

OPERATIVE

Welcome to Plato, Christchurch's most customer focused design agency. We are a creative, full-service agency which means we can provide everything you need for design, websites and marketing under one roof - at very affordable rates.

REFRESHINGLY DIFFERENT

IN MANY WAYS

We pride ourselves on our core values and keeping to our promises.

Our key points of difference include:

- Our positive can-do attitude
- Our fanatical focus on customer service
- Our ability to work to extremely tight deadlines
- Our transparent and cost-effective fee structure
- Our attention to detail
- Our focus on long term relationships, not short term gains

Our team has extensive knowledge, experience and the capacity to work on small, medium and large projects.

Innovation is a way of life here, which provides our clients with access to a flow of new thinking and creative solutions.

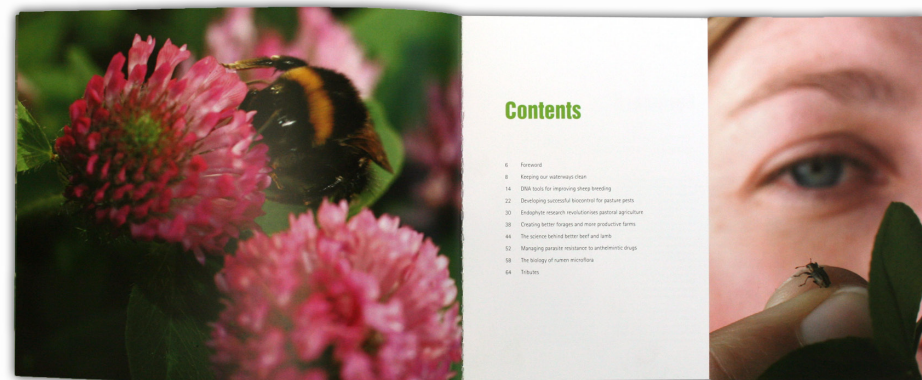
WHAT'S **REFRESHINGLY**
DIFFERENT ABOUT PLATO
IS THAT THEY ARE NOT
'PRECIOUS' ABOUT THEIR
CONCEPTS AND CAN TAKE
A ROUGH VISUALISATION
AND EXECUTE SUPERBLY.

GARETH RICHARDS — GROUP COMMUNICATIONS MANAGER,
TAIT RADIO COMMUNICATIONS

agresearch

Farming, Food and Health. **First™**

*Te Ahuwhenua, Te Kai me te Whai Ora. **Tuatahi***



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Keeping our waterways clean

By international standards, New Zealand lakes and rivers are still clean. However, protecting our waterways from urban development and agricultural land use is becoming a challenge.

The Science, Land & Environment Section at AgResearch has been part of a project to assess the environmental impact of farming on water quality. The project is a joint venture between AgResearch and the Department of Conservation. The project is a joint venture between AgResearch and the Department of Conservation. The project is a joint venture between AgResearch and the Department of Conservation.

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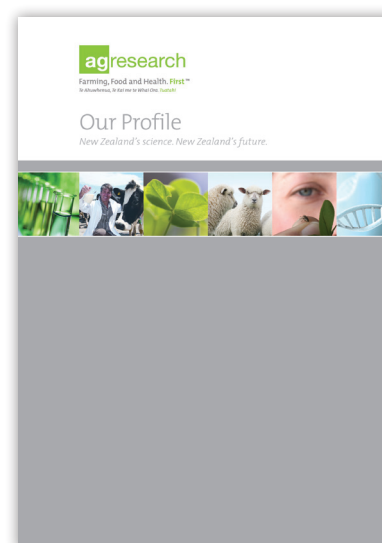
Creating better forages and more productive farms

Efforts for livestock farms productivity often focus on improving pasture growth for sheep. But farmers have been able to feed their livestock.

Forage quality and intake considerations are an essential part of any farm's productivity. However, little is known about the factors that affect forage quality and intake. This report provides a comprehensive overview of the factors that affect forage quality and intake.



The project is a joint venture between AgResearch and the Department of Conservation. The project is a joint venture between AgResearch and the Department of Conservation. The project is a joint venture between AgResearch and the Department of Conservation.



agresearch
Farming, Food and Health. First™
In AgResearch, it's all about the future.

Our Profile

New Zealand's science. New Zealand's future.

CORPORATE PROFILE



agresearch
intouch
October 2010



Funding allows test to combat nematodes and benefit farmers

Funding from Beef + Lamb New Zealand into the Oviata Consortium resulted in the commercial release of a revolutionary test.

The CARLA™ Saliva Test is a revolutionary test for nematodes. It is a test that can be used to identify nematodes in a field. The test is a test that can be used to identify nematodes in a field. The test is a test that can be used to identify nematodes in a field.

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Unique fabrics launched at New Zealand Fashion Week 2010 to find commercial partners

Four unique new AgResearch fabrics made from wool were launched during New Zealand Fashion Week 2010 in September. The aim was to attract the attention of potential commercial partners who could manufacture the fabrics and take them to market.

See the short video of the collection at <http://www.agresearch.co.nz/images/fabricsnewzealand2010.pdf>.
See photos of the Runway Show collection at <http://www.agresearch.co.nz/images/fabricsnewzealand2010.pdf>.
Contact: info@agresearch.co.nz



See the CARLA™ Saliva Test at <http://www.agresearch.co.nz/images/fabricsnewzealand2010.pdf>.
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Keeping our waterways clean

By international standards, New Zealand lakes and rivers are still clean. However, protecting our waterways from urban development and intensified land use is increasingly a challenge.

The Climate, Land & Environment Section at AgResearch has a diverse portfolio of projects aimed at improving water quality, which has become a priority for both the Government and the agricultural sector. These projects are integrated in practice and collectively provide a good understanding of the impacts of land use on water quality in New Zealand. The impetus for these studies is the current upward trajectory in contaminant losses from farms to waterways.

developing strategies and practices to reduce such nutrient losses and thereby mitigate the impacts of farming on water quality. Here are a few of the AgResearch projects being conducted across New Zealand to help protect our lakes and rivers from further degradation.

Lake Taupo

Ledgard, the team included biophysical researchers, modellers, farm system researchers and social scientists. The work focused on nitrogen as a major controller of algal growth and hence visibility.

At the start of the project, the team did fundamental work to understand the details of nitrogen flow and developed a model that characterised and quantified the key factors determining nitrogen leaching losses. This model was then integrated into a decision-making tool called OVERSEER®, which enabled scientists and others to identify the main factors influencing leaching and to predict nitrogen run-off responses in different soil and weather conditions under different application regimes.

Science Review 2010

agresearch

Contents





LOGO



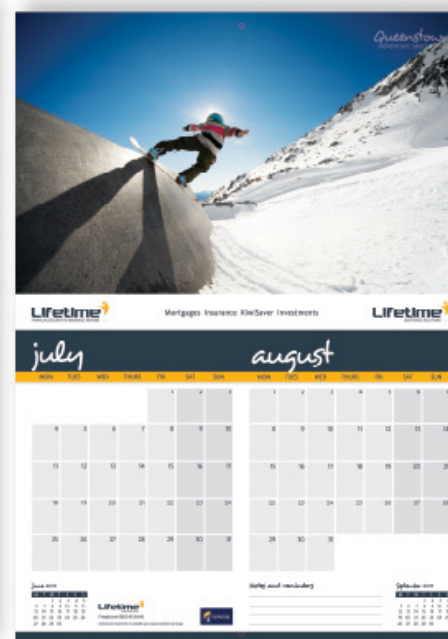
VEHICLE SIGNAGE



PULL-UP BANNER



CALENDAR 2011



**BIG AGENCY
EXPERIENCE**

SMALL BUSINESS

APPROACH

Our aim is for all of our clients to feel like they are our only client, by exceeding their expectations on every project. We focus on proactive communication so you are never left in the dark.

Working with large corporate companies, we have a wealth of knowledge and marketing experience to transfer to businesses, regardless of their size, to help them grow and achieve their goals.

As a team we always step up to the mark and stand-by every project we commit to. Our testimonials all reinforce that we 'go the extra mile' and do whatever is necessary to get the job done.

Nothing is ever too much trouble. We are a team of passionate individuals that all carry the same core values of putting our clients first. If it matters to you, it matters to us.



WE
OUR K
PERFORM
ORGANISATIONAL STRUCTURE
OF THE YEAR
IMPORTANT HIGHLIGHTS
REPORT FROM THE CHAIRMAN

REPORT FROM THE CHIEF EXECUTIVE
REPORT FROM THE CHIEF EXECUTIVE
REPORT FROM THE CHIEF EXECUTIVE

TRADE REVIEW

SUPPORTING OUR PEOPLE

MANAGEMENT

SUPPORTING OUR COMMUNITY

SUPPORTING OUR ENVIRONMENT

INVESTOR RELATIONS

CORPORATE GOVERNANCE

DIRECTORS

DIRECTORS' INTERESTS

REPORT FROM THE DIRECTORS

REPORTING OUR FINANCIALS

STATUTORY INFORMATION
DIRECTORY
GLOSSARY



Welcome

To the 2010 Annual Report of Lyttelton Port of Christchurch (LPC). We are proud to present this overview of what your port has achieved in the last year, where we excelled, and how we plan to build on those results in the future.

Our key OBJECTIVES

Under a guiding principle of "Fast, Efficient and Safe Turnaround" in everything we do, our key objectives are:

- To be our customers' port of choice
- To be an employer of choice
- To match resources with needs
- To be environmentally and socially responsible
- To be profitable

OUR VISION

To be a world-class supplier of port services



Reporting HALF YEAR RESULTS

Financial Results

Although the good economic conditions delivered major challenges, the Company achieved a significant 66.7% rise in trading net profit to \$6.1 million for the December 2010 half year, compared with the same period last year. This is before the effect of the 4 September earthquake is taken into consideration. Revenues for the six months rose 2.0% to \$44.4 million. This is an extremely pleasing result.

Operating expenditures tracked to flow with revenues, after allowing for the original temporary repair costs undertaken on the wharf and further structures since the September earthquake. These costs have been largely offset by insurance recoveries received to date.

Earnings before interest, taxation, depreciation and amortisation (EBITDA) were \$12.2 million for the half year, an increase of 31.6% on the previous year. However, damage sustained from the earthquake and the need to comply with International Financial Reporting Standards resulted in an after-tax profit of \$2.0 million for the 2010 half year. This impacted both depreciation and the taxation expense, and following their year-on-year adjustments, the net loss after tax for the six months was \$30.1 million.

The Directors resolved to defer the payment of dividends until further insurance proceeds are received, until an assessment of damage from the earthquake on 22 February 2011 is completed, the total financial impact will be unclear, making it difficult to forecast a full year result.

Trade Volumes

Container volumes showed solid growth with a rise of 35% over the comparable period last year to 157,000 TEUs. Our second half of the financial year is increasingly stronger than the first half so we anticipate full year volumes will exceed those of last year, despite the temporary slowing of trade caused by the earthquakes.

Coal volumes were an impressive 2,363,800 tonnes, an increase of 47.5% compared to the same period last year. Despite the tragedy at Pike River, total coal volumes for the first year are expected to exceed those of last year.

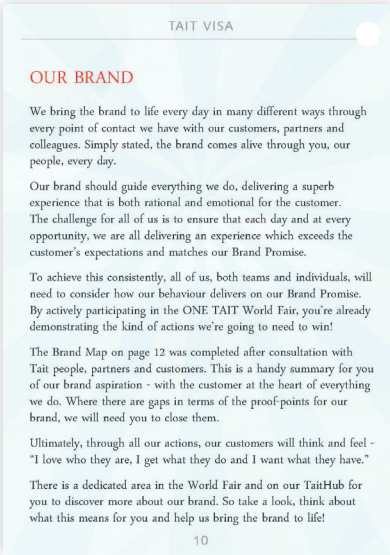
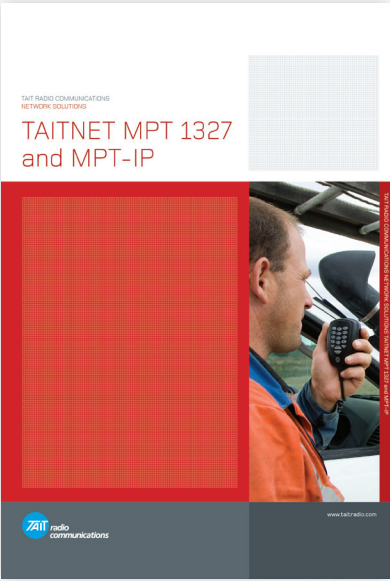
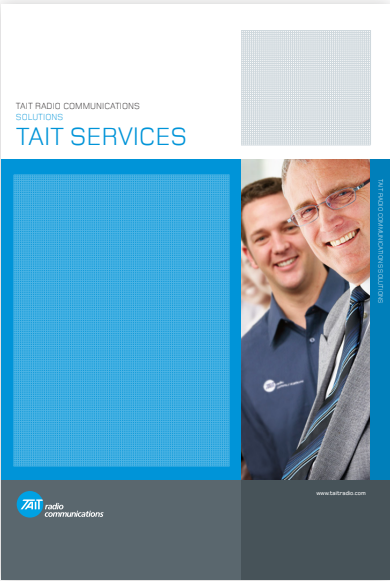
Fast imports were down 6%, compared to the same period last year, and this shortfall is unlikely to be recovered in the second half of the year. The Port's oil berth held up well following the February earthquake and was able to berth fast imports within three days in order to deliver essential supplies to the Canterbury region.

Curries Road Land Investment

The Company has purchased 2.3 hectares of industrial land at Curries Road. Adjacent to LPC's Container Wharf, the property has existing benefits generating market revenues.

Citydredge is located six kilometres from the main port and is LPC's 34 ha leased port. It has the capacity to store up to 7,000 containers, and is one of the most substantial all-weather operations in New Zealand, offering both road and rail interchanges.

With the addition of new customers, all Citydredge operations have grown significantly and this latest investment will be added to enhance logistics services for customers over the longer term.





AFFORDABLE

DESIGN, WEB & MARKETING

We are experienced at working within tight budget constraints without compromising on quality or execution. Although we are a cost-effective option, the quality of work we produce is second to none.

We are an ideas company. We customise creative solutions specific to our clients needs and most importantly to a budget.

Our pricing is realistic and we don't charge account management fees.

We always have our clients best interests at heart. We turn quotes around quickly so our clients can make accurate and educated decisions on budgets for their projects.

There's no such thing as something that can't be done.

PLATO ARE CREATIVE,
OBLIGING, RESPONSIVE,
EFFICIENT, **COST-EFFECTIVE,**
FUN AND EASY TO WORK
WITH ”

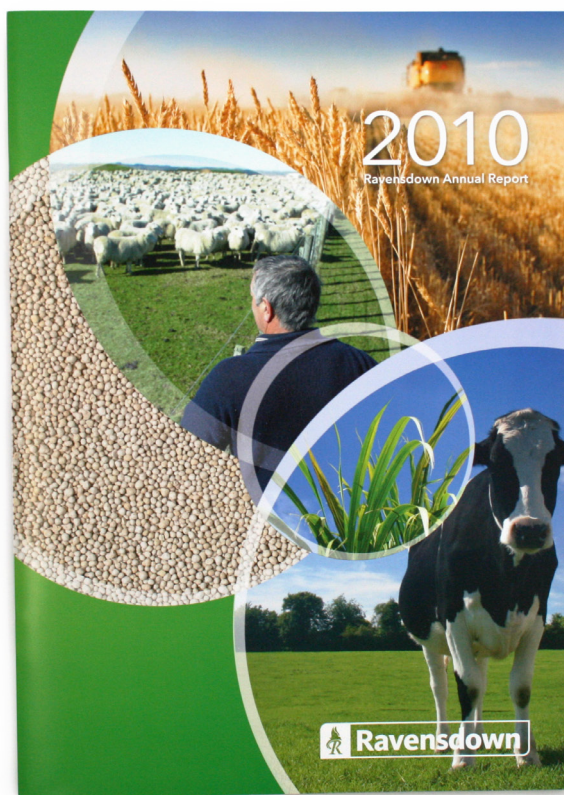
JANET WRIGHT - GROUP MANAGER CORPORATE
COMMUNICATION, RAVENSDOWN



Ravensdown



PACKAGING



ANNUAL REPORT 2010



 **Ravensdown**



The New Zealand Agricultural
Greenhouse Gas Research Centre
Officially opened by
Hon John Key
Prime Minister
March 17, 2010



NEW ZEALAND AGRICULTURAL GREENHOUSE GAS Research Centre



Highlights 2010



Chairman's Report

New Zealand is in the unique position for a developed country of having an economy dependent on the primary sector, with 44% of export earnings derived from agriculture - however currently about half of our nation's greenhouse gas (GHG) emissions come from livestock agriculture. It is therefore imperative that we develop and implement solutions to abate livestock emissions.

The New Zealand Agricultural Greenhouse Research Centre (NZAGRC) has been established to complement and build on the existing research efforts of the Centre's research members, AgResearch, DairyNZ, Landcare Research, Lincoln University, Massey University, NIWA, Plant & Food Research and Scion. In addition, the NZAGRC is adding to the already significant investment of the Pastoral Greenhouse Gas Research Consortium, particularly in methane work.

It is vital that this nationally coordinated research effort across methane and nitrous oxide mitigation and soil carbon leads to solutions that are strongly adopted by the agricultural sector - and that enable New Zealand to meet its international obligations - and to assist other countries in doing this.

It is important to acknowledge the New Zealand Government for its decision to establish the NZAGRC and its investment over 10 years of \$48.5 million. Excellent collaboration ensured that the Centre was established in a matter of months and quickly began operating. This required huge and valuable efforts across all of the nine member organisations and in several government agencies, with Harry Clark's leadership being instrumental. I sincerely thank you all for this.

I look forward to 2011/12 being a very productive and successful year!

Peter Benfell
Chair of NZAGRC Steering Group

Director's Report

Although we only officially opened at the start of March 2010, it has been a busy few months here in Palmerston North at the newly refurbished NZAGRC office.

The NZAGRC long term research programme has been signed off by government with significant input from a range of talented, senior scientific experts. The research programme includes approaches to reduce methane and nitrous oxide emissions, increase soil carbon sequestration and to develop the tools needed to design novel, practical and credible farm systems that maintain/enhance profitability while reducing GHG emissions. Eight Principle Investigators (PIs) have been appointed from across the member organisations. The PIs are responsible for managing the science teams, the delivery of research and outputs, and building capability within and across the four research areas. An annual review of the research will ensure it remains relevant.

In addition to its science goals, the NZAGRC has broader responsibilities which have been shaped during this year. These include encouraging awareness of GHG issues and mitigation options among stakeholders, providing information to policy makers and developing science and commercial partnerships. The governance structure of the NZAGRC, which involves the Steering Group and two key advisory groups, will be pivotal in ensuring that the Centre meets its responsibilities by keeping one eye on the bigger picture and the other firmly on the operational details.

During the year the NZAGRC and its member organisations have also hosted a range of visiting scientists and policy makers from around the world, including Ireland, Thailand, China and Brazil. Centre researchers and I have presented to groups of industry stakeholders, future PhD students, school children and the general public about the science that is underway and the role of the NZAGRC.

Additionally, I have been coordinating the New Zealand science input into the Global Research Alliance and am looking forward to coordinating the Alliance Livestock Research Group alongside the Netherlands.

I look forward to an eventful and productive 2011/12.

Dr Harry Clark
Centre Director

"I thank all the scientists and support staff who have facilitated the successful establishment of NZAGRC."

Dr Harry Clark

RELEASE

April 2011





The newsletter of the New Zealand Agricultural Greenhouse Gas Research Centre

New Zealand Ruminant Methane Measurement Centre is opened by the Hon. David Carter, Minister of Agriculture

The New Zealand Ruminant Methane Measurement Centre (NZRMHC) was officially opened on 22nd February by the Hon. David Carter, Minister of Agriculture. The NZRMHC is the largest purpose built facility of its kind in the southern hemisphere and provides New Zealand scientists with an enviable opportunity to accurately measure methane emissions from more than 25 ruminant animals at the same time.

Funding of \$12 million from the New Zealand Agricultural Greenhouse Gas Research Centre (NZAGRC) has enabled the building of new respiration chambers for sheep and cattle and the upgrading of an existing building to provide a single purpose designed facility to house all of AgResearch's existing sheep and cattle respiration chambers. The facility houses 24 respiration chambers for sheep and 4 respiration chambers for cattle and allows continuous measurements of methane emissions under highly controlled conditions. The new facility enables the easy flow of animals from the acclimatisation stage to the measurement phase which reduces labour requirements and experimental costs. Animal welfare is a priority and the state of the art building is fully air conditioned to deliver fresh air to the respiration chambers at a temperature and relative humidity which maximises animal comfort; it has a back-up power supply in case of a power cut, and is continuously monitored in case of emergency.

Dr Harry Clark, Director of the NZAGRC said "The new facility provides New Zealand scientists with world class facilities and equipment and clearly demonstrates New Zealand's commitment to reducing agricultural greenhouse gas emissions. Our goal is to develop technologies and practices that reduce agricultural emissions and the NZRMHC will enhance New Zealand's capacity in the methane measurement area and facilitate the forging of the national and international partnerships that are necessary to achieve this goal."

The Hon. David Carter (Agriculture Minister), Dr Harry Clark (NZAGRC Director), Mr Sam Robertson (Chair AgResearch) check out the sheep prior to them going through to the modern measurement chambers.

"Science globalisation is the future"

the key message from the New Zealand Agricultural Green House Gas Research Centre conference.

One hundred and fifty Green House Gas (GHG) mitigation focused scientists, policy makers and industry bodies made the trip to Massey University's Sport and Rugby Institute to attend the inaugural NZAGRC Annual Conference.

The conference was a perfect opportunity to celebrate the NZAGRC's first year of operation, and listen to science, government and industry perspectives on agricultural GHG mitigation initiatives and perspectives. The annual conference is an essential element of the NZAGRC's vision "to be an internationally renowned centre for research and development into agricultural greenhouse GHG solutions".

The Honorable David Carter opened the conference, followed by a speech from the Chief Scientist to the Prime Minister, Sir Peter Buckle. Sir Peter spoke about the need to globalise New Zealand science in order to strengthen the economy and protect social and environmental development. He suggested that "it is important to ensure that we [NZ] are partners in programmes that can benefit New Zealand through access to funding and infrastructure" and emphasised the role played by the NZAGRC as a facilitator for achieving this.

Presentations by New Zealand Government officials completed the day's events. Paul Stocks, Deputy Director General, Policy Science & Economics, Dr Gerald Ryan, Sustainable Land Management and Climate Change Programme, Lesa Hogg, Global Research Alliance, and Jo Tyndall, New Zealand Climate Change Ambassador provided the delegates with an overview of New Zealand's science funding environment and a global context for New Zealand's GHG emission mitigation efforts.

Rod Grant gave a very successful round up of the day and ensured delegates went away with some things to think about. Thanks also go to our dedicated NZAGRC member, the PGRC manager Mark Aspin, who gave a final wrap up at the end of the conference by bringing delegates back to their labs and offices to continue with their work.

Dr Harry Clark, NZAGRC Director, presented an overview of the Centre's achievements in its first year including:

- funding a core set of programmes to 2014,
- developing an NZAGRC science programme that complements and aligns with other New Zealand funding programmes,
- the completion of large capital expenditure projects including the NZAGRC Centre building, opened in March 2010 to the Right Honourable John Key, the New Zealand Ruminant Methane Measurement Centre (opened on the morning of the conference (see page xvi), and the New Zealand Nitrous Oxide Measurement Centre which will be officially opened on April 1st 2011,
- leading New Zealand science input into the Global Research Alliance.

HIGHLIGHTS DOCUMENT 2010

'RELEASE' NEWSLETTER 2011

ATTEN *TO DETAIL*

*Our client list continues
to grow due to our
fanatical focus and
attention to detail of
the work we produce.
Perhaps we can be a little
obsessive-compulsive at
times, but when it comes
to your company, it
deserves nothing less.*

TION



It's our focus to get things right the first time around, it saves you time and money. We put ourselves in our clients shoes, it wasn't too long ago that Plato began, working from home, in a townhouse in Linwood. We now have a CBD office, a growing team of ten and a substantial, loyal client base. Growth through difficult times requires refined marketing strategy, a design and marketing company that you can partner with that is focused on attention to detail.

From concept through design, print and distribution, we ensure we implement checks and procedures so you can rest assured that your brand is in good hands.

To cut a long story short... we care. We know that everyone has their preferences and individual requirements, this is why we tailor our approach for every client.



LOGO

ILLUSTRATIONS



PULL-UP BANNERS





Dear Parent/Caregiver,

Thank you for your enquiry regarding enrolment at Fernside Preschool.

We are currently taking enrolments for our purpose built early childcare centre, located on a picturesque 10 acre property in the country suburb of Fernside (on the outskirts of Rangiora township).

Our facility is a purpose built centre, designed from the ground up to create a positive, fun and effective learning environment. We have over half an acre of dedicated outdoor play area, designed to maximise free open play in a natural environment. Our centre encourages interaction with nature and is surrounded by a custom built farmyard for the children to observe and enjoy.

Fernside Preschool is licensed for 60 children including nursery, toddlers and pre-schoolers and operates from 7.30am to 5.30pm Monday to Friday. There are many options for you regarding sessions available for your children. You are able to choose between 8am to 12pm or 12pm to 3pm. You are also able to extend these standard session times in half hour blocks to suit your needs. The hourly rate per child is \$4.50 per hour for over 2's and \$5 per hour for under 2's.

Please feel free to pop in and see both the centre and the surrounding landscaped area so you can experience the facilities available to the children. I have also included with this letter our centre outline, philosophy and fee structure.

Fernside Preschool is a family owned and operated business. If you have any queries regarding any information included in this pack, or if you would like to discuss enrolment further, please feel free to contact me on 03 313 6733.

Kind regards,



N Baynes

Nicola Baynes
Fernside Preschool Centre Manager




137 O'Shaughness Road, Fernside, Canterbury PO Box 204, Rangiora info@fernsidepreschool.co.nz www.fernsidepreschool.co.nz

LETTERHEAD



Enrolment Form



ENROLMENT FORM

Custodial statement

Are there any custodial arrangements concerning your child? _____
(If yes, can you please provide a copy of a parenting order)

Person(s) who can pick up your child:

Name: _____	Name: _____
Address: _____	Address: _____
Phone: _____	Phone: _____
Name: _____	Name: _____
Address: _____	Address: _____
Phone: _____	Phone: _____

Person(s) who cannot pick up your child:

Name: _____	Name: _____
-------------	-------------

General Information

I agree to my child being observed, photographed and evaluated by centre staff, and records kept. Signed: _____

I have viewed the sleeping facilities and read the sleeping policy.
Signed: _____

Doctor: _____ Phone: _____

Is your child up to date with the immunisation required by this service?
(If so, please bring in verification) _____

Has your child a special requirement, including illness, allergies or medication?

Permission to go on short local outings/walks? _____ Signed _____

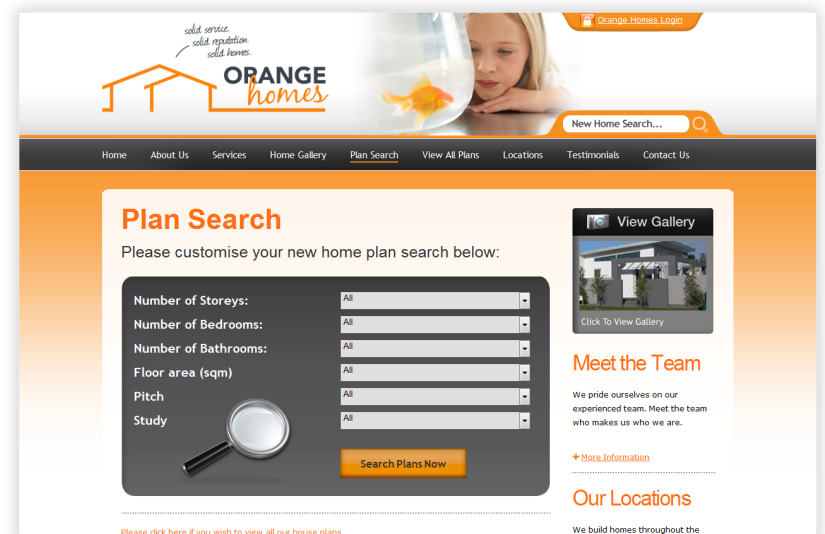
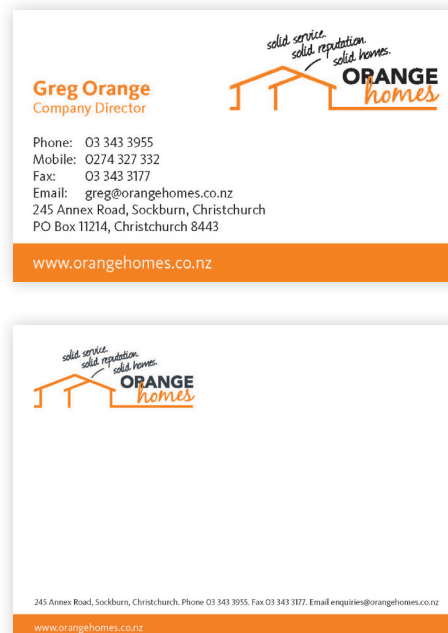
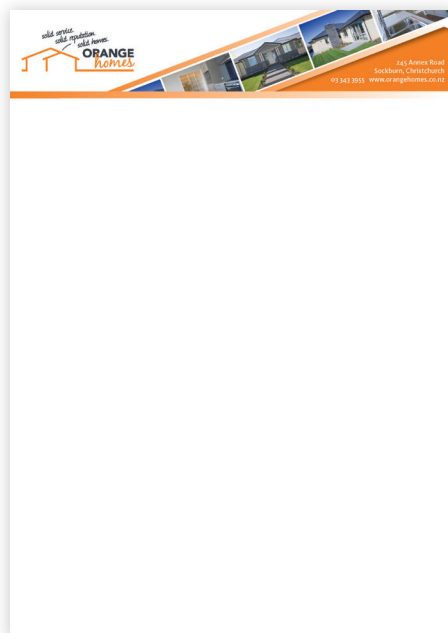
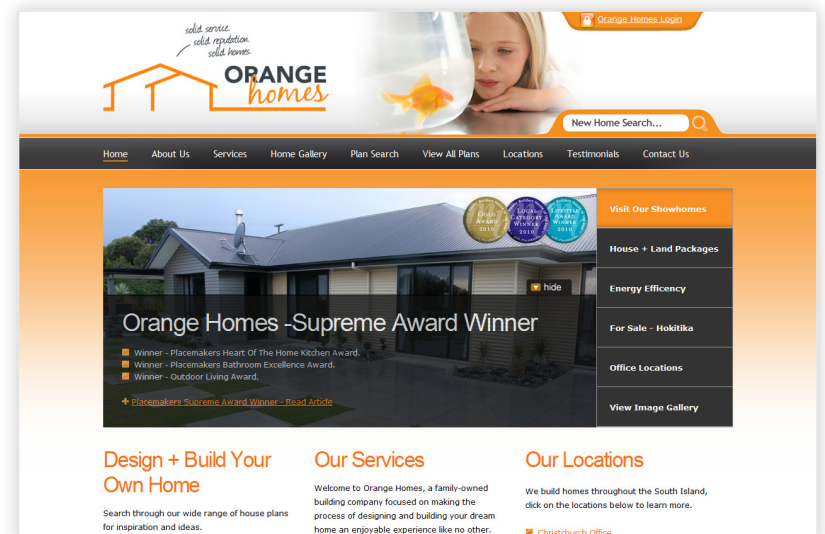
For minor accidents/incidents centre staff may elect to use products such as arnica cream and insect bite treatment. I give permission for such products to be used on my child.

Signed _____

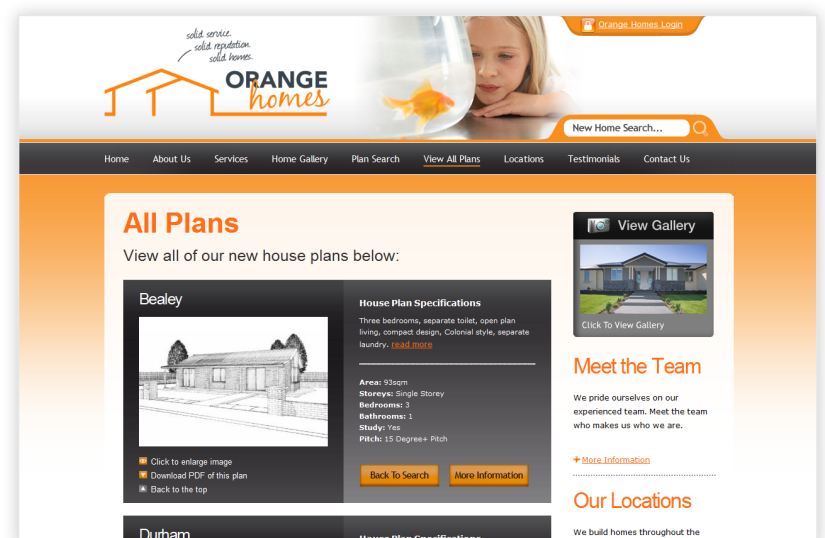
I declare that all above information is correct. Signature: _____ Date: ____/____/____



137 O'Shaughness Road, Fernside, Canterbury PO Box 204, Rangiora info@fernsidepreschool.co.nz www.fernsidepreschool.co.nz



LETTERHEAD, BUSINESS CARD & COMPLIMENT SLIP



WEBSITE DESIGN & DEVELOPMENT



PLATO DESIGN CONSISTENTLY
DELIVER TO DEADLINE AND ARE
EXCELLENT TO WORK WITH. **ONE
OF THEIR STRENGTHS IS THEIR
INNOVATIVE APPROACH** AND
WILLINGNESS TO GO THE EXTRA
MILE WHENEVER REQUIRED.

ALLANAH JAMES — CORPORATE AFFAIRS MANAGER,
AGRESEARCH

Where we are different is that we listen and involve our clients through the process, we are not precious about our concepts and welcome input and feedback to ensure complete client satisfaction.

ATTRACTING NEW BUSINESS

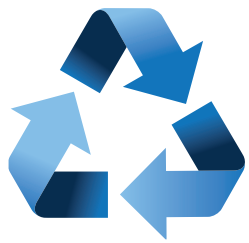
THROUGH CREATIVE MARKETING

Our aim is to bring you new business. Whether that is from attracting new clients, or marketing to your existing clients to ensure they are utilising all of your products and services that are relevant to them.

Creative marketing does not need to be expensive, it's about being strategic, professionally executed and measured.

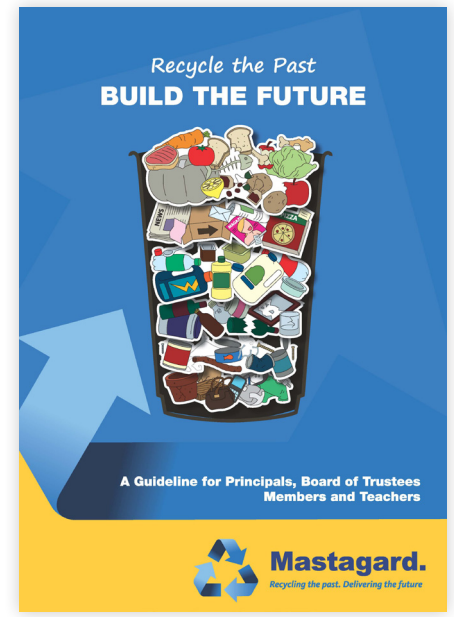
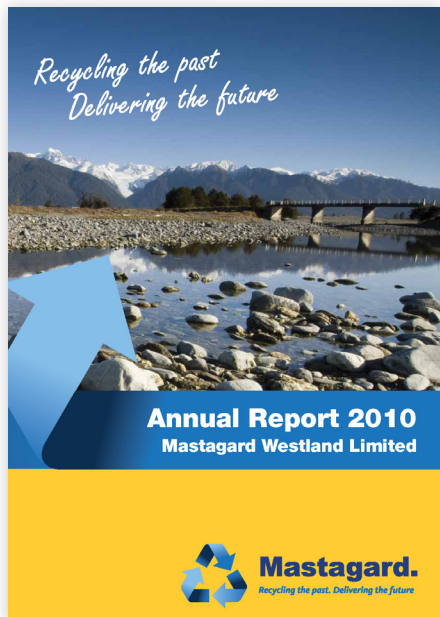
Whether it's refreshing your existing website, advising your clients about a new product or service or planning your annual marketing activity and budgets, no job is too big or too small.





Mastagard.

Recycling the past. Delivering the future



ANNUAL REPORT 2010

EDUCATION PACKAGES



VEHICLE SIGNAGE



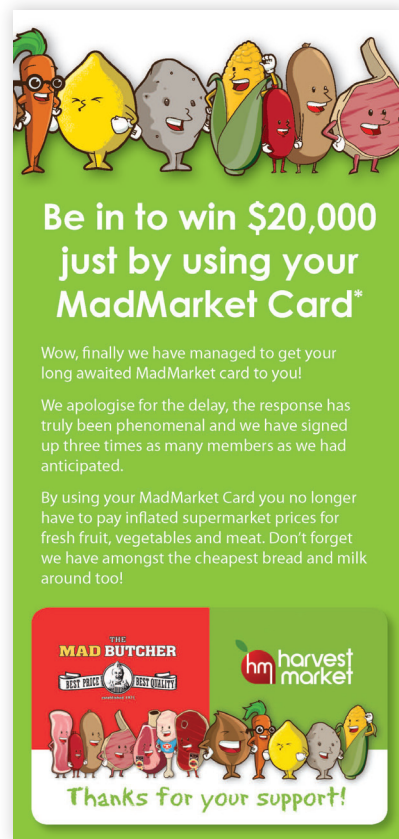
ILLUSTRATIONS



LOGO



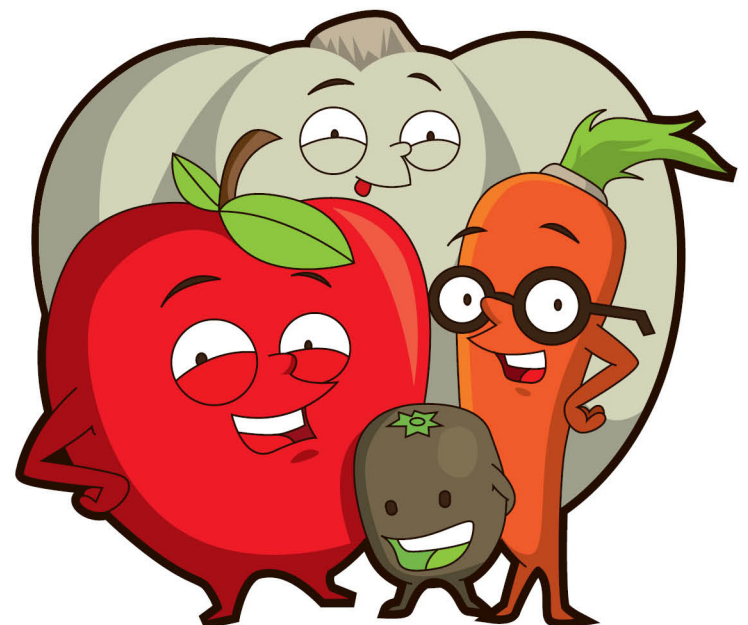
POLO SHIRTS



FLYER



ADVERTISEMENT



ILLUSTRATIONS

BUILDING SIGNAGE



hm harvest market

\$0.99
per kilo

New Season
Carrots



\$3.99
each

Fresh
Lettuce



\$4.99
per kilo

New Zealand
Lemons



\$0.99
per kilo

Nadine
Potatoes



\$1.99
each

Fresh
Rockmelon



\$1.99
per kilo

C
A



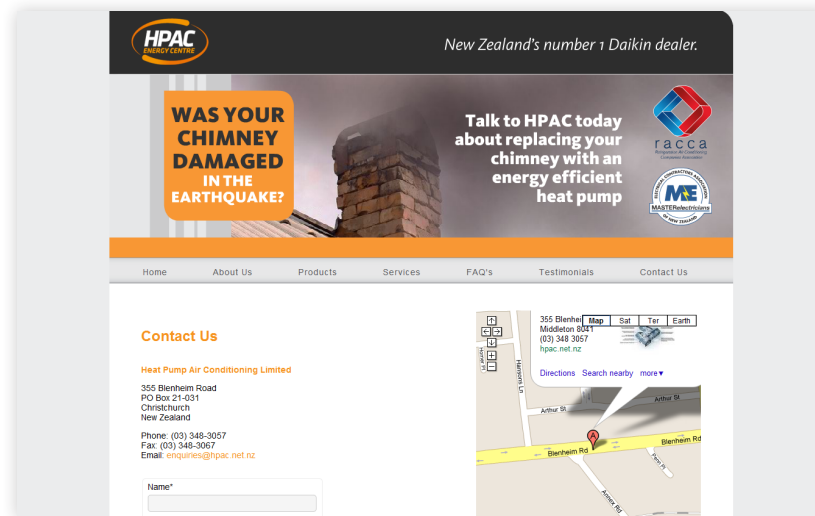
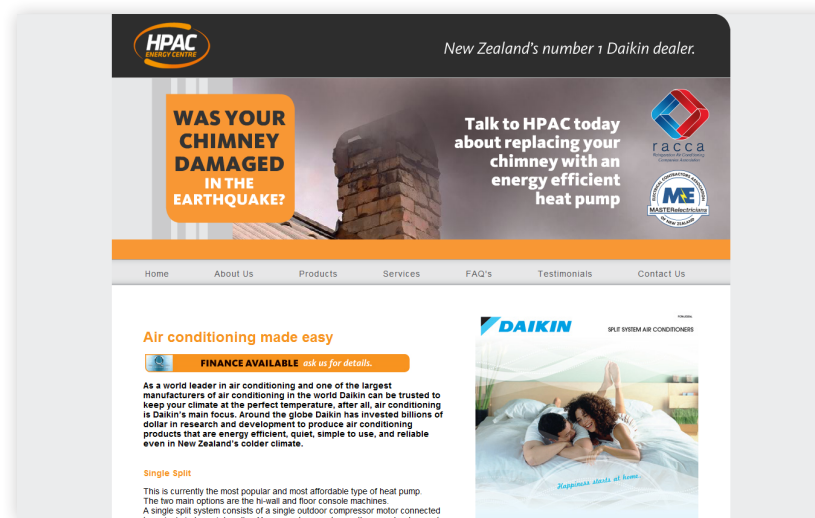
hm harvest market

hm harvest market

hm harvest market



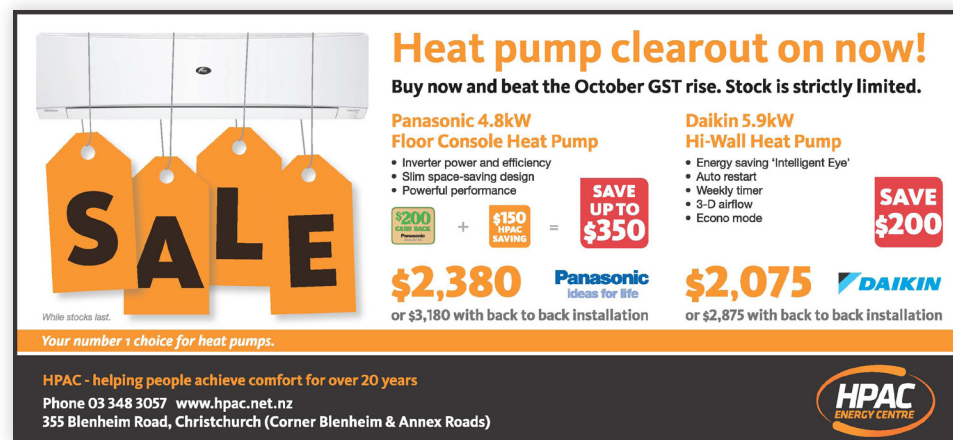
LOGO



FLYER



BUSINESS CARDS



ADVERTISEMENT

WEBSITE DESIGN & DEVELOPMENT



Insulation

Ventilation

Solar Heating

Heat Pumps

Underfloor
Heating



We are a full service design agency based in central Christchurch specialising in branding, graphic design and online media. We provide everything you need to communicate to customers all under one roof.

CREATIVE SOLUTIONS

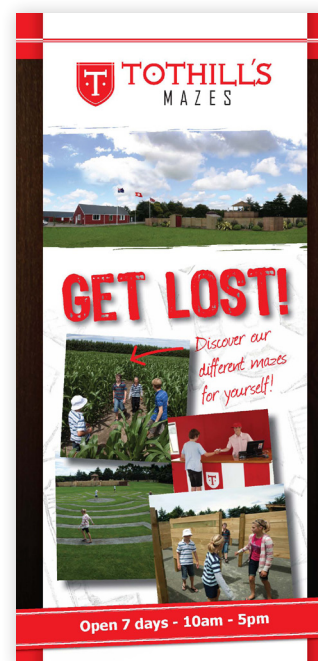
By providing all services in-house we can guarantee the quality and consistency of our work.

Our people are the core of our business and are skilled to provide you with the following services:

- Branding
- Graphic design
- Newsletters
- Annual reports
- Corporate profiles
- Advertising
- Website design & development
- Email marketing
- Packaging
- Illustration
- Signage



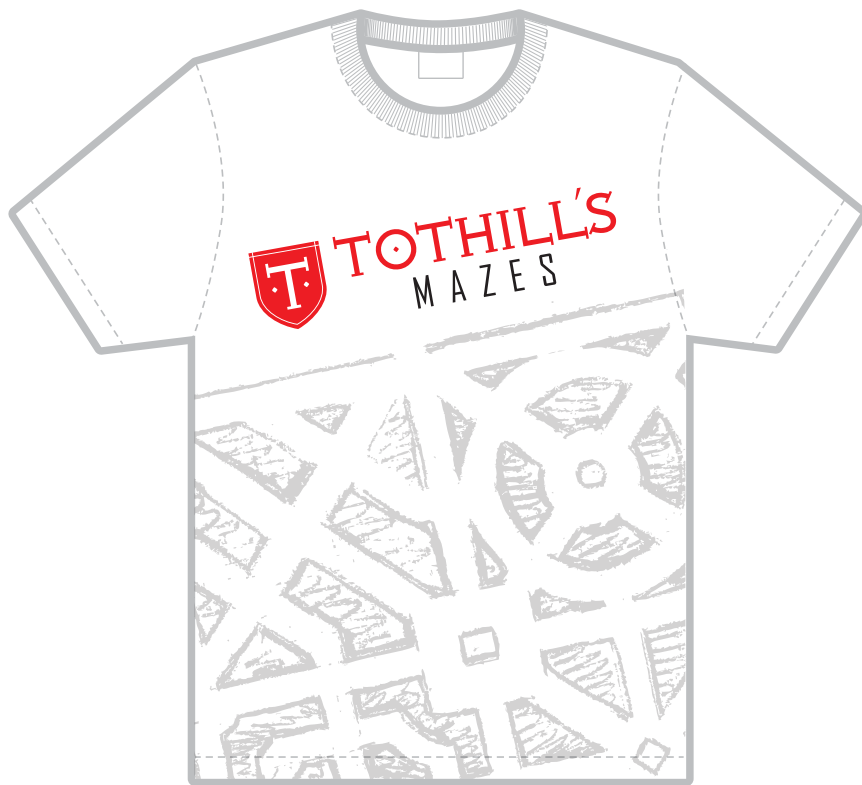
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KNOW HEALTH AND SAFETY

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KNOW PEOPLE AND PERFORMANCE

The Customer Connection

WORKSHOP

Looking to increase your organisations customer service and generate new customers at the same time!

You know that the front line positions are vital to your success. How your employees handle the contact with your customers determines how your customers perceive your organisation or business.

Don't miss this opportunity to invest in your employees and send them to our Customer Connection workshop to help them enhance their customer service skills - ensuring that they provide a memorable experience for your customers, gain repeat business, referrals and generate new customers.

Benefits

- Have clarity about the service you want to provide
- Identify the different touch points through which your customers experience your organisation and understand the impact of these touch points
- Understand your customers' expectations versus reality
- Manage first impressions
- Build rapport and use visual and vocal impact positively
- Establish your customers' needs through conversation and consultative questioning
- Handle obstacles and respond to customer challenges on your feet
- Maintain relationships for the longer term.

WORKSHOP

Presented by the Canterbury Employers' Chamber of Commerce.

Date: Wednesday 16 September 2010

Time: 9:00am to 10:00pm

Venue: Canterbury Employers' Chamber of Commerce

Presenter: Victoria Barkway, Canterbury Employers' Chamber of Commerce

Member price: \$170.00 + GST (\$191.25)

Non-member price: \$300.00 + GST (\$337.50)

Please complete an Employers' Chamber booking form included in this mailshot to register or email registrations@cecc.org.nz

Registration is essential

57 Kilmore Street
PO Box 559
Christchurch
New Zealand

tel. 03 366 5096
fax 03 379 5454
email info@cecc.org.nz
web www.cecc.org.nz

FLYERS

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CANTERBURY EMPLOYERS' CHAMBER OF COMMERCE

MEMBERSHIP

Office use only

Date received

Membership Number

Payment

☐ New Application

☐ Renewal

☐ Canterbury

☐ Regional

Rev 10/10

Application form

CANTERBURY EMPLOYERS' CHAMBER OF COMMERCE

IT'S WHO YOU KNOW, IT'S WHAT YOU KNOW

Please read and complete both sides and mail to PO Box 359 Christchurch 8140 or fax to (03) 379 5454

Business Details

Name of Organisation:

Telephone:

Postal Address:

Street Address:

Suburb:

Email:

Number of Employees:

Core Business Activity:

Business Description:

Fax:

Post Code:

City:

Website:

(Full time equivalents - including Principals & Partners)

Please briefly outline the main business activities of your organisation (maximum 20 words)

We currently offer our monthly mailshot in hard copy or by email. Please indicate your preference -

☐ Hard copy

☐ Email

Chief Executive / Manager Details

Name:

Preferred Job Title:

DDI:

Mobile:

Email:

Main mail receiver:

Yes

No

If NO, please specify:

Please note the main mail receiver should be someone within the organisation who is authorised to receive sensitive mail intended for employees.

Other Contacts

Name:

Position:

DDI:

Email:

Name:

Position:

DDI:

Email:

Authorised Signature

We wish to apply for membership of the Canterbury Employers' Chamber of Commerce and agree to abide by its constitution and conditions of membership (see overleaf).

Signature:

Name:

Date:

Payment Details

Full Membership Fee: \$

Export NZ Fee: \$

(if applicable)

TOTAL

incl. GST

incl. GST

☐ I enclose a cheque for: \$

☐ I wish to pay by direct credit (account details overleaf)

☐ Please debit my credit card for: \$

☐ Visa

☐ Mastercard

☐ Amex

☐ Diners

including GST

including GST

Please refer overleaf for the Export NZ annual subscription rates.

FTE Employees	excl. GST	Incl. GST
1 (sole operator)	\$290.00	\$333.50
2 to 10	\$40.00	\$471.50
11 to 25	\$625.00	\$718.75
26 to 50	\$875.00	\$1,006.25
51 to 100	\$1,435.00	\$1,650.25
101 to 200	\$2,000.00	\$2,465.00
201 +	\$3,000.00	\$3,450.00

Cardholder Name:

Card Number:

Expiry Date:


Signature:

APPLICATION FORM

Building mainland business

CANTERBURY EMPLOYERS' CHAMBER OF COMMERCE

Need 2 Know.



Peter Townsend - CEO

News & views from the CEO's desk

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[Click here](#) to read more.

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[Click here](#) to read more.

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[Click here](#) to read more.

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Struggling with customers not paying on-time?

We can help... [click here for more information.](#)

0800 50 50 96

www.cecc.org.nz

Building mainland business

CANTERBURY EMPLOYERS' CHAMBER OF COMMERCE

This message was sent to lisa@glatodesign.co.nz
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EMAIL MARKETING



HARMANS

LAWYERS



Our business philosophy

We are not like other law firms. Our clients tell us that we are easy to do business with, are approachable, and that we genuinely care about the issues that they are facing. Please visit our website to hear first hand what our clients have to say.

We build long term relationships with our clients offering a personal and client focused service. Each task is allocated a Partner responsible for the oversight of a particular matter, and a legal professional charged with the day to day handling of that matter. Clients can be assured of having only one point of contact within the firm, and of full and timely communication regarding the progress of their matter.

In addition, our fresh approach to producing user friendly documentation means that our clients are not left wondering what it is that a document says – it will be prepared in plain English, formatted for ease of reading and structured to ensure that the purpose for which it is intended is understood and achieved.

And we are accessible and approachable. Our team is of course available by telephone or email, but if you wish to visit us we have two convenient locations – the PricewaterhouseCoopers building in Armagh Street, central Christchurch, or in the heart of the Papanui shopping precinct at 48 Papanui Road.

About Harmans Lawyers

Harmans Lawyers is a Canterbury born and bred full service law firm tracing its roots right back to the Sir George Seymour, one of the first four ships to arrive in Canterbury on December 17, 1850. Richard James Strachan Harman was a passenger on that vessel, and brought to Canterbury a name that was to become synonymous with the law.

In his early years of practice, Thomas Debenzy Harman (Richard's son) was joined in partnership at various times by some of the best known individuals of their time – Herrsch's, Frederik von Haast (for whom Haast Pass is named), Thomas Hamner (for whom Hamner Springs is named) and Thomas Maude (brother of Nurse Maude).

Four generations of Harmans have practiced law in Canterbury – Richard, his son Thomas Debenzy, his son Annesley Debenzy, and his sons Brian, Colin and Peter. Today no members of the Harman family remain in practice, but the values and principles that made T D Harman & Son, Harman & Co (and now Harmans Lawyers) such a well known and respected firm remain. We are proud of our history and heritage, and honoured to continue with the legacy entrusted to us by the Harman family.

Capabilities and experience

Harmans Lawyers offers a talented group of legal and administrative support professionals offering experience and expertise in a broad range of legal areas including:

- Asset Protection
- Banking and Finance
- Commercial Property
- Corporate and Commercial Law
- Debt Collection and Insolvency
- Dispute Resolution
- Elderly Services and Seniors Law
- Employment Issues
- Estate Administration
- Family Law and Relationship Property
- Franchising for Franchisees
- Franchising for Franchisors
- Hospitality
- Property Investment
- Residential Property
- Resource Management
- Rural and Agricultural Law

Whatever your requirement, we have the right person available to help you and to address your specific needs.

Our commitment to our community

At Harmans we take our community responsibilities seriously.

We support a number of causes and charities including Sculpture on the Peninsula (a charitable event that raises funds for the Chalmersdale Children's Home), Kori-Care, DMK (the drug abuse prevention strategy), and the Court Theatre and Christchurch Repertory Theatre to name just a few. For all of us it is about giving back to our community, we are proud to be uniquely Canterbury, and we are proud to be involved with such worthwhile organisations.

We encourage you to give your support to these and the many other organisations and charities that need our help.

Passionate, Proven, Professional

The hospitality business just got that little bit easier

Getting the right legal advice when you are making major decisions that affect your business and your future is not always easy, but it's something that Harmans Lawyers have been doing since 1888.

Our extensive experience working with hotels, motels, motor inns, rest homes, retirement villages and restaurants provides the technical know-how and a solid hospitality perspective that you can trust.

So for advice you can rely on – phone 03 379 7835 to talk to any member of our Hospitality team today.

- Business or property sales, purchases and leases
- Employment and health and safety issues
- Ownership structures and their tax implications
- Resource management
- Setting up companies, trusts and joint ventures
- Governance advice
- Liquor licensing
- Dispute resolution

Mark Sherry
mark.sherry@harmans.co.nz

Seaton Read
seaton.read@harmans.co.nz

Brian Burke
brian.burke@harmans.co.nz

City Office, Christchurch
PricewaterhouseCoopers Centre
Level 19, 119 Armagh Street
www.harmans.co.nz

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Enthusiastically supporting other fine performers at court



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T (03) 379 7835
F (03) 366 3775
E legal@harmans.co.nz
www.harmans.co.nz
Offices also at Papanui
(Incorporating Papanui Law)

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Alan Pollard

BCL, CMA, CA
Chief Executive

T (03) 379 7835
F (03) 366 3775
D (03) 962 2813
M (021) 576 109
E alan.pollard@harmans.co.nz



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ALAN POLLARD -
CHIEF EXECUTIVE,
HARMANS LAWYERS