workforce not only improves business productivity but is also integral to the improved health and wellbeing of all New Zealanders.

In his time with Careerforce Andrew has driven the development of the Shared Plan initiative, a workforce development plan built with individual organisations and supported by their CWA. He's also developed Te Ara Māori, Careerforce's Māori Action Plan, and worked with the National Centre for Literacy and Numeracy to deliver the Careerforce Literacy Strategy.

With a background in business and a graduate of the Mount Eliza Business School Andrew now leads his team to help leaders and managers in the sector take their next step with the new suite of business qualifications.



## DAVID WARBURTON

David has been Chief Executive of Auckland Transport since its establishment in November 2010. Prior to this he was Chief Executive of professional services business CPG, a subsidiary of Downer EDI.

David has held a number of roles as Chief Executive / Director in a range of businesses including the energy, packaging, processing and farming sectors.

### **Presentation**

Sustainability from a Customer's perspective



## STU LUMSDEN

As the National Operations Manager for the Labour Inspectorate, Stu has responsibility for the execution of the Inspectorates strategy of “Making smart decisions and taking deliberate concerted action to relentlessly weed out unfair and anti-competitive employment practices”.

Bringing his enforcement experience of over 38 years with the NZ Customs Service Stu is enjoying the challenge of moving the Inspectorate from a reactive team to one which is proactively seeking to become a force within the labour market that cannot be ignored.

### **Presentation**

- The Labour Inspectorate - who we are and what we do
- A lay of the land: labour rights developments that can affect the cleaning industry
- The rapidly changing landscape and increased consumer awareness
- The Good Labour Story - getting the basics right
- What do good employment systems look like ?



## KATHY SCHLUTER

Kathy Schluter is the lead for EROAD in the Government and Enterprise vertical in New Zealand. She has spent many hours with governing Agency's discussing GPS and Driver safety, the wider risks associated and the benefits to the driver, the passenger, the public and the brand.



Her life before EROAD included CEO roles and Group Manager positions of large freight and courier companies as well as having been a business owner with her own fleet, a manager of a large workforce of 450 mainly shift and lone workers and responsible for the safety of her teams in the roles they undertook. Kathy can understand the drivers of your business.

### **Presentation**

Just because your team do not have speeding tickets doesn't mean they don't speed and it doesn't mean they, their passengers and the public are safe

Speed and Fatigue are the two leading causes for accidents on New Zealand roads, the highest risk the majority of your staff will do in a day is "drive"

Hear how the choice of installing GPS , overlaid with best practise management can not only keep drivers, passengers and the public safe but ensure the money you spend on advertising isn't wasted

GPS can assist in the three pillars of sustainability and allow you to become a resilient company



## SHANKARA AMURTHALINGAM

Been in the service industry at management level for more than 24 years encompassing national and international experience. 13 years in Integrated Facilities Management, Commercial Services and Contract Management and 15 years in Food and Beverage specializing in catering for Hospital, manufacturing (factories), institution which includes commissary kitchen, fast food outlets and Restaurants



Currently employed as Operations Manager Commercial Services and Non Clinical Support Services at Auckland District Health Board for both Auckland, Greenlane Hospital and 9 other Community sites in the Auckland Region.



## DINESH SUNDARARAJ

Experience in providing adult learning solutions and developing strategic training frameworks to build capability has been evidenced in multiple district health boards over the last 7 years. With a background significantly shaped in telecommunications and specialised understanding of soft services in a healthcare setting.



### Presentation

Auckland District Health Board sets out to improve, promote, and protect the health of communities. By integrating primary and secondary healthcare services Auckland DHB works in conjunction with neighbouring DHB's in the northern region to ensure patients have the health services they need; while improving the efficiency and effectiveness of services. Operating across three major facilities, Auckland City Hospital is the largest public hospital and clinical research facility in New Zealand and observes more than one million patient contacts each year.

When patients enter a healthcare facility, they do so with the hope that they will leave in a healthier state than when they arrived. Hospital-acquired infections (HAIs) are at the forefront of healthcare and have a direct and significant impact. HAIs are typically infections that affect patients in a hospital setting and are not present at the time of admission.

The key to reducing the incidence of HCAIs is to keep healthcare environments cleaned to the highest standard possible. There is still a need for methodical cleaning, disinfection and Cleaning Services at Auckland Hospital. It is an essential component in the effective infection prevention program and a critical factor in reducing HAIs. This presentation will cover the service transition that prompted the need for change; including a detailed overview of the framework developed and initiatives undertaken to transform and sustain Cleaning Services at Auckland District Health Board in response to the continually evolving landscape in healthcare.



**enablebusiness**  
CHARTERED ACCOUNTANTS

## DAN HENDERSON

Dan Henderson is an accountancy and advisory professional that has been working with and supporting business growth for over ten years. His experience covers medium to large privately owned businesses, across industries including hospitality, retail, import/distribution, property, manufacturing and investment. Like you, Dan is a business owner so understands first-hand the challenges you face as you balance the growth of your business with the day to day activities that just need to get done.

### **Presentation**

How would you feel if you had the peace of mind in knowing that your cash flow requirements for the next 12 months are known and adequately funded?

Listen to Dan Henderson, Director of enablebusiness, share the importance with you around Business Planning and understanding Cash Flow in your business, and ideas on how you can get freedom back into your life. Dan will talk you through ideas on how to achieve the three freedoms in business:

- We want to help reduce those day to day pressures – mind freedom
- Spend less time analysing bank accounts and more time on your business – time freedom
- Improve your cash flow – financial freedom

enablebusiness represent the best in business innovation. With a solid background in the more traditional sectors of the industry, they first learned all the rules of the game and then made new ones.

**More speakers will be announced...**

# Networking Dinner and Offsite Activity

## **DINNER – 7PM WEDNESDAY 6 SEPTEMBER**

Famous for a reason, Skyline Rotorua is your ticket to an unforgettable evening.

Begin your visit with a tranquil Gondola ride up the side of Mt Ngongotaha overlooking Lake Rotorua and surrounds.



Stratosfare Restaurant offers the perfect combination of a lively atmosphere and classic ambience set against sensational views – with wine and food to match throughout the evening.

Featuring a stunning array of freshly prepared buffet and cooked to order dishes highlighting locally sourced seafood, meat and fresh produce, Stratosfare will take you on a gastronomic journey.

The evening will end with guests departing via gondola ride back down the side of Mt Ngongotaha to waiting coach transfers.

## **TORK MANUFACTURING PLANT TOUR – KAWERAU – 12.15PM BUSES LEAVE THURSDAY 7 SEPTEMBER**

Established in 1955 the Tork tissue manufacturing site is located at Kawerau in the heart of the Bay of Plenty.

The only tissue manufacturing site in New Zealand, it excels in quality, sustainable production and was the first in the world to utilise geothermal steam in the tissue drying process.

You are warmly invited to join with other conference attendees on an organised tour of the Kawerau plant. The tour will take approximately four hours including travel to and from the conference venue.



# Contact

## ORGANISER

Building Service Contractors of New Zealand Inc  
PO Box 11732  
Ellerslie  
Auckland 1542

Email: [info@bsc.org.nz](mailto:info@bsc.org.nz)  
Phone 09 580 1160

# Registration

<b>BSCNZ Member</b>	<b>Early bird rate</b>	<b>\$385+GST (Available until 31st July 2017)</b>
<b>BSCNZ Member</b>	<b>Regular rate</b>	<b>\$450+GST</b>
<b>Non BSCNZ Member</b>	<b>Early bird rate</b>	<b>\$425+GST (Available until 31st July 2017)</b>
<b>Non BSCNZ Member</b>	<b>Rate</b>	<b>\$485+GST</b>

Full payment must be received prior to the commencement of the conference.

Conference registration includes

- Welcome drinks
- Access to all sessions
- Pre-dinner drinks
- Dinner at Skyline Restaurant
- Lunch and coffee breaks for the duration of the conference
- Tork Manufacturing Plant Tour – Kawerau

Please visit our website [www.bsc.org.nz](http://www.bsc.org.nz) to register online.

# Accommodation



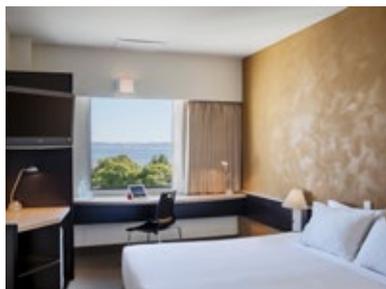
## NOVOTEL ROTORUA LAKESIDE HOTEL

Check in to 4.5-star comfort with the lake at your doorstep at Novotel Rotorua Lakeside Hotel. Your room is a calm haven with earthy colours, wood furniture and picture windows to make the most of the spectacular scenery at Novotel.

Lake End, Tutanekai Street  
 ROTORUA 3010  
 NEW ZEALAND

Tel: (+64) 7 346 3888

Fax: (+64) 7 347 1888



## IBIS ROTORUA HOTEL

Situated on the picturesque shores of Lake Rotorua, this hotel offers tranquil surroundings with sensational views. Our central location is easily accessible to cafés, restaurants and the Energy Events Convention Centre. Stunning natural scenery and geothermal wonders makes this the ultimate destination. Ibis guests also have access to conference rooms and other facilities at the adjacent Novotel Rotorua Lakeside.

Lake End, Rangjuru Street  
 ROTORUA 3010  
 NEW ZEALAND

Tel: (+64) 7 346 3999

Fax: (+64) 7 347 1999

Room Type	Room Only Rate	Room & Breakfast for one	Room & Breakfast for two
Novotel Guest Room	\$155.00	\$175.00	\$195.00
Ibis Guest Room	\$125.00	\$143.00	\$161.00

Guests to book and pay for own accommodation direct with the Hotel. A credit card will be required at the time of booking to guarantee the reservation. Payment will be required on departure from Hotel. **Booking Reference code BSCNZ.**



THANK YOUR  
CLEANER DAY.



18 OCTOBER 2017

