



## EDITORIAL



**Chamber CEO John Christie reports back from the recent delegation to Sister City Shanghai, China**

A delegation of Dunedin organisations represented the city and region in a visit to Shanghai in July. This was one of the largest delegations to visit Shanghai and included business, cultural, sporting, education and civic interests. There were several highlights and significant moments where you can reflect on how well the relationship between our two cities has, and is developing.

Mayor Dave Cull, on his first visit to Shanghai, was met formally by the Mayor of Shanghai, Han Zheng.



The discussion highlighted how much the two cities were benefiting each other, and it is my view the sentiments expressed by the Mayor of Shanghai showed genuine appreciation of the

# DELEGATION MET WITH WARMTH AND FRIENDLINESS IN SISTER CITY

relationship between Dunedin and Shanghai. This meeting concluded with former Mayor Peter Chin being presented with the Magnolia Gold Award by the Mayor of Shanghai. This award is the first to be presented to anyone in New Zealand, and is well deserved.

The Chamber, supported by Mayor Cull, met with the Chairman, Cen Furong and senior officials from the Shanghai Chamber of Commerce.



We were able to discuss the opportunities for ongoing cooperation between our two organisations, including assisting future trade delegations. We are both very interested in the possibilities for the food and beverage sector and are interested in any business that would like to join a possible trade delegation to Shanghai.

There are increasing numbers of local companies trading into Shanghai from Otago and we were pleased to see local Dunedin company, NZ

Ngauranga Ltd, open its office and distribution centre in Shanghai.

The relationship we have with the Shanghai Chamber is very solid. There is willingness by our colleagues in Shanghai to assist us wherever they can. This is a significant advantage for local businesses, and has come about as a result of our investment into the relationship on behalf of members.

I was fortunate to also attend meetings representing sporting, education and cultural links, and there are tangible outcomes now coming from these relationships.

The most significant cultural event was the opening of the Te Ao Maori, Treasures from Otago Museum exhibition in the Shanghai Museum. The exhibition is superb, and was generating interest from locals the minute it opened. The Otago Museum, the local Rangatira / Kaumatua and Shanghai Museum deserve full credit for a spectacular opening and overall display.

Our delegation was met with warmth and friendliness. There were some excellent speeches given, including many from Mayor Cull, and overall I believe this visit to Shanghai has seen all of the organisations and individual participants involved advance their relationships, and generate ongoing opportunities.

I am confident that this places Dunedin and Otago in a prominent position with arguably one of the world's most significant and influential cities.

# SOCIAL MEDIA IN BUSINESS

*Food for thought from our business resourcer Paul Allen...*

With the increased usage of social media like twitter, facebook, youtube and blogs, there is an awareness that word-of-mouth comments about a business can spread very fast.

It is one thing to deal with people outside an organisation making comments or criticisms, but what happens when staff within an organisation start to share their personal opinions and views online?

Where is the boundary of personal freedom (including freedom of speech) and control of a staff member's ability to express an opinion publically?

Some issues can be addressed with clauses within employment agreements regarding confidentiality of information and clauses that mention bringing the organisation into disrepute. There is no difference between offline and online activities in regards to this.

For the person who is using social media

forums within an organisation there are a few basic rules that they should consider:

- Online, treat everything as public regardless of personal privacy settings
- People, including the media, are watching your personal accounts
- Think twice before you post anything online. For example those comments and photos after a party may not be the best thing for your employer (or employee) to see
- Remember it works both ways – you may check up on staff but they may be checking up on you.

Now, what happens when staff who have personal social media accounts become known publically as being part of the business? The line between personal and business becomes blurred. If a staff member expresses an opinion or discusses personal values, beliefs or ideologies or even details about their routine or daily lives, does it

reflect upon the business? Can an employer insist that staff stop using social media or control/restrict what is said?

Other questions to ponder are:

- Should an employer be searching a staff member's account?
- Is it appropriate for an employer to "follow" or "friend" a staff member?
- Where are the boundaries?
- Should it be left to chance and common sense or does it need to be controlled by policy or legislation?

Social media is here, to try to stop it is futile, to control it is problematic, so the other option is to become aware how it works and educate yourself and others as to the appropriate use of this communication form.

**If you have questions about social media and its use, contact Paul Allen at the Chamber on 03 479 0181.**

## NEW FUNCTIONS ON CHAMBER WEBSITE

### MEMBERSHIP DIRECTORY

We have added a membership directory to the website so that you can see who are current members of the Chamber. Under the red "bahead" tab on the Home Page, click on "Membership Directory" to find a list of members by industry category.

Members who offer benefits to other chamber members are indicated with links to the detail of their discounts and benefit offerings.

### PAYMENTS

We have added a secure payment page to the website so that you can now pay any chamber invoice, pay to attend any chamber event or training workshop easily using your mastercard or visa credit cards.

When you register for an event or training workshop you have the option of making payment at the time of registration.

Otherwise click on the "Payments" tab from the grey banner on the Home Page.

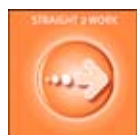
### TRAINING SCHEDULE

Looking for details of our latest training programmes August to December 2011?

Visit our website [www.otagochamber.co.nz/bfit/training-and-development/](http://www.otagochamber.co.nz/bfit/training-and-development/) and download our latest "Training Schedule" directly or call the training team on 03 479 0181.

## ARE YOU SEEKING STAFF?

We can help you with these programmes on offer from the Chamber. Call our team on 03 479 0181 or visit [www.otagochamber.co.nz](http://www.otagochamber.co.nz)



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# STAYING UP-TO-DATE AND WELL CONNECTED

When was the last time you updated your web browser?

Using old browsers can lead to some websites not working or failing to display correctly. Not updating your computer and virus protection can mean your system is vulnerable to malicious software, viruses and in worst case scenarios complete loss of data.

The Chamber recommends the following web browsers.

- Firefox version 5 (<http://www.mozilla.com/en-US/firefox/new/>)
- Chrome (<http://www.google.com/chrome/>)
- Internet Explorer version 8 (or Internet Explorer 9 for Windows 7 users) (<http://windows.microsoft.com/en-US/internet-explorer/products/ie/home>)
- Safari 5 (Mac) (<http://www.apple.com/safari/download/>)

All these browsers have great features to make using the internet easier and safer.

Now you have updated your browser, find out what is happening at the Chamber on our website [www.otagochamber.co.nz](http://www.otagochamber.co.nz) and connect with us on our social media channels.

Facebook [www.facebook.com/OtagoChamber](http://www.facebook.com/OtagoChamber)

Twitter [twitter.com/OtagoChamber](http://twitter.com/OtagoChamber)

LinkedIn <http://www.linkedin.com/groups?gid=3892936>

## MEMBERSHIP BENEFITS

One of the many benefits of joining the Otago Chamber of Commerce is the opportunity for members to offer discounts and savings to other members.

We regularly update a member benefit flyer which is available for download from our website on [www.otagochamber.co.nz/bahead/regional-discounts/](http://www.otagochamber.co.nz/bahead/regional-discounts/). This is an easy flyer to download and pin on your staff room wall so that everyone can share in the opportunities.

These discounts and benefits are available to any member organisation and their staff. In most cases the member need only quote their membership number to obtain these benefits. If you would like to confirm your membership number just phone Jayne on 03 479 0181.

If you would like to offer a discount to other members please contact us on 03 479 0181 or email [office@otagochamber.co.nz](mailto:office@otagochamber.co.nz). We only require a brief summary of your business and it's offering, along with an electronic copy of your logo and contact details. Your offer must be exclusive to Otago Chamber of Commerce members.

Here's an example of 6 of our current offerings:

### ABURNS GLASS 2005 LTD

20% off all retail glass and mirrors  
Excludes indented goods and labour



Contact John Lister  
Phone 03 455 6134  
Email: [aburns.glass@xtra.co.nz](mailto:aburns.glass@xtra.co.nz)  
Website: [www.aburnsglass.co.nz](http://www.aburnsglass.co.nz)

### CANON NZ LTD

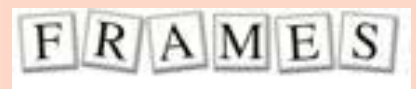
Buy any multifunction device from the Canon business range to receive a FREE canon digital camera and FREE service for the first 3 months. *(subject to fair use policy)*



Contact Richard Knight  
Phone 03 951 9811  
Email: [richard.k@canon.co.nz](mailto:richard.k@canon.co.nz)  
Website: [www.canon.co.nz](http://www.canon.co.nz)

### FRAMES FOOTWEAR

10% discount on non sale goods



Contact Greg Frame  
Phone 03 477 8864  
Email: [jbframe@xtra.co.nz](mailto:jbframe@xtra.co.nz)  
Website: [www.framesfootwear.co.nz](http://www.framesfootwear.co.nz)

### RA CAFÉ & BAR AND ISIS LOUNGE

10% discount to chamber members on all food and beverages. Offer not valid in conjunction with any other special offers or on public holidays



Contact Beth O'Connor  
Phone 03 477 6080  
Email: [enquiries@rabar.co.nz](mailto:enquiries@rabar.co.nz)  
Facebook: [www.facebook.com/RaBarandCafe](http://www.facebook.com/RaBarandCafe)

### SIMPLY FLOWERS BY DONNA

10% of any purchase within our store on fashion, jewellery, gifts, homeware and floral arrangements. Free delivery on purchases over \$50 in the Dunedin area.



Contact Donna Ryalls  
Phone 03 456 0550  
Email: [simplyflowerslb@xtra.co.nz](mailto:simplyflowerslb@xtra.co.nz)  
Website: [www.simplyflowers.net.nz](http://www.simplyflowers.net.nz)

### UNIVERSITY OF OTAGO SCHOOL OF BUSINESS

Standard 10% discount on all 2011 courses run by Executive Education.



Contact Jess Luxton  
Phone 03 479 4181  
Email: [exeducation@otago.ac.nz](mailto:exeducation@otago.ac.nz)  
Website: [www.execedotago.co.nz](http://www.execedotago.co.nz)

## CHAMBER ACTIVITIES

To register for any of these activities call us on 03 479 0181 or 0800 42 49 68.  
Email [office@otagochamber.co.nz](mailto:office@otagochamber.co.nz). Register online at [www.otagochamber.co.nz](http://www.otagochamber.co.nz) and click on the calendar on the top right hand side.

### 15 AUG 2011 MICROSOFT OFFICE PRODUCTIVITY WORKING MORE EFFECTIVELY, UTILISING EXISTING TOOLS

Microsoft New Zealand and the Chamber welcome Dr. Nitin Paranjape, an expert in the field of productivity, to New Zealand. Dr. Nitin has evolved a practical methodology for working more effectively, simply by using existing tools like Microsoft Office.

Time: 3:30pm to 5:30pm

Member Cost: Complimentary

Venue: The Southern Cross Hotel, Cnr Princes Street and High Street, Dunedin

### 16 AUG 2011 HOME AND BUSINESS WITH OUR SPEAKER KATHARINE WESLEY JONES, WESLEY JONES LAW

Work from home? Have a small staff? Want to network in a smaller group?

Join other small business members at the Chamber for these informal sessions over a cup of coffee with our guest speaker Katharine Wesley Jones from Wesley Jones Law. Katharine will be touching on such topics as leases for tenants and leases for landlords.

Time: 10:00am to 11:30am

Member Cost: Complimentary

Venue: Otago Chamber of Commerce, Ground Floor, Burns House, 10 George Street, Dunedin

### 25 AUG 2011 POLITICAL LEADER SERIES - DR RUSSEL NORMAN MP - CO LEADER OF THE GREEN PARTY

The election date has been set. The Parties are forming. Who will you vote for and why?

Make an informed decision by joining the Chamber over the next few months as we bring you the Political Leaders Series 2011

Time: 12:00pm — 1:00pm

Member Cost: Complimentary

Venue: Otago Chamber of Commerce, Ground Floor, Burns House, 10 George Street, Dunedin

### 25 AUG 2011 BUSINESS AFTER 5 (BA5) - DUNEDIN VENUES

Dunedin Venues is a specialist venue management company responsible for the successful operation of Forsyth Barr Stadium, the Dunedin Centre and Town Hall. This is your opportunity to view Dunedin's newest venue and experience the stadium offering.

Time: 5:15pm — 7:00pm

Member Cost: Complimentary

Venue: Forsyth Barr Stadium, level 4 South Stand, Anzac Avenue, Dunedin

### 25 AUG 2011 INNOVATION THROUGH OBSERVATION - AN INSPIRING STORY - RAY AVERY - 2010 NEW ZEALANDER OF THE YEAR

Time: 6:30pm

Member Cost: Complimentary

Venue: Dunedin Public Art Gallery, 30 The Octagon, Dunedin

## 13 September 2011 - Celebrate 150 Years of the Chamber



On 13 September 2011, the Chamber will celebrate 150 years with a birthday party. Mark your diary now and make sure you join us for this auspicious event. We have booked the historic Garrison Hall on Bell Hill for our function and will be inviting current members to join with past business people and organisations that have made a significant contribution to the growth and life of the Chamber.

Date: 13 September 2011.

Venue: Garrison Hall, Dowling Street, Dunedin

Time: 5.15pm



## MEMBER TO MEMBER BENEFITS

Take advantage of the national partnerships the Chamber has with



For local benefits, contact the Chamber if you would like to offer an exclusive discount to other chamber members or find out about the latest ones available to you.

O T A G O

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

### ACKNOWLEDGEMENTS

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## THE CHAMBER WELCOMES NEW MEMBERS

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Glazebrook Property Services  
In Asset Management  
Hirequip  
NZ Ngauranga Limited  
Arcon Projects Limited  
Glenfalloch Restaurants  
Absolute Tree Care Limited  
Workbridge Inc (Oamaru)  
The Loan and Mercantile Limited (Oamaru)