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President's report

From the trowel of Stuart Phelps



“Tell me and I will forget, teach me and I may remember, involve me and I learn”. The great Benjamin Franklin once postured this phrase over four centuries ago and yet it still rings true today. As I look back over the last year, the moments that have had the greatest influence on me have been when I was involved in the learning process rather than being talked to. Taking the approach to make a positive difference in my business, I have made a conscious effort to ignore the distractions of white noise and focus on getting better at running a business. All economic forecasts for the next few years are reinforced by the reality we are all experiencing in construction throughout New Zealand, so I encourage you to utilize all of the resources we have available at the AWCINZ and get involved in the process.

I am extremely pleased with the progress that the AWCI has made in 2016. The Association is now recognised as a major player in the building industry with constant involvement with various government

bodies and other building associations throughout New Zealand and Australia. We have continued to roll out awareness and education seminars on the Code of Practice for Suspended Ceilings. Our profile within MBIE continues to grow with ongoing engagement. These efforts have been rewarded with BRANZ and MBIE approving funding for research on seismic design and installation of internal partitions and walls. The output of this research will be a new industry agreed upon Code of Practice to deliver the research.

AWCINZ Conference 2016 was well attended and Rotorua provided a fantastic backdrop for the “Go Big or Go Home” flagship event. There was very positive feedback from contractors, exhibitors and sponsors on the quality of the programme and the motivating speakers. Of special note was the highly emotive and thought provoking presentation from Dale Williams on utilizing the enormous youth resource in our communities to supply the demand for training into skilled labour positions in the workforce.

The newly elected 2016/2017 executive committee brings a wealth of knowledge, expertise and passion for growing the AWCI. The incoming Executive team have taken up the mandate to revitalise the old regional meeting format for the 2017 calendar. Regional representatives have committed to leading the charge on running local meetings on a regular basis as a forum to get local members and potential members along to educational gatherings in a casual environment to recharge the Association at a local level in order to boost awareness and recognition at a national and annual conference level.

The 71th AWCINZ Darwin Conference was a highlight on the Trans-Tasman calendar with equally inspiring speakers and some extremely honest presentations on successes and failures by local contractors on their journey to building stronger businesses. Personally, I was inspired to implement new strategies and technologies within my business that will help me grow in 2017. That is what conferences and meeting with like minded colleagues is all about. We

get to challenge ourselves constantly to grow and ensure our work and businesses continually deliver quality buildings for our clients.

I would like to congratulate Rikki Dewes (Atlas Plasterers) and Benjamin Ross (Steve Jefferies Plasterers) for representing New Zealand and their respective employers with skill, quality and maturity at the Work Skills Challenge. New Zealand now holds the honor having the Best Apprentice in Australasia with Rikki Dewes taking out the award.

I am excited with the progress Richard has made on the new design and format of the Insight Magazine and we will continue to push the boundaries as a leading Interior Systems publication within the construction sector.

There is certainly no shortage of industry issues that need attention in the coming year, especially surrounding skills shortages and apprentice numbers in a booming construction market. The impact of the Health and Safety at Work Act and the new Construction Contracts Act

continue to make their presence felt. Members can't simply react to these key pieces of legislation but make them everyday habits and establish their premises as part of everyday working.

I wish you all the best as this year draws to an end and a tremendously fruitful and prosperous New Year. I encourage you to enjoy the family and take a well earned break. And remember get involved.

Stuart Phelps
President AWCINZ

PROUD SUPPORTER OF A JOB WELL DONE.

AGAIN AND AGAIN AND AGAIN.

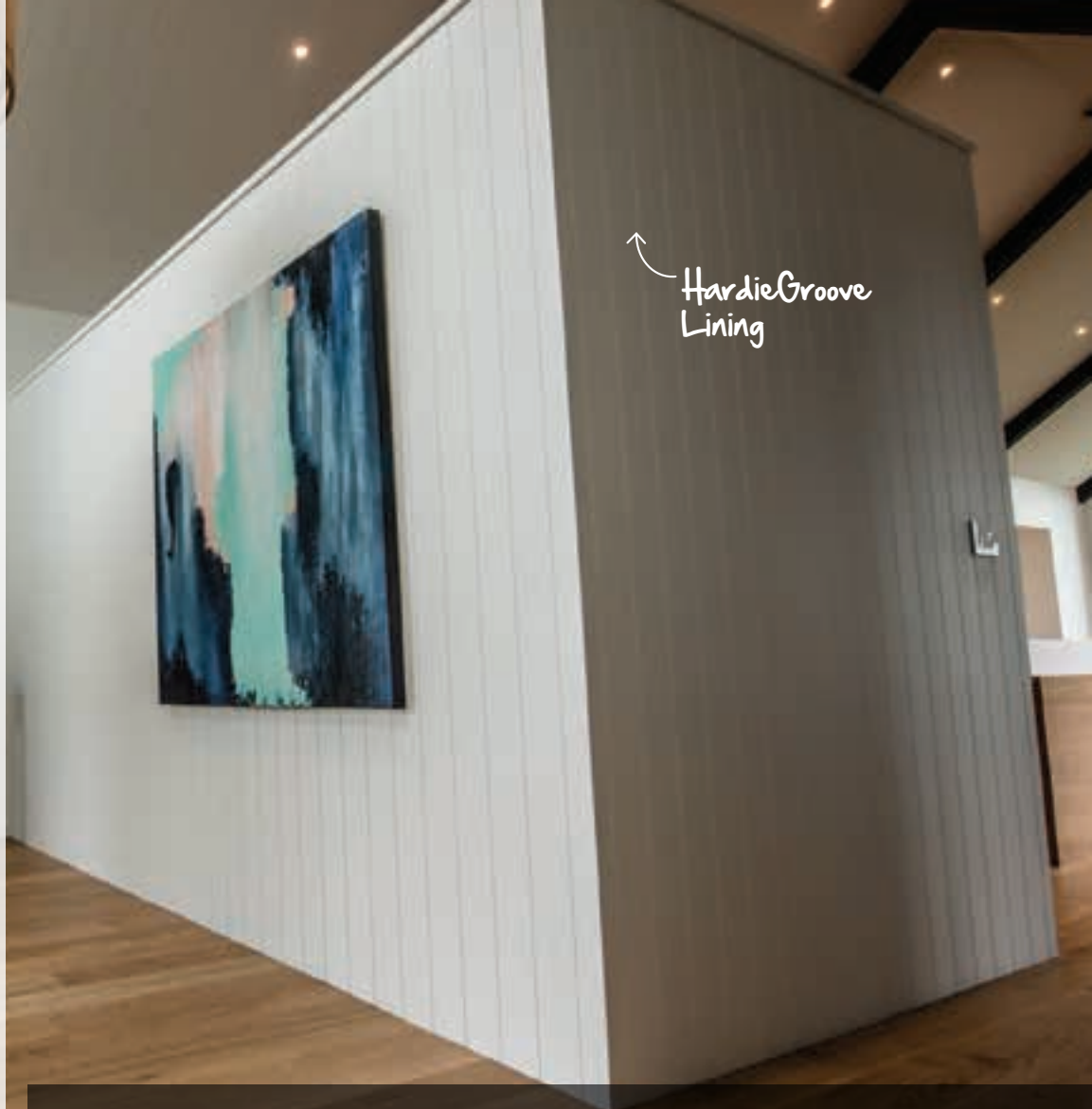
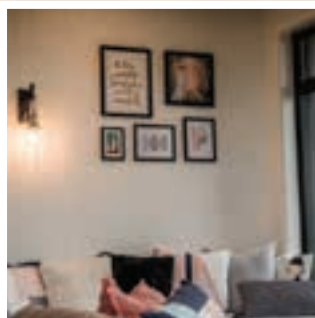
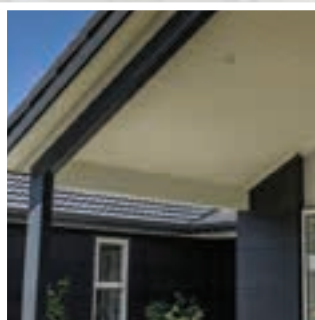
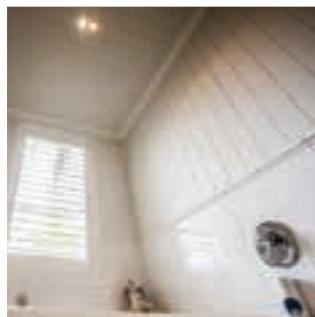
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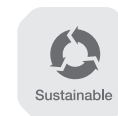
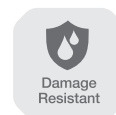
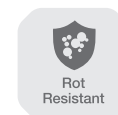
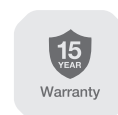
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Construction news



NEW ZEALAND APPRENTICE VOTED BEST IN AUSTRALASIA

Rikki Dewes, a BCITO interior plastering apprentice with Atlas Fibrous Plastering in Hastings has been voted the Best Apprentice in the Association of Wall & Ceiling Industries (AWCI) Annual GIB Workskills competition held in Darwin, Australia. In winning this award, Rikki beat apprentices representing every state in Australia and from across New Zealand to the title.

Rikki stated “It was a great experience and really tough competition with so many talented apprentices. The challenges really drew on all our skills in plastering, plasterboard fixing and professional finishing”.

Rikki and fellow New Zealand competitor Ben Ross were supported by the Building & Construction Industry Training Organisation (BCITO) to travel to the international competition. “Supporting and celebrating high achieving apprentices is a very important part of what we do at BCITO. Both Rikki and Ben’s achievements are surely a testament to the high level of training and inspiration they each receive from their employer every day in the workplace,” Warwick Quinn, Chief Executive, BCITO.

The AWCI Australia and New Zealand

GIB Workskills competition aims to develop the professionalism and skills of interior fitout specialists. Stu Phelps AWCI President stated “This sector of the construction industry is very short of skilled workers and apprentices. The GIB Workskills competition is an important element of developing and training new entrants. The competition is fantastic for the young guys and really lifts them to bring out their best”

Rikki won the Best Apprentice award out of 14 entrants all of whom had won regional competitions across New Zealand and Australia. The regional and state winners competed at the international competition held at the AWCI Australia / New Zealand conference held in Darwin, Australia.

Rikki outlined, “Competing in that heat focuses your job and I learnt so many new skills that can be transferred to other New Zealand apprentices”.

Rikki is an apprentice with Atlas Fibrous Plastering in Hastings who have a strong history of preparing top Apprentices. AFP have had a total of 15 apprentices attend the international event over the last 22 years.

NEW BILL FOR CONSTRUCTION CONTRACTS RETENTIONS

The Government has introduced a Bill

clarifying that new legislation relating to retention money in construction contracts will not apply to contracts signed before 31 March 2017.

The Regulatory Systems (Commercial Matters) Amendment Bill will clarify that the retention money provisions of the Construction Contracts Amendment Act 2015 will apply only to contracts entered into or renewed on or after 31 March 2017.

Under the Construction Contracts Amendment Act 2015, retention money withheld under commercial construction contracts will be required to be held on trust. This will better protect retention money owed to contractors and subcontractors in the event of a business failure.

The Bill addresses concerns that the new law relating to retention money would have applied to existing contracts as well as new contracts, and reflects the original intent of the Construction Contracts Amendment Act 2015.

Note: ‘Retention money’ means an amount withheld by a party to a construction contract (party A) from an amount payable to another party to the contract (party B) as security for the performance of party B’s obligations under the contract.

Atlas Fibrous Plastering

The Importance of Training Apprentices

With an Interior Systems career spanning 45 years, it's fair to say that Bryce Clifford has seen and done it all.

But, while his feet are firmly planted in past experience, business owner Bryce's commitment to innovation and training keep him constantly moving forward.

"Training is something we've always done", says Bryce. "New blood, new ideas, new approaches to technology, that's the key to a good business."

"I've always employed between 30 and 35 staff, and a commitment to training helps me maintain those numbers. I've never had to look over the fence to find employees – I train my own."

Finding the right staff doesn't always come easy, but for Bryce, a good

attitude is the key to any trainee's success.

"It can be hard to get a real feel for someone in an interview. I like to give people a shot – throw them in with the team and see how they get on. It's clear pretty quickly if they're a good fit. To me, a good trainee is innovative and confident, not scared to share and talk – but they also need to know how to listen."

Being a good employer sometimes means supporting your trainees in all aspects of their lives, providing guidance and support both on and off the tools. For Bryce, the rewards this kind of pastoral approach to training far outweigh the costs.

"I've never seen training as a chore in that way. I've definitely worked with

some trainees who started out rough," says Bryce. "I've had a few tough starts but I feel like, as an employer, I have a responsibility to show my trainees the right path and support them while they find their way."

"I've lost my fair share of apprentices; people who for whatever reason didn't work out. Ultimately, anyone who works here has to fit in with our culture and if they don't, they can't stay – that can be hard."

Any business is defined by its people and Atlas Fibrous Plaster is built on a culture of mutual respect.

"A good business is all about the people who work in it and how they treat each other. I really feel that respect has to be earned, you can't demand it – and that goes both ways."

“My Senior Foreman, John Reeves is a great example of that. For him teaching isn’t just about skills on the tools. John’s old-school, he sees an apprentice as a whole person. He knows that being a dictator doesn’t get you results – he leads by example.

“It’s always been important to me that we teach more than trade skills. I believe that being a commercially competent tradesperson means being a team player, having a good work ethic, being well balanced mentally and physically, listening and staying

open to new ideas. Our culture of training builds good all-round tradespeople.”

And Bryce’s approach to training certainly seems to be working, if success in the AWCI’s GIB Workskills Apprentice of the Year competition, is anything to go by.

“We’ve had someone in that competition final overseas 15 times – and a large number of them are still working here.”

There’s an old Maori saying, He Wake Eke Noa – all together, one canoe, no

exception. It basically means, we’re all in this together; and for Bryce, it’s a way of life.

“I see the business as a vehicle that we’re all on. It keeps us all in employment, pays our rent or mortgages and sends us on holidays. We’re all moving in the same direction and we all have a vested interest in the business’s success.

“A good trainee is one that gets on board and helps your business move forward.”



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Bright Construction outlook for Queenstown-Lakes

The Queenstown-Lakes District has had some phenomenal growth over the past decade or so. On the back of such strong growth, many would expect the rate of future growth in the area to slow. For the construction industry, this is far from the case. In this article, Shaun Twaddle takes a sneak peek at Infometrics recently released **Regional Construction Outlook** to see how construction activity in the area is shaping up.

RESIDENTIAL BUILDING CONSENTS TO SURGE AHEAD

Residential consent numbers in Queenstown-Lakes reached an all-time record high of 893pa in the year to March 2016. While one may expect growth in the number of residential consents to plateau or to gradually increase, this couldn't be further from the truth. Our Region Construction Outlook shows that further significant growth is expected over the next two years given the strength of the region's housing market and strong demand

conditions in the tourism industry. Between March 2016 and September 2018, the annual consent total is forecast to lift to 1,387 as developers look to cash in on a rapid appreciation in property prices.

One of the biggest challenges for the area continues to be constructing dwellings that are affordable for Queenstown's service workers, but our forecasts expect growth to be largely focused on standalone houses, despite townhouses or apartments possibly offering a cheaper alternative for potential homeowners and investors. Growth in activity will not be limited to Queenstown, but will also show up in Wanaka and Arrowtown.

NON-RESIDENTIAL BUILDING TO EASE FROM PEAKS

The total annual number of building work put in place in Queenstown-Lakes more than trebled between June 2014 and December 2015. Education and social, cultural, and religious buildings were big drivers behind the increase. Over the next few years, total non-

residential building activity is forecast to ease. Our Regional Construction Outlook shows non-residential building activity to ease by 27% between December 2015 and December 2018, yet remain high by historical standards, as activity across these building types retreats from their peaks. Nevertheless, commercial and accommodation building are still expected to perform strongly over this period. This outlook reflects growth in tourist numbers and spending, which will attract more domestic and international retailers to the area, placing further pressure on the area's already-stretched accommodation stock.

The above are some high level insights from the recently released Infometrics Regional Construction Outlook, a web based profile that provides detailed construction data and forecasts at a regional, territorial authority and Auckland ward level. For more information about the Regional Construction Outlook, click here.

Reproduced from Infometrics
- <http://www.infometrics.co.nz/bright-construction-outlook-queenstown-lakes/>

Finishing and decoration of Plasterboard

A joint Industry approach

The Association of Wall and Ceiling Industries (AWCI) and the Australian Paint Manufacturer's Federation, recognising the need for a clear and concise position on the finishing and decoration of plasterboard, have collaborated on the publication of this Information Sheet. This document identifies the standards of finish which may be expected from different installation, finishing and decoration practices and problems that may arise from inappropriate choices.

A plasterboard wall or ceiling presents the painter with a surface comprising two materials of differing texture and porosity. To ensure a satisfactory finish, these differences in surface characteristics must be addressed.



Unless otherwise specified a Level 4 plasterboard finish as defined in AS/NZS Standard 2589 Gypsum linings Application and Finishing shall be taken as the standard finish for plasterboard presented for painting.

Level 4

Plasterboard should be installed on walls horizontally. Ceiling sheets should be installed parallel to primary light source and where appropriate back-blocked. Where possible full sheets should be used thus minimising the need for butt joints.

Jointing should comprise a 3-coat system. Each coat should be fully dried. The top coat should be sanded to a smooth, even finish. Edges should be feathered in order to minimise scuffing of the paper face.

Similarly, internal and external corners, fixings and cornice installation should be finished to the same standard. This

will deliver a substrate in a suitable condition to accept paint.

Gloss Banding/Sheen Staining

These terms are used to describe the phenomena where the plasterboard joints exhibit variability in gloss level compared to the overall surface appearance. This is often due to the failure to use an appropriate sealer.

Relevance of AS2311

One of the objectives of the paint system, as defined in Australian Standard AS 2311 – Guide to the Painting of Buildings is to deliver the appearance of a uniform surface texture and colour.

Sealing the Surfaces

An essential first step is to seal the face of the plasterboard and the plaster joints with a good quality sealer undercoat. This will ensure an even “suction rate” and provide a degree of opacity for subsequent paint coats. In some cases, the sealer undercoat could be considered as the most important

component within the paint system. The application of the sealer undercoat should be carried out in such a way as to ensure that the plasterboard paper face fibres remain flat. In some circumstances an initial coat of a suitable sealer will be required on surfaces subject to yellowing, bleed or sheen staining. Where that sealer is not a sealer undercoat and does not exhibit the properties of an undercoat, the sealer coat needs to be followed by an appropriate undercoat prior to the top finishing coats.

Once the sealer undercoat has fully dried two top coats of water-based paint must be applied (ensuring adequate drying between coats) as defined in AS 2311.

The performance of the finished paint system and the appearance of walls and ceilings are highly dependent on the quality of the paint used, application method, colour and sheen level.

Expectations of Painted Plasterboard

- A level surface with no visible joints when viewed from the normal viewing position and under normal lighting conditions.
- A serviceable and even sheen decorative finish. These expectations will be difficult to achieve due to:
- Poor design concepts;
- Poor workmanship;
- Poor quality paint;
- Failure to use a suitable sealer/undercoat;
- Glancing light due to natural and/or artificial lighting conditions;
- Crowned or starved joints;
- Insufficient drying times;

- Dark coloured paints;
- Gloss paints.

Brush, Spray or Roll? Brush

Provides a reasonably smooth finish but slow application – not common practice. Brush application does not impart an appropriate texture.

Roller

Provides a low to a medium build ‘orange peel’ texture finish. It is generally agreed that roller application of paint is the preferred method as a uniform finish and texture is imparted to the surface with each coat of paint. Roller application also provides an even film build over the plasterboard and jointed areas.

Spray

Provides the smoothest finish and is 20% quicker than rolling. It is however difficult to touch up after the job is completed and does not deliver a uniform finish.

However, if spray application is used an acceptable finish can only be achieved if the coats are “back rolled” while the paint is still wet. This will provide a uniform texture over the entire surface and flatten any raised nap or paper fibres, promote adhesion of each coat and give a uniform surface when patch repairing. Backrolling is required on level four or better surfaces.

Other problems that may arise from spray application:

- Temperature conditions may prematurely dry the paint before back rolling can impart the required texture to the surface

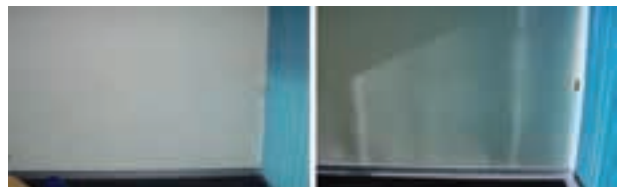
- Over dilution of the paint will reduce paint opacity and texture
- Heavy application/overloading of a single coat will soften the top coat of jointing compound resulting in a general break down of the compound
- Shrink-back of topping compound around fastener heads may occur

Touch Up and Repairs

When patching or repairing gypsum plasterboard where compound is used for the repair, recoating will require full surface treatment including sealer undercoat followed by top coats.

Glancing Light

This phenomenon is also known as “Critical Lighting” and is defined as natural or artificial light projected across a surface at a low incidence angle. See example below of a painted plasterboard wall photographed over a 40 minute interval.



Which Level of Finish/Paint System?

Best


- Level 5 plasterboard installation;
- Sand, dust and wipe surface with damp cloth;
- 1 coat of water-/oil-based sealer/undercoat;
- 2 top coats of premium paint of selected sheen level;
- Sanding between all coats.

Acceptable (AS 2311 Requirement)

- Level 4 plasterboard installation;

Finishing and decoration of Plasterboard *continued...*

A joint Industry approach

- 
- Sand & remove dust;
 - 1 coat of acrylic sealer/ undercoat;
 - 2 top coats of selected flat or low sheen paint.

Not Acceptable

- Sand & dust;
- 1 coat of acrylic sealer/ undercoat – tinted to the final colour;
- 1 top coat of flat or low sheen paint. or
- Sand & dust (sometimes);
- 2 coats of flat or low sheen paint.

Both the above do not meet AS/ NZS standard or Plasterboard Manufacturers' requirements and may fail to meet customer expectations by resulting in the problems outlined in this Information Sheet.

Experience has shown that non-specified products and systems, ie, 2-coat paint systems, generally do not deliver an acceptable paint finish. In these circumstances the cause of the failure will have to be determined and appropriate rectification carried out which may be expensive and time consuming.

Summary

Whatever the system, the objective is to equalise the texture difference and suction rate of the paper face and stopped joint. This can only be achieved by good plasterboard installation practice, selection of quality paints and suitable application methods resulting in a minimum finished dry film thickness of 75 micron.

The final result can be influenced by other factors such as inappropriate lighting. These factors should be considered at the design stage.

Unless the plasterboard and paint systems have been installed and/or applied strictly in accordance with the manufacturers' specifications and those of the applicable Australian Standards, the plasterboard and paint manufacturers cannot warrant the performance and integrity of the plasterboard, the jointing and the paint systems.

Trade Hand Over Procedures

One of the issues that the AWCI has been working on for some time now is to improve the expectations and

handover process between finishing trades. As professional tradespeople, I know that we address any issues with our own work and rectify promptly with the builder to a satisfactory level for the customer.

All too often, however, we are faced with call backs and disputes where the problem might be due to other trades before or after our work. To help with the management of these overlaps, the AWCI has prepared a sign off documents for your use to facilitate the handover of a "plaster ready background" before you start your work, including a pre-paint sign off prior handing over to the painter/ decorator.

All AWCI members have been emailed these documents. Please contact admin@awcinz.org.nz if you require another copy. I recommend that these documents are used by all members and encourage them to forward copies to their builders for information prior to commencing a job.



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2016 Awards of Excellence

At the 2016 AWCI National Conference, the annual Awards of Excellence were voted on.

These projects represent some outstanding work completed by AWCI members over the past 12 months.

The award categories are sponsored by GIB, James Hardie and the New Zealand Fibrous Plaster Association.



James Hardie®



Nominees for the James Hardie Residential Award:

Brad McKinnon Plastering,

Total Ceiling Solutions

Troake Group

The James Hardie Residential Award Winner:

Troake Group





Nominees for the GIB Commercial Award:

Apex Interiors (3 entries),
CPR Ltd,
Ceilings Unlimited,

The James Hardie Commercial Award Winner:

Ceilings Unlimited



GIB People's Choice Award Winner

Winner: Ceilings Unlimited

AWCI 2016 Conference Go Big or Go Home!



Barry Staples collecting the Commercial Award

This year's conference was a big success both in terms of numbers attending the event but also the quality of speakers and information delivered to attendee's.

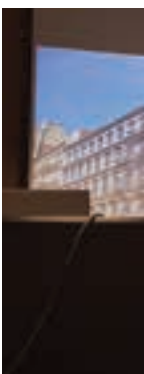
Dale Williams attracted a large audience and the quality and content of the presentation certainly got attendee's considering how we attract and train new apprentices – along with developing a base of new skilled workers into our sector.

Of special note was the (surprise!) Life Membership award presented to Kevin Sceats on behalf of the AWCI Australia and New Zealand. This means that Kevin Sceats and Terry McKain are the only Life Members of both the Australian and New Zealand Associations. Congratulations!

Enjoy some of the photo's from the event.



Barry Staples collecting the Commercial Awards of Excellence prize



Key Speaker Debbie



Bruce Levey presents Bryce Clifford with "Neil Gunn" award for the Employer of Winning Apprentice



Tim Wittermans, work in the Appre



Key Speaker Dale Williams on bringing young staff into business



USG Boral John Keen with technical information



Residential Awards of Excellence prize



Michelle Mayo-Smith in action



A winning smile!



Barry Staples and Bruce Levey recognised for all their efforts in the Apprentice Challenge



Peter Stirrat from Troake Group with the Residential Awards of Excellence prize

Tip for Tradies

Tradies these days need to be multiskilled. To get well rewarded you need to be part salesman, a little bit of architect with some accountant and lawyer thrown in. Does that sound daunting??

My advice is welcome the challenge! All successful contractors be it painting, plasterboard or builders have become a little bit of each not much just a little. The 80/20 rule applies that means if you know just 20% you will get 80% of the results, a great deal!!

Just start here....Think of yourself as a professional salesman some hints... presentation is the easy bit. Wear a shirt look tidy. Create a brochure like ... a simple 5 reasons to use ABC stoppers (AWCINZ should be near the top), we follow ASNZ2589, we train staff, we fix and mistakes whatever

else... give this to each client...these alone will probably increase sales by 20-30%.

Now the Lawyer... logon and go to <http://www.buildingdisputestribunal.co.nz/> if you read and understand this that's most of the lawyer part done just add the clauses to your invoice. If you are not sure give them a call they are really very helpful this will cost you nothing but save you many thousands if your client turns nasty....by the way you can change payment terms to 7 days or less the act still applies!!

The architect; Just swallow the Gib guide and talk to clients about expectations at the start of every job. Refer to limitations in your quote explain that plasterboard is in imperfect solution if you explain this early you will avoid client dissatisfaction later.

Accountant; Learn to understand your costs and margins look at MYOB monthly and ALWAYS backcost jobs... it's not urgent but its sooo important. If you need help look to a business mentor or business coach. By the way collect your debts if its past due call them and ask whether the invoice was received...again 80% of people pay as soon as you call you don't have to be nasty!

Supplied by





Another tip:

A really simple tip I use for patching and backblocking holes. Use a z nail and poke it through and its perfect for pulling the patch back into the gib. This also gives it a little handle to hold until the cornice bond sets a bit.

If you have any tips for your fellow members or any reviews / photos / stories of completed projects please send them into us :admin@awcinz.org.nz



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Construction Contracts Act

Dispute Resolution

Material Safety Data Sheets

Health & Safety

Stacking, storage and handling of Plasterboard

Best Practice Guidelines for Working at Height in NZ


Membership information / forms

Publications

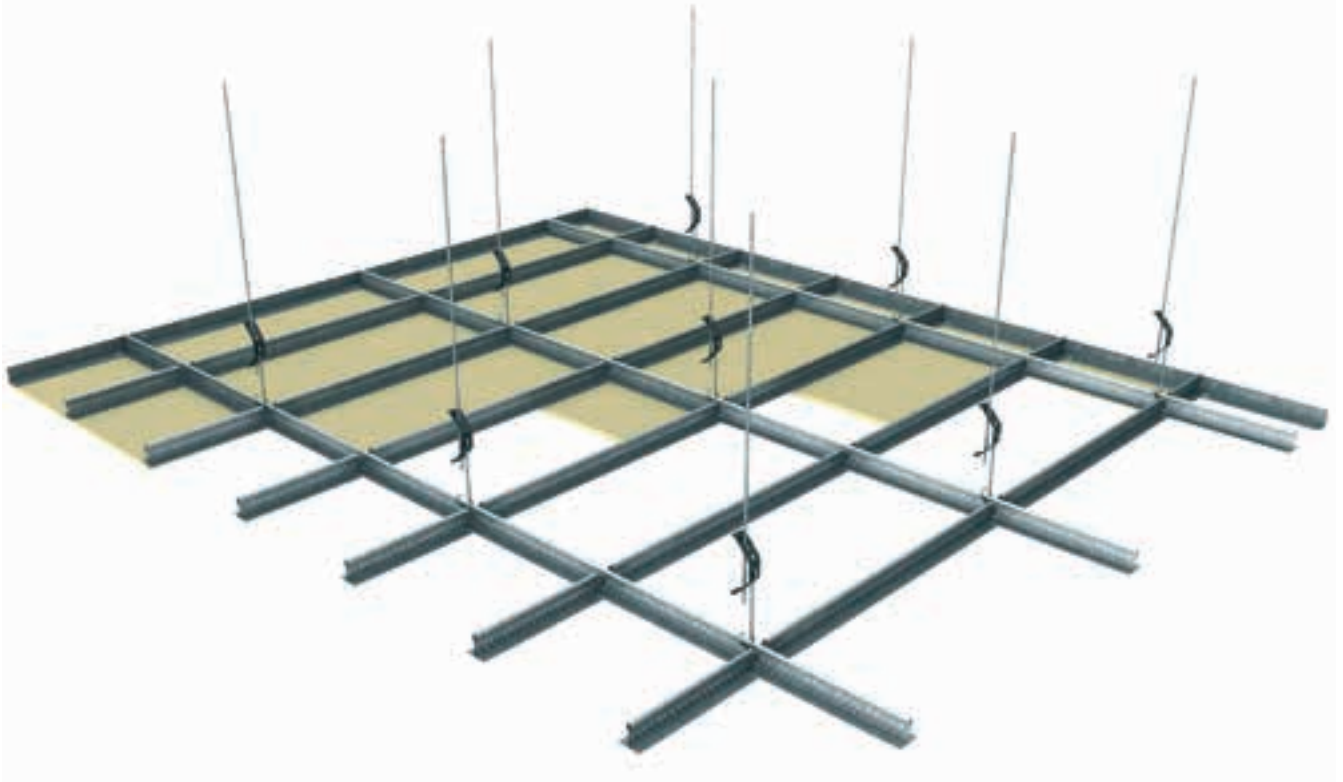
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Membership Profile

In this issue we are starting profiles of the companies who support the AWCI.

This information is provided by the member companies and is not necessarily the opinion of the AWCI.



New Zealand Expertise, New Zealand Designed, New Zealand Tested

Winstone Wallboards is a New Zealand company through and through.

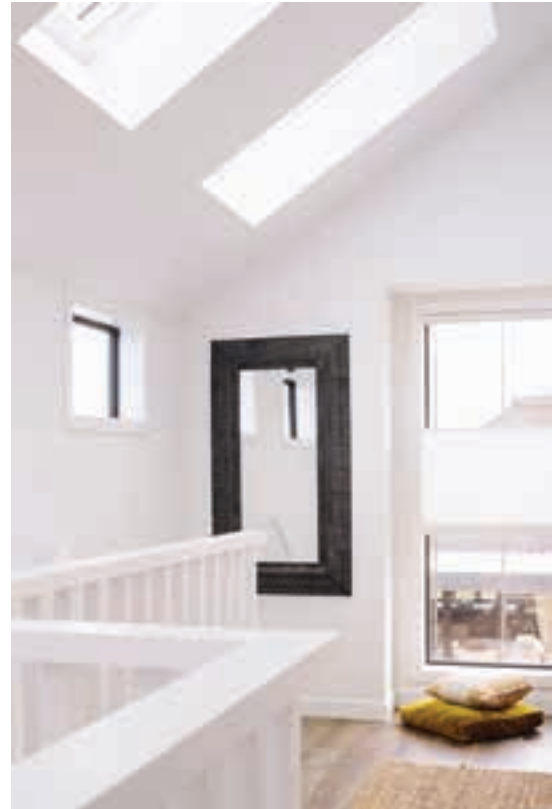
But what does this mean and why is it important?

It means that GIB® systems are specifically developed for local certifications, codes and climate. It means that our engineers

and technical staff understand local building. It means that we employ New Zealanders to make and support GIB® products.

BRANZ and MBIE have recently noted the importance of genuine testing to ensure products meet local requirements. Relying on certifications based on opinions or computer simulations, particularly those not calibrated to local conditions, are not always accurate, which can result in unexpected consequences that can catch out contractors and specifiers.

The New Zealand Building Code has been written specifically for this country. Other countries may have lower minimum standards or the ground conditions, seismic activity or building traditions differ enough that products and systems developed or manufactured overseas may not be appropriate for local specification and building.



Winstone Wallboards has a team of technical staff that develop and update GIB® systems to ensure they meet and, often exceed, New Zealand Building Code requirements. GIB® systems are tailored to New Zealand's environment, developed specifically to meet local codes and certifications, and tested in local conditions.

New Zealand's climate differs significantly from other markets and building materials designed for, say, a hot and dry Australia may not be suitable for the wet and humid climate of New Zealand. For example, while triple wall constructions like the new GIB® Intertency Barrier Systems are common in Australia, their arid environment has meant that

rain, soaking and freezing are not major concerns on an Aussie building site. In New Zealand, the challenges provided by rain, moisture and temperature variance are of continual concern; to better meet the needs of our local climate we have added a moisture and mould resistant core to the GIB Barrierline® central barrier.

GIB® products are developed and tested specifically for New Zealand conditions. Winstone Wallboards prides itself on supporting New Zealand manufacturing and employing local people across the country. With local presence and over 85 years of local experience there is a high level of oversight to ensure products and systems will perform as required right here in New Zealand.



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ITAB is New Zealand's largest Carpentry Apprenticeship Programme provided by Polytechnics and has the backing of New Zealand Certified Builders Association.



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Underpaid competition, workplace frustration and conflict between staff

Common questions on employers' minds, as told to employment advisors at the Employers and Manufacturers Association Northern Inc (EMA)

Q *How will I compete with migrant employers who are underpaying migrant workers? Can I complain about the treatment of migrant workers? – Elliott*

Dear Elliott

There was a law change last year specifically designed to manage the exploitative employment practices around immigrants, ensuring they are employed with the minimum legal employment standards such as the minimum wage, five days paid sick leave and four weeks paid annual leave for full time workers. Also because of the kind of thing you are talking about.

That's the Immigration Amendment Act (No 2) 2015, which imposes up to seven years in jail for exploitation of migrant workers or fines of up to \$100,000. Employers here on residence visas who exploit migrant workers could be deported if offences are committed within 10 years of their gaining residence.

Tougher search powers have been extended to immigration officers to

enter employers' premises.

Furthermore, this year the Government toughened the sanctions against employers for breaching minimum employment standards. These include the possible banning of individuals from being a manager for serious breaches or exploitation of migrant workers.

“Tougher search powers have been extended to immigration officers to enter employers' premises.”

If you witness or have good reason to suspect problems, you can complain to the government agency, Immigration New Zealand or the Labour Inspectorate at the Ministry of Business, Innovation and Employment, whose Labour Inspectors make sure that workplaces meet at least the minimum standards and requirements of employment law. Or even the police. Other than that, you have to rely on the usual practices to compete in

business...like having a good product/service, good pricing/margins, great branding and communication including your website, great customer service, strictly managed terms of trade, cash flow...not to mention good people!

Q *My staff member is too slow at his job despite repeated directions and training – which he gets angry about each time. Can I just fire him now? – Ev*

Dear Ev

You need to instigate a formal performance review, starting with informing your employee that's what you are doing and how the process works, including that he can bring a support person to meetings you must hold with him.

Being slow at one's work does not seem to constitute serious misconduct so you can't re him on the spot (“dismiss him summarily”).

You need to inform him that if he is unable to do his duties he must inform his manager and follow the manager's directions. Also write to him that that

Underpaid competition, workplace frustration and conflict between staff

any further “angsty” behaviour such as his swearing or rudeness could result in his dismissal.

Properly investigate the complaints or your observations about his performance before you come to a decision that he is slow, and discuss with him what his reasons are for not meeting targets.

The records of the meetings you hold with him must confirm that he was well aware of what was required of him, and that he promised to improve but did not do so.

“Being slow at one’s work does not seem to constitute serious misconduct so you can’t reprimand him on the spot (“dismiss him summarily”).

If you are of the view that he is not honouring the agreement that his manager reached with him to conduct himself and work at the rate which was expected of him, you could terminate his employment and communicate this to him and/or his representative. Be sure it’s a decision that a fair and reasonable employer would come to considering all the circumstances.

Q Two of our workmates have never really got on, but both are

good workers so I’ve tried to accommodate their different values. Now one, Jarrod, has resigned and said the way we handled his latest complaint left him no choice. We were very sympathetic and were discussing the matter when he decided to leave. Have we done something wrong?

- Lee

Dear Lee

The issue that made Jarrod complain might have been the final straw. He could possibly, but unfairly, have jumped to the conclusion that you had control over the dynamics between the two of them. People like to blame others; and leaving is a last resort in a job where you feel valued and can’t afford to be unemployed.

Let’s go over what was required on your part when he made his latest complaint, so you can be sure he can’t claim unjustifiable constructive dismissal.

First, you are duty-bound to make sure everyone feels safe at work. Was he safe from harassment and from physical harm, for example?

If he raised any complaints around bullying or a fear for his health and safety you need to ensure this complaint was thoroughly investigated before deciding that there was not

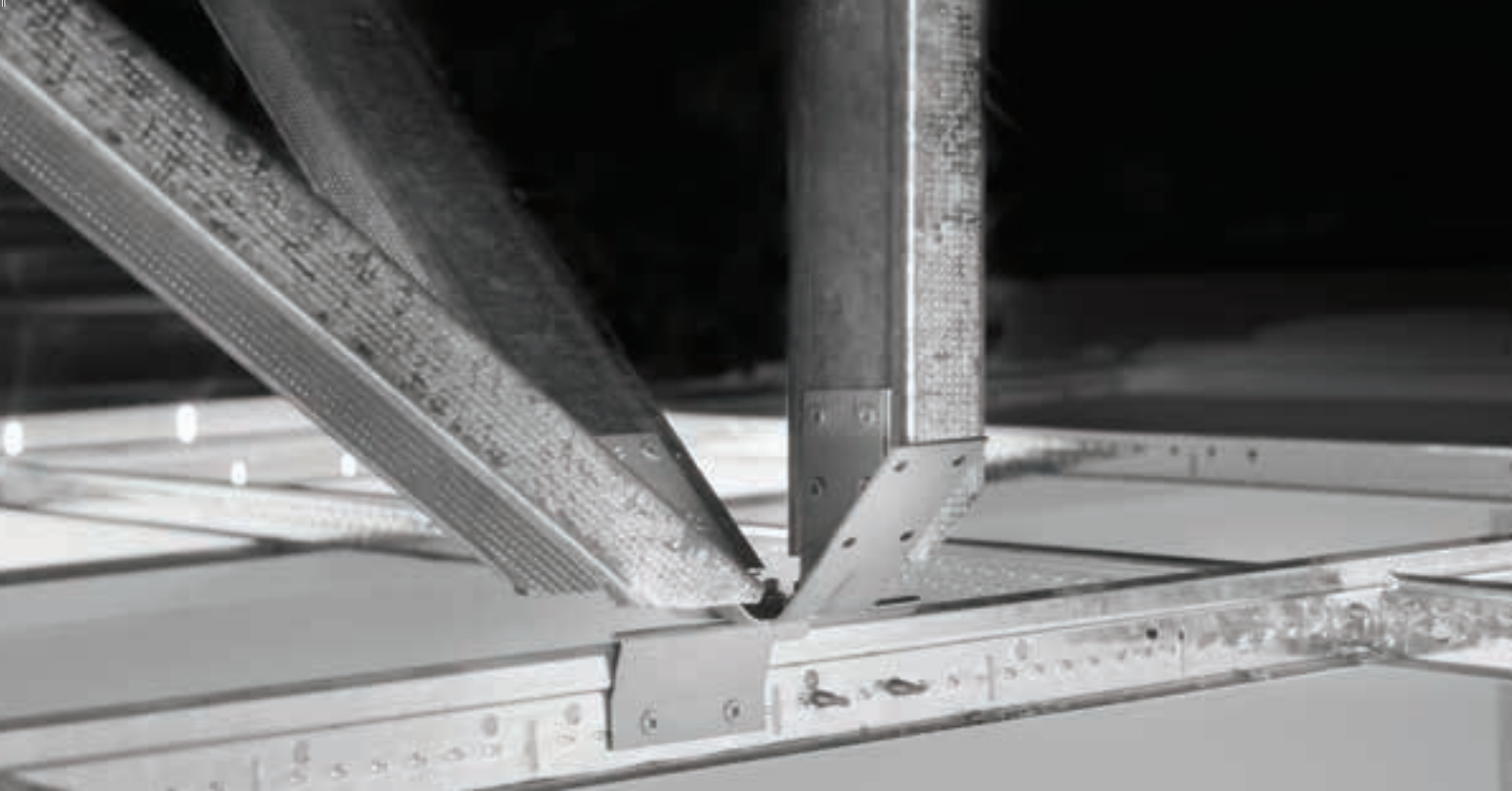
enough evidence to turn this matter into a disciplinary process. You would then have to ensure you gave Jarrod some feedback about the outcome of the investigation so he is satisfied the matter was taken seriously.

The evidence (such as notes of meetings and witnessed or written conversations) needs to make it plain there was no suggestion that he was given the choice of resigning or being dismissed. There should also be evidence there was no conduct with the dominant purpose of effecting a resignation.

Indeed, if all of the evidence is to the effect that you sought to protect Jarrod and did everything you reasonably could to retain him, your response would be considered to be what a good and fair employer could do, even if it could be said that other employers might have done something different.

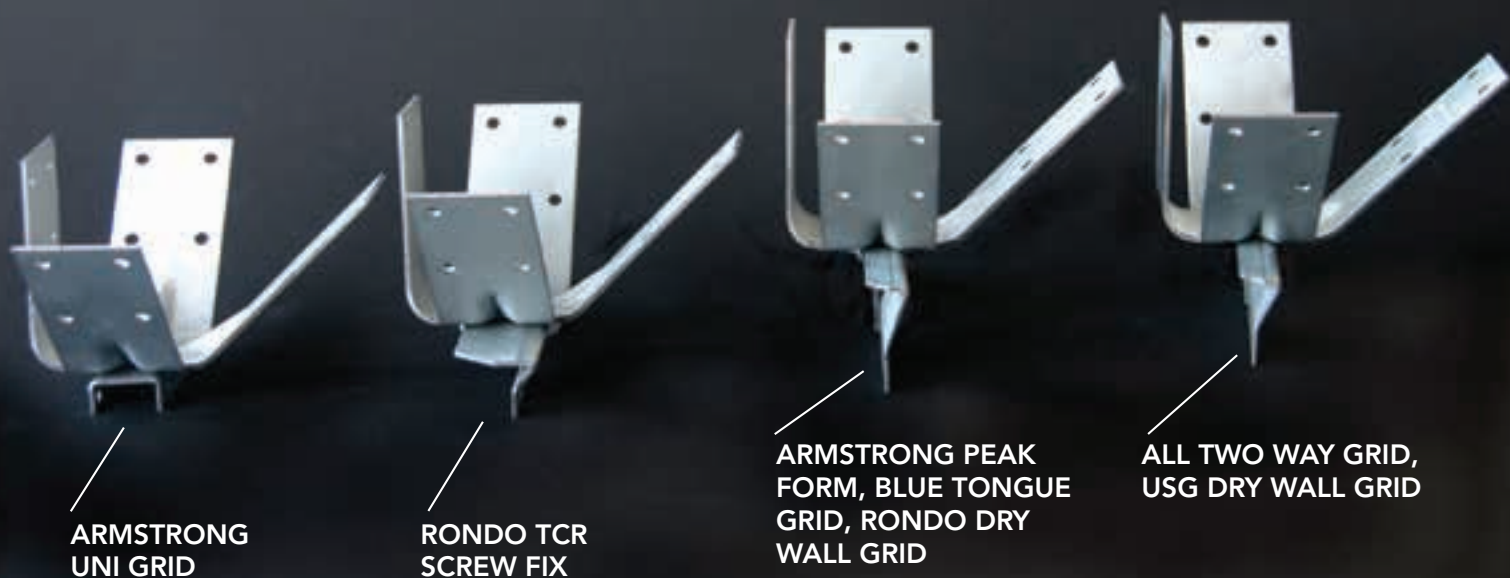
Any intervening authority or mediator needs to be convinced it is difficult to see how your behaviour caused the resignation and difficult to see that the resignation was reasonably foreseeable.

The information in this article is a guide only and not to be used as legal advice without further consultation. To inquire about becoming a member of EMA to gain access to our employment services such as EMALegal solicitors at member rates and the free AdviceLine 8am-8pm, please freephone EMA at 0800 300 362 or visit www.ema.co.nz.



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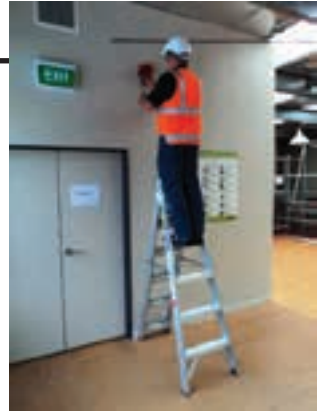
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Mythbusting: Ladders and the new Health and Safety at Work Act

Despite what you may have heard, you can still use ladders under the new law.

The new law doesn't specify heights at which you should or shouldn't use a ladder, but it does say you must use equipment that's appropriate to the task. So if you work at height, you must take action to protect workers from harm that could come from a fall, as far as is reasonably practicable. Work platforms, scaffolding and towers are all options that help prevent falls. Ladders should be the last option, and only used for lower-risk and short-duration tasks. According to WorkSafe, approximately 70 per cent of falls are from ladders and roofs. The cost of these falls is estimated to be \$24 million a year – to say nothing of the human cost as a result of these falls.

If you do need to use a ladder, here's some quick tips from the team at Site Safe on how to do it safely:

DO:

- As much prep work on the ground as possible

- Use a tool belt; don't put tools on the rungs
- Secure the top and bottom of the ladder to prevent it slipping sideways or falling backwards
- Keep three points of contact
- Make sure your belly button remains between the rails of the ladder
- Face the ladder when moving up or down
- Keep both your feet at the same level
- Stop at the third step from the top of a straight ladder or ensure you have at least one metre extending past the point at which you are stepping off from
- Use the 4 to 1 rule: if the ladder is 4m high, then it should be 1m from the wall
- Use an industrial-standard ladder in good condition on stable ground
- Make sure the legs are fully open
- Ensure the stays and clips are secured on stepladders, place the steps towards your work and avoid side-on loading (like drilling side-on through bricks)
- Ensure all working areas and access ways are clean, level, well-lit and in good condition

- Remove unwanted material and construction waste regularly from site so it does not accumulate
- Ensure construction materials, power leads, tools and equipment are positioned and secured to avoid creating hazards
- Ensure you wear appropriate safety gear

DON'T:

- Overload
- Overreach
- Work near openings or voids
- Place the ladder against a fragile surface such as guttering
- Have more than one person on the ladder at one time

For more tips on how to use ladders, check out Site Safe's practical construction advice at <https://www.sitesafe.org.nz>, or consider booking Site Safe's new Passport renewal course, Passport Plus – Height, which is available for online booking from December.

New Staff Training – the trap of “Assuming”



You know the old saying – “Assume makes an Ass of U and Me” – well never is that more true than in training and coaching new staff or apprentices!

As experts in the trade, we know the job so well that we don’t even think about the basics any longer – we “just do it”, and of course we expect our new staff to “just do it” as well. But they can’t, because they may be missing a few pieces of the puzzle.

Gangs’n’Roses

A perfect example of this in action comes from working on a construction site in Saudi Arabia – where we had gangs of Somali and Yemeni labourers on site. The other engineers hated working with them, as they’d either leave bolts loose, or tighten them to snapping point. Constant rework and checking was needed.

But these guys weren’t thick – and I realised something was missing. So I went back to basics and explained how nuts and bolts worked – sitting in the sand with spanners and steel plates – snapping bolts and explaining

the theory. Within an hour or two, all the labourers understood bolt tension, and had started to develop “the feel” for correct tightness. Result – no more rework, and a much faster team!

No to frustration – yes to action!

1. To get started, select a couple of your top guys, and spend a bit of time with them on the job, watching and noting each step of the process. What is the sequence or procedure for the job? Which tools are they using? What measurements and pre-checks are done?

2. Break down each part of the job, from reading the drawings to tidying up when finished, into the separate “task elements” of each part of the job. What tools, equipment, knowledge and skills are needed for each element? For example, measuring around a light fitting requires simple tools, but a lot of knowledge and ability. You’d be surprised how many school leavers can’t accurately read a ruler and do the simple math needed to work out dimensions by subtraction/addition!

3. Teach simple tricks like reading the ruler “straight on” rather than at an angle to avoid parallax error.

4. Check other basics they may not know: Can they work out right angles using the 3,4,5 rule? Can they work out area? Do they know how to hold a hammer for maximum accuracy and least effort? How to ensure fittings are level and straight? What does level and straight mean? (a real trap this one, as most companies don’t set standards of mm per metre level, or straight in relation to surrounding objects)

The thing is if you don’t teach your team, they won’t know, and you can’t tell them off for getting it wrong! It’s your job to grow your people – and it will pay massive dividends by way of reduced rework, saved money, and happier customers!

Liked the article? Want to know more? Please contact Gerald Delany, Business Advisor at Advantage Business on 027 298 0629 or gdelany@advantagebusiness.co.nz



Workforce Development Plans launched

Launched in October 2016 at the BCITO Skills Summit in Wellington, the Workforce Development project is designed to provide industry employers with strategies to plan for the growth of their future workforce.

Information from BCITO shows that the construction sector is reaching a point of crisis on the back of unprecedented demand for new homes and other buildings, and that there just aren't enough people to keep up.

Speaking at the Skills Summit, BCITO Chief Executive, Warwick Quinn told delegates, "If we don't take collective action now, there's a real risk we won't be able to reach future demand.

"To meet demand, we need 1,500 new workers to join the interior systems sector during the next five years. We also need to dramatically increase the number of people that industry trains."

The recent Workforce Development initiative aims to support businesses and employers to develop a workforce that has both the capability and capacity to meet current and future needs.

Each sector of the construction industry needs to respond to workforce challenges in a way that works best in a unique sector context. To assist this, BCITO has created 17 different Workforce Development Plans for each of the trade sectors under BCITO's coverage. Each plan outlines the challenges a particular sector faces and the key ways a sector can respond to these challenges. The plans also include detailed themes and highlight actions that will make change happen. BCITO has been in close consultation with the interior systems industry and has identified three key areas to focus on to help industry develop the workforce:

- Getting the right workforce;
- Running businesses effectively;
- Developing skills and valuing qualifications.

In addition to the sector specific actions in each plan, the industry and BCITO will jointly undertake a number of actions in 2017 in the belief that these will have a significant impact on all parts of the construction industry.



A copy of the Workforce Development Plan for Interior Systems has been mailed to each employer who is actively training apprentices. You can also download a copy at www.bcito.org.nz/workforce.

For those who haven't yet received a copy, would like extra copies or would like to talk to someone about developing their workforce, email BCITO at workforce@bcito.org.nz



construction update

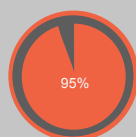


ACC Health & Safety Discounts - AWCI Members

What is it?

If you have a health & safety system in place you can get a 10% saving on your ACC bill (work levy component) that can last for three years. The scheme is called Workplace Safety Discount (WSD).

Does the scheme apply to you?



95% of members employ less than 10 staff



80%+ will have most, if not all the necessary health & safety things in place already

Why should you sign up?

AWCI is keen to see as many of their members move into this scheme for several reasons. Firstly it just makes good sense to get a reward for all the investment you have made in health & safety. Secondly ACC is terminating this scheme from 1 April 2017 so AWCi wants you to take up this opportunity while you can. And lastly, the 10% discount lasts for three years (until 2019) so the savings are definitely worth it. And let's not forget, it can also help with winning tenders.

Typical savings for the 42410 levy code are as follows:

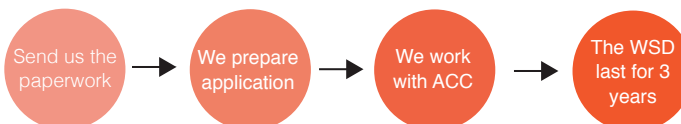
Payroll	ACC Cost (2016 / 2017)	10% Saving	Over 3 years
\$100,000	\$2,560	\$248	\$744
\$200,000	\$5,120	\$496	\$1,488
\$300,000	\$7,680	\$744	\$2,232
\$400,000	\$10,240	\$992	\$2,976
\$500,000	\$12,800	\$1,240	\$3,720

ACC Benchmarking

Check out our ACC Benchmarking. The Benchmark was created to help industry associations and employers benchmark their business. 2,000 businesses have already been benchmarked - go to the link below to find out where your business sits. <http://workrisk.co.nz/acc-benchmark/awci>

How it works:

The WSD is not hard to get into as there are no audits. ACC wants to see evidence of what you are doing in health & safety. Our job is to manage this process for you.



We need to see copies of:

- Health & Safety Manual (if electronic)
- Hazard Register
- Staff Inductions
- Staff Handbook (if you have one)
- Completed Incident Form

(if none than a copy of the template)

- Emergency Evacuations trial done in last 6 months
- Toolbox or Safety Meeting minutes
- Site Specific Safety Plans

We will then:

- Prepare the WSD application
- Provide you any templates & processes you may need
- Submit the application and manage the process
- Give you a free ACC review *

As a member of TIA the cost for you is \$400 + gst (this is a \$200 saving!)

Ready to sign up?

Send the above forms to Debbie: acc@managecompany.co.nz, or PO Box 5299, Mount Maunganui 3150

** our average ACC saving since January 2015 is 41%. We do a review on your business at no cost. We work on a success fee and we create savings by applying the legislation correctly and holding ACC accountable. It is our job to put the savings you have agreed to in place with ACC and our one-off fee is 40% of what we save.*

Got a question? Great! Send us an email: acc@managecompany.co.nz or, give us a call on 0800 747 569 Manage Company

Seismic Bracing Protects Burwood

Located in Christchurch, an area prone to seismic activity, Burwood Hospital required a bracing system for partition walls that was flexible, streamlined and proven.

ENCLOSURE

Opened in June 2016, the Burwood Hospital redevelopment represents an integral part of Christchurch's healthcare capability. Utilising a specialist international healthcare design team, the project delivers a world-class healthcare facility and includes space for 230 new inpatient beds, a new entrance and cafe area, an extended radiology department, an extended outpatient and procedural area, and a new kitchen and back of house support areas to service the increased hospital size.

THE CHALLENGE

While all non post-disaster designated hospitals above a certain size must meet seismic importance level IL3, Burwood's location in Christchurch, a seismically vulnerable area, meant that the client required an enhanced IL3 level and increased damage control level in order to minimise downtime of the facility following a seismic event. To

mitigate the increased risk of damage and injury from the partition walls, an innovative and proven bracing solution was required to secure partition walls throughout the 32,000m² project. The system needed to be flexible and able to cater for congestion in a service intensive plenum.

THE SOLUTION

An initial proposal was to use a bespoke system comprising steel posts every three metres as bracing to the part height partition walls, however, this was viewed as inflexible and untested. Collaborative work between project architects Jasmax, Klein and Sheppard and Rout and the structural engineers Beca, led to the specification of TRACKLOK. The TRACKLOK Seismic

Bracing System has been specifically designed to absorb seismic energy while securing partition walls and glazing lines under ceiling to





the slab above.

A major advantage of the TRACKLOK system over a bespoke design is that it has been extensively tested, which gave Barry Williams from Klein the assurance he needed. "To meet the IL3 enhanced requirement for this project we needed a system we were sure could accommodate a 45mm inter-storey drift. We knew TRACKLOK could accommodate 2.5% movement which fell well within our requirements." Approximately 8,000 units of TRACKLOK were installed and provided ease of use and flexibility that delivered significant benefits to the project. "Each TRACKLOK brace attaches easily to the top plate

with a bolt to the steel stud allowing for flexibility around where the braces are placed," explains Williams. "This meant we could avoid clashes with services in the ceiling space and if a wall needed to be moved it was easy to do so, unlike using steel posts which would have required significant effort to reposition."

<u>Project:</u>	Burwood Hospital Redevelopment
<u>Architects:</u>	Klein, Jasmax and Sheppard & Rout in association.
<u>Structural Engineers:</u>	Beca
<u>Main Contractor:</u>	Leighs Construction Ltd
<u>Product Profiled:</u>	TRACKLOK Seismic Bracing System
<u>Supplier:</u>	Potter Interior Systems

THE OUTCOME

Specification of the TRACKLOK system helped to ensure the new Burwood facility met the stringent requirements of an IL3 enhanced building, delivering maximum protection from damage and injury caused by partition walls in a seismic event. In February 2016 the system was tested in a real life magnitude five earthquake experienced during construction; Samir Govind, Technical Director of Structural Engineering at Beca reported, "that TRACKLOK performed very well with no apparent damage to the facility." "The best thing about TRACKLOK is that it accommodated the extra movement we needed fulfilling our performance requirements," concludes Williams. "It's a good product and we've continued to specify TRACKLOK."



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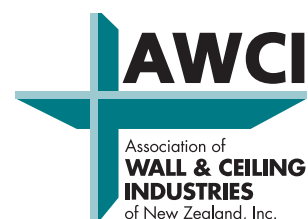
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