

We're here to help during
COVID-19

March 2020



CORONAVIRUS



We're working remotely –
and are available for you.

A team for your every need

| Technical | Email |
|--|--|
| Welding Centre / Intelligent Fabrication | welding@hera.org.nz |
| Structural Systems / Composite software | structural@hera.org.nz |
| Finite Element Analysis (FEA) | fea@hera.org.nz |
| Library / Resources / Publications / Reports | info@hera.org.nz |

| Membership Service and Support | Email |
|--|--|
| Administration / General enquiries | admin@hera.org.nz |
| Accounts – Payable and Receivable | accounts@hera.org.nz |
| Membership and Communications | marketing@hera.org.nz |
| CEO - High level enquiries or concerns | troy.coyle@hera.org.nz |

After someone specifically?

Our team are all online and ready to support your technical and general enquiry needs.

Find out all our individual team contact details here: <https://www.hera.org.nz/people/>

In addition, we can connect with you anytime from any device using Teams or [Zoom!](#)

HERA

ThinkTank@HERA Innovate@HERA Login

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Keep up with the latest NZ metals news during lockdown & Connect. Share. Inspire.



@NZHERA



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@innovationinmetals



<http://bit.ly/HERA-YouTube>

Time to listen!

Our Stirring the Pot podcast is all about practical conversations that get to the nuts and bolts of the metals industry here in New Zealand.

Connect with leaders and experts from across the globe who talk overcoming key industry challenges, and influencers who cast their eyes to the future.



Perfect during COVID-19 lockdown to keep your finger on the pulse!

Prepare to be challenged, informed & inspired!

Listen and subscribe today!



The impacts for you – and
what we've learnt so far.

COVID-19 impacts for the metals industry

It's early days, so it's hard to know to what degree we'll be impacted. What's clear is that creating a contingency plan to navigate through the coming year is more important than ever before!

Since we wrote our [COVID-19 notice](#) on 16 March, we've seen rapid change which now finds us in lockdown.



- A good guide for Level 4 status for the building and construction sector can be [found here](#).
- The Construction Industry Council & CHASNZ have also [revised their toolbox resource](#) for those categorised as 'essential services'.



- New Zealand Steel reports they'll be running a 'care and maintenance' crew to ensure they'll be in a strong position to go into full production once Level 4 restrictions lift.

Alternative ways of working are now the norm!

The lockdown has forced us to re-visit business as usual. It is a disruption we were prepared for.

If you've invested in your digital platforms to align to Industry 4.0's offerings in integration, remote work, connection and collaboration, then you'll be reaping the benefits.

If not – HERA can help!



Working from home – Office 365

We've found that the software packages we'd leveraged have been the biggest asset in navigating working remotely during COVID-19.



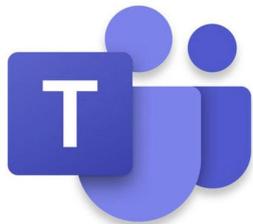
We've recently converted over to the cloud-based version of the [Microsoft productivity suite](#).

Key benefits have been:

- The ability to work from anywhere
- Easy collaboration over documents
- Elimination of hardware
- Reduced energy costs
- Advanced security features, and
- The ability to download and install Office on a local computer up to five times which has allowed our team to use on their mobile, laptop, home PC, etc.

An Office 365 off-shoot worth mentioning: Microsoft Teams

Wondering how to network your team in from their homes for team meetings, updates or similar?



There are a lot of packages like Zoom and Facetime, but if you're already with [Microsoft Office](#) – then give Teams a go to improve your communications and cross collaboration during this time!

It's ideal because:

- It automatically and seamlessly integrates with Microsoft Office.
- Provides chat functionality to de-clog your Outlook inbox
- Has great screen sharing opportunities if you're discussing a document collaboratively, and
- Has a range of online meeting options from team meetings, to live streaming, conference calls to mobile functionality and video support

Specific payback from Microsoft Teams

Teams has allowed us to enrich our communications while maintaining our safety. Providing quick instantaneous communication by both text-style chats and video calls.

Our key learnings:

More transparency!

There's a trail in your communications that you can go back to reference at anytime – rather than a dozen backwards and forwards emails to troll through.

New team members can consult you much easier and quicker, with less worry of being a bother.

Flexibility plus!

We've found it doesn't just apply to one-on-one communications - you can create team chats where your entire team and even organisation participates.

The visual element of the video calls also help with understanding the person you're speaking to and reduces feelings of isolation.

Greater integration!

It connects into your Outlook calendar so you can arrange video meetings seamlessly within a calendar invite.

File sharing is also easy, and we've found instead of sending an email and attaching a file, we can share anything instantaneously.

Enhanced collaboration!

Allowing us to mix and match colleagues for specific projects by allowing us to all be on the same page.

Increasing productivity and team management from home

It's hard to keep tabs on your team when you aren't in the office to chase them up! That's why we've actively engaged a software that ensures project management stays on track.



There's a few to pick from such as [Asana](#), [BaseCamp](#) and [Trello](#). But for us, the winner was [Monday.com](#)

What you pick comes down to the needs of your business and the types of workflows you want to manage. As our business units are so diverse, we benefited from Monday.com being:

- Cloud based
- Very user friendly with a visual layout that's highly flexible and easily modified
- High cross-functionality from sales pipeline needs, marketing campaigns, recruitment processes, product roadmaps, business and design processes and the list goes on.

These software options don't come without some snags...

You have to feed the beast to get the value out of them – Industry 4.0 processes require data input.



If you want to adopt similar software processes we absolutely commend you – as you're taking your first steps towards digital integration!

But... it's important to note:

- You're bound to get push back from your team, especially during the set up phase. It requires commitment and a strong mandate from management for everyone to get onboard and use these new systems
- It'll feel slow and frustrating in the beginning, but once you're set up that's when the value truly begins
- These systems are only useful if ALL of your team are on it. Otherwise you'll end up having to manage multiple touchpoints which will drive you slowly insane and increase your software costs!

The strains of remote work for whole of organisation implementation

In all honesty, we weren't completely prepared for our team to work remotely. Our technical team are always on the move... but certainly not our administrative hub!



Laptops for all of team are essential in case of disruption such as COVID-19.

Moving forward consider this investment over desktop set-ups so all your team can be leveraged in remote work – not just some.



These days most of our team have mobiles, but we bet not your receptionist!

It's a lesson we quickly learnt when figuring out how to manage our main phone lines remotely. Ensure you have call forward options or a clear phone message if not!



When at our most vulnerable it seems that's when an onslaught of cyber scams occur.

Make sure your team is briefed on key things to look out for when receiving emails such as: strange email addresses, sign offs, layouts or messaging.

Just because you can't see your staff – it doesn't mean H&S responsibilities are gone!

Make sure during lockdown that you set your expectations in this area & meet your obligations as an employer.

- Provide regular updates on new COVID-19 health and safety news worth sharing
- Ensure staff are supported in their mental health and wellness. It's a stressful time for all!
- Assess whether remote workstations meet health and safety requirements.



Embrace the opportunity for new workflows!

As strange as it may sound, here at HERA we've had some benefits come out of the COVID-19 lockdown.

- Restructuring of workdays means people are working flexibly and within hours that naturally work for them, their body clock and their whanau commitments
- We've been forced to re-assess how we track work! It's about output vs. input more than ever before! And we've leveraged productivity software tracking to validate that thinking.
- Our customer focus has gone into overdrive – particularly for our internal customers (our team)! Regular pulse checks, consultation & information sharing has organically started improving!
- We're more focused - working from home means less distractions from colleagues walking by asking random questions! You communicate when you want to, the way you want to!





Embracing uncertainty -
tools to help as we look
forward.

Your Covid-19 knowledge centre

| General information | NZ Government | Mental health and wellness |
|--|---|--|
| <u>Basic protective measures</u> | <u>Unite against COVID-19</u> | <u>Mates in Construction – stronger together</u> |
| <u>How to wear a mask</u> | <u>Crucial business information</u> | <u>NZ Construction Industry Council resource</u> |
| <u>Busting some myths</u> | <u>Financial support for you</u> | <u>Mental Health Foundation resource</u> |
| <u>Tips for parents</u> | <u>Advice for businesses, organisations & employees</u> | <u>Ministry of Health resource</u> |
| <u>Keeping up to date</u> | <u>Essential businesses list</u> | <u>World Health Organisation resource</u> |

Free webinar – Tuesday 31 March

Tools to help you navigate the future.

The future has always been uncertain, and it will be even more so as we transition to a post-virus world where the previous rules no longer apply.

Strategic foresight provides us with a range of tools to develop these conversations and enable you and your colleagues to aim for the future you wish to see collectively.

[Phil Tate](#), Regenerative Futurist at thinkstep-anz and [Barbara Nebel](#), CEO of thinkstep-anz will introduce in a 30 minute webinar to a range of techniques to jump-start your organisation's creative thinking to overcome today's challenges and map a course to the new future.



Tuesday 31 March 2020
3 – 3.30 pm

[Register today!](#)

Barbara Nebel
CEO, thinkstep-anz

Phil Tate
Regenerative Futurist, thinkstep-anz



HERA has several initiatives in the pipeline designed with your future in mind!

We want to secure tomorrow's industry, by helping you innovate today.

Here are some of the services you'll be able to leverage:



Our Innovation Centre is coming and will provide a hub where you can put your ideas to test, leverage innovation support and gain exposure to the latest technology and innovations supporting our industry.

[Click to find out more!](#)



Our Intelligent Fabrication automation audits can streamline your business processes. Think immersive hands-free experiences, robotics, artificial intelligence and more – & while not virtual assessments yet... we're working on it!

[Find out more!](#)



MetalMind launches soon! It's a capabilities tool we're developing to give you insight into the innovation maturity of your business. Allowing you to pinpoint areas to develop & thrive in this new world.

[Contact us to find out more!](#)

Digital solutions to stay connected and improve cross-collaboration

We're shifting our service offerings so that physical meet ups aren't the only way.

Here's what's on our radar:



We're trialing webinars for our courses and seminars so staff can get qualified and ready to set up for your business.

Not only does this mean you'll save in travel – but that you're able to learn in a more intuitive way within an e-learning space.



Our library resources and service are always available online for our members.

While some physical publications will have delays in delivery during lockdown – our Librarian is still processing all digital resource requests.



Connected to MetalMind works – we're developing a 'digital dashboard' to support your business with analytics driven by your own data. You'll be able to have a clearer bird's-eye view of your business health and it'll be completely private to you and of course - secure!

As a member, you are our priority.

That's why providing you value is our key focus during this time.

Here are some of the services you can leverage:



We continue to work on our design guides to ensure our work is up-to-date, and available to inform your technical works.

We also have composite software available to support your structural deliverables.



We've developed a work from home health and safety checklist. This ensures both yourself and your team are set up right during lockdown.

[Access this resource here.](#)



We're constantly collecting better data about you – so that we can understand how we can best support your needs moving forward.

This means targeted communications, and more intuitive collaborations.

Lockdown has amplified the need for us to communicate better!

In a time when face-to-face isn't possible – what mechanisms do you have to get your key messages across to your clients?

Never fear! Putatara is here! Contact Greg to find out more on how we can help in this space!

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