

# hbspecial

delivery

April newsletter 2009



“What’s On The Board...”



[www.hbsnz.com](http://www.hbsnz.com)

HBS is a Building Society not a Registered bank or finance company

*face - to - face banking ...*

# From the CEO's Desk



Aaahh.....back into the New Year after cruising around the South Island on my motorbike – read all about it later in this newsletter.

At times lately we can feel overwhelmed with the doom and gloom forecasts of the recession, but often we need to take a moment from our busy lives to take stock of all the things we are grateful for. I listened recently to a lady from South Africa speaking, and her opening comments were that we in New Zealand truly live in a land flowing with milk and honey. We tend to be complacent and lose sight of this because we often take so much for granted, and it takes someone from outside the area to bring it to our attention.

The same can also be said of our working environment. We have just celebrated 124 years' business in Hawke's Bay but we never take for granted that our local community has supported us all that time. HBS is as passionate as ever about putting time and energy into the community, and our staff put considerable effort into local activities.

The positive feedback we have received for our efforts has been overwhelming. It spurs us on and makes us all proud to be part of a community-owned financial organisation with a heart.

Enjoy this newsletter, which gives you a brief update on 'happenings' in HBS.

***Darryn Thomas - Chief Executive Officer***

## “What's On The Board...”

Front Cover - Outgoing Chairman Elizabeth Carr and incoming Chairman Frank Spencer – read 'Board Update' later in this newsletter.

## SALLY SCORES A '20'

When you've been with an organisation for twenty years, reflecting back on the past inevitably revives memories of people and incidents along the way. That's what Sally has been doing recently, with her 20th anniversary with HBS on 10 April 2009.

Sally's entry into HBS was after applying for a part-time Teller position at the Hastings Branch, advertised on a blackboard at the front door. She is now a friendly familiar face at the HBS counter, both in the Napier and Hastings Branches where she alternates on a fortnightly basis as a Customer Service Officer.

Sally has seen many changes in HBS since 1989 – increases in staffing, the addition of new buildings and particularly technology improvements which she says have been "huge".

Customers' expectations have also changed – Sally fondly remembers a customer phoning her to say he was coming into the car-park towing a trailer and was unable to park, so could she please go out to the car-park, take the withdrawal slip and make the transaction while he circled the block and returned to pick up his money. And of course, in the inimitable HBS fashion, this was done. Many of our customers from that era are still banking with HBS and are now bringing in their families to open accounts.



Sally cutting her anniversary cake at the celebration attended by a number of Directors, ex-HBS staff and current staff members

*"I enjoy the contact with our customers and want to thank them all for making HBS what it is" said Sally.*

The move from the old Hastings Branch to its current premises was not without its amusing moments. Sally recalls her and the present Chief Executive Officer 'escorting' the giant steel Knight in full armour along the road to its new home on the corner of Queen and Market Streets.

1992 saw the arrival of daughter Annelise, and Sally says the response from customers was amazing – *"One of the most outstanding ways which shows the relationship between the Society and customers was the amount of baby gifts and knitting which I received. It felt like they were part of my family. It was overwhelming."* To this day, customers still ask how the 'baby' is doing – seventeen years later. Involvement in Annelise's modern dance recitals, tennis and Napier Girls' High School PTA sees Sally juggling her days between time at the gym and regular walks, reading, volunteering at the Cranford Hospice shop, and enjoying her home and garden. Indulging in the wineries and cafes of Hawke's Bay is also frequently on the agenda!

Sally considers herself lucky to have seen many countries of the world because of the nature of her husband's work – from Fiji and Australia, to Europe and the Middle East, with a recent foray into America. But there's still no place like home at the end of a day.



The 'sister act' at HBS Napier Branch – Sally and Robyn, who married brothers Gavin and Wayne

# OUT & ABOUT IN THE COMMUNITY

## Ready, teddy, go!

Tracey (Head Customer Service Officer) and Katrina (Accounts Administrator) need no encouragement to cuddle some teddies.

We were overwhelmed with the generosity in the community, with more than 100 teddy bears being donated for the HBS Teddy Bear Appeal. On Christmas Eve, in conjunction with MoreFM radio, these were distributed to HB Regional Hospital Children's Ward, Special Care Baby Unit, Little Elms complex and Hawke's Bay Women's Refuges.



## NZ's Next Top Models?



Move over David Beckham and make way for Dave and Josh – (in their day jobs they wear their HBS Area Lending Manager and Systems Administrator hats)!! The boys had the chance to model finery from Thomson's Suits in the recent Horse of the Year Show, and what an admirable job they did.

## Run for your Life!



A huge HBS 'thanks' to those people who sent in donations for our Cancer Society Relay for Life fundraising and purchased the "I supported Relay for Life" pens. HBS raised \$4,300 for this cause.

## Counting your pennies?

Tracey (Head Customer Services Officer) illustrates to a class at Frimley School the art of saving money, using chocolate gold coins as an added incentive.



## From one Bank to another

Real community commitment, with the CEO and Area Lending Manager answering the call from the Blood Bank.



## HBS BOARD UPDATE

2008 was a year of welcoming and farewelling in HBS, with the retirement of a Director, the appointment of a replacement and the stepping up of a new Chairman.

Elizabeth Carr's term as Chairman is completed and we are pleased that she will be continuing her nineteen year involvement on the HBS Board. Frank Spencer, a Director of HBS since 2001, was appointed as the new Chairman and accepted the position with pleasure.

### Frankly, Mr Chairman

A Principal of the Hastings-based valuation firm, Logan Stone Limited - a company operating nationwide and specialising in property valuation and consultancy - Frank is a self-confessed "*Hawke's Bay advocate*".

With a family of three busy teenagers, games of soccer, snow skiing, "*a bit of running*", tennis and most water sports, Frank's quiet times are few and far between. His "*tagging along with the kids*" in their water sports pursuits has seen him recently becoming a Lifeguard at Waimarama.

Travel is also a passion and is undertaken whenever time and business commitments permit. It's no wonder that Frank and his wife Denise welcome relaxing times spent with friends.



Frank in Life Guard mode at Waimarama Beach

## Welcome Aboard, Ian

In October 2008, HBS welcomed Ian Wilmot onto its Board of Directors. Ian brings with him extensive experience and "*lessons learnt*" from working in large multi-national corporations, and considers "*it gives me a broad focus to bring to HBS.*" He currently runs his own consultancy and mentoring business in Hawke's Bay, Wilmot Consulting, and is involved with a number of other Directorships.

Ian and his wife Elizabeth, have one daughter conveniently living in United States at present, so it's a good excuse to indulge their love of travel and visit her. Also on Ian's list of favourite holiday destinations are Europe, with a particular penchant for Italy and London.

A busy corporate life needs relaxing past-times, and Ian's choices include being on the end of a fly fishing rod, sampling Hawke's Bay's bounty of food and wine, and spending time in his garden.



Ian with his 5lb brown trout caught in the Whakapapa River

## A Gentleman Retires (or does he?)



2008 saw us bidding a sad farewell to Colin Wake when he retired after twenty-one years as a Director on the HBS Board. Colin recalls a number of significant changes for the Society over those years, including a move to larger

premises in Hastings, the appointment of a Trustee to oversee the operations of the Society, opening a branch in Napier, increased support for community-based activities, the recent introduction of fixed interest rate mortgages and when women Directors came on board. "*They brought a breath of fresh air to a Society previously dominated by men*".

Although Colin retired from the Board, he is not retiring from work. Life is still busy for Colin and that's exactly how he likes it. "*I'm just going to keep going as long as I can, so long as I continue to make a meaningful contribution*", he says. Leisure time includes nine holes of golf on a Sunday morning, and maintaining the immaculate garden and lawns around Colin and Betty's home, with an occasional trout fishing venture when time permits. Colin is also working on the restoration of a 1951 Sunbeam Talbot - a hobby which has been ongoing for fifteen years!

The Wake packhouse was the home for a number of years of our HBS float for the Blossom Festival, with many nights spent by staff building and blossoming the annual creation - and of course Colin was always there to lend a helping hand.

We look forward to hearing of Colin's progress with the Talbot during his visits to our Hastings Branch.

## 'MILD HOGS' - The CEO discovers the South Island

Swapping suits and civvies for motorbike leathers, a well researched map under our belts and rearing to go, we roared off to discover the South Island in eight days on two wheels. Our full circuit journey would take us from Picton to Invercargill – a total of 3,700 kilometres. You could say this was slightly ambitious for four mates who used weekend 'around the block' jaunts to Taupo (via Waiouru), and Southern Hawke's Bay as warm-ups for the big trip.

However, Google map times do not include the human factor of stopping to view the unique New Zealand landscape, and 'off the beaten track' took on new meaning during our journey through the Southern Isle. The natural scenery was spectacular, from the cliff-face waterfalls at the roadside to the magnificence of Punakaiki (Pancake) Rocks. We are so blessed to have such a superb environment within easy access. I believe that very few countries can compare with New Zealand's natural beauty.

Our journey was not without its moments of valour when our paths crossed with helpless travellers – one at the Cadbury Chocolate Factory in Dunedin, where we carried a damsel in distress up the stairs, and the

second at the Homer Tunnel where we helped change a tyre for motor-home travellers. It just goes to show that four leather-clad 'bikies' are not always to be avoided!

And don't think us blokes went without good food along the way. The supermarket delis were welcome havens at the end of a tiring day's ride. Cooked chickens and frozen dinners never tasted so good!!

We also found that camping ground kitchens are great places to talk to fellow travellers. In one of these, we overheard a number of tourists engaged in an intense conversation in fluent German. Asking their country of origin (and thinking we could welcome them to our beautiful country) we were told they were from Auckland!! Only one of them was German and the others were German-speaking Kiwis.

Where to next? Well, we have already discussed a discovery tour of the upper half of the North Island, taking in East Cape, Coromandel, up to Cape Reinga and home via the West Coast – a mere 2,500 kilometres in comparison.

**Darryn (C.E.O.)– one of the 'Mild Hogs'**

