

# HSM STAFF UPDATE

[www.hsmgroup.co.nz](http://www.hsmgroup.co.nz)

## Overview by CEO

As the year draws to a close, I've been reflecting on its highlights and the successes of the HSM team. New joiners over the year have really settled into their new roles, and with some team restructurings having enhanced and streamlined processes we are well placed for a good start to 2025.

Highlights have included celebrating ten years with HSM for both Debbie Coyle and David Rykers, a focus on increased training opportunities for staff, getting involved in youth programmes which seek to encourage awareness of career opportunities available to them including at HSM and showcasing HSM at the local home and garden show at McLean Park at the end of August. I am also pleased to announce our support for Family VIP Services in Napier and Hastings.

I look forward to celebrating our successes over the year with you all at the upcoming Christmas party – details to follow.

## HSM takes a stand at Home Show

Bryce organised a stand for HSM at the Hawkes Bay Home & Garden Show held at McLean Park in Napier over three days at the end of August/beginning of September. Bryce, Daryl and Nick all had stints manning the stand and fielding enquiries about HSM, with Matt also lending support including a very welcome lunch delivery for them all. The marketing materials Bryce designed and organised looked impressive, as did Daryl's camera set up to illustrate the different security products on offer. It was a good opportunity to raise HSM's profile and get some leads, especially for the residential market.



## Residency:

A number of staff have joined the ranks of NZ residents during 2024. Congratulations to Harshil on getting his resident visa, while Kasuni, Rudi and Jay-ar have all become permanent NZ residents with Elvie hoping to join them very soon.

## Celebrating our coffee machine:

Our coffee machine was recently sent away for repairs, causing much distress to some staff members. Matt kindly stepped in and did a coffee run. On its return, we discovered it has produced 24,000 coffees which at an average cost of \$5.50 to buy at a coffee shop, is an overall saving to staff of \$132,000!



## Staff news

This quarter has been a particularly busy one in recruitment for the sales team, with Nikki Steadman joining us as a Business Development Manager and Tim Parkes as an Account Manager. The fire division is also looking forward to a new Fire Operations Manager, Dave Vearer, joining us on the 18<sup>th</sup> of November, which will enable Brent to focus solely once more on the guarding and monitoring divisions. Jay-ar has moved from the office to working full time as a night patrol supervisor and also working part of his time for monitoring, which is giving him more time with his young family.



**Tim and Nikki**

Since August, the security officers' team has welcomed several new joiners including Champika, Bless, Alkaid, Warren and Bill. Jimmy Thompson will also be joining us again over Christmas to provide cover at New World Whanganui. Monitoring has welcomed Shekina Lesa-Sipaia and Breeze Paku, while Paige Stevenson and Tania Pira will be joining HSM again over the Christmas period to help out.

## Golf day

Matt, Bryce and Jay tore themselves away from their work to take part in the annual Hastings Karamu Rotary Golf Tournament held at Maraenui Golf Course, to raise much needed funds for the Canford Hospice operating costs.

The three of them had their own separate competition for 'shot of the day', which was awarded to Matt although there seemed to be some mumbblings to the contrary on the matter. Matt strongly suggested to Jay that he give a speech and award the trophy to him for his superb shot. Jay looks like he may be having trouble parting with the trophy.



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## Family VIP Services

HSM has recently started supporting Family VIP Services here in Napier and Hastings, which Matt feels has a great synergy with HSM's ethos of protecting what matters. Their vision is dedicated to helping Hawkes Bay families to live free from violence and to create an environment which protects, guides and supports families affected by violence and abuse. Recently Matt and the senior management team supported a fund raising event, attending an inaugural Gala Dinner & Charity Auction at Elephant Hill.



## Golfing charity tournament

Congratulations to Jay who held another of his charity golf tournaments in October, raising approximately \$5,200 for The Children's Heart Hospital in Fiji, the Sri Sathya Sai Sanjeevani Children's Hospital. A thanks from Jay to all his HSM colleagues who contributed funds or prizes or raffles including a generous donation from Matt as HSM's contribution, a Panasonic sound bar from Sophia and a juice extractor and wine from Edie.



## Customer feedback

We have received some great feedback recently and will share a few highlights in this and future staff updates as a regular feature:

**Fire/Sprinklers:** *to Brent re all those who worked on the installation at Sarjeant Gallery Whanganui: thanks to you and in particular the guys that toiled away days/nights on end to get it done. RCP (Project Manager).*

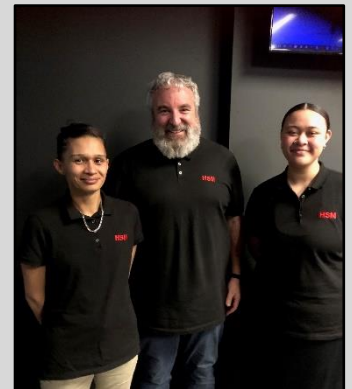
**Security Installations:** *We are extremely pleased with the outcome of our security installation and Kini Tauyavu was very helpful...very respectful and totally professional ...so overall we are very happy customers: Jay at JMIA Automotive*

**Guarding:** *Kelvin Robinson gets on well with customers and staff and is quick to respond to security matters, deescalating situations when required: New World Whanganui. Champika Liyanage is friendly to customers and does his rounds regularly, Ava Olano is always punctual and professionally presented and Renae Tapara is always alert and observant to her surroundings: Napier Aquatic Centre. Bill Ruawai is amazing at his job: PaknSave Hastings.*

Thanks to all of those who are quietly doing a great job for HSM and its customers – there may not be room enough to list you all, but your efforts and hard work are appreciated. Feedback from other divisions next time!

## New uniform

This year we have started using a new uniform supplier and have introduced a new black polo shirt, currently being sported by our sales team and monitoring team members, as well as by our senior management team. Monitoring operators Alex and Shekinah are seen modelling the new shirts together with Brent.



## Level 3 Qualification

Congratulations to Zamir, who recently obtained his New Zealand Certificate in Fire Detection and Alarm Systems Level 3. It's not always easy to put in the study hours after a long day at work, and we appreciate his and other employees who are going the extra mile to upskill and gain these qualifications.

## Halloween Celebrations

Liz kicked off Halloween by delighting the office with a spectacular pirate costume which included a pouch of chocolate gold coins for those whose behaviour merited them (no, not Brent). Jasima the witch joined her as did Elvie the cowgirl who adopted Brent as her horse, even bringing him in a bunch of grass for his lunch which he failed to eat. Disappointing,



**CORE VALUES:**  
**P.O.L.I.T.E.**

- P PROFESSIONALISM**  
Consistently applying a professional image, accurate representation of the company. Take pride in representing HSM. Be the best. Continuous learning. Act with integrity and respect.
- O OWNERSHIP**  
Responsible for your actions, roles and responsibilities. Act with integrity and respect. Ownership.
- L LEADERSHIP**  
Lead by example. Be accountable for your actions. Get and others will follow.
- I INTEGRITY**  
Maintain integrity towards all stakeholders. Our integrity as individuals, our trust and confidence of our service.
- T TALK**  
Talk clearly internally & externally. Be a positive role model. Be a role model from the point of view of colleagues.
- E EXCELLENCE**  
Consistently strive for excellence. "Excellence."