

THE CONNECTOR

NEWS 'N VIEWS FROM THE GROUP | APRIL 2017

CHAIRMAN'S UPDATE

As we begin the new financial year, it's appropriate to reflect briefly on the performance of the co-operative over the last 12 months, and on some of the improvements we've made to add value for our members. So, whilst we won't publish our annual report until mid-year, our management accounts show that our revenue and earnings have noticeably lifted, and as I mentioned in the last edition of Connector, this should translate into a significantly improved rebate dividend for 2017.

You're all well aware that we've had to make a number of changes and improvements to the company over recent years, so it's pleasing to see that the board's strategy to divest Patton, pay off a significant amount of bank debt, and to free up capital for investment in Plumbing World and Metrix is definitely paying-off. In parallel with this, our board membership committee is actively working with Plumbing World on further developing and improving our shareholder numbers which I'm pleased to say have increased and now sit at just over 800.

As the business has continued to focus on progressively improving our customer service through general branch service improvements, and initiatives such as the Auckland, Wellington and Christchurch metro service models, we've been able to increase sales through a greater share of wallet from our existing customers as well as gaining new customers, and we've opened over 400 new accounts during the past 12 months alone. In considering this, I believe it's important to recognise that a huge part of this uplift is down to the hard work of our staff, who are to be commended for their efforts in this area.

Looking forward to the new financial year, new Plumbing World branches such as Hornby and four others in the pipeline will increase our national footprint and our revenues, and will help to deliver a stronger financial performance and return for our members. The board and executive team are confident that by continuing to build on the initiatives in progress, the co-operative has a strong long term value proposition, generating enough free cash flow to support both solid growth and future rebate dividend payments.

Finally, for all our members heading off to the Plumbing World Rendezvous in Rome 2017 convention over the next few weeks; Auguro a tutti i viaggi sicuri e un momento piacevole - I wish you all safe travels and an enjoyable time.

Kind regards,



John DeBernardo
Chairman



DIRECTOR'S POINT OF VIEW

Hello and welcome to the Director's point of view.

In this article I would like to briefly touch on membership in general. Over the last twelve month period we have had a significant increase in membership numbers which is very pleasing indeed.

From April 2016 – March 2017 we have had an increase in Co-op of an additional 73 members. This brings our total membership numbers to approximately 804 this is a great outcome. Included in this total we have 15 building companies.

Over the last twelve month period we have also had some of our members retire their shareholding, this has happened for various reasons retirement, closing business etc. It is also very pleasing to see that our 10, 20, 30 and 40 year recognitions are alive and well, keep them coming.

As I am part of the membership committee it is my pleasure to be able to contact new and existing members. In those discussions it is clear that service levels and communication are some of the most important functions of our business to our members. You can be assured that the whole team are focused on these key points and other parts of our business. It is also pleasing to hear that most of you are very busy, I think that resourcing and hiring staff seem to be one of the most challenging problems that our members face. My own thoughts are that the whole Plumbing/Gasfitting/Drainlaying industry and its suppliers have a part to play to assure that there is adequate trainees coming through the system, new blood is essential to this industrie's future.

At the moment our Young Plumbers Club has over 700 members, which is a fantastic achievement for all concerned. We have just started the Young Plumber of the Year competition and where possible, it would be great for everyone to support this. I think the Young Plumbers Club has a bright future and opens up a lot of opportunities for our younger generation of plumbers for the future of our industry.

So once again welcome to all our new members and of course well wishes to all our existing members, I look forward to catching up with those of you who are travelling to Rome or at the Road Shows or meetings around the country.

Kind Regards
Stu McIvor



SHAVE FOR A CURE

Last month the Plumbing World team from Christchurch branch raised funds for Leukaemia & Blood Cancer New Zealand. With eight heads going home a little lighter (and colder), it was all for a great cause and they managed to raise a total of almost \$3,000!



A MESSAGE FROM PLUMBING WORLD'S GM

It is very exciting to see the inaugural young plumber of the year competition begin to unfold.

The local competition at all Plumbing World branches will be held during April and May. Those 45 winners will then go into the eight regional competitions held in July/August.

The eight regional winners along with two wild card entries (one from the North Island and one from the South Island) will then battle it out at the national competition to be held in Hamilton in October.

The prize pool is significant with over \$20k of prizes at stake including the winner receiving a trip for two to the Plumbing World overseas convention in Fiji next year.

We also appreciate very much the support of over 25 key industry suppliers, associations and some plumbing companies as published in this issue of the Connector.

We opened the new East Tamaki (in Auckland) branch during March, our new branch at Hornby in Christchurch in April and we have begun work on our new Invercargill branch which is scheduled to open later in the year.

Regards,

Rob Kidd

General Manager, Plumbing World NZ



YOUNG PLUMBER OF THE YEAR KICKS OFF

The YPC Young Plumber of the Year Competition, in association with Plumbing World has kicked off for 2017.

The aim of Young Plumber of the Year is to showcase, recognise, and inspire excellence among the Plumbing trades and celebrate this with the suppliers and employers that contribute to this vital success in our industry. Plumbing World want to ensure a better plumbed New Zealand so we're putting the spotlight on our industry to find the best Young Plumbers in our country!

This formal, annual, nationwide competition tests all facets of the well-rounded modern tradesman in addition to core on the job skills, and your team needs to be part of the action!

Our branch events are happening now and through June 2017 entailing practical tests and a multi-choice questionnaire. This will help us identify our branch champions to enter into our regional finals with the ultimate aim of finding our 10 national finalists!

Prize Pool - more prizes to be announced!

National Winner

- Trip for 2 to Plumbing World's Overseas Trips Convention Fiji 2018
- A unique, exclusive, 5-star experience
- \$1,500 in NZPM Redeemable Preference Shares
- 8 Hrs Business Mentoring from PW/Business Partners* worth \$1,500
- Tools & PPE worth \$1,500
- Milwaukee 4 Piece Kit worth \$1,660 ex GST
- Personalised/Framed Kieran Read Rugby Jersey worth \$500

First Runner Up

- \$1,000 in NZPM Redeemable Preference Shares
- Milwaukee M18 2-Piece Kit worth \$1,100 ex GST



Second Runner Up

- \$750 in NZPM Redeemable Preference Shares
- Milwaukee M18 Drill worth \$370 ex GST

Remaining finalists

- Certificate of participation
- \$200 Prezzy® Card

Regional Winners

- \$500 NZPM Redeemable Preference Shares
- Personalised Kieran Read Memorabilia
- Milwaukee 'GOLD' Accessory Tool Pack worth \$100 ex GST
- Gold Sponsorship Supplier Factory Tours (leading up to national final) *
- The honour of representing their region at the national competition in Hamilton in October – with all travel and accommodation provided.

A very special thank you to our sponsors (who are growing by the week) without their support this competition just wouldn't be possible.

If you have members in your team that are interested in competing please get into your nearest Plumbing World Branch. The competition has kicked off and it working its way around the country now!



Palmerston North's Young Plumbers getting stuck in to the Young Plumber of the Year skills tests.

Gold Sponsors



Bronze, General and Support Sponsors



Plumber Sponsors



KEEPING UP WITH CAILEN CALKIN

Last month round three of the Champbix National Series was held in Bathurst, Sydney. The forecast wasn't looking great as thunderstorms were predicted for all three days of the competition. None the less, day one came around and it was nothing more than a minor sprinkle.

I was feeling great on the track and followed that up in the motos, coming first in all three races, qualifying first for the final. After dodging an unplanned wheel spin at the beginning of the final, I managed to get the grip back and pull back the lead by the 1st corner. Taking out the win was a great feeling and I remained the series leader.

Day two of racing was the Oceania Championships. The wind set in, but still no sign of the thunderstorms - thankfully. Another great day on the bike, feeling confident coming off a great win. I qualified first again, and into the day two final I went. Pulling off another win on top of day one, making me back-to-back Oceania Champion.

Day three was the Grands Assault Challenge. Feeling the best I had ever felt out of all three days, I was on top of the world. Another successful day as I won every moto and again, took out the final. I kept it smooth and dominated the track, giving me the third big win of the weekend!

A big thank you to all your support it is much appreciated!

*Kind regards, Live Pure
Caileen Calkin*

TOOLS AND SAFETY

Plumbing World's new Tools and Safety Catalogue will be hitting branches soon. Packed with special offers and everyday products, make sure you keep an eye out and pick up your copy!

You can also view the Tool and Safety Catalogue on the Plumbing World app or website now!



HANDS ON HEALTH AND SAFETY

PPE Gloves

We identified a range of gloves that are suitable to be worn as Personal Protective Equipment (PPE) when carrying out tasks in the workplace. If you are interested in purchasing these gloves for your staff talk to your Plumbing World team about the range available.

Changes to Hazardous Substances and New Organisms (HSNO) Act Hazardous Substances

Regulations for Hazardous Substances and New Organisms fall under the Health and Safety at Work Act (HSWA) by December 2017.

The Working Safer Reforms Hazardous Substances programme aims to make it easier for people to know what their compliance obligations are. The change to the act is currently up for consultation and you can read more on this by going to:

<http://www.worksafe.govt.nz/worksafe/information-guidance/guidance-by-industry/hsno>

SHAREHOLDER BENEFITS - UPDATE

Mobil Card Fuel Discount

We are pleased to announce that the Procurement Team have secured additional savings for our Shareholders who have a Mobil Fuel Card through NZPM Extra.

From the 1st May 2017 you will now receive 10cents off the pump price for diesel and petrol.

For more information on this, and to see the other discounts that are available through NZPM Extra, you can [click here](#) or go to www.nzpm.co.nz/shareholder-benefits



SHAREHOLDER LOYALTY



Clive Jenkins | Jets Plumbing



Matt Samson | Samson Plumbing & Gasfitting Ltd



Ross Ward | Waimak Plumbing Ltd



Tim Lewis | T L Plumbing Ltd

RENDEZVOUS IN ROME 2017

In mid-May, just on 150 delegates, suppliers and Plumbing World staff will be heading to the magnificent ancient European city of Rome!

Rome is our 18th Overseas Convention, and the programme we have put together encompasses all that one would expect to see and do in Rome. The line-up of attractions are endless - ancient monuments, medieval and Renaissance buildings and fountains, fine restaurants and cafes, plus lively streets, squares and fantastic shopping opportunities. There's even a day trip to either Florence or Sorrento/Pompeii. This trip has it all!

We would also like to acknowledge the wonderful support from our Sponsoring Suppliers as their contribution allows us to enhance the events within our programme to make them all that more special. Each supplier has a representative travelling with us and they look forward to spending time with our Shareholders while in Rome.

This destination has been eagerly anticipated by all those attending and even more so now as departure date nears. This will definitely be an outstanding trip which will provide lasting memories of this inspiring city. We wish everyone a fabulous time and safe travels.



And don't forget that registrations remain open for our Funtimes in Fiji Convention in May 2018. Please contact your local branch manager for further details.

PURPOSE

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

PART OF THE NZPM COOPERATIVE

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