

# Connector

News and views from the co-operative.

April 2024

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# 60 YEARS

Celebrating 60 Years of our  
NZPM co-operative



## Chair's update

To all our members — welcome to the April 2024 edition of the Connector. It is hard to believe we are into the second quarter of the year already! I hope that you all had a relaxing time over the Easter break with family and friends.

I have recently spent some time in the Northern Hemisphere for work. The sense I get of the global economy is that growth is set to slow further this year. Governments are continuing their tight monetary policies, and global trade and investment is slowing due to restrictive financial conditions. Colleagues spoke to me about the downside impacts of the escalation of the conflict in the Middle East, ongoing financial stress for families and businesses, persistent inflation, trade fragmentation, and climate-related disasters. The only significant exception to this is the USA who continue to outperform.

Bringing this back to our situation in New Zealand, our new government has a lot of economic and social challenges that will take time to improve upon and will likely place downward pressure on growth, employment and business confidence. All this leads me to believe that the market will be tough for the next twelve months on the back of a weak economy.

We are doing everything we can to protect the Co-operative through this period, and looking for every opportunity to build on our good work and find new ways to grow while also managing our cost base.

The stable governance and management of NZPM continues to be an important element of our ability to traverse difficult trading conditions. As your Chair, I am very grateful to be working alongside my fellow directors and the wider management and leadership teams, who bring both experience and stability to the business during these tougher market conditions.

There is much talk in the market about Artificial Intelligence, known as AI. AI is a transformational technology leap that will ultimately touch every element of our business and the team are looking closely at how we can harness the power of AI to achieve our strategic goals faster than ever before. We need to think big, but start small.

The Board receive regular updates from Management on the Microsoft Dynamics 365 computer system implementation. Whilst the process is taking longer than we would like, the directors all agree that we must be sure we have got it right before going live. I know that the team are fully committed to this and continuing to be extremely thorough in the system testing.

As I have said in my previous articles, 2024 is significant for the NZPM Co-operative, as we reach 60 years since its formation. We have fantastic plans for the celebration, culminating in the Annual Meeting in Wellington in August. The Pearlers of Port Douglas overseas trip is being held in May, where more than 200 delegates are joining us. In addition, the roadshows are being held in June and July. I look forward to spending time with you all at these events.

Kind Regards,

Kathy Meads  
NZPM Chair



## CEO update

As you read this edition of Connector, another financial year has finished, and a new one just started.

The past twelve months has been considerably more challenging for the plumbing and wider construction industry than the previous few years, and the year ahead will be very similar, if not a little more difficult in some sectors.

Both Plumbing World and Metrix are working hard on every possible sales opportunity to help offset the impact of market conditions, so it's pleasing to see new customers and more share of wallet being secured from across the country.

During these more difficult times, NZPM will continue to have a strong focus on our debt collecting, look for additional opportunities to manage costs and search out new market opportunities.

I encourage you to increase your focus on debt collection, look for ways to sensibly take cost out of your business and find new market or

customer opportunities. The shareholders I speak with from around the country who are doing these three things are more optimistic about the next twelve months and have good pipelines of work ahead of them.

We have now completed two of the three test phases of the new Microsoft Dynamics 365 technology project. Once several adjustments have been made to the software by our implementation provider, we expect to undertake the third and final testing phase, sometime around June, with a rollout programme later in the year — we will keep you posted as this occurs.

A significant change for the market will occur in September 2025 when lead will no longer be permitted in plumbing product in New Zealand — front of wall or back of wall.

Plumbing World and Metrix are working with their suppliers to help facilitate a smooth transition to lead free products; however, I suggest all shareholders start reducing your use of lead containing product now with a view to eliminating it from your stocks and installations by this time next year.

If you have any questions about lead free product in New Zealand, please contact Master Plumbers or your local Plumbing World representative.

As you are aware, this year NZPM is celebrating being proudly owned by and supporting the plumbing industry for 60 years. Thank you for your continued support of our great co-operative and we look forward to working with you as we build on the past 60-years strong platform to deliver sustainable shareholder value for the next 60 years as well.

Regards,

Rob Kidd  
NZPM CEO

## World Plumbing Day Winner

Congratulations to Nigel Neustroski from Neustroski Plumbing & Gas for winning 500 MaxPoints simply by shopping with Plumbing World on World Plumbing Day, which was on 11 March.

World Plumbing Day is about showing appreciation each year for the contribution our fantastic Shareholders bring to delivering clean and safe plumbing systems for New Zealander's.





## Director's point of view

As I settle into my role as director for NZPM, and reflect on the board meetings that I have attended to date, there are a few aspects that I would like to share with you regarding my governance role for our Co-operative.

Governance requires a delicate balance that one must maintain between the monitoring of the business and strategic planning of our business, which reaches far beyond the confines of traditional management oversight.

The monitoring, and holding to account, requires continuous assessment of our operations, financial performance, risk management practices, and adherence to regulatory requirements. This monitoring function extends beyond mere observation; it requires us to ask probing questions, challenge assumptions, and seek clarification to gain a comprehensive understanding of the factors influencing our performance.

In addition to monitoring, we also play a critical role in holding management accountable for their actions and decisions. This involves setting clear expectations, defining performance metrics, and evaluating management's performance against established benchmarks. And again, we must be willing to ask tough questions and demand

accountability when necessary, ensuring that management remains focused on delivering results and upholding the company's values and strategic objectives.

Strategic planning and commitment to the strategic objectives of NZPM is the other essential role of governance that I would like to share, which requires its own set of skills.

Retaining the Co-operative's purpose-focus is essential to ensuring our core values and long-term vision are always met. This purpose-focused approach is the guiding force behind our strategic decision-making. In November, we spent a full day planning NZPM's strategy. During this meeting it was important to consistently uphold and reinforce our purpose, 'delivering sustainable shareholder value', ensuring that every action and initiative aligns with our overarching goals and aspirations.

Whilst remaining convicted to our purpose, it is essential to understand and respect the mutual relationship between purpose and profitability. By prioritising initiatives that align with the company's purpose, such as investing in sustainable practices or prioritising social responsibility, we can enhance brand reputation and customer loyalty, and drive long-term financial success.

In summary, my role of being a director of NZPM is dynamic and demanding. It requires a combination of strategic vision, leadership skills, ethical integrity, and sound judgment. It is a responsibility that demands not only keen analytical acumen, but also the agility to adapt to changing circumstances and the foresight to chart a course towards a future defined by innovation, sustainability, and enduring success.

Kind Regards,

Reuben Cutts  
NZPM Director

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## NZPM Annual Meeting - Save the date!

**Friday 16th August 2024, Wellington**

- 4.30pm at the Rydges Hotel, 75 Featherston St, Wellington
- Dinner at 6.30pm at Te Papa
- There will also be a special 60 Year Ladies Luncheon on Friday 16th August, more details to follow.





## Metrix update

The 500 square metre Metrix architecturally designed showroom in Parnell displays mostly European brand front of wall bathroomware. Our major brands are all represented — from Germany we have Duravit basins, toilets, baths and furniture created by renowned designers and manufactured by experts; Dornbracht high-quality bathroom and kitchen tapware; classic to contemporary baths and basins crafted from enamel on steel from Kaldewei. From Italy we have contemporary Paini tapware produced in Milan for over 50 years, Valsir inwall cisterns manufactured to high technological standards; Effe Steam showers and saunas for the ultimate in well-being, and from Denmark the prestigious Vola tapware which epitomises the enduring power of craft, style, and honest materials for over five decades.

Architects and interior designers use our showroom and our expertise to turn their plans

and their clients' dreams into reality. NZPM shareholders can utilise this resource as well and to encourage you to visit our flagship store any NZPM Shareholder who visits Parnell in the months of April and May to view this great space will enter into the draw for a \$500 Prezzy card (there are four to be won). Please make one of the showroom team aware of your visit so we can capture your information for the promotion.

As we finish the financial year I wanted to take the opportunity to say thanks to our Shareholders for their great support of the Metrix business and our brands. We look forward to launching new products later this year which will further enhance our market position.

Regards,

Karin Cunningham  
General Manager — Metrix



## Young Plumber of the Year 2024

The Young Plumber of the Year competition recognises excellence in our trade, celebrates industry training and the support of the amazing employers and suppliers that keep the wheels of the industry turning.

As an employer, you will be recognised for investing in tradespeople and giving back to the industry, gain exposure for your business and attract talent while networking with the industry in a dynamic way.

If your employee wins their regional final, you will receive a free ticket to the national final and awards dinner in Hamilton, plus one night's accommodation including breakfast — not to mention a massive prize pool for the national winner's employer, valued at over \$4,200, including:

- Puma Cobra Fly-XL golf club package valued at \$1,799
- Milwaukee Packout™ rolling toolbox kit valued at \$800
- Toolware wi-fi endoscope inspection camera, carbide holesaw kit & beer cooler valued at \$675
- \$500 in NZPM RPS shares
- \$500 fuel voucher

The competition is free to enter with branch events already underway.

Don't miss out, empower your employees to reach their full potential!

Visit [ypc.co.nz](http://ypc.co.nz) for all the details.

plumbingworld  
**YOUNG PLUMBER**  
of the year

# Social Responsibility

## Starlight Easter donation

Support Office in Palmerston North had a collection for the Starlight Foundation to supply Easter eggs and treats to children and adults with mental health issues in the community. Norelle Ward from Rotary who distributes the eggs said the donation would be gratefully received.



## Shareholder loyalty

20  
YEARS



Ian Blunt Ltd

20  
YEARS



Thames Farm & Industrial Supplies

20  
YEARS



Bamford Plumbing Ltd

30  
YEARS



Sumich Plumbing & Drainage

40  
YEARS



Illingworth Plumbing Ltd

40  
YEARS



Alan Wilson Plumbing Ltd

# 2024 NZPM Shareholder Roadshow



Celebrating  
60 Years of our  
**NZPM**  
co-operative

## JUNE 2024

Date	Time	Location
<b>Lower Hutt &amp; Upper Hutt</b> Monday 10th June	12:30pm – 2:00 pm	<b>Lower Hutt Branch</b> , 40 Bouverie Street
<b>Wellington</b> Monday 10th June	4:00pm – 5:30pm	<b>Wellington Branch</b> , 15-21 Abel Smith Street
<b>Paraparaumu</b> Tuesday 11th June	12:30pm – 2:00pm	<b>Paraparaumu Branch</b> , 118 Kapiti Road
<b>Palmerston North</b> Wednesday 12th June	8.00am – 9.30am	<b>Palmerston North Branch</b> , 309 Rangitikei Street
<b>Christchurch</b> Tuesday 18th June	4.00pm – 5.30pm	<b>Rydges Latimer Square Hotel</b> , 30 Latimer Square, Christchurch in the Clarendon Room

## JULY 2024

Date	Time	Location
<b>Napier &amp; Hastings</b> Tuesday 9th July	12:30pm – 2:00pm	<b>No.5 Café &amp; Larder</b> , 248 State Highway 51, Mangateretere
<b>Tauranga</b> Wednesday 10th July	12.30pm – 2.00pm	<b>The Atrium Café &amp; Conference Centre</b> , 252 Otumoetai Road, Tauranga
<b>Hamilton</b> Thursday 11th July	8.30am – 10.00am	<b>Te Rapa Branch</b> , 5 Daniel Place
<b>Auckland</b> Monday 22nd July	10.30am – 12.00pm	<b>Drury Branch</b> , 4 Bill Stevenson Drive
<b>Whangarei</b> Monday 22nd July	4.30pm – 6.00pm	<b>Whangarei Branch</b> , 33 Okara Drive
<b>Auckland</b> Tuesday 23rd July	11.00am – 12.30pm 4.00pm – 5.30pm	<b>Henderson Branch</b> , 148 Central Park Drive <b>Kingsland Branch</b> , 383 New North Road

