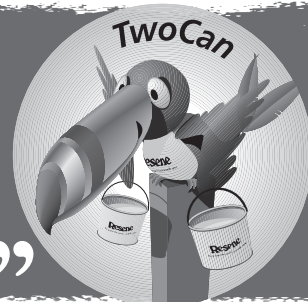


“ How time flies. Just 70 years ago, Ted Nightingale was mixing up what would be the start of the Resene we know today. There were no easy wins, just lots of hard work, trial and error and a determination to make something. Perhaps one of the key differences between those days and now, is it was probably easier to concentrate then. These days, with the distractions of email, phone calls and technology, it's very easy to be busy but not get any work done, especially when you're a painter. After all, it's pretty hard to get a lot of paint on the wall if you're holding a phone and not a brush! Perhaps it's time to take a step back in time and block off some of your day into 'non tech' time – you might be surprised at how much more you can get done... ”

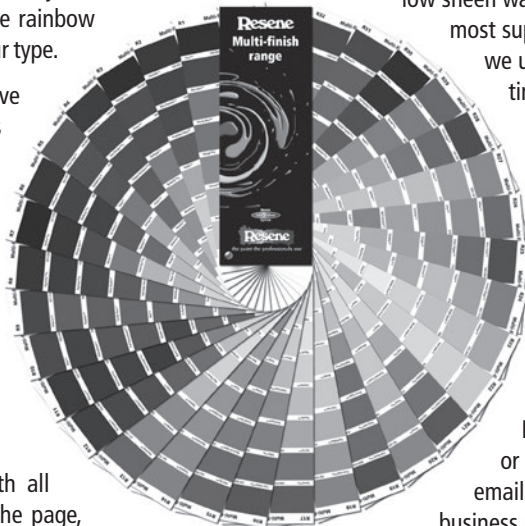


The new look of multi-finish

The Resene Multi-finish colour collection has always been our biggest single colour collection spanning the rainbow offering a wide range of colours in each colour type.

As colours evolve, there are distinctive shifts to different types of colours, such as increasingly complex hues. The update of the Resene Multi-finish collection brings together the most popular Multi-finish colours, together with favourites from many of The Range fashion colour fandecks and a selection of new colour strengths. It's a best of the best Resene colour collection and is designed to work alongside the existing Resene whites and neutrals collection.

The new palettes are two chips wide. With all colour chips running flush to the edge of the page,



it's easy to compare colours to each other or other swatches or samples, and they can be collated into handy easy to carry sets.

Each chip is finished in Resene SpaceCote Low Sheen, the exact same low sheen waterborne enamel you can use on walls. While most suppliers use printer inks on their colour charts, we use Resene paint tinted with Resene VOC Free tinters which gives a more accurate colour. After all, nothing looks more like paint than the actual paint does!

The new Multi-finish palettes will be rolled out to Resene ColorShops and resellers over the coming months. Customers in store will be able to pick up a free copy of their favourite palette/s. Or for painters and specifiers, we can collate a full set for you into handy to use fandecks.

Keep an eye out for the new collection in store or preorder your free Multi-finish collated set by emailing update@resene.co.nz with your name, business name and address.

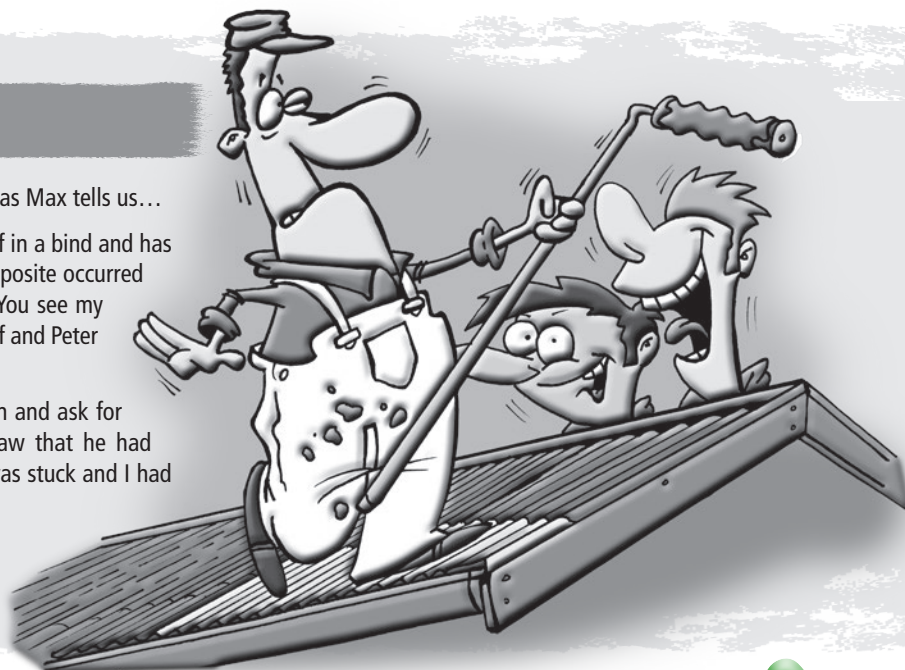
Rescuing the boss

We're all human and anyone can make mistakes, as Max tells us...

"They say that the apprentice always gets himself in a bind and has to be rescued in one way or another. Well, the opposite occurred years ago when I was a very young apprentice. You see my boss, the old master himself, was painting the roof and Peter his son and I were on the walls.

"When it was lunchtime we heard him call down and ask for me, which we thought was strange until we saw that he had painted himself into the corner of the roof and was stuck and I had to rescue him!

"What a hoot that caused."



Sticking stuff

Ever wanted to paint over laminated surfaces, Seratone® or other smooth surfaces and find your paint is slipping and sliding rather than sticking?

If you're thinking yes, then you need Resene Waterborne Smooth Surface Sealer.

Getting paint to stick to smooth surfaces, such as tiles, laminated and varnished surfaces, can be tricky, with the paint slipping and sliding around the surface. Resene Waterborne Smooth Surface Sealer provides the ideal solution acting as a grip coat on smooth surfaces making them ready for topcoating with your favourite Resene topcoat. Its adhesion is enhanced even more by sanding with wet and dry paper.

Resene Waterborne Smooth Surface Sealer has excellent adhesion and will stick to a wide variety of smooth surfaces inside or out.

Once you've sealed the surface, then you can topcoat as



per normal with Resene paints and colours.

Best of all, because Resene Waterborne Smooth Surface Sealer is waterborne, it has much lower VOCs than solventborne products that would traditionally have been used. And it's Environmental Choice approved.

How to paint over smooth surfaces is one of the most common tech questions we are asked, so clearly there are a lot of surfaces out there that homeowners are desperate to decorate. So next time you have a homeowner despairing about the old coloured laminate wall they can't afford to replace but can't stand to live with, you might just want to suggest painting over it with Resene Waterborne Smooth Surface Sealer and their favourite Resene colours.

If you need advice on the best paint system for a project you have, ask our helpful Resene ColorShop staff or use our free Ask a Technical Expert service – either call **0800 RESENE (737 363)** or ask free online at www.resene.com/techexpert. Or if you need colour help, ask our colour expert free online at www.resene.com/colourexpert.

Top tips to avoid being caught by fraudsters

Online scammers and fraudsters use all kinds of tricks to steal from businesses. By taking sensible precautions you and your business can avoid becoming victims.

In 2014, almost \$800,000 was lost from 35 small businesses that were the victims of cybercrime, according to NetSafe. That's an average of \$22,521 for each victim.

Here are some top tips to prevent being caught out by scammers.

1. Check it out

Don't assume a company is based in New Zealand just because the website address ends .co.nz or .nz. Check to see if a company is registered in New Zealand on the **Companies Office website**.

Check that payment pages look secure. Look for a padlock symbol and make sure the website address begins with "https" (the "s" stands for secure).

2. Find out more

Type the company's name into a search engine, followed by the word "scam". If the company is fake, you may uncover stories from people who've been caught out by the same scam.

Always check out a trader's contact details, especially if it's just a mobile number or an email. Ring a landline if they provide one – and if you can't get through or it goes to an overseas call centre, it may be a scam.

Get more advice about scams on the **Consumer Protection's Scamwatch website**.

3. Stop

Don't respond if you have any doubts that the company or product is fake.

Don't open suspicious or unsolicited emails or letters.

Don't click on any links in a spam email or open any files attached to them.

Never reply to a spam email or letter.

If you receive a call with an offer that sounds too good to be true, it probably is – so hang up.

Call your bank immediately if you have sent your credit details or paid some money to a suspicious trader.

4. Report

Report a scam and warn your friends and trading partners. Advice on how to report an incident is available at **The Orb website** and on the **Internal Affairs website**.

Steps to lock down your systems and processes at work

Be aware of these five current threats to small businesses.

- **Email scams:** Hackers intercept a business' emails, and then send false invoices to clients, asking for payment to be made to an alternative bank account.
- **Ransomware:** The infection of small business systems, impacting on business continuity and frequent need to pay a Bitcoin ransom due to poor or non-existent backups.
- **Spear phishing:** Targeted emails requesting the payment/bank transfer of company funds to offshore accounts. This can involve the creation of almost duplicate domain names to increase the chance of success.
- **Invoice fraud:** The sending of fake or dubious invoices to trick companies into renewing intellectual property registrations or enter online directories. The most significant this year has been the Corporate Portal scam – read the **Commerce Commission's warning**.
- **Funding scams:** The NZ Funding Grants website has tricked many small firms into paying fees to find grants are non-existent. **New Zealand Trade and Enterprise** and the Commerce Commission have warned about this company. Check out Business.govt.nz's free information on government grants for small businesses.

Thanks to www.business.govt.nz for this article.



Catch you next month!

TwoCan, Editor.

