

# Connector

News and views from the co-operative.

## **Chair update.**

The 28th of September marked the 55th birthday of NZPM, so it was indeed pleasing to reflect on the continued evolution of the co-operative with the opening of our fantastic new Plumbing World branch in Kumeu, West Auckland a few days earlier. The modern efficient outlets that we've recently opened like Kumeu, Bream Bay (Ruakaka), Queenstown and our new Distribution Centre in Wiri, are all testament to the strategic direction the co-operative is taking to support our members at a local level, alongside the range of digital and technology initiatives that we've been progressively introducing.

On that digital front, the success of our new pwGO mobile app has been really pleasing, with a great initial uptake prior to its full national launch at the beginning of October. With continued refinements to pwGO over the next few months, I'm sure we'll see more and more customers and shareholders taking advantage of the efficiencies it offers to their businesses, and both the board and management are really excited about the other future technology initiatives we've got in the pipeline.

In parallel with these initiatives we're also studying ways to increase our range of own brand and exclusive products, as these help to protect our future, and they also offer greater margin opportunities for both the

co-operative and for our members. With the recent introduction of our TIVA brand for back of wall products to complement our existing LeVivi front of wall catalogue, we're actively looking at growing both our exclusives range, and also our own brand offering in conjunction with our supply partner Aquasource in China. Plumbing World have partnered with Aquasource for over 10 years now, and some of our members will have met their principals John Beith and Andy Shen when they attended our AGM in August. The Board met with John and Andy earlier in that day, and both companies see many great opportunities to continue to build on the existing relationship for mutual benefit.

Earlier this month I had the pleasure of attending our third annual Young Plumber of the Year competition final and awards evening in Hamilton, and Andrew Bright from Warwick Kirwan Plumbing in Rangiora was the deserving winner. To be fair, all of the finalists were exceptional, and great ambassadors for their companies, and with the skills shortage we're currently experiencing in our industry it's really encouraging to see these future leaders emerging every year. Both the Young Plumbers Club and the Young Plumber of the Year competition have now firmly established themselves as industry leading initiatives, and

they sit comfortably with our co-operative ethos to provide continuing education and training.

Staying on the theme of member education and training, we've recently announced the first of our NZPM Business Training days. These are free one-day training sessions exclusively for our shareholder members, and they cover a range of useful business tips including Credit Control, Marketing, Technology, HR, H&S, Procurement, Governance and Finance. The first session will be held in Wellington on the 8th of November, so for those members who are interested in developing their business and governance skills please contact Sarah Vining: [sarah.vining@plumbingworld.co.nz](mailto:sarah.vining@plumbingworld.co.nz)

Kind Regards,



John DeBernardo  
NZPM Chair



## Director's point of view - Ngaire Mansfield.

I had the pleasure of sharing lunch and presenting a 50 year shareholder recognition package to Wairoa Plumbing while in Hawke's Bay recently. It is always humbling to be in the company of such long time supporters of the co-operative. Tenures like theirs that carry on through thick and thin are what make the co-operative what it is. New members outstrip retirements, indicating that the benefits of this co-operative membership is a badly kept secret.

This is my second contribution to The Connector, but my first as a Director, being the first Future Governance candidate in 2017, and appointed to the Board earlier this year in a formal capacity. I am thrilled to serve alongside the other board members and senior leadership team. I am calling on as much, if not more experience gained externally to this industry as I am from within it. My business background is different to most of the other directors which brings another perspective to boardroom discussions. The nine months I spent on the Future Governance programme furnished me with the rhythm of proceedings and took this deer

out of the headlights when the appointment presented itself.

It is really pleasing to see NZPM is grabbing opportunity with both hands on the technology landscape, and it is moving with reasonable momentum. Each piece of work generates a further ease of doing business and is certainly an area that piques a particular interest for me, at every meeting. The next 12 months in this space will yield some great improvements that will benefit all transacting shareholders operationally, regardless of their business' size, market or modus operandi. Any reduction in the manual handling of common data that has a predictable outcome (e.g. entering the bill) enables the 'handler', whomever that may be, to focus more effort on areas that require human decisioning (e.g. approving the bill).

The co-operative's public investment in people is evident in the Future Governance and Young Plumbers Club initiatives, both proving successful early in their respective existence. Internally, every staff member I meet exudes pride in their position and contribution to

the business. These are all really valuable goodwill assets that the board protects and promotes in equal share.

Ongoing investment in the right areas and effective governance of the same ensures the group can both capitalise on opportunities and weather setbacks in a sustainable way and I believe the co-operative is doing this capably.

Kind Regards,  
Ngaire Mansfield  
NZPM Director



# Make your life easier with pwGO

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Plumbing World's **new purchasing app** — making ordering even easier while you're on the GO!

### Here's how...

- Order from thousands of products without leaving site — saving time and money
- Choose 'in-store collection' or 'delivery'
- Easy to use and navigate
- Great search functionality
- View product specs and safety data sheets
- Manage and save your favourite products with custom lists

**Download and register your trading account to start ordering on the GO today!**

For more information, visit:  
**plumbingworld.co.nz/pwgo**



## A word from Rob Kidd.

By the time you read this Connector, the 2019 Rugby World Cup will be well and truly into the knock out stages with the semi-final and final matches left to play.

Plumbing World are certainly wishing our brand ambassador Kieran Read and the boys in black all the best for bringing home a third successive trophy.

Just as our national rugby team continue to excel, Plumbing World—your other team in black—are constantly focussing on bringing new enhancements to keep increasing our service for you including;

- Opening our new store in Onehunga (Auckland) in September bringing our branch network to 53 stores across the country with another 2–3 in the final stages of planning

- Being close to securing an additional branch site in the Wellington region
- Enabling the ordering of product by you from anywhere so much easier and efficient utilising your mobile device with the launch of the new pwGO purchasing app
- Progressing well with the development of a new trade portal called pwGO Online which will utilise the same technology as the pwGo app and should be ready for go-live in March / April 2020
- Extending the range of own brand LeVivi front of wall products to enable you to generate greater quarterly Gold rebate dividends

We look forward to delivering more exciting initiatives for you.

Once again, thank you for your continued support of

Plumbing World and your NZPM co-operative—remember, the more you buy from us, the greater your NZPM rebate dividend will be!

Regards,



Rob Kidd  
Plumbing World GM



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## NZPM is pleased to offer all our Shareholders a **20% subsidy** on all Master Plumber Training Courses.

Master Plumbers have just launched a number of new business courses to help you and your business succeed. Topics include: Plumbing and Drainlaying Legislation and You, Commissioning Domestic Gas Appliance Installations, Developing High Trust Within Teams, and Estimating and Tendering for Plumbers.

To find out more, and to register, visit: [www.masterplumbers.org.nz/membership/training/](http://www.masterplumbers.org.nz/membership/training/)

To receive NZPM's 20% subsidy on your selected training course, enter the discount code **NZPM20** at registration/checkout.



## Redeemable Preference Share dividend rates.

Dividend rates for Redeemable Preference Shares issued by NZPM Group Limited (NZPM) are set in advance of each quarter by the board. Dividend rates are formally reviewed annually or more frequently if there are significant changes in market yields.

The board recently reviewed market data for similar investments and concluded to reduce the rate with effect from 1 December 2019 to the following levels:

- Quarterly fixed dividend period – 5.3% p.a.
- Two year fixed dividend period – 5.3% p.a.
- Three year fixed dividend period – 5.5% p.a.
- Four year fixed dividend period – 5.5% p.a.

We continue to encourage investors to consider investing for fixed term periods of two, three and four years. All existing Redeemable Preference

Share investments continue to default to the quarterly rate and can be redeemed quarterly. To apply for fixed investment periods, please contact Cheryl Coulter by email ([cheryl.coulter@nzpm.co.nz](mailto:cheryl.coulter@nzpm.co.nz)).

NZPM will continue to monitor market dividend yields for similar investments and will continue to take advice as required to ensure that we are offering competitive returns to our investors.

NZPM thanks all shareholders for their continued support of the co-operative.



Brett Cruickshank  
NZPM Chief Financial Officer

## Metrix Update.

**Metrix has completed its move into the new Wiri Distribution Centre!**

During September the Metrix team moved out of their home for the past 5 years at Levene Place, Mt Wellington, Auckland, and into the new facility at 101 McLaughlins Road, Wiri, Auckland.

In the new shared DC, Metrix has its own warehouse area that is bigger than the previous warehouse, but is considerably cheaper.

The Metrix team is working collaboratively with the Plumbing World team and have already identified ways to reduce freight costs to Plumbing World branches, and both teams are keen to reduce overall packaging and waste where possible.



Left to right: Devon Maiava, Vernon Lamb and Nadeem Khan

## Blue September.

**Plumbing World had incredible support from all our sites during Blue September – raising funds for the Prostate Cancer Foundation.**

In total **over \$12,000 was raised** across the country, with many generous donations by our customers. Check out some of the site's Blue Do's:






## Young Plumber of the Year.

More than 250 contestants from across the country competed in the 2019 Young Plumber of the Year competition taking part in branch and regional events which were held nationwide between April and August. On Wednesday 9th October 2019 our ten finalists went head-to-head in a demanding theoretical written test, and full basic bathroom over four hours at WINTEC's Centre for Trades.

After a very close fought competition we are very pleased to announce that **Andrew Bright from Warwick Kirwan Plumbing Ltd, Rangiora, has been named as Plumbing World's 2019 Young Plumber of the Year.** Andrew outperformed our nine other competitors to win his share of \$25,000 worth of prizes, including a trip for two to Beijing.

Andrew was understandably stoked with his win and credits his employer for getting him to where he is today. "I'm ecstatic! I competed last year so to be able to win it the second time around is incredible. This year was even harder than last year, it must have been such a close competition and I feel really lucky to win. I'm proud of myself and all the competitors. This competition has had a big impact on me. Last year I was nervous but this year I felt more confident and it's paid off."

As always, the overall calibre of young plumbers that participated in this year's competition was exceptionally high so a huge congratulations to all of our finalists. A great bunch of young men who put on an amazing and entertaining week for the plumbing industry.

Name	Employer	Region
 <b>1st Place</b> - Andrew Bright	Warwick Kirwan Plumbing Ltd	Rangiora
 <b>2nd Place</b> - Alex Hyland	Steve Wolter Plumbing Ltd	Gisborne
 <b>3rd Place</b> - Roy Bates	Taumarunui Plumbing Ltd	Taumarunui (Wildcard)
<b>A huge congratulations to our remaining seven finalists, in alphabetical order:</b>		
Adam De Pass	Jackson Plumbing Ltd	Invercargill
Brett Trilford	Easyflow Plumbing & Drainage Ltd	Paraparaumu
Donavon Isted	Foley's Ltd	Dunedin (Wildcard)
Josh Beech	Tilyard Plumbing Ltd	Pukekohe
Josh Harvey	L B White Ltd	Wellington
Tom Carley	Carley Plumbing & Gas Ltd	New Plymouth
Valentino Eyre	Rogers & Rogers Ltd	Kaitia

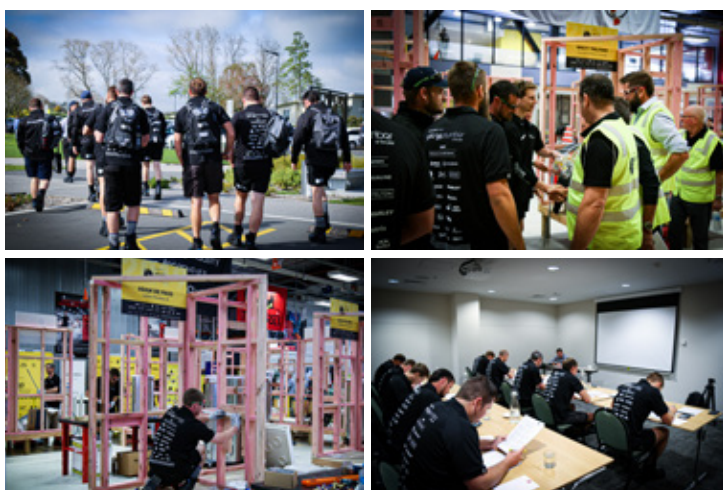
The Young Plumber of the Year competition aims to encourage and support our young tradespeople, whether they are an apprentice or fully-qualified. We want them to be proud to be a plumber and a member of our exciting industry. There are fantastic opportunities in the industry for those willing to work for it and the competition is here to highlight this fact.

A huge thanks to our family of sponsors who enable us to bring this event to the industry and to our wonderful employers, partners, families and friends who support the Young Plumber of the Year competitors year on year. Without your support this competition would not happen.

Check out our social pages and [ypc.co.nz](http://ypc.co.nz) for more info, photos and videos on this year's competition — and keep a look out for the 2020 Young Plumber of the Year Competition when it launches.



Left to right: Roy Bates, Andrew Bright, Alex Hyland





## Shareholder loyalty.



Ngaire Mansfield presenting 50 year recognition to (from left to right) Garry and Joanne Simmonds, Diane and Derik Simmonds of Wairoa Plumbing Ltd.



George Botika and Co 1998 Ltd being presented his 20 year recognition by Boaz Peach, New Lynn Branch Manager.



Craig and Michelle Butler of H2Flow Ltd being presented their 10 year recognition by Jono Morgan, Silverdale Branch Manager.



James Hoult being presented his 10 year recognition by Grant Dunn, Wellington Branch Manager.



Ian and Marianne Jordan being presented their 20 year recognition by Brendan Midwinter, New Plymouth Branch Manager.



Grant Dunn, Wellington Branch Manager (far left) and Mark Fox, Regional Manager (far right) presenting Lance and Mike Pooley their 20 year recognition.



John Kelliher receiving 20 year shareholder recognition from Craig Batt, Northland Sales Representative.



### NZPM's Mission

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

Part of our NZPM Co-operative  
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