



giving back

The Trusts 2019 Mid-Year Update



Give back

to West Auckland forever

Always with West
Auckland's long term best
interests at heart



giving back

Generate

profit responsibly

From current business in
Retail, Hospitality & from
our Investments



Invest

for the future

- People, systems, assets & current business
- New property & equity investment
- New business ventures

Introduction from the Chair and CEO

KIA ORA WEST AUCKLAND

As part of our ongoing commitment to sharing information about the progress of your Trusts, we are pleased to present the highlights for the first six months of the 2019/20 financial year (to September 30 2019).

We are pleased to report this period has seen steady sales growth, continued investment in our people, initiatives to keep our community safe and healthy, and the addition of new products to our range.

We are proud of the ongoing giving back that is made possible by our thriving community-owned businesses and encourage our community to find out more about your Trusts through our new InfoHub at www.thetrusts.co.nz/about.

Sincerely,

Brian Corban CNZM QSO
Chairman, West Auckland Trust Services Ltd

Simon Wickham
CEO, West Auckland Trust Services

Phasing out single-use plastic bags



Single-use plastic bags were shown the door at our retail outlets in April 2019, well ahead of the 1 July deadline set by the New Zealand Government. The new paper bags are independently certified by the Forest Stewardship Council, ensuring the paper materials come from well-managed and sustainable forests. Customer feedback has been positive and we are continuing to offer a range of woven bags and chiller bags for purchase.

New products in stores and venues



In the past six months we have added **406** new products to our range including:

117 new beer products, with new craft beers from Behemoth, Garage Project, Good George, Sawmill and Yeastie Boys joining new zero-alcohol options.

139 new wine products including vegan and organic wines.

These are part of the more than **3,000** products available in our stores in total.

The team at Village Wine & Spirits got together in September with craft brewer Garage Project for a *Tap Takeover* with exciting new flavours including a Wabi Sabi Sour and a Chilli Mango Lime IPA.

We have also added TruRatings to our point of sale to gather customer feedback and keep improving our service.

Later this year we're giving our loyal customers the opportunity to vote on which new products they'd like to see in their local stores, so stay tuned to our Facebook page.

Launching the fourth Million Dollar Mission



In this period we announced the launch of the fourth annual Million Dollar Mission and we are pleased to report we received 167 applications from across West Auckland, the highest number of applications ever received.

This year we have enhanced the well-established programme thanks to community feedback, by extending the application period to six weeks and aiming to have all donations made prior to Christmas.

Keeping kids safe on the road



We announced a new initiative this year which will see dozens of new car seats donated to families in need, thanks to funding from The Trusts in partnership with Plunket. Police checkpoints in West Auckland will inspect vehicles to ensure children are safely restrained, and if not, a suitable car seat will be provided and installed on the spot free of charge. This will help to keep West Auckland's youngest residents safe while travelling.

Caring for our most vulnerable



The Trusts are proud to be a founding and principal supporter of the rebuild of the Waitakere Hospital Specialist Care Baby Unit with the second instalment of our \$2 million donation made in this half of the financial year. Thanks to the support of The Trusts and others including Douglas Foundation, the rebuild will double the number of cot beds available to keep premature babies close to their families in West Auckland.

Domestic violence – It's Not OK



The Trusts became the first hospitality business in New Zealand to receive the Domestic Violence Free Tick from Shine, an independent national domestic abuse prevention charity. This means store and venue managers are trained to assist colleagues experiencing family violence, while those affected by domestic violence can receive paid leave and support.

Heart-stopping health initiative



West Aucklanders are benefitting from a significant increase in the number of publicly-available Automated External Defibrillators (AEDs) around their neighbourhoods, with one being installed at each of The Trusts' sites. The AEDs are being sourced through St John and our team will be trained in their use.

Supporting excellence in education

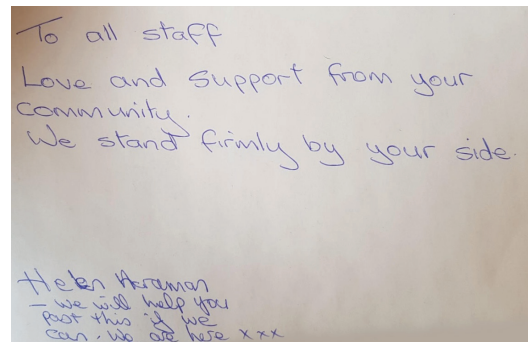
Last year The Trusts supported 84 West Auckland schools with donations of up to \$5,000 per school, to help them recognise young West Aucklanders excelling in education. We have extended the offer to schools again this year to very positive feedback from our community.

Quality Hotel Lincoln Green goes up in ratings



The Quality Hotel Lincoln Green was awarded a prestigious four-star rating from Qualmark, recognising the team's commitment to consistently high-quality levels of facilities and services. The hotel also received a silver award in the Sustainable Tourism Business Awards for the hotel's environmental focus.

Putting the safety of people first



Three of The Trusts' retail stores were the subject of targeted armed robberies in July. Thanks to our training and the cool heads of our team, no-one was physically harmed. To ensure the safety of team and customers, all our stores were closed for 36 hours until an arrest was made. Although the closures were inconvenient for customers, we received very strong support from our community for putting the safety of our people first:

"I think your response to the threat of your staff and customers is really admirable. Good on you"

"Good on you for putting staff safety first. People over profit is great to see..."

We'd like to acknowledge the New Zealand Police for their professionalism and support during and following the robberies.

Significant improvements in employee engagement



The Trusts took part in the international Korn Ferry Employee Effectiveness Survey again in 2019. The survey showed our team feel more enabled at work and in 13 of the 14 areas surveyed The Trusts were ahead of the benchmark for 'high performing organisations'. The survey covers over 7 million employees worldwide, with our team showing significant improvements and strengths in customer focus, pay and benefits and leadership. We're also excited to help our team grow their careers right here in West Auckland, which has been recognised by a nomination in the Hospitality NZ Excellence Awards for training and development, being announced in late October.

Updates on Living Wage

In September the Portage Licensing Trust agreed in principle to the Living Wage with a view to adopting it in 2020, and the Waitakere Licensing Trust unanimously agreed to also seek more information to consider its adoption in 2020. Our leadership team will work closely with your Elected Members to provide further information for both Trusts. Wages are just one way of the many ways we recognise our people. More information on how we help our people build careers at The Trusts is available at www.thetrusts.co.nz/jobs.

Excellence Award winners announced

The Trusts are proud of our 300-plus team members who work incredibly hard to bring their 'A-Game' to work every day, striving to turn customers into fans. One of the many ways we show our appreciation is through our annual Excellence Awards held in August. Congratulations to all nominees and winners, and thanks for your continued hard work and commitment.

Winners of the Wests Best awards this year were:

Mates Award

[Wayne Gough - Retail Support](#)

Giving Back Award

[West Liquor Westside](#)

A Game Award

[Haylee Opetaia](#)

A Game Award

[Anton Hapeta](#)

Strive Award

[West Liquor Kelston](#)

Hospitality Venue of the Year Award

[Quality Hotel Lincoln Green](#)

Retail Manager of the Year Award

[Pardeep Singh](#)

Hospitality Manager of the Year Award

[Abhilash Patwari](#)

Retail Store of The Year Award

[West Liquor All Seasons](#)

Improving how we communicate with the community



We have continued to up our game in how we communicate with you about the performance and benefits of your Trusts. This has included providing more information published in print and digital formats, a new 'InfoHub' at www.thetrusts.co.nz/about, a comprehensive annual report (available online) and continuing to develop *OurWest* magazine.

Social media continues to be a popular medium for people to stay informed about your Trusts. We have extended our presence across Facebook, Twitter, LinkedIn and Instagram. Content about defibrillators, first aid kits and posts addressing common misconceptions about The Trusts were the most popular posts in the first half of this year.

Locally elected representation

As well as a number of social media posts encouraging community members to consider standing and encouraging the community to exercise their opportunity to vote for Elected Members from their local neighbourhood to represent them on The Trusts, we held two information evenings for aspiring candidates. As in previous years the election process was undertaken by independent Election Services Ltd alongside other local body elections.

Portage Licensing Trust received 18 nominations for 10 Elected Member positions (two fewer than 2016), with all wards contested except Kelston. The Waitakere Licensing Trust received 16 nominations for seven positions (the same number as 2016) with all wards contested. Results were yet to be received at the time this update was published.





giving back

www.thetrusts.co.nz