

# Building People

He Whaihanga Tangata

ISSUE 1 2020



Celebrating  
110 years of  
Naylor Love



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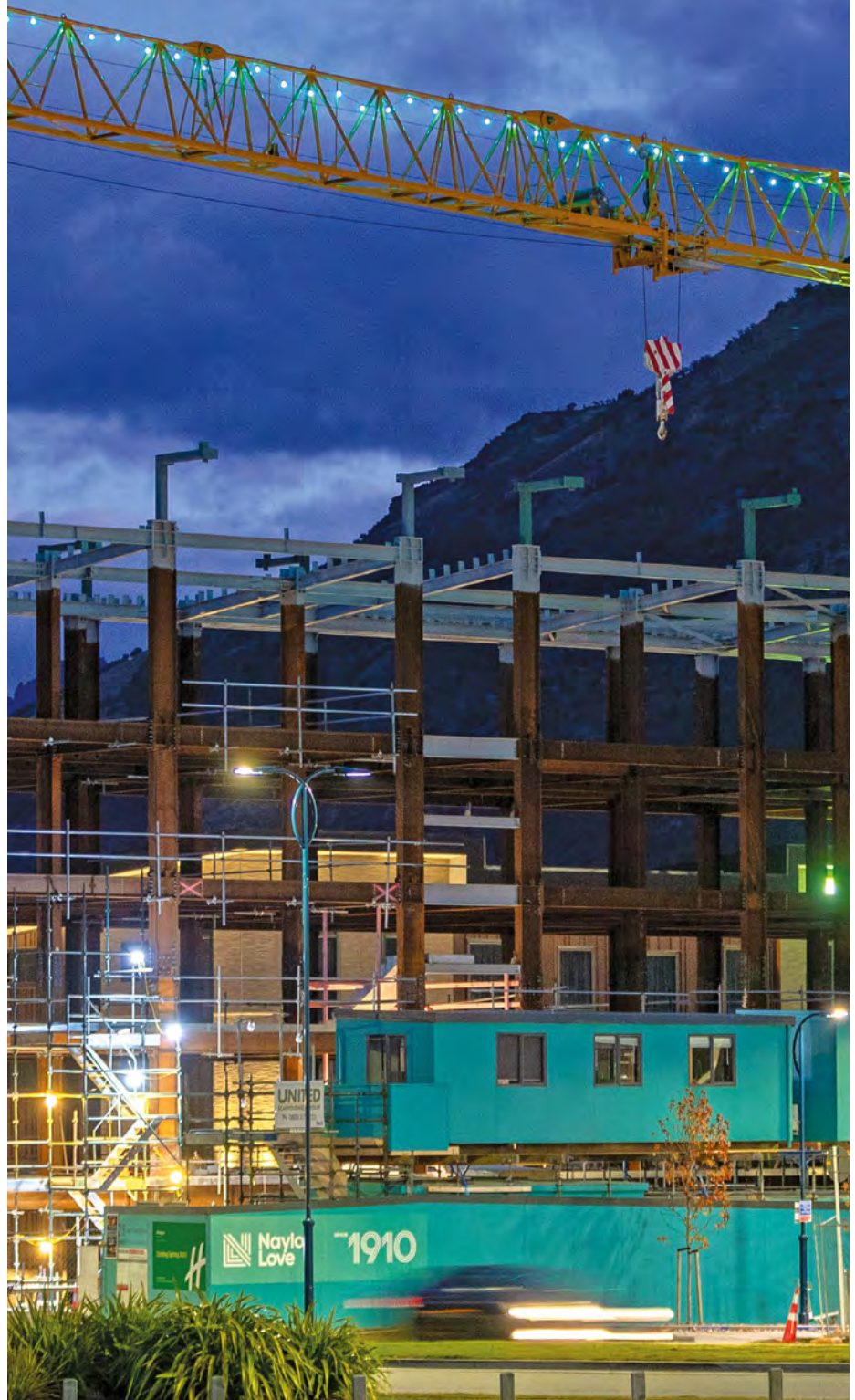
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*Front cover: Workers on the 1940 Centennial Exhibition site in Lyall Bay, Wellington, where the buildings were constructed by Love Construction Company and Fletchers.*

*Below: Holiday Inn Remarkables Park in Queenstown, lit up for the Lumify light festival over Queen's Birthday weekend.*







Left to right: Naylor Love Project Manager Leighton Calkin with CEO Rick Herd.

# Welcome to Building People

Kia ora

We're celebrating our 110th year in construction in 2020, and it feels like the right time to start sharing our Naylor Love stories again. So, welcome to *Building People | He Whaihanga Tangata*, our new biannual publication.

As well as marking a significant company birthday, our first issue also marks the announcement of our new purpose statement – Building People, Creating a Sustainable Future. This statement defines what lies at the heart of Naylor Love and our greatest asset – our people.

We've packed a lot into those six words.

*Building People* acknowledges both our primary business as a construction company and our commitment to developing all those who make up the Naylor Love team.

Our vision for a sustainable future encompasses our focus on the wellbeing and diversity of our people, our determination to leave the planet a better place, and our efforts to ensure

that the construction industry remains a great place to work.

After 110 years, Naylor Love is the recognised leader in vertical construction and New Zealand's largest privately owned construction company.

We might have been expecting more birthday cake and less hand washing this year, but the Covid-19 pandemic has crystallised our leadership role in the industry.

I'm very proud of the way our team pulled together, particularly over the lockdown period, to work on essential projects, price new jobs, and do everything they could to ensure we hit the ground running the moment we got back on site.

Special mention must go to our health and safety team, led by Pete Lockhart.

As a member of the Construction Sector Accord, Naylor Love prepared comprehensive guidelines for managing building sites safely under alert levels three and two. This hard work gave the Government confidence

to allow the construction industry to return to work at alert level three – more than two weeks earlier than most other industries.

I spent my lockdown advocating widely for the vertical/commercial construction sector. Sometimes it looked like the Government's 'shovel ready' stimulus package was focusing disproportionately on civil construction such as roads, but we managed to get the message out there that we must protect and create skilled jobs, build valuable public amenities and stimulate the economy by investing in vertical infrastructure such as schools, hospitals, community facilities and social housing.

The Naylor Love team includes construction workers, project managers, engineers, architects and quantity surveyors. Many of these men and women are leaders in their fields but very few of them are inclined to boast about it – *Building People* will bring you their stories.

Ngā mihi, **Rick Herd, Naylor Love CEO**

# 110 years – a reflection

Ask any 110-year-old the secret of longevity. They will tell you about how their relationships, values, and their approach to difficult times sustained them. For Naylor Love, our legacy is about these intrinsic qualities as much as it is about what we have built.



*Trevor Kempton joined Naylor Love in 1987 as Manager of Subcontracting Services. He was Managing Director from 2001 until his retirement in 2010, and has chaired the Naylor Love Board since 2017.*

Both of our founding companies, Love Brothers and WH Naylor, opened their doors in Dunedin in 1910. The two companies seemed unlikely partners when they joined forces sixty years later; Loves was focussed on growth and took on a diverse range of complex projects throughout New Zealand. Naylor's stuck to its knitting, gaining an enviable reputation for quality and enduring relationships in the south.

Looking back, being able to balance the complementary attributes of both companies has been key to our success.

No business has ever lasted 110 years without having to work through difficult times. Our ability to survive and even thrive is due to our people, who have always taken ownership of challenges and proactively contributed to overcoming them.

Ownership of our company remains in private hands, with shareholders deeply involved in its management and governance. Passing the mantle to the next generation remains a carefully considered tradition. Our future will see us balancing the economic and social impacts of Covid-19 and climate change in how we operate and what we build. It would be very easy to forgo progress on environmental issues while looking for a quick fix for the economy, but working where these two imperatives overlap will probably be where the opportunities lie. We remain committed to finding ways to build more sustainably.

Jim Love and Hugh Naylor could never have predicted that there would be a world war and an influenza pandemic within a few years of them setting up shop in 1910. Their resilience remains an example to us all.

**Trevor Kempton, Naylor Love Chair**



*Dunedin Town Hall project team, 1927*



# Putting people first

Naylor Love people are the company's most important and valuable asset.

All aspects of staff health, safety and wellbeing are a major focus for Naylor Love and that commitment starts in the company values – and is then keenly embraced through all levels of the organisation.

"We are always looking at how we can support our people through our wellbeing programme. Looking after people is fundamental to a thriving business," says Pam McGarry, General Manager – People and Culture.

Pam says the company's group medical insurance scheme has more than 1,400 members and many claims are for elective surgery. Having insurance means staff can get surgery quickly, reducing worry and getting them back on their feet sooner.

**"Looking after people is fundamental to a thriving business."**

With many of Naylor Love's construction workers exposed to the elements, a sun smart campaign offers staff an annual skin check. The last round of checks detected 11 serious melanoma cases and another 12 skin cancer cases. "We have the satisfaction of knowing this initiative helped save lives," says Pam.

Naylor Love already had a flexible working policy on the drawing board when Covid-19 emerged. Surveys during lockdown asked staff if they would like to continue working remotely, if their position allowed this flexibility, and almost half said they would.

Rounding out the wellbeing picture is the employee assistance programme for staff and their families, and a series of wellbeing seminars, covering topics such as fatigue, stress management and mental health.

*Below: Some of the Naylor Love team after a six hour bike race at McLeans Island, Christchurch.*





# Sylvia Park expansion

The challenge: How to add 60 new shops to the country's busiest shopping complex while keeping the tills ringing.

The latest stage of Sylvia Park's expansion involved adding a massive mezzanine level to the existing Galleria.

Naylor Love turned Sylvia Park's single level Galleria into a two-level vaulted atrium without any of the ground floor stores having to close their doors.

It also met the challenge of keeping shoppers safe throughout the project.

As well as constructing the 19,000 square metre mezzanine floor, Naylor Love also built a two-level Farmers department store and created parking for a further 1,500 cars.

"This meant working around the clock for some parts of the development to ensure the lower level of the Galleria could safely maintain normal trading, without disrupting service to shoppers," says Justin Calder, who was Naylor Love's Project Director during the 18 month pre-construction phase.

"We removed the rooftop car park on the original Galleria and then

effectively built a building on top of that building – all while screening off our construction areas and keeping the lower level open for retail customers," says Justin.

"This project had its share of challenges, including maintaining flexibility around retail store size and layout for as long as possible, as tenants were being signed up throughout the construction period."

The total cost of the project is more than \$200 million and completion is expected mid-October 2020.

"It was great to be involved with the project 18 months before construction began, working closely with the client and their consultants. We've achieved a collaborative build and a high quality product within the client's budget," says Justin.

Darragh Gillane was Naylor Love's Project Director for the construction phase. "We had a great team operating over a huge site, all in a live environment. We had Marty Johnson, Chris Bourke and their teams adding the two multi storey car park buildings, while at the same time Gregory Hoebe, Adam Gregory and their teams were building 26,000 square metres of retail space – all while shoppers happily went about their business," he says.

"We enjoy a great relationship with owner Kiwi Property at all levels and, by taking a wider team partnership approach, together we were able to strive for the same successful goal," Darragh says.

"We've achieved a collaborative build and a high quality product within the client's budget."

Sylvia Park Galleria atrium, due to open soon.





*Jenya Zaitsev, Carpenter*

# From Angola to Aotearoa

Bruno and Jenya represent just two of the many nationalities and skillsets working at Naylor Love.

Meeting for the first time at a Christmas function, long-serving Naylor Love employees Bruno Goedeke and Evgeny (Jenya) Zaitsev discovered they had something very unusual in common: their countries fought on opposing sides in the long running Angolan Civil War.

Not only that, but they were both near the Angolan battlefields at the same time during the 1980s.

Like all white males in apartheid South Africa, Bruno was conscripted into the South African military for two years.

He avoided some of the less desirable military postings by focusing on his tennis skills and being selected to represent the defence force in tournaments.

"I tried to play every tournament on the planet," he says.

The technique was successful, though he spent some time in Angola, where both his brothers saw action. "I never personally fired a shot or was shot at."

While Bruno was on the battlefields, Jenya was crewing Russian fishing vessels travelling from his home port



*Bruno Goedeke, Director, Naylor Love Auckland*

of Murmansk and using Angolan ports to change crews. While there, he could see and hear the wartime action.

Jenya was later conscripted into the Russian army and served two years in Ukraine. His life took another turn when a fishing vessel he was crewing stopped over in New Zealand.

"I fell in love with Christchurch and liked the people." He came ashore, got a labouring job, began working for Naylor Love and then trained as a carpenter.



# Mahana House – back to the future

This is a story about a priest, an architect and a builder...

Two years ago, Reverend Craig Dixon approached Scott Watson, Business Development Director at Naylor Love, to talk about building healthy homes for those least able to afford them.

Naylor Love embraced Craig's idea, collaborating with renowned Japanese architect, Shigeru Ban, and local design studio Isthmus. The result is a healthy, low maintenance home that can be built in 35 days and costs about the same as a flat pack home sold by a national hardware chain.

A long-time passionate advocate for sustainable housing, Craig Dixon has now joined Naylor Love as Community Living Project Director.

"The Mahana House is quite a large family home. The standard version has four bedrooms and two bathrooms. It can also be produced in 3, 5 and 6 bedroom versions," Craig says. "It's carbon neutral where the site doesn't require concrete foundations."

Craig believes the house will have strong appeal for iwi, councils, churches and the government. "The beauty of the design is that it is entirely scalable – we can produce as many of these homes as the market wants. All or most of the home can be produced off site, then assembled on site.

"This is a family home; it's warm and solid and will be a great place for kids to grow up," Scott says.

Naylor Love Director Chris Naylor sees the project as "going back to the future."

In 1937 Love Construction was awarded a government contract to build 38 state houses in Pine Hill, Dunedin as part of the first state housing initiative in this country.

"More than 80 years later we are using our skills, experience and resources to create a 21st century version of those original state houses for some of those in our community who need it most," Chris says.

"It's important to keep this valuable heritage alive – a family home developed by a family company."

*Left to right:  
Chris Naylor  
(Naylor Love  
Director), Sir  
Stephen Tindall  
(Founder and  
Trustee of  
the Tindall  
Foundation)  
and Scott  
Watson (Naylor  
Love Business  
Development  
Director) view  
the prototype  
Mahana House.*







Simoe White, Project Administrator,  
and Chris Frewen, Site Manager.



# Mates supporting mates

The sad reality is that the construction industry has one of the highest rates of suicides across all industries in New Zealand.

## Banking on each other

### Support for colleagues during tough times

Naylor Love people continue to demonstrate their care for each other, as seen with the recent launch of a sick leave bank. Staff can choose to gift a day of sick leave each year into a leave bank for colleagues.

This way Naylor Love people can give real and tangible support for their colleagues experiencing serious illness or trauma, who can access the bank once they have used up their personal entitlements.

The reaction to the scheme has been overwhelmingly positive, says Pam McGarry, General Manager – People and Culture, with some people even wanting to donate a whole week of sick leave.

The scheme was introduced in July and is supported with donations from both Naylor Love staff and the company.

Research points to construction workers finding it difficult to discuss feelings and emotions with their colleagues, and the nature of their work makes social support more difficult.

This inspired Naylor Love to become a Premium Partner and advocate of the MATES in Construction mental health and suicide prevention programme. Naylor Love's General Manager – People and Culture, Pam McGarry says this is about mates supporting mates.

"MATES makes it OK to say you are struggling and easier to seek support. It helps people to notice changes in their mates and to ask them if they are OK.

"It's going to make a positive difference to the industry's culture and willingness to have those essential conversations about mental health," Pam says.

MATES launched in New Zealand at the end of 2019. In Australia it is credited with reducing construction industry suicides by eight per cent. It's hoped it will have a similar impact here.

MATES sessions are for everyone on site, including subcontractors, so the initiative reaches deep into the industry.

"We have the reassurance of knowing that everybody on site is more aware of the issues and can get the help they need.

"The more people open up and share their stories, the more we can reduce the stigma associated with mental health issues," says Pam.

Find out more about MATES in Construction at: [mates.net.nz](https://mates.net.nz)



Workers from the Sylvia  
Park site volunteered to  
receive more advanced  
MATES Connector training.

# Champions of Heritage

Naylor Love's passion for restoring heritage buildings makes it a natural fit as sponsor of the Heritage and Adaptive Reuses Property Award at the Property Council New Zealand's annual awards.

Naylor Love's Chief Executive, Rick Herd says, "The award celebrates teams who have gone to great lengths to strengthen, adapt and revitalise older buildings – something we are passionate about.

"Having completed restorations and refurbishments and with other landmark projects underway, including The CAB apartments in Auckland,

*Christ's College kitchen tower – a project involving demolition, rebuild, structural and seismic strengthening, restoration of heritage features and internal fitout.*

Wellington Town Hall, the Christ Church Cathedral Reinstatement Project and Dunedin Railway station, we know that it takes collaboration, ingenuity and commitment to make these projects work," says Rick.

Property Industry Awards recognise outstanding property developments and refurbishments throughout New Zealand, and will be announced in September 2020.

Find out more at:  
**[www.propertynz.co.nz/property-industry-awards](http://www.propertynz.co.nz/property-industry-awards)**

*Project Manager Paul Stevenson, who will manage the restoration project at Dunedin Railway Station.*



## Historic Dunedin Railway Station makeover

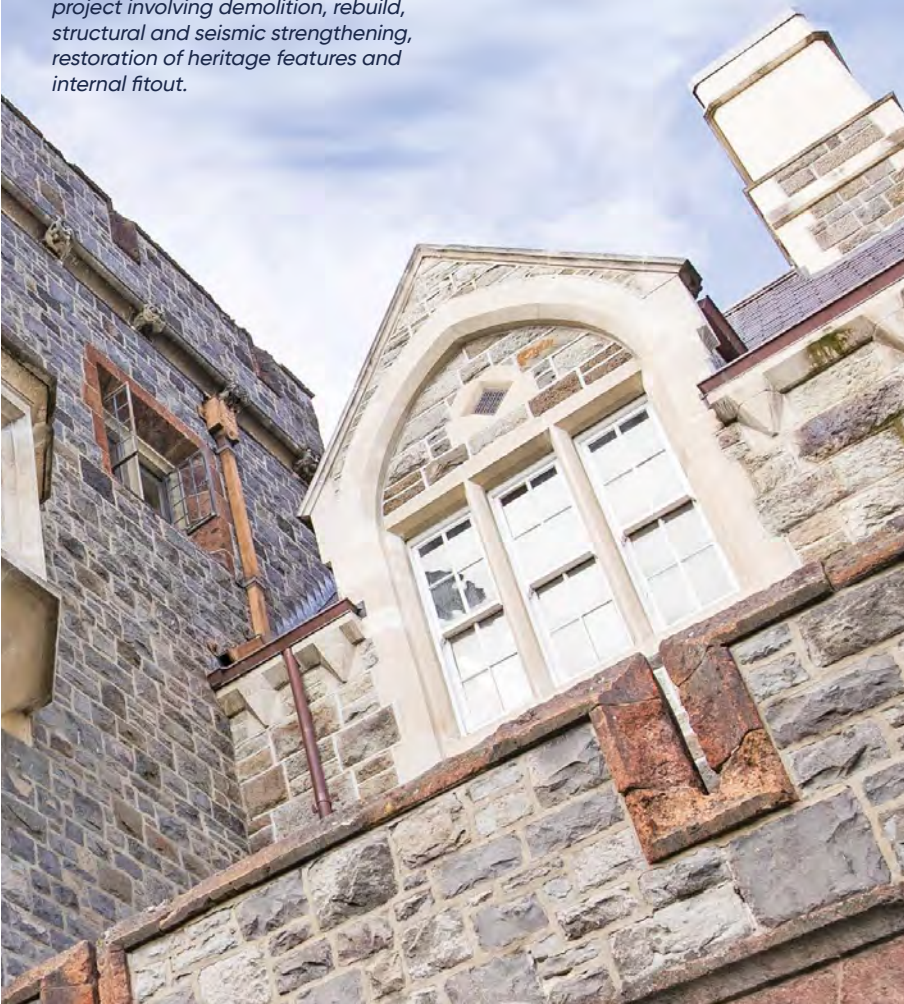
Dunedin Railway Station – claimed to be the most photographed building in New Zealand – is to receive a major makeover, with Naylor Love team members applying the 'makeup'.

Naylor Love has been awarded the contract for the first of three stages of the 114-year-old building's refurbishment, designed to ensure it lasts another 100 years or more.

Director of Naylor Love Dunedin Jason Tutty says the work will take two years. One of the big challenges will be finding skilled stonemasons.

"Fortunately we have had the experience of working on similar buildings in Christchurch, such as Christ's College and the Christ Church Cathedral Reinstatement, so that will really help with this project."

A Scottish tradition that Naylor Love observed at Christ's College was embedding a bottle of whisky in the wall for the stonemason who repairs it many years later. Reports of these bottles being laid down far outnumber reports of them being found!





## Auckland

**Botany Town Centre:** seismic upgrades and associated fit-out works

**Hotel 4:** conversion of a three-storey office block into an airport hotel

**CCA Can Line:** works for new can line equipment

**Datacom:** reconfiguration/maintenance works

**SkyCity:** an office refurbishment, the All Blacks Experience fitout, and VIP rooms at SkyCity Casino

**Lynn Mall:** seismic upgrades to existing mall superstructure

**Stoneridge on Lunn:** new retail development in Mount Wellington

**Sylvia Park:** flagship Farmers department store and addition of a new mezzanine floor

**The CAB apartments:** conversion of a heritage listed office building into luxury apartments



## Waikato/Bay of Plenty (Tauranga and Hamilton offices)

**Cambridge Pool:** Early contractor involvement (design, cost planning and logistics) for a new pool in Cambridge

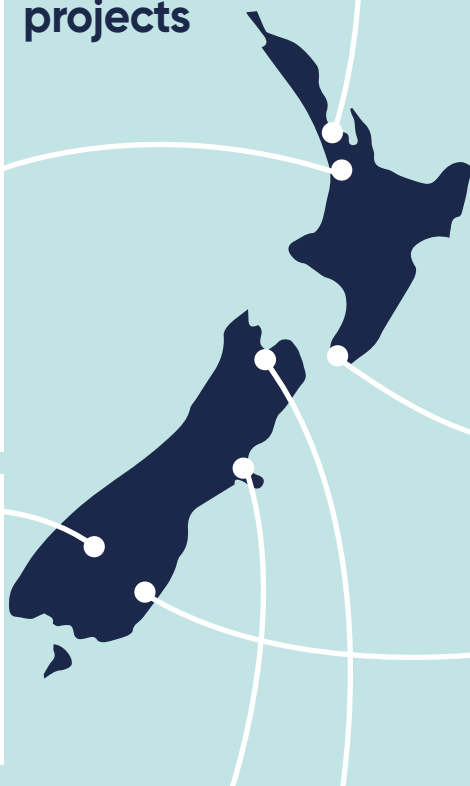
**Lago World:** childcare centre fit-out at Te Awa, The Base Shopping Centre

**University of Waikato Accommodation:** three new student accommodation blocks at the Hamilton Campus

**Papamoa Community Surf Rescue Base:** a new two-storey surf rescue base, a community-funded project



## A selection of our current projects



## Wellington

**BUPA Crofton Downs:** new three-storey apartment and aged care facility

**James Cook Hotel:** staged refurbishment of a multi-storey hotel

**Te Aro School:** new classroom block

**Wellington International Airport:** upgrade and extension projects

**Wellington Town Hall:** seismic strengthening of a Category 1 listed building

**Queensgate Shopping Centre:** seismic upgrade of the multi-level retail complex



## Central Otago (Queenstown office)

**O'Connells Shopping Centre:** reconstruction and refurbishment of a mall in the town centre

**Holiday Inn Remarkables Park:** a six-storey, 182 room hotel

**Toru Apartments:** a three-stage development of 230 apartments

**Sudima Queenstown:** a four-storey, 120 room hotel, with conference and retail facilities

## Canterbury (Christchurch and Nelson offices)

**Burnham Storage and Ablutions Facility:** amenities for the NZ Defence Force

**Christ Church Cathedral Reinstatement Project:** first stage of the project, including decontamination and stabilisation

**Christchurch Prisons:** range of projects at the three Christchurch prisons

**Hagley College (Te Puna Wai o Waipapa):** school redevelopment

**Rangiora Borough School Library:** new school library

**Lincoln University Recreation Centre Upgrade:** gym, teaching and research facility

**Selwyn Health Hub:** two-storey community health centre in Rolleston

**St Andrew's College Fitness Centre:** fully equipped school Fitness Centre

**AgResearch Research Facility:** scientific research facility in Lincoln

**Green Gables:** 27 apartments and 61 care suites

**Manuka Street Hospital:** redevelopment of the main hospital building

**Briscoes/Rebel Sport:** retail and offices in Vanguard Street

## Dunedin

**Deloitte:** high-end office fit-out

**Dunedin City Council:** projects at several key Council facilities

**Investment House Apartments:** heritage apartments and office fit-out

**Mercy Hospital:** infrastructure, services, seismic and heritage projects

**University of Otago:** new five-storey research support facility

**Dunedin Railway Station:** upgrades and repairs at the Category 1 listed building



Workers surveying the site at Naylor Love's  
Frankton Marina project in Queenstown.

