

# Connector

News and views from the co-operative.

## ***Chair update.***

As I write this there seems to be a palpable sense of relief across the country that New Zealand has moved back to Alert Level 2, and most people are now able to regain some measure of normalcy in their work and lives. This has undoubtedly been a period of high stress for everybody — both personally and in business — and whilst we're only at the start of a what's assuredly a very bumpy road, there are some hopeful signs from both government and business analysts that the construction sector will remain an important driver for economic recovery.

Irrespective of the many challenges that I'm sure are ahead, our NZPM Co-operative mission statement "To contribute to our members' business success by representing their interests and delivering performance excellence", will remain paramount in the thinking of both our Board and Executive team. We're clear that our future success will be determined by our collective expertise and the unique co-operative service that our Plumbing World and Metrix people provide to our members, so both companies are working through a range of opportunities that will support that success.

Those opportunities include a review of our processes and people from top to bottom with the Executive team and the Board forming an integral part of that evaluation. To initiate the evaluation, the Board carried out

a comprehensive review of its composition and structure and its operational governance process with support from Westlake Governance during April. We were pleased to receive very positive feedback and recommendations from principal Richard Westlake, and this will help guide us along our pathway of continuous governance improvement.

As a result of the review, the Board has agreed its composition should continue with our current number of five Elected Directors, however with only one Appointed Director (Kathy Meads) immediately following this year's AGM when fellow incumbent Appointed Director Ngaire Mansfield's term concludes. In retaining the capacity to add a second Appointed Director at any time in the future should specialist needs arise, the Board will continue to monitor our ongoing capability to ensure the co-operative is provided with sound governance over the forthcoming years.

The Board has also agreed to extend the term of our current Future Governance appointees Dave Morgan and Sam Tyson from May through to this year's AGM. Both Sam and Dave have contributed productively to our Board and Committee meetings over their tenure, and both are extremely grateful for the extra few months of opportunity to learn and absorb more about governing in a crisis. Applications are already open

for our 2020 Future Governance programme (see details later in this Connector), so if you're interested in contributing to the future board leadership of NZPM co-operative, we'd be delighted to receive your application.

This year's AGM was planned for August in Rotorua, however we anticipate there might still be a number of restrictions on the types and sizes of gatherings at that time, together with a ►



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## Chair update continued.

number of ongoing challenges around travel and accommodation. Equally, some members may be reluctant to travel or may need to spend more time in their businesses, so whilst we still expect to maintain the Friday 21st August meeting date, we'll likely move to a digital meeting platform that could entail using a number of smaller venues in larger centres linked together by video stream. Our communications team are looking at the various options now, and we'll keep you updated once we find the best solution that supports our co-operative ethos.

Likewise, our annual NZPM/Plumbing World Roadshow

programme for 2020 will probably alter from previous years to help reduce travel costs and also to accommodate our members availability. We fully understand that these events are important to our members and they're also a great opportunity for you to provide feedback, so both Rob Kidd and I are currently looking at a number of solutions to support that engagement, and we expect an updated Roadshow format based on an interactive digital platform will be announced shortly.

And finally, I hope that the information provided in our two-weekly digital-only Connector 'Special Editions' during April and early May has been helpful.

As a co-operative maintaining dialogue with our members is important for us, so please don't hesitate to contact any of our Directors, Executive team or your Regional Manager if you've got any questions, or even if you just want to talk.

Kind Regards,



John DeBernardo  
NZPM Chair

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## A word from Rob Kidd.

Under Covid-19 Alert Level 2, all our Plumbing World branches are up and running.

However, due to the protocols of operation required by the government we still need to ensure;

- extra hygiene practices are in place (hand sanitiser and washing of hands)
- social distancing (keeping everyone at least 1m apart) is adhered to
- everyone entering our stores are healthy (unfortunately if you have symptoms similar to the virus, we are not allowed to let you come into the store)
- everyone is contact traceable (we're doing this by logging your staff member's details into our ProStix computer system — this information will be deleted after two months).

We fully appreciate this can be frustrating for some people, but we must abide by the Government and Ministry of Health guidelines and appreciate your patience as we do.

We have been thrilled with the uptake of our pwGO App and pwGO Online (which went live in April) digital ordering and business management tools, which together now have almost 2,000 users.

The pwGO App used on your mobile device and pwGO Online used on your desktop enable you, or your staff, to order product from Plumbing World remotely and either have it delivered directly to site, or picked up from the branch — significantly reducing the time you need to spend in store. This is great from both a health and safety perspective, and also significantly increases productivity on site.

If you don't have the pwGO App or pwGO Online loaded and want to know more, please contact your Plumbing World sales representative or local branch manager who will be more than happy to help you out.

In addition to ordering product, pwGO Online also allows you to easily search for product

including photographs and product specification information, provides your invoice statements, price files and product catalogue information.

I would also like to both remind and encourage you to purchase more of your co-operatives own brand and exclusive ►





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## ***A word from Rob Kidd continued.***

products (LeVivi, TIVA, Toto, Pipe King and the Metrix range) as selling these products will increase your own company's profitability through the quarterly paid Gold Rebate which is only available to our shareholders. We have some exciting plans being developed with Aquasource (the company which sources our

LeVivi range) and along with TIVA and Metrix product opportunities we'll continue to communicate these with you as they come to fruition.

Thank you for your ongoing support of Plumbing World and let's continue to work together through these challenging times

to ensure your co-operative continues to be strong and resilient through the months and years to come.

Regards,  
Rob Kidd  
Plumbing World GM

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## ***Meet our new HSE Advisor - Angela Luatua.***

I joined Plumbing World as the Health, Safety and Environment (HSE) Advisor in November 2019 coming from Auckland Council, where I spent 11 years in a number of health, safety and wellbeing roles across various parts of the business.

Over the last 6 months since joining Plumbing World, I have focussed on developing a 3 year HSE plan, and continuing the work already achieved; to ensure we are compliant and improve our safety culture, so that safe behaviours are part of the way we work and operate every day.

At Plumbing World, we believe that everyone deserves to go home in the same, if not better condition than when they arrived at work. My role is to achieve this by supporting and leading the business to implement measures to reduce incidents, address performance gaps and ensure behaviours reflect a commitment to health, safety and the environment.

I am excited to be part of such a successful business, and proud of what we've achieved so far — including the implementation of our online incident reporting tool; and creation of a wallet card to help people identify and support, those struggling with mental health.

With the recent COVID-19 outbreak and challenges that followed, the business response

was outstanding. The business' decision — communicated before going into lockdown — that we would continue to pay our employees at 100%, demonstrated what a great business we have. Regular communications to employees, customers and suppliers was maintained throughout the lockdown period, and comprehensive return-to-work protocols were established and implemented for each Alert Level. Our protocols were assessed on several occasions by Worksafe and the NZ Police, who gave us their full support. This is extremely rewarding considering the extensive effort our teams across the business put in place, to set our branches and support offices up successfully.

For those getting used to the new normal, my advice is that you follow the guidelines provided by the Government and Ministry of Health (MOH), to ensure your workplace has clear and accurate protocols in place, including:

- Provision and use of PPE, appropriate to the minimising of risk of infection.
- Instructing employees to wash their hands regularly, not touch their face, and to maintain social distancing.
- Ensuring employees stay home if unwell, if someone feels or is suspected of being unwell, or has been identified as potentially being exposed to the virus.

- Restricting visitors where appropriate to those providing essential supplies and services.
- Instructions for contact tracing for all employees, customers, suppliers and visitors to site.
- Processes to follow in the event of a confirmed case of COVID-19 — including shutdown and a full sanitising clean prior to reopening.

Be safe and kind out there everyone, and all the best for returning to work. Look after your families, colleagues and yourselves.

Regards,  
Angela Luatua  
Health, Safety &  
Environment Advisor  
Plumbing World



## Director's point of view - John Leen.

At the time of writing this viewpoint, I was waiting like many of you, to hear confirmation of the country's Level of Alert dropping down to Alert Level 2, and what might be the "new normal" for business's like yours and mine. We had already seen a reset from Level 4 down to Level 3, and this transition brought significant issues throughout our society and obviously our businesses.

Business as we knew it may well have changed for all of us. Working from home sounded pretty simple but putting that into action was slightly harder than what we thought. You forget how often you push the print button and wander out and get the documents from the printer. Some staff complained that their new work colleagues at home were far more demanding, wanting their meals regularly and demanding their nappies were changed! Luckily, I did not suffer those demands.

As a new director, having only been on the Board since August last year, I have to record

how impressed I have been with both our Executive and Senior Management group. We have a very professional team of people running our co-operative, and over the past weeks they have managed our organisation through this critical period exceptionally well. This professionalism has filtered right down through the organisation to those important staff on the ground who also need a mention.

Our own business had a small team working through April at Wellington Brain Injury Clinic — which got approval to continue works in case it was required to be used as a hospital if COVID-19 got out of hand. During this time, the local Plumbing World branch were only too happy to come out and open up for items we required, and their commitment to offer services to their customers was much appreciated.

We are in difficult times and like our own businesses, our co-operative has sustained a significant drop in revenue with the forced lockdown. This will

take some time to rebuild, but be assured, I believe we have the right team that will continue to work very hard for our future good.

These last few weeks have tested us all, and will continue to test us, but often good things can come from bad!

Keep safe and positive — our team will get us through!

John Leen  
NZPM Director



## plumbingworld young plumber of the year 2020 POSTPONED

Due to the recent COVID-19 outbreak, Young Plumber of the Year 2020 has been postponed until next year. Thanks to all those who entered, and our amazing sponsors for their support. Stay safe and we look forward to seeing you all in 2021!



**SUPPORTED BY:** Bromic Ltd, Heron Plumbing Ltd, HiFlo Plumbing, Hutt Gas & Plumbing Systems Ltd, Milwaukee, RMC, Toto and Whitehead Plumbing & Gas Ltd

**WE'LL BE BACK, BETTER THAN EVER NEXT YEAR.**  
FOR MORE DETAILS VISIT [WWW.YPC.CO.NZ](http://WWW.YPC.CO.NZ)



## Metrix Update.

The Metrix team kept productively busy throughout the seven weeks of lockdown. Although our Parnell showroom wasn't open and our products weren't deemed essential for merchants and plumbers, we still assisted clients, the Plumbing World commercial team and several branches with specification and pricing activity.

During level 4 our Territory Managers updated our brand and product training programs, then in level 3 they were assigned to their local Plumbing World branch to assist staff and shareholders as required. This included doing deliveries, receipting stock, tidying trade area shelves, cleaning showrooms, picking pwGO orders, and in one branch cleaning the plumbers' toilet! The Parnell team worked remotely with clients to finalise specifications and several large renovations were confirmed.

Our European suppliers were all impacted to different degrees. The German companies remained open throughout (Duravit, Dornbracht & Kaldewei) while the Italian companies were all closed down, but reopened in mid-April. So far we have seen very little disruption to manufacturing. Sea freight slowed down somewhat, but has improved in recent weeks and is not causing any major issues — while air freight costs have increased by 350%, effectively eliminating that mode as an option. Overall, the Metrix supply chains are doing well.

Metrix is in great shape to support Plumbing World and our NZPM shareholders. Our stock levels are healthy, our supply chain is overall operating smoothly, the brands we represent have withstood the onslaught of COVID-19 in Europe, and the Metrix team

has contributed positively to the business throughout lockdown. We are proud to be part of your NZPM Co-operative and we look forward to contributing to your business success.

Kind regards,  
Garry Ivill  
Metrix General Manager



## Metrix Catalogue.

Metrix Imports represents 20 different (mainly European) brands of bathroomware. Each company produces their own catalogues, and many are 100's of pages thick.

To narrow down this massive collection of products, we select the styles and ranges we want to concentrate on and present them in our own magazine.

The new 2020 Metrix bathroom design collection catalogue is now available, with over 100 pages of the best European brands and products.

Brands such as Duravit, Valsir, Kaldewei, Paini, Dornbracht, Cristina, Inda, Marblo, Silfra, and Nikles feature strongly to provide a comprehensive collection of bathroomware.

Product categories represented are toilets, rimless toilets, sensowash electronic toilets, basins, baths, showers, outdoor showers, tapware, kitchen tapware, accessories and commercial products.

Contact Metrix on 09 444 5656 to request a copy, or pick up one from your local Plumbing World branch.



# 2020 Future Governance Programme.



**NZPM  
Future  
Governance  
Programme**

Applications are now open for our 2020 NZPM Future Governance Programme.

Following the success of this initiative over the last three years, the NZPM Board is pleased to announce the opening of our 2020 Future Governance Programme, as we continue to help foster future elected director capability from within our ordinary shareholder membership pool.

The objective of the programme is to identify potential future elected directors for the NZPM Board, by selecting up to two shareholder applicants to participate in the programme in this year.

It is expected that the successful applicants will be shareholders

who have indicated a strong desire to be involved in the future governance of the co-operative, and who also demonstrate the core attributes for development and mentoring as potential future directors.

Applicants will be shortlisted and interviewed by an independent selection panel during July, and the successful candidates will be announced at this year's AGM in Rotorua in August.

This year we've lengthened the programme, and the selected candidates will be expected to attend and participate in NZPM Board meetings between September 2020 and August 2021. During that time they'll also receive some Institute of Directors structured governance training, and one-on-one mentoring from an independent professional director.

The NZPM Future Governance Programme offers a great opportunity for up to two shareholder members each year to become involved in the governance aspect of the co-operative by learning more about your Board and how they operate, whilst at the same time receiving professional learning as a company director.

We are currently seeking applications to participate in the 2020 programme from interested ordinary shareholder members until 17 July this year.

**If you have any questions or would like to apply to participate in the programme please contact us at:**

[governance@nzpm.co.nz](mailto:governance@nzpm.co.nz),  
or you can speak direct with  
NZPM Group Chairman John  
DeBernardo on 021 424 944.

## Access everything!

One login ID, linked with a Plumbing World trade account is all you need to access both the pwGO website, and the pwGO app.

If you are already registered on the pwGO app, you can login to the new website platform using the same login details. Any new or existing TradePass users will need to register ► [www.pwgo.co.nz](http://www.pwgo.co.nz)

**pwGO**  
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### pwGO website - NOW LIVE



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Thousands of products to shop from our trusted suppliers.



#### Spec & Safety Data Sheets.

View and download specification and safety sheets.



#### Custom Lists.

Create and manage products with custom lists.



#### Invoices & Statements.

Account owners can view and download account financials.



#### Manage Users.

Account owners can manage their staff user profiles.



**Website  
is now live!**

More functionality  
and integrations  
coming soon!



### NZPM's Mission

To contribute to our members' business success by representing their interests and delivering performance excellence.

Part of our NZPM Co-operative  
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