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# Connector

News and views from the Group.

## Chairman's update.

During May I was privileged to attend our annual Plumbing World Managers Conference, and it was fantastic to see the energy and enthusiasm from our staff right across the country, and who genuinely want to play their part in our goal to be New Zealand's number one plumbing merchant by choice. Whilst Jason Wood and his Ashburton team were deserved winners of the overall Taurus Award for Branch of the Year, a huge number of dedicated people contribute to the success of this co-operative and they were rightly recognised for their performance.

May also saw a number of applications for our NZPM Future Governance Programme, and it was really encouraging to see some of our younger members showing a genuine interest in developing their governance skills for the future benefit of the co-operative. Every one of you will recognise from your own business that the regulatory and commercial environment that we exist in becomes more challenging every year, so as a co-operative company with principally elected directors, it's imperative that we continue to build member competence for our future governance. This year's Future Governance applicants will be interviewed in July, and the successful candidates will

be announced at our annual meeting in Wellington in August.

Earlier in June Rob Kidd and I started our annual NZPM/ Plumbing World roadshows and we're really hoping that we'll see as many of our members as possible from our 51 branches across the country. This year a number of our directors will also attend various roadshow meetings, so these events are not only a great opportunity to hear about the progress of the business, but also for you to ask questions, and offer your feedback about the co-operative to your directors. The date and venue for your local roadshow can be found on our NZPM website: [www.nzpm.co.nz/events](http://www.nzpm.co.nz/events)

Our June Board meeting will see your NZPM Directors very busy. Firstly, we'll be meeting with a group of our younger shareholders to help develop a better understanding of their expectations for the future. With the obvious retirements of a number of our baby boomer shareholders over the next few years, we have to genuinely understand what the co-operative needs to focus on for the long-term. And, as we turn 55 years old later this year the vision of a 100-year co-operative starts to become real, but it rests more and more in the hands of our younger members who



will undoubtedly have different expectations than their peers.

Secondly, our Digital & Technology team will be providing their half-year review to the Board. NZPM, Plumbing World and Metrix have made significant investments in technology over the last 12-18 months as we strive to improve efficiencies in the business and further enhance our customer offering. We expect this investment will continue over the next period of time as we catch-up on the level of digital expertise that we require to both build resilience and to help achieve our goal to be the number one plumbing merchant in New Zealand.

Thirdly, the Directors will be considering and confirming this year's ordinary shareholder rebate dividend. We've made

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## **Chairman's update - cont.**

significant progress in the co-operative in the last 12 months, and despite the additional investments that we've already made in both bricks and mortar properties and in digital and technology, the Board has been able to forecast a 5.0% cash rebate dividend for our members. Should this dividend be confirmed, it will include the minimum \$300 rebate for our smaller members or those who

are trading less, and we expect that the dividend will be paid in September.

Lastly, with our annual Director nominations recently opened and with voting due to commence in July, I urge you all to consider the best candidates to support the future strategic direction and governance of your co-operative, and to follow the second Rochdale co-operative

pillar of 'democratic member control' by exercising your vote in the election process.

Kind Regards,



John DeBernardo  
Chairman

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## **Director's point of view - Stu Mclvor.**

Greetings to all.

This will be my last Connector article as I have decided to step down as a director of NZPM Group at this year's AGM. After nine years as a director it's now time to concentrate on family and business, but I will continue to support our co-operative as a shareholder.

Looking ahead, I'd like to briefly talk about our co-operative as it stands today. If we look at the total numbers of ordinary shareholder members at this point in time, they number 884 and this has been increasing year on year. This figure takes into account, the number of withdrawals due to retirement, business closures or sales etc. We are continuing to attract new ordinary shareholders which is always pleasing to see, and this continued growth of members is one key indicator that points to a bright and prosperous future for the co-operative.

There are many other highlights for me; the focus from the whole team around service and communication levels to our members and business partners, the on-going upgrade

of our technology and systems, the opening of new branches and the upgrading of existing sites throughout the country, the reinvestment for our future resilience, the concern for the health and safety and well-being of our staff, and the growth of own brand products.

The Young Plumbers Club now has over 1,300 young plumber members. This year's Young Plumber of the Year competition attracted approximately 350 competitors and kicked off in April, and at time of writing we have already held 31 branch events. The comradery, networking and future business opportunities provided by these events bodes well for future of both the co-operative and the plumbing industry in NZ.

Our NZPM Future Governance program is also working out very well, and I believe this program has a very important part to play for the future governance roles of our elected directors.

This year's elections for Directors will commence in July, so I urge you all to carefully consider and vote for the candidates who will keep the co-operative moving

forward with the current culture, strategy and direction that has proven to be so successful.

Thank you all for your support over the years, and to my fellow directors, NZPM, Plumbing World and Metrix management and staff – thanks and well done team. It has been sometimes challenging but always rewarding.

Thank you once again.

Kind Regards,  
Stu Mclvor  
NZPM Director





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## A word from Rob Kidd.

It is very exciting to let you know that Plumbing World move into the new Distribution Centre (DC) in Wiri, South Auckland, during June. Metrix will move in during September this year.

The new DC will enable us to more rapidly grow our imported products program for the benefit of shareholders across the country including an extension of products within the LeVivi brand being launched in quarter two of this year.

I am also pleased to let you know that to help continue delivering the excellent service you expect from Plumbing World we have a number of new branches being opened over the next few months.

In addition to Kumeu which opens in June, we are opening a branch in Bream Bay (Marsden City) in quarter two and have signed a lease for a new branch in Onehunga (Auckland) which should also be opened during late quarter two. We are also looking for a site for an additional branch in the Wellington region.

We are making very good progress on the first two key

customer interfacing digital and technology projects. The Commercial Quoting System (CQS) should be implemented in July / August and the Trade Purchasing App (TPA) from August / September.

Both are designed to enable you to more easily and efficiently purchase product from Plumbing World and help provide significant operating benefits for your business.

The CQS will enable you to accept quotes from Plumbing World without your business or Plumbing World having to rekey the product information when you accept a quote and turn it into a purchase order – this will save time and help eliminate human error.

The Trade Purchasing App is currently being branch tested with customer orders in six branches across the country. The App will enable you or your staff to purchase product from any location utilising your mobile device. You will be able to select product, add an order number and provide a delivery address to link to our delivery service

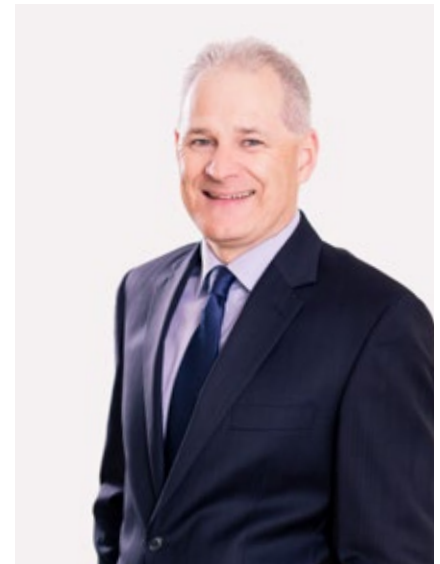
saving you valuable time (unless of course you want to come into the store to pick the order up).

Thank you for your ongoing support of Plumbing World, we look forward to delivering more exciting initiatives for you.

Regards,



Rob Kidd  
Plumbing World GM



Metrix and Plumbing World's New Distribution Centre Wiri, South Auckland.

## Trade Up Tour 2.0.

As the skills shortage becomes more of a problem for the economy and trade industries, Plumbing World are front footing it and bringing the Trade Up Tour to the nation again in 2019.

In 2017, Logan Dodds and Jesse James became Plumbing World NZ ambassadors, hosting the Young Plumber of the Year competition and helping to promote the industries virtues. The Trade Up Tour followed, leveraging their extensive social media profiles to provide a platform to champion the plumbing trades. Plumbing World and Masterlink have formally partnered up with the guys to close this loop by focusing on the industries true coal face – kiwi school leavers.

If the industries skill shortage is going to be addressed then we need to get in front of as many school leavers as possible.

Getting the plumbing trades front and centre will help to attract the right talent to a plumbing apprenticeship or training program. Trade Up Tour 2.0 is designed with this one objective in mind, waving the industry flag in a unique way to help break down pre-conceived notions of what plumbing is all about and showcasing this to the next generation. With a fresh and energetic approach, Logan and Jesse deliver a dynamic presentation that provides a glimpse into their lifestyles on the back of their hard work as plumbers.

This year the tour kicked off in May 2019 and is headed throughout the country. Keep a look out on our social media channels and help spread the word. We can turn around the skill shortage and it begins now!

**Masterlink**  
Mentored apprenticeships powered  
by Master Plumbers



## Move Your Butt Campaign.

Because June is bowel cancer awareness month – and bowel cancer is the second highest cause of cancer death in New Zealand. It kills as many of us as breast and prostate cancer combined – and it can affect anyone at any age.

Our next Cancer fundraiser kicked off on 1st June for Bowel Cancer NZ and the challenge for staff and customers is to just move our butts!

On average, eight New Zealanders are diagnosed with bowel cancer and around three of us die of it...every single day. These may be statistics, however when you hear the personal

stories of Kiwis diagnosed with bowel cancer, the numbers start to really hit home.

Plumbing World has set up a donation page: <https://moveyourbutt2019.everydayhero.com/nz/plumbing-world-nz>

Various Plumbing World sites have been doing numerous Move Your Butt activities as we fundraise for this very worthy cause. The donation page will be active through July as well, so please jump on to donate and to help raise New Zealander's awareness of bowel cancer and its symptoms in NZ – early detection is key.



**Move  
your  
butt**

 #moveyourbuttnz#

 moveyourbuttnz

 **Bowel Cancer**  
NEW ZEALAND



## Young Plumber of the Year.

The Plumbing World Young Plumber of the Year Competition (YPOTY) continues this month with the final of our 40+ branch events to be completed on the 27th June.

Our suppliers have enjoyed the opportunity to meet and recognise new talent, promote high standards, new product and engender some pride in the trade. Competitors have had a really fun time with the theory and practical tests, learning and networking during the process and are thrilled with the prizes on hand including a free goodie bag just for turning up!

Over 350 registered competitors have put their hand up and are showing the industry they are keen; at the conclusion of our branch events, the scene is set for 80 competitors to come together across 8 regional finals during July/August. From there we will find our 10 national finalists for the Young Plumber of the Year National Final in October 2019!

We need to nurture talent to ensure a better plumbed New Zealand and the Young Plumber of the Year is the place to solidify all of this into a strong foundation for the future.

A big thanks to you as employers for getting behind this initiative and recognising its importance for the industry and country as a whole.

In addition to the Trade Up Tour, we also hope the competition will help to establish a presence with school leavers so they see the plumbing trades as a desirable vocation we all know it to be. As a result we hope to see a good stock of tradespeople shopping with Plumbing World and contributing to a vibrant economy.

What's in it for YOU, the employer?

Aside from the kudos of being the employer of the 2019 Young Plumber of the Year, you'll win:

- One year supply of Red Bull courtesy of Red Bull.

- \$1,000 in NZPM RPS Shares.
- \$750 Voucher to spend on Puma Golf merchandise courtesy of Puma Golf (great for uniforms!).
- \$500 Fuel Voucher towards the running of the winner's van courtesy of Plumbing World.
- Employer recognition certificate.

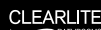
If your young plumber wins their regional event you will receive a free ticket to the national final and awards dinner in Hamilton, including one night's accommodation and breakfast.

You will also receive nationwide business exposure through Plumbing World and YPOTY marketing and communications, and recognition within the industry for supporting and encouraging our future leaders to shine.

**Visit the website**  
[www.ypc.co.nz](http://www.ypc.co.nz), follow us on **Facebook and Instagram to keep up-to-date with all the action.**



### THANKS TO OUR SPONSORS



**SUPPORTED BY:** Allproof Industries, Auckland Master Plumbers, Bromic Ltd, Greens Tapware, Heron Plumbing Ltd, HiFlo Plumbing, Hutt Gas & Plumbing Systems Ltd, Peter Jackson Plumbing, Precision Group, Toto and Whitehead Plumbing & Gas Ltd

## Metrix update.

### Metrix new Spare Parts List.

The team at Metrix is pleased to present our new Spare Parts List. It provides information and codes for spare parts associated with Duravit toilets and toilet seats, Valsir inwall cisterns, Paini tapware cartridges and handles, Silfra timer tap cartridges plus a whole host more. Some of the parts are still available for products going back 20 years!

Colour photos, descriptions and codes are provided to help

quickly find and identify parts.

You can get your hands on the new Metrix Spare Parts List by downloading it from our website at [www.metrix.co.nz](http://www.metrix.co.nz), viewing it on our Metrix app, or by calling Metrix on 09 4445656 and asking for a copy to be sent to you directly.

Save time and, money by having a Metrix Spare Parts List in your vans and office.



## Wonders of Beijing 2020.

We are thrilled with the steady flow of registrations for our Wonders of Beijing 2020 overseas convention, bringing our total to 212 delegates. With this trip we welcome 15 first time companies which equates to 43 first time delegates, of which 10 are children. We are delighted with this response, and as registrations remain open we

are hoping to see even more new delegates join the group.

In this issue, we have much pleasure in announcing the winners of the second and third prize draws, each winning an Extension Holiday Package of their choice up to the value of \$3,000.



plumbingworld

### A huge congratulations goes to:



**Terry & Helen Ives**  
Ives Plumbing Ltd, Lower Hutt



**Vince & Leigh Basile**  
Vince Basile Plumbing Co Ltd, Palmerston North

You have to experience the uniqueness of a Plumbing World Overseas Convention yourself to really appreciate the fun, events and camaraderie that makes them so special. We look forward to as many as possible joining us for "Wonders of Beijing" in May 2020.

## 2019 Shareholder Roadshow.

This year's Shareholder Roadshow is underway as NZPM Chairman John DeBernardo and Plumbing World's General Manager Rob Kidd tour the country. NZPM invites you and your partner to come along,

engage in discussions and find out what's happening within your co-operative.

NZPM also encourage any prospective shareholders to attend too.

For more information, please visit [www.nzpm.co.nz/events](http://www.nzpm.co.nz/events), email [info@nzpm.co.nz](mailto:info@nzpm.co.nz) or you can speak to your local Plumbing World Branch Manager.

### JUNE 2019

Date	Time	Branch	Address
Thursday 20th June	10-11.30am	Papanui Branch	14 Winston Avenue
	12.30-2pm	Christchurch Branch	104 Brisbane Street
Friday 28th June	9-10.30am	Silverdale Branch	51 Foundry Road
	12-1.30pm	North Shore Branch	26 Apollo Drive

### JULY 2019

Date	Time	Branch	Address
Monday 1st July	11.30am-1pm	Gisborne Branch	Cnr Bright & Kahutia Streets
Tuesday 2nd July	8.30-10am	Napier Branch	46 Wakefield Street
	12-1.30pm	Hastings Branch	Cnr Warren & Albert Streets
Wednesday 3rd July	9.30-11am	Rotorua Branch	Cnr Old Taupo Road & Gilltrap Street
	1-2.30pm	Whakatane Branch	7 Louvain Street
Thursday 4th July	8.30-10am	Tauranga Branch	36 Birch Avenue
	1-2.30pm	Thames Branch	324 Pollen Street
Friday 5th July	8.30-10am	Te Rapa Branch	5 Daniel Place
Tuesday 9th July	9.30-11am	Manukau Branch	Cnr Ronwood Ave & Lambie Drive
	12.30-2pm	Pukekohe Branch	223b Manukau Drive
	4-5.30pm	Lunn Ave Branch	50 Lunn Ave
Wednesday 10th July	12.30-2pm	Kerikeri Branch	State Highway 10, Waipapa
	4-5.30pm	Whangarei Branch	33 Okara Drive
Thursday 11th July	9-10.30am	Henderson Branch	140 Central Park Drive
	1-2.30pm	New Lynn Branch	48 Portage Road
	4-5.30pm	Grey Lynn Branch	40 Mackelvie Street
Monday 29th July	12-1.30pm	New Plymouth Branch	Cnr Gill & High Streets
Tuesday 30th July	9-10.30am	Lower Hutt Branch	40 Bouverie Street
	4-5.30pm	Wellington Branch	15-21 Abel Smith Street
Wednesday 31st July	8.30-10am	Porirua Branch	79 Kenepuru Drive
	12-1.30pm	Paraparaumu Branch	118 Kapiti Road
	3.30-5pm	Levin Branch	Main Road South

### AUGUST 2019

Date	Time	Branch	Address
Thursday 1st August	8-9.30am	Palmerston North Branch	309 Rangitikei Street
	12.30-2pm	Masterton Branch	421 Queen Street

**We look forward to seeing you there.**



## Shareholder loyalty.



Reminder about this year's

# ANNUAL GENERAL MEETING

Friday 16th August 2019

**Rydges Hotel, Pipitea, Wellington.**

Registrations for this year's AGM will be opening mid-June.  
Please keep an eye out for more information.

[www.nzpm.co.nz/events](http://www.nzpm.co.nz/events)

**NZPM**  
GROUP



### 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  
plumbingworld | metrix