



TCF

TEXTILE CARE FEDERATION of New Zealand Inc.

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Christmas greetings from the President

Hi all

Another year is coming to a close, and I am sure that like me you are thinking, where did the last one go? They seem to zoom past as the years tick up on the clock.

It has been an interesting year. There appears to have been a lot of shuffling behind the scenes in the laundry sector and is set to be an interesting one also coming with the possible arrival of the Compass Group into the market place. Drycleaning wise, I know of a few Drycleaning operations that have been sold to competitors, and this seems to reinforce the view that the smaller operations are being consolidated into bigger operators.

Also next year is the Textile Care Biannual Conference being held in Wellington at Rydges Hotel on the 12-14th September. It is building to be a great event, with the planning well under way. So book it into your calendar now.

You might have heard that PaMPITO has merged with Competenz. This is a good thing for our industry as the size and financial clout that they have means that their ability to resource the Drycleaning and Laundry industries is great. I have already seen the results of this, and with some others are working on the NZQA units for the Drycleaning certificates and Apprenticeship.

I hope you all have a very Merry Christmas and Happy New Year. And look forward to catching up with you all in the New Year.

Kind regards,

Ricky Brackfield



If you have any information you'd like to share via this newsletter please contact:

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021 244 5008

Garment Testing



New Zealand Wool Testing Authority Ltd (NZWTA) is the leading wool and textile testing company for the independent sampling and testing of many textile products. They also offer a range of what they call 'garment damage services' - verbal for \$73, written comments (no testing) \$178 and \$240 for a written plus one test.

The TCF committee discussed the services NZWTA offer and agreed that the main advantage they provide to TCF members is that you can engage with them better than Australian or American garment testing providers and are probably more affordable due to being local. Lorraine Greer is the Textile Testing manager at NZWTA and says 'it

actually takes rather a lot of time to process complaints because each one is different and I find I have to do a bit of delving to get the full background".

We hope to have someone from NZWTA at the TCF conference in September 2014 to tell us more about the various testing processes and recent findings.

Reminder: Remember to use customer disclaimer where you feel there'll be a risk with garments brought in—a copy is available at www.textilecare.co.nz.

For more information on NZWTA and to see what Textile Testing Tests are available or to download a Testing Services Request Form, go to:
www.nzwta.co.nz/textile_testing/index.htm



Supplier Profiles: SPOT Computer Systems & Rose's Alterations



Richard Beechey and his wife Rachel have been involved with Rose's Alterations for over 20 years and have owned it for approx 14 years. Working at Rose's was Rachel's first job and she was employed largely because the owner at the time was very impressed

that she travelled from Taranaki for the interview and didn't expect that she would actually show up. Rose's is Auckland's largest single site clothing alteration/tailoring business with close to 30 staff serving the retail and wholesale markets across Auckland from their site in Epsom.

In 2003, after being the victim of a couple of employee fraud cases they went looking for a Point-of-Sale system to provide them with some security and additional management and marketing tools. After a long search they came across Westgate Software in Salt Lake City, Utah and their product "SPOT". After visiting with them in Utah they took a leap of faith and installed the product with no local support, it quickly became apparent that they were onto a game changer within their business so established SPOT Computer Systems Australasia and became the distributors of SPOT in the NZ and Australian markets. After some early support from Gordon Craig and a number of other Apparelmaster operators and a few years of measured growth they now have over 110 installations across approximately 70 sites on both sides of the Tasman with another 5 sites already booked for installations early next year.

Over the years the SPOT product has developed significantly

with the recent addition of an extremely cost effective SMS text messaging option and they are soon to launch a locally hosted cloud solution which will provide many new and exciting features including a browser based Dashboard for anywhere access to the operator's business heartbeat, customer iOS and Android mobile apps and a wide range of marketing tools along with an extensive list of other features.

Bringing SPOT into Rose's has allowed Richard and Rachel to be a little more hands-off with key reports emailed overnight allowing them to can keep an eye on production, sales, staff communications etc without having to be physically on-site. This has allowed them to actually 'work-on' rather than being bogged down by 'working-in' the business.

With the changes in the economy over recent years and with greatly increased competition in the clothing alteration/tailoring business they have been able to be very responsive to changes in the market. They have now expanded their offerings to include out-sourced drycleaning, on-site fittings and they specialise in undertaking corporate and team tailoring services, typically with extremely tight deadlines. They have recently undertaken the fittings for the All Blacks formalwear which is sure to have helped in the AB's success! They have also recently undertaken work for a number of the provincial rugby and cricket teams, the Warriors and the Rugby League Kiwis along with a number of corporate businesses.

To get in touch with Richard or Rachel email them on the addresses provided below. We may even see one or both of them at the 2014 TCF Conference.



Roses Alterations Limited

Richard@roses.co.nz

www.roses.co.nz



SPOT Computer Systems Australasia

Richard@spotcs.co.nz

www.spotcs.co.nz

TCF Members networking events

It has been great to see that each of the TCF regions have hosted a networking opportunity for the members in their area. Auckland hosted a golf tournament in May for the upper north island members, Wellington had an information session for the lower north island members in August and recently the members in the South Island caught up for their AGM and enjoyed catching up with colleagues over a drink. Central north island members took the opportunity in October to get together at the Tauranga RSA for a dinner and to farewell Ross and Pat Clarry who sold their Baywide Drycleaning business after 29 years.



Part of your membership subs are put aside especially for this purpose so keep an eye out on future editions of the newsletter to see when there will next be a get together in your region or feel free to contact your regional representative if you would like more information and/or have an idea for a networking opportunity:

Upper N.I.: Doug Graham (doug.graham@spotless.co.nz) or Clive Evans (cevens@goodequip.co.nz)

Central N.I.: Shaine McMurtie

(pristinedrycleaners@xtra.co.nz)

Lower N.I.: Roy Williams (roy@williamsdrycleaners.co.nz)

Canterbury: Greg Irvine (office@maxwellsdrycleaning.co.nz)

Otago/Southland: Rick Wellington (rick@preens.co.nz)

Welcome to new members—Tellen Systems

Tellen Systems NZ Limited has recently joined the Textile Care Federation as an Allied Trader. This company has been a leading specialist in technology and communication systems for more than 20 years servicing a broad range of industries across New Zealand. Accessing the world's leading technology brands the Tellen Team were appointed the Girbau distributor for New Zealand in August 2013.

Girbau is a family owned Spanish company and is this year celebrating 50 years of success in establishing itself as one of the main international groups in the manufacture of equipment for all types of laundries regardless of size or activity or sector. It has four production centres in Spain and France specializing in the different product lines that comprise an industrial laundry facility.

Girbau currently has 13 branches around the world and is represented in 80 countries. Through continuing research and development Girbau is at all times striving to improve equipment efficiency and quality having won numerous awards for energy and water management.

The Girbau range of products are part of the tailor made solutions offered to the healthcare, commercial, industrial and hospitality sectors.

Tellen specialist's design and market systems offer ongoing support and maintenance of equipment 24/7/365. Tellen is committed to providing the latest in leading edge technology to its clients to ensure businesses can operate more efficiently, effectively also offering innovative finance solutions to help businesses.

Pictured is Mr Gavin Moodley, Operations Manager (right) welcoming their new Business Development Manager Franc Brence (left) to Tellen Systems. Franc can be contacted on **021 536 607** to organize a visit to your site and provide information on the wide range of Girbau Products.



Filterfab Award—Are you gonna be in to win?

What is the Filterfab Award?

This is a study award with the aim of encouraging people within the laundry industry to learn about specific areas of the business they are involved in, with the long term intention that over time the whole New Zealand industry benefits and improves from the knowledge gained by the award winners. The award is for the people working directly in the laundry industry and could be a Production Manager, a Production Supervisor, an Engineer or a Customer Service person etc, and someone that wouldn't normally get the opportunity to travel abroad and experience the global laundry industry!

How do I apply?

Application forms are available on the Filterfab website (<http://www.filterfab.com/index.php?page=awards>), the TCF website, or from your local Filterfab rep. The TCF newsletters will also keep us up to date with the process as the 2014 conference nears.

What does the selection process involve?

Short listing will be based on the candidates CV's and "Five questions" - (five questions about issues the candidate finds a challenge in their job every day, that they would seek to find the answers to, from everyone that they visit on their trip, should they be the winner.) The applications are shortlisted to approximately 6 individuals that will then face a panel of judges for a half hour interview on the Friday of the conference. They will also be required to speak briefly to the conference attendees, mainly to introduce

themselves and express their intentions of what they expect to achieve if they were to win - (the five questions)

What do I win?

The prize is an "around the world air ticket" with ten day's full accommodation, meals and transport. It also includes entrance tickets to the International Laundry show whether it be Frankfurt in Europe or the Clean Show in America. The winner is expected to visit the parent company of Filterfab in England. The winner is also encouraged to visit as many plants and manufacturers as possible to broaden their knowledge. The winner is considered an ambassador of the New Zealand Laundry Industry.

What are the timeframes for the Filterfab Award?

The applications are invited in the six months leading up to, and close 28 days prior to the bi-annual TCF conference (in 2014 this will be 12-14th September). The short listing is done in the month leading up to the TCF conference, and the final judging process is on the Friday of the conference with the winner being announced at the Saturday night function.

Keep an eye out for the next TCF Newsletter where you will find tips on how you can prepare for entering the Filterfab Awards, what you could/should be learning/focusing on, who to contact for assistance including past winners.

This is a great opportunity and past winners have found that 'if at first you don't succeed...try again!'. The learnings along the way make it well worth entering.

IMPORTANT! Health and Safety Changes are just around the corner!

Doug Graham recently advised fellow TCF Committee members that HAZNO legislation which forms the backbone of dealing with hazardous substances/dangerous goods, administered by local bodies is about to change.

New legislation going through in 2014 will result in more inspectors coming in under the Ministry of Building and Industry – they will be adopting Australian guidelines (which follow the English guidelines). Therefore we can expect in our industry that things like boiler inspections, random health and safety inspections could be done, without notice, more regularly due to more resources now being allocated to this task. One thing in the laundry industry will be to have records that show staff have been appropriately tested in relation to exposure to chemicals as per regulations.

Below is an overview of what the changes will provide, bearing in mind these are planned to be rolled out in stages, with work safe to be established December 2013 and proposed changes to be discussed & implemented starting from June 2014 - December 2016.

"Working Safer - A blueprint for Health and Safety at Work." is the most significant reform in New Zealand's workplace Health and Safety in 20 years, outlines the changes needed to improve Health and Safety at work.

The new changes to Health and Safety in New Zealand will provide;

- Greater clarity through legislation, regulations and guidance
- A clearer Hazardous Substances Regime
- Introduction of Health and Safety Professionals Alliance (HaSPA) - a representative body for Health and Safety Professionals
- An improved data and research function, to gain better information to understand and reduce workplace accidents and injuries.

There will also be a focus on building the capability of WorkSafe New Zealand, to ensure it is able to regulate Workplace Health and Safety and ensure **workers are aware of their obligations and rights**, and are **adequately trained** to ensure they have the knowledge and skills to **keep themselves and their colleagues**

healthy and safe at work.

Greater clarity through legislation -The new Act - "Health and Safety at Work Act" will;

- Be based on the Australian Model law
- Be up to date and will ensure consistency for trans-Tasman business.
- Provide clearer obligations for duty holders
- Be backed up with Regulations, approved Codes of Practice, Standards and Guidelines, to make it easier for businesses and workers to understand and fulfill their roles and responsibilities
- Emphasise making sure duties are allocated to people in the best position to manage and control risks to health and safety.

There will also be an introduction of new compliance and enforcement tools, including stronger penalties and Court power, such as corporate manslaughter, as well as cost recovery mechanisms for prosecutions.

Creating a Clearer Hazardous Substances Regime -

A clearer regime will provide greater understanding for using and managing hazardous substances, with an aim of reducing workplace illness, improving overall occupational health of these workers, and reducing the both financial and time costs associated with complying with two Acts, the HSE Act and the HSNO Act.

Establishing a Health and Safety Professionals Alliance -

This will provide more consistency across the Health and Safety Consultant Profession. It will help duty holders find high-quality advice and provide a representative professional body for Health and Safety Consultants to engage and consult with the government.

For more information see "Working Safer - A blueprint for Health and Safety at Work."

A copy of the "Working Safer—A blueprint for Health and Safety at Work" is available to members on the new TCF Members Document Manager (see below).



TCF Members only—Resource Centre

A secure resource centre / document manager has now been set up—this is a resource site for TCF Members only, unlike the resource centre on the Textile Care website which the general public can access.

Members will be able to access resources such as Health and Safety documents, Employment Agreement templates as well as access minutes from the TCF Committee meetings and AGM. In the future we aim to add marketing tools and other resources to this.

Every member will receive an email inviting them to go to the secure site and create their own password. You will then be able to download and read / use the documents. If you have any problems, spot any errors, have documents you would like uploaded onto the site to share with others or suggestions of what more you would like to see added to the site over time, please do not hesitate to contact belinda@textilecare.co.nz.