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# Connector

News and views from the co-operative.



## **Chair's update**

As we head into Autumn, it seems the majority of the significant weather events and their associated damages are over, however there are a number of Plumbing World Branches (and of course the Metrix Parnell showroom) requiring remediation to varying degrees. In the case of Metrix Parnell, the work required covers both existing building flood remediation, whilst at the same time delivering up a completely new site fit out, as the showroom and our NZPM support office moves to its smart new location in nearby Parnell Rise.

During March, the board were delighted to welcome newly appointed independent director Dean Carroll to the board. The addition of Dean will support the board's current risk management and strategic focus as we work through the build, test and implementation phases of the core Microsoft Dynamics platform that will serve our digital future, and this in turn will support the significant piece of work that our people have already undertaken in scoping and planning for the project. Dean's input and guidance will also be invaluable working with the board and our Independent Technology Consultant Ken Tunncliffe of Belvedere Consulting, particularly in the early stages of the project. More details about Dean's governance background and experience can be found on our NZPM website at: [nzpm.co.nz/governance/board-of-directors](https://nzpm.co.nz/governance/board-of-directors)

Another piece of work the board announced late last year was planning and implementing for our company name change from 'NZPM Group Limited' to 'NZPM Co-operative Limited'. NZPM Group tends to reflect a broad operating group of companies, which we aren't, with only Plumbing World Limited and Metrix Imports Limited actively trading externally, so we believe this change of company name better aligns with our co-operative structure and ethos, and also reflects a simple change to a brand — NZPM Co-operative — that is already largely in daily use. From our perspective the change will be implemented at modest cost, but company constitution requires that our ordinary shareholder members approve the change so we will include this as a special resolution at the Annual Meeting in Christchurch in August this year.

Finally, with the FY2023 Financial Year just completed, it's pleasing to note that despite the challenges of early 2023, we have increased revenue over the previous Financial Year, and this leads to a sound financial outlook for the co-operative for the current and future years. This will enable us to concentrate on the range of projects we had already set out for the short and medium term, and also to stay ahead of our competitors in the marketplace. Likewise, it will allow us to continue to focus on our people — our most important asset — and fellow director Peter Faul has elaborated the need to continue our drive on wellbeing in his article later in this edition of Connector. Equally, we'll need to continue our work in developing our human capital as we move deeper into our Microsoft Dynamics 365 Project over the next few months. Whilst some of these project roles will be filled by recruitment, there will also be a range of roles that will entail permanent placements, and these will be considered from within our existing IT capacity.

Kind Regards,  
John DeBernardo  
NZPM Chair



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## **CEO update**

As I write this article of Connector, we have just finished the March 2023 Financial Year and despite some of the severe weather events which disrupted many parts of the country since Christmas, it is pleasing to let you all know that your co-operative has had another very good year.

Our revenues increased by almost 9% over the previous year, and it's great to see the number of NZPM shareholders climb by 5% — taking our total number of members at year end to 1,062.

During the year we undertook a major refurbishment of our New Plymouth branch, contracted to relocate both our Parnell Metrix showroom and our Plumbing World Kerikeri branch and are in the final stages of constructing and fitting out our new Plumbing World store in Drury, Auckland.

We completed the analysis and design phases of our technology project to replace our legacy computer system with Microsoft Dynamics 365 and have entered the build phase of the project which will take several months to complete before we progress to the testing phase.

As previously communicated, the Dynamics 365 project implementation is being undertaken in a progressive and gradual manner, and accordingly,

we don't expect our customers to be impacted at an operational level, except where the various customer facing components deliver the benefits of smoother and frictionless transacting.

In parallel to the core system changeover, we are continuing with our investment in pwGO. We are seeing the uptake of tradespeople using the pwGO App and pwGO online platforms steadily increase, with more than 8% of our revenues now transacted through these mediums.

We have completed the rollout of pwGO Express to all our branches, which enables you or your tradespeople to walk the aisles in a branch and purchase product by scanning QR codes on the product bins, entering the number of units you are purchasing, with the information automatically uploading into our main computer system. We simply do a quick check of what you are purchasing, and you will be on your way — saving valuable time and money.

Users of pwGO are reaping several benefits including more efficient ordering, along with viewing and downloading product specifications, and generally enabling their businesses to operate more efficiently.

We are pleased with the progress being made in integrating pwGO with simPro, Xero and Fergus which simplifies your transacting with Plumbing World.

I would like to take this opportunity to remind pwGO users that this technology is a significant investment by NZPM to help make transacting with Plumbing World that much more frictionless for you and as part of the terms and conditions of using pwGO you may not share any of the content with any third party.

Thank you for your continued support of our great co-operative. We look forward to providing you with more great ways to seamlessly work with NZPM, Plumbing World and Metrix during the year ahead.

Regards,  
Rob Kidd  
*NZPM Chief Executive Officer*



## **Director's point of view**

Hello to my fellow shareholders, Here we are at the end of another financial year. Yet another with many ups and downs and unforeseen events challenging us to maintain our focus on key objectives. There is no objective more important than that of Health and Safety and a high priority within that is wellbeing.

Wellbeing is the key to a successful business. Studies have shown that if an employee is well physically and psychologically, they look forward to coming to work, are productive at work and more likely to contribute. To support and prioritise wellbeing, we have promoted and introduced Wellbeing Champions to the business.

Wellbeing Champions are employees who have volunteered to champion and promote wellbeing in their teams and their regions.

What we perceive the business needs is not necessarily what is required and therefore our Wellbeing Champions are our eyes and ears on the ground. Our expectation is that they lead wellbeing within our co-operative — and our role as a business is to listen and support their initiatives as much as we can. For further support, we have created a My Wellbeing page on our internal hub, which provides alternative support mechanisms for employees' physical and psychological wellbeing. The page is accessible to all employees and has free apps and programs, a Wellbeing Calendar, OCP information, links to alternative wellbeing organisations, mental health and wellbeing wallet cards and recipes. The web page also has previous programs that employees can refer back to, such as the '5 Ways to Wellbeing' and 'Financial Wellbeing'.

Wellbeing is a significant part of our business and our Wellbeing Champions play an important role in our co-operative and the content on the My Wellbeing Page provides support for the physical and psychological wellbeing of our employees — no business can achieve its potential without taking care of its people.

Kind Regards,  
Peter Faul



## **Metrix Update**

Our trip to the ISH Trade fair in Frankfurt, Germany in March was a great opportunity to look at new product innovations, solidify supplier relationships and understand cutting-edge trends. Twelve halls of both front-of-wall and back-of-wall plumbing products demonstrated innovative technology that we will be investigating for NZPM.

Sustainability was a strong message throughout the fair with emphasis on water saving, product manufacturing processes and ideas such as heat recovery options. Strong colour trends were a stand out feature with the introduction of bright sanitaryware in primary colours being the focus.

For vanity trends we saw dual colour, dual textures, thin tops, grooved vertical and horizontal panels being featured with lots of clever storage options.

Shower trays were made to be a feature with strong colour and patterns, the introduction of in-wall (not in-floor!) shower wastes was unique and will require further investigation for the NZ market — but made for a seamless finish. Tapware was lead-free in a wide variety of colours with thin spouts being the trend in Europe currently. CoolStart technology to save energy costs along with thermostatic mixers encourages designers to specify products with this innovation.

Toilet technology centred on water saving concepts, fully integrated bidet toilets and quick release seats with no buttons — all designed with a strong aesthetic along with strong functionality. What was clearly evident is that the brands Metrix holds are the world's best. Our suppliers lead the industry internationally and are at the forefront of design, technology and innovation. We will progressively introduce these new products as they become available.

As we finish our Financial Year on behalf of our team I would like to thank NZPM shareholders for their ongoing support of Metrix and our brands.

Kind Regards,  
Karin Cunningham



## NZ Coop's Inaugural Lifetime Achievement Award: John DeBernardo

The Cooperative Business NZ Board recently introduced a new 'Lifetime Achievement Award' in recognition of individuals who give themselves freely, often over the course of their lives, to the co-operative and mutual community.

This award will be presented to recognise those special individuals who ensure that the co-operative business model continues to thrive and prosper.

The inaugural recipient was our own NZPM Chair, John DeBernardo, who received the award in March. John has given his time and expertise selflessly to the co-operative community for decades. John understands the value of co-operatives inside and out, living and breathing the co-op principles. In particular, his commitment to our NZPM's members' economic participation, continuous education, and focus on community initiatives has played a pivotal role in our co-operative's ongoing success. John's leadership of the NZPM Board and his support of several initiatives was a significant factor in NZPM being named the Co-operative Business of the Year in 2021. Congratulations, John — this is very well deserved.



## Shareholder loyalty



**Join us and discover the Pearlers of Port Douglas at Plumbing World's 2024 overseas trip.**

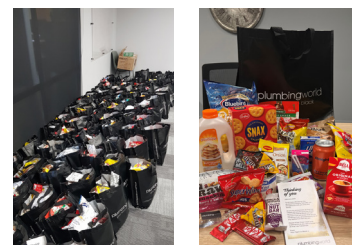
For more information and to register for this incredible trip, visit [nzpm.co.nz/shareholder/benefits/overseas-trips-programme](https://nzpm.co.nz/shareholder/benefits/overseas-trips-programme) or email Michelle on [michelle.bingham@plumbingworld.co.nz](mailto:michelle.bingham@plumbingworld.co.nz)

# Social Responsibility

## Cyclone Gabrielle

### Plumbing World

Plumbing World responded to those impacted by Cyclone Gabrielle by providing pallet loads of water to Gisborne when they had no drinking water and distributed 100 care packs to our customers and staff. We actively worked with our suppliers and transport companies to ensure plumbing product was able to get through to affected areas under emergency supply protocols. In addition, NZPM are making a financial donation of \$20,000 to community organisations helping with the rebuild in the Hawkes Bay and Gisborne.



### MaxPoints

Many thanks to all our generous Shareholders who donated your loyalty MaxPoints to the Red Cross to help with relief efforts from this event. In total over \$4,500, worth of MaxPoints was donated — thank you!

MAXPOINTS



## The Value of Giving

After a difficult pregnancy, Anna introduced two healthy bundles of joy, Seamus and Flynn, to this world. Anna told us that this was the first time she felt true gratitude — a deep, soul-shaping gratitude that transformed her entire perspective of the world. The second time was when she realised what she had found in Big Buddy.

Anna's boys had just turned seven when she approached Big Buddy. Despite her hesitancy, Anna was quickly put at ease when she made contact with Wellington Mentoring Manager Dave and his warm, honest and reassuring nature was appreciated from the start. Big Buddy puts a lot of care into matching the Little Buddies up with the right men, as was the case with the twins. Seamus was matched with Thomas and Flynn was paired with Ryan.

Speaking now, four years later, Anna says the now 11 year olds "have grown up and indeed blossomed in the care of these men". They see them every week, without fail, and they talk and text. In short, they absolutely adore them.

Not only do the Big Buddies offer Anna's boys experiences she wouldn't be able to, they have filled an important gap in the boys' lives, providing them with the dependable influence of positive male role models. Anna sees the gift of Big Buddy not only being to the boys, but to their family as a whole. Thomas and Ryan's commitment to Seamus and Flynn has opened up space in her life. She has since completed a Masters of Teaching and Learning, using this to contribute to the world in her own way.



If you're interested in becoming a Big Buddy, or would like to learn more, visit [bigbuddy.org.nz](http://bigbuddy.org.nz)



## Starlight Easter Donation

Support Office had a collection for the Starlight Foundation to supply Easter Eggs and treats to children and adults struggling with mental health in our community. Fraser Bell from the Rotary Club, who organised the delivery of the donation on behalf of Starlight said "They were thrilled with the donations and [he's] sure that the patients get such joy, knowing someone has cared so much.



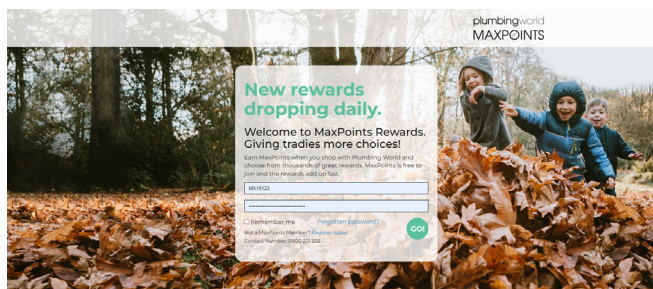


## MaxPoints is now even sweeter for shareholders!

We can now confirm that we have negotiated A SHAREHOLDER DISCOUNT across ALL standard rewards featured in the MaxPoints programme. If you're a shareholder your points will now go even further than ever!

When you login you will see the normal reward value and your new Shareholder reward value listed. This excludes promotions, specials and hot offer deals. This discount varies according to reward type, stock availability and is applied across the board. If the MaxPoints team can hook you up, they will!

We're stoked to be able to make your points go further, please enjoy.



If you need any information on the MaxPoints programme please contact your nearest Plumbing World branch or talk to the MaxPoints Member Care team on [info@maxpoints.co.nz](mailto:info@maxpoints.co.nz) or 0800 221 202.



**young plumber**  
of the year 2023

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