

Connector

News and views from the co-operative.

Chair update.

A very happy New Year to all of our NZPM Co-operative members, and I trust that everyone enjoyed a relaxing summer break with family and friends.

2020 has certainly got off to an interesting start worldwide as we've watched our Australian neighbours grappling with climate and bushfire disasters, a deadly coronavirus virus outbreak in China, and a US president facing down an impeachment hearing. Locally, all of these issues will impact New Zealand either directly or indirectly at some point and coupled with a general election in September, I'm sure we're in for a very interesting (and maybe very turbulent) year.

Fortunately, our local construction industry still has a solid forward workload, so from an NZPM perspective, we'll look to continue leveraging the opportunities in that space, and to maintain our focus on building our resilience and capability.

A large chunk of that capability will come from increasing the range of digital and service solutions we can offer, and the Board has approved some significant investment in both of these areas during the current financial year. Aside from the new bricks and mortar sites that we've opened around the country, we've also successfully introduced the pwGO smartphone app, and

that technology will be soon be mirrored in the pwGO online trade portal that will be rolled out in the next couple of months.

On the resilience front, we recognise that a broader range of own brand and exclusive products will not only help to protect our future, but will also offer greater margin opportunities for both the co-operative and for our members. So, with the recent introduction of our TIVA brand for back of wall products, and the year on year growth of our LeVivi front of wall catalogue, we're now even more actively looking at growing both our exclusives range, and also our own brand offering.

A large part of this growth will be in conjunction with Aquasource who have been Plumbing World's partner in China for over 10 years, and the Board and Executive team are now looking at ways we can develop this relationship further. In all likelihood, we expect this will involve greater collaboration with Aquasource over a period of time to both protect our own position, and to allow expansion into a variety of new product ranges.

A couple of other key topics the Board will be focusing on this year will be the continued wellbeing of our people, and further refining our environmental and sustainability processes as we seek to match best practice. This includes an ongoing programme to reduce

our carbon footprint and to recycle and minimise our waste.

Finally, later on in this edition of Connector there are articles from Appointed Director Kathy Meads, and from one of our 2019 Future Governance Programme appointees Sam Tyson. We hope that Sam's experiences will encourage more of our members to put their name forward when we open our 2020 Future Governance Programme applications later in the year.

Kind Regards,



John DeBernardo
NZPM Chair



Director's point of view - Kathy Meads.

I am thoroughly enjoying my time on the NZPM Board, since being so warmly welcomed in November 2018 as an Appointed Director.

I continue to chair the Audit and Risk Committee. Brett Cruickshank and I keep in touch between our Board meetings regarding financial matters, and we also regularly meet with Bryce Henderson, the partner from Deloitte who oversees our annual audit. I am happy to report that, like last year, we are in good shape for the upcoming audit, with no areas of major concern being raised by Bryce.

I undertook a health and safety observation in December at Christchurch branch. It was a really good visit, and Branch Manager Jeff Abbott and I discussed a number of areas of focus, including fire extinguisher and hose compliance, evacuation trials, hazards and crisis management knowledge. I also had the opportunity to meet members of Jeff's team and discuss wellbeing with them

— which is a very important facet of looking after our people. I find these branch visits an excellent way to get to know the branch teams, and I must say, I am always impressed with their knowledge of the industry and enthusiasm for their jobs.

A recent article by the Institute of Directors outlines its view of the key issues for directors to focus on in 2020. They include climate action, data protection and privacy. We discussed these at our first Board meeting for the year in January. We agreed that we have a critical role to play in working with our Management Team to respond to climate-related issues so we can ensure the long-term sustainability of our business. As an example, there is much to do in reducing plastic packaging in our industry. We will also be focused on cyber risk. Technology is a fantastic business tool, however cyber attacks and data breaches are a real and continuous threat. The Board will continue to develop its knowledge of technology and

receive regular reporting on our cyber security and risks.

I look forward to a successful 2020, and getting to meet more of you through branch visits and conferences.

Best regards,
Kathy Meads
NZPM Director



NZPM
co-operative

FREE Business Training for NZPM Shareholders.

As a co-operative we want to ensure that we are **educating and training** our shareholder members. Within NZPM/Plumbing World we have a range of subject matter experts in their area of influence, and we have put together a training day to pass on some great knowledge to help you within your own business.

Auckland event dates:

- **Thursday 19th March**
Fairway Events Centre, Auckland's North Shore
- **Friday 20th March**
Waipuna Hotel & Conference Centre, Auckland

Spaces are strictly limited.

To secure your spot, please register by emailing:
Sarah Vining – sarah.vining@plumbingworld.co.nz – first in, first served.

Please note, travel costs are at the attendee's expense.



A word from Rob Kidd.

On behalf of Plumbing World, a very warm welcome everyone to a New Year and the new decade.

2020 is a very exciting year for Plumbing World and our customers as we roll out a number of our new and exciting technology projects that have been developed over recent months.

- We launched the pwGO App in September 2019 which is making purchasing of products from Plumbing World so much more efficient for those customers already using it. If you haven't downloaded the pwGO App or would like more information please see your local branch manager or sales representative.

- We are on track for pwGO Online (the online programme to replace the existing tradepass trade portal) to go live in March/April.

Developed utilising the same technology as the App, pwGO Online will be user friendly, will enable you to easily search for product displaying

photographs and product specification information, order product from Plumbing World online using your computer, as well as provide your invoice statements, price files and product catalogue information.

- In the middle of the year we plan to switch our ProStix (old DOS based technology) operating system to Frameworks (new Windows based technology). We have been working on this project over the past couple of years and currently have a handful of branches using Frameworks as part of our pilot testing before going live across all branches.

The operation of these three technologies will then allow us to subsequently implement a new Digital Inventory software package (most likely in 2021) which will significantly increase the efficient management of our stock across the network.

Combined, the implementation of these digital and technology projects will make it even easier than it is now to purchase

product from Plumbing World, increase procurement and delivery efficiencies for you and us, and allow Plumbing World to integrate a number of other technologies for our customers' benefit.

Thank you for your support of Plumbing World — it is very much appreciated and helps make your co-operative all the stronger.

Regards,

Rob Kidd
Plumbing World GM



Obituary - Kevin Riddle.

December saw the passing of Kevin Riddle, Nelson's former manager of 6 years. Kevin had been battling cancer for the last 2 years and just after Christmas he sadly passed away.

During his tenure, Kevin became a highly valued member of the Lower Central team and had many successes. In particular his work on establishing the new Richmond Branch and Nelson winning the coveted Taurus "Best Branch Award" in 2018 were major highlights and spoke to how well Kevin operated as an effective Branch Manager.

On a personal note, I (Mark Fox) know Kevin was very proud of

these achievements and his effort, support and dedication have made a lasting and positive difference on the branches, region and the business as a whole.

We remember Kevin as being one of life's gentlemen and a true stoic who even when facing increasingly overwhelming odds still managed to maintain a very positive outlook with a wry sense of humour.

Kevin's support and dedication during his tenure at Plumbing World will be greatly missed by customers and work colleagues alike. Our thoughts are with Kevin's family during this time.



Young Plumber of the Year 2020.

plumbingworld

youngplumber
of the year

Plumbing World's Young Plumbers Club is gearing up for another fantastic Young Plumber of the Year competition in 2020, with over \$50,000 worth of prizes up for grabs!

Registrations are now open and it's free to enter. For full terms and conditions, and to check out our sponsors and amazing prize pool (for both contestants and employer) please visit our website: www.ypc.co.nz

Our first branch events kicking off the competition will be held in Palmerston North and Ashburton on 1st April.

For a full list of events and to see when your local branch is hosting theirs, you can head to the Young Plumbers Club website for details.

We are thankful to have such great industry support from our sponsors, as well as a few well-known brands such as Red Bull and Puma Golf. We look forward to seeing you during the many branch events held nationwide from April 2020.



THERE CAN ONLY BE ONE
THE RISE OF THE YOUNG PLUMBER

\$50,000
IN PRIZES
TO BE WON!

INCLUDING A TRIP TO
TOTO INDONESIA &
\$30,000
WORTH OF TOOLS
FROM TOOLWARE

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youngplumber
of the year

IT'S FREE TO ENTER! ASK YOUR BRANCH
MANAGER OR VISIT WWW.YPC.CO.NZ

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Future Governance - Sam Tyson.

Privilege and responsibility outweighed.

For every privilege there is responsibility, and with every responsibility there is a privilege.

For me it's a privilege to be chosen for the NZPM future governance program and be given the opportunity to observe how a co-operative board operates and performs. While I don't have the responsibilities of being a director on the board, it is my responsibility to learn and grow from the experience, thus holding the space for the next future governance successful candidates.

While I put a lot of weight behind this responsibility, an actual director's responsibilities far outweigh mine as a future governance appointee.

Basically, a 'board of directors' manage a company on behalf of its owners, in this case the 800 plus NZPM shareholders; delegating day-to-day management to professional

managers such as Rob Kidd, General Manager of Plumbing World, Brett Cruickshank, CFO at NZPM Group, and Garry Ivill, General Manager of Metrix Imports Ltd. The board exists to help the organisation achieve its fundamental purpose as articulated and subscribed by its shareholders and stakeholders. For NZPM this is to maximise shareholder value.

According to the Companies Act, the duty or responsibility of a director is to act in good faith and in the best interests of the company. What this means is the company must come first over the shareholders' interests, so there are many responsibilities upon directors such as disclosing any conflicts of interest, and not disclosing or misusing company information. This is to avoid unethical behaviour of the director where they might gain a financial benefit.

The NZPM board is a team of highly effective people who

are there because they are committed to the success of NZPM Group. They are people who are looking to the future and sustainability of this co-operative. They are aligned to the company values and are acting in good faith. They are people who believe it is their privilege, to be sitting at this board table, with these particular people, putting the best interests of the company first.



Metrix Update.

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.

We are pleased to introduce our new 2020 Metrix bathroom design collection 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.



Mental Health and Wellbeing.

Mental health is generally something that trades people rarely talk about, and there are many things you can do to maintain your own, or someone else's mental wellbeing. The best thing you can do, is talk to people you trust about how you're feeling, and ask for help when you need it. If you have support for yourself, it also makes it easier to assist others. Your health and wellbeing are important to us.

Plumbing World have collated a mental health wallet guide on 'How to have a conversation about mental health'; in collaboration with the Mental Health Foundation, Construction Health and Safety New Zealand (CHASNZ), Homecare Medical, and EAP; providing handy tips on how to have a

real conversation with a team member about mental health.

Improving ones mental health and wellbeing is a team effort where we work together to make our workplaces safer and healthier. It's as simple as 1, 2, 3:

1. Talk about mental wellbeing and make it something you do everyday.
2. Understand what is supportive and find out how you can support.
3. Work together for shared success.

The wallet guide gives you the confidence to start the conversation when you feel it may be required. It is a practical guide on how to support each other at work; you do not need any special skills or training on mental health, you just need



to follow the guide on how to have a conversation about mental health.

If you would like more of these to hand out to your employees, please contact our Health Safety and Environment Advisor: Angela Luatua on 09 273 7688 or via email: angela.luatua@plumbingworld.co.nz

Shareholder loyalty.

We love celebrating your loyalty to our co-operative and it's great to see shareholders being acknowledged. Congratulations to everyone who has recently received their loyalty awards.



Alan Stovold of Absolute Plumbing accepting his 30 year loyalty award, presented by Jason Taylor (Tauranga Branch Manager).



Wayne Thompson of Laser Plumbing accepting Cromwell Developer's 20 year loyalty award, presented by Casey Stuart (Queenstown Branch Manager).



Elis Kronfeld of Kronfeld Plumbing accepting his 20 year loyalty award, presented by Joel Woodham (Hastings Branch Manager).



Shane Taylor of Water Works Plumbing accepting his 10 year loyalty award, presented by Dean Maxwell (Grey Lynn Branch Manager) (left) and Dave Willis (Asst. Branch Manager) (right).



Justin Cookson of Cookson Plumbing accepting his 10 year loyalty award, presented by Steven Cluard (Bream Bay Branch Manager).



Glenn Rawson from Glenn Rawson Plumbing accepting his 10 year loyalty award, presented by Warrick Santy (Te Awamutu Branch Manager).



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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