

# insight

MARCH/APRIL 2018

**Big Changes for  
2018 Conference –  
NZCB and AWCI combine  
for one massive  
conference event!  
Details inside**



**5 key steps to  
winning jobs**

**Seismic Design  
for Suspended  
Ceilings**



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# President's report

*From the trowel of Allan Tribble*



**W**hat a great summer it has been and start to the year for the construction industry. It feels like we never had a break as the year started so quickly. In our business we are seeing a lot of opportunities in Auckland and Otago, but activity is quieter and more competitive in Christchurch which looks to be returning to pre-earthquake construction volumes.

A current market issue is the recruitment of staff and how hard sub-contracting companies have to work to get good people. M-INT have taken new steps in our search for staff through various media channels including billboards in targeted locations, bus advertising, social media and in-house recruitment incentives to attract the right people. Sometimes thinking out of the box like this is a really useful thing to do to lift your brand above the others and demonstrate you are a company worth working for.

In the news there has also been a number of articles around the construction industry, starting with Rondo purchasing the USG-Boral metal business in NZ including the rights to the DONN® brand and the patented DX technology for Australia and New Zealand. Then the big one

with Fletcher Building and Interiors announcing significant losses and advising it will cease tendering for any further projects. It just goes to show that a buoyant market isn't always a successful market so always keep a close eye on your operations.

On the AWCINZ front, we are seeing AWCINZ membership continue to grow at a great pace, aided by the new Facebook page and website and we are very excited to be releasing a new Smartphone app for members in April 2018.

Other exciting news for AWCINZ is our partnership with the New Zealand Certified Builders Association by holding a joint annual conference in Rotorua. This means we will have dedicated AWCINZ speakers and content plus a huge 70 trade stand expo, over 450 attendees and access to the NZCB speakers and business content. The opportunity for AWCINZ members to network and develop partnerships with NZCB members is really significant and the AWCINZ Executive are excited about joining together at the event for the benefit of both organisations. There is more detail in this issue about the conference, so I urge you to come to the conference and be part of this significant milestone event. It would be

great to get an increase in the number of contractors attend this year and from first-hand experience I can't push how beneficial the conference is for companies of all sizes so make sure you register and get involved.

This month we also had the running of our annual golf tournaments, with the Auckland tournament selling out and fantastic attendance in Christchurch. Remember to get your entries in quick for next year!

Finally, you will see a calendar of regional member meetings being released via email which again I encourage you to support. We will be having key sponsors put on events for our members along with short technical talks and updates. This is a great opportunity to network with your local members and keep up to date with industry developments. It is always good to know that others share your challenges and these regional meetings give the opportunity to share ways to work around them.

All in all it is great to see the continued growth of the Association and I really look forward to getting the regional meetings going and a bigger and better conference this year.

Allan Tribble  
President AWCINZ

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# Construction News

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## **TAX CHANGES COMING SOON:**

Inland Revenue are inviting all business owners to check out their on-demand webinar or register for the next live webinar taking place on 9 April. Further information can be found at [www.ird.govt.nz](http://www.ird.govt.nz)

## **NZ WORKPLACE HEALTH & SAFETY AWARDS 2018**

Entries to this year's NZ Workplace Health & Safety Awards 2018 are now open, and to ask you to take a few minutes to reflect on the businesses you and your team have encountered who are doing good work in health & safety - and encourage them to enter! Entries into all organisational categories are welcome, but we are particularly looking for entries into the following categories:

- work-related health initiatives
- small businesses (no more than 50 staff)
- governance (board level engagement in H&S)
- collaboration between PCBUS

And of course there are opportunities to nominate people in the individual categories. Full info on the awards/categories and how to enter can be found at [www.safeguard.co.nz](http://www.safeguard.co.nz)

## **RESEARCH SHOWS HEALTH AND SAFETY TRAINING PAYS OFF**

The government's latest workplace health and safety attitudes and behaviours survey has confirmed strong links between recent health and safety training and the way people act and feel at work. The survey, which was commissioned by the government's health and safety watchdog, WorkSafe, canvassed thousands of Kiwi workers and employers in high-risk industries, asking them about their experiences of workplace health and safety.

The survey found that workers who had received health and safety training in the last 12 months were more likely to feel confident in knowing how to report injuries, accidents and near misses, and to say action was taken if a new hazard was noticed. Chief Executive of health and safety not-for-profit Site Safe, Alison Molloy, said the survey made it clear that investing in your workers

made good business sense.

"People are the biggest asset in any business. And when it comes to health and safety, investing in your people can save lives. Health and safety training not only builds skills, confidence and empowers workers to speak up, it also contributes to a happier, safer and more productive workplace.

"The business case for health and safety training is clear – not only does training prevent injuries and accidents, it demonstrates that you care for your people and want to keep them safe. This equates to real benefits for your business."

They were also more likely to feel they made a difference to health and safety at their workplace and to feel their boss would support them in speaking up or stopping work if the job was unsafe.

Less encouragingly, three out of ten employers said none of their workers had ever had any health and safety training.

Under current health and safety legislation, employers do not have to provide health and safety training but are required to engage with their workers on health and safety, and



to give workers the opportunity to contribute to improving health and safety.

Ms Molloy said more could be done to make training a clear priority for employers, particularly those in high-risk industries. “This research proves that not only does health and safety training help keep people safe, it also improves the way people feel about their workplace and their employer.”

For more information on Site Safe’s training courses, go to

[www.sitesafe.org.nz](http://www.sitesafe.org.nz)

To read the full survey, go to WorkSafe’s website [www.worksafe.govt.nz](http://www.worksafe.govt.nz)

## LOOKING AFTER YOUR CLIENTS

### What clients want

This good advice for tradespeople is from the Canadian Home Builders’ Association. While its focus is the client, it outlines what all of us should be trying to achieve.

#### ***Expect your sales and site staff to be:***

- Open and upfront: good service begins with honesty, trust and good communication.
- Knowledgeable: good service depends on in-depth product and process knowledge.
- Prompt and efficient: good service sets

and respects realistic timelines.

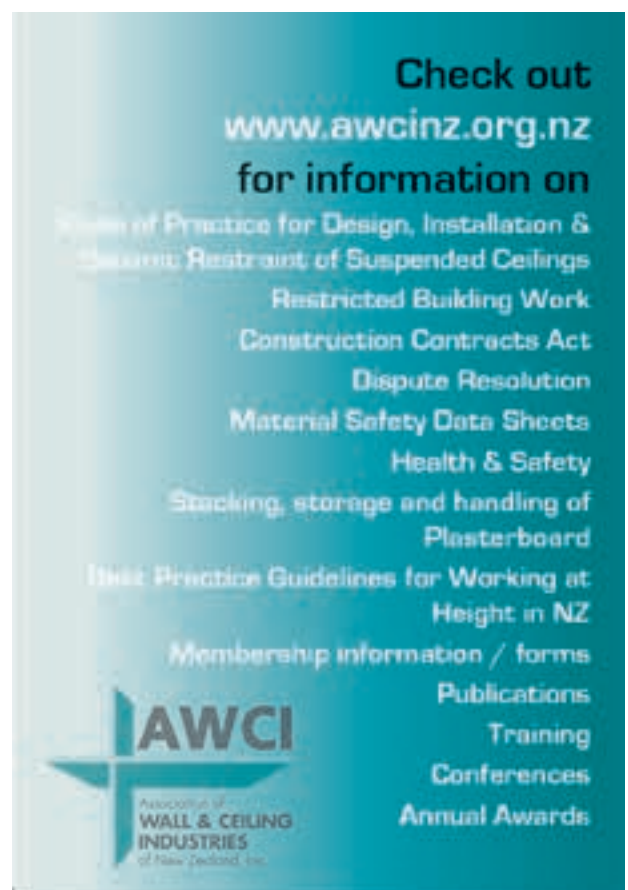
- “On your side”: customer-oriented staff work for you and with you.

#### ***Once your job is completed, expect your sales staff to:***

- Give the client a detailed orientation tour so they can inspect it thoroughly and explain how everything works.
- Explain what is covered by

warranties, for how long, and how to request after-sales service.

- Explain what you can expect the first year, and if a schedule of contact and check-ups is required.
- Ask the client about their experiences with your company and their satisfaction so you know what you are doing right and where there is room for improvement.



# Big changes for 2018 Conference

**NZ Certified Builders (NZCB) and AWCI combine for one significant event**



**Conference date:  
25 and 26th May, Rotorua 2018**

*The AWCI Executive have been working hard over the past 12 months on ways for members to grow their business and expand their profile with head contractors and building companies. One of the exciting opportunities is that AWCI and NZCB are working in partnership to combine their annual conference events into the one venue in late May 2018.*

The combined conference event means we will have dedicated AWCI speakers and content presentations, plus a huge 70 trade stand expo, over 600 attendees and full access to the NZCB speakers and business content. AWCI members will benefit from two conferences in the one venue.

The opportunity for AWCI members to network and develop partnerships with NZCB members is really significant and the AWCI Executive are excited about joining together at the event for the benefit of both organisations.







AWCI President Allan Tribble explains “We are very excited by this unique opportunity to partner with NZCB. Our conference will still have the Awards of Excellence, excellent ceiling and plasterboard content / speakers and a great gala dinner however in addition, AWCI members will really benefit from the NZCB speakers and content, the biggest trade stand Expo for any association conference and a massive 600 attendee’s. NZCB always have some outstanding key speakers to develop your own company / business which we wouldn’t normally have access to. It would be great to get an increase in the number of contractors attend this year and from first-hand experience I can’t stress how beneficial the conference is for companies of all sizes, so make sure you register and get involved.”

*This conference is the perfect opportunity to network and develop new partnerships with NZCB members. It will also be the perfect opportunity to develop and grow your business with new information and learnings.*



### KEY INFORMATION:

- 25th and 26th May at the Energy Events Centre in Rotorua (earlier than the normal AWCI Conference date)
- Receive up to 12 skills maintenance points for attending
- Up to 70 trade stands at the Expo
- Welcome mingling and networking function on the Friday night
- Lots of educational workshops with specific AWCI content and presentations
- All delegates can attend any workshop or speaker they want to
- Over 600 attendee’s



**We will have a separate AWCI Gala dinner with Annual Awards of Excellence and GIB Workskills presentations**

- Access to significant keynote speakers which will help develop and grow your business

***This event is a significant milestone for AWCI and it’s members. Get in now and register via [www.nzcb.nz/conference](http://www.nzcb.nz/conference)***

# 5 keys for winning jobs when you're not the lowest price

By Daniel Fitzpatrik – [www.nextleveltradie.co.nz/win-not-lowest](http://www.nextleveltradie.co.nz/win-not-lowest)

## LOST OUT TO A COWBOY AGAIN!

Local builder Josh is fuming. He's just learned (through the grapevine) that he's missed out on the King Street reno. The local cowboy has undercut him again! By nearly 1/3 this time.

Bugger! He wanted that one. It would have kept his team going for a few more weeks until the next big project started. That's gonna put some real pressure on the bank account.

But there's no way he could have made any money at a rate that low. At that price, it would've only covered the materials and labour.

He'd had an inkling when scoping the job that Mike (the client) might be shopping around. The job looked relatively straight forward initially, but from experience, Josh knew there were a few extras that would be needed.

Josh didn't have time to explain all this to the client that day; he needed to be at the next appointment. "Mike, don't worry about the details mate. I'll put it all in the quote and email it to you when I've got time".

## NOW THAT JOB HE THOUGHT WAS IN THE BAG IS GONE

These cowboys are starting to affect business. There was another job a while back where the same thing happened. That job had come back to him when it turned to custard. Josh won't forget that one for a while.

Homeowner Jess came to him in a panic: "We need to finish the extensions. We're having a new baby next month! There are a few things that don't look quite right, but every time I ask about them, [rogue tradie] says it's fine that bit won't matter when it's finished, and the project is going on and on... And then he asks for more money! I don't think he knows what he's doing... can you please come and take a look?"...

What a mess. Josh and his team all did massive hours that month, but they got the job done. It took as long to fix as it would have taken to do the whole thing right the first time. Todd & Jess were so grateful. But Josh felt it put too much pressure on his guys. Didn't see much of the family that month either.

These cowboys, they do it on the cheap and stuff it up every time.



## WHAT WENT WRONG

When Josh first scoped Mike's job, there were a few opportunities he missed that would have put him in a better position against the lower price:

- Asking the right questions early on to see if the job will be a good fit (so he didn't waste time quoting a job he couldn't make money off – or was never going to get).

Josh still doesn't really know if Mike wanted a cheap price no matter what, or if he took the cheap price because he didn't know any better.

- Checking if Mike was the decision maker or if there were others involved in deciding, like maybe his wife.

- Didn't take the time to listen to what aspects of the job were the most important to Mike (like perhaps time frame, quality of work, dealing with the unexpected, staying on budget, etc)
- Making sure Mike understood what was involved in doing the job right, and giving him some context around what could go wrong if whoever is doing the job doesn't follow the proper steps.
- Identifying what budget Mike had available for the job.
- Making a detailed estimate/quote and making sure Mike understood each part (and knew what he was getting when dealing with a quality tradie like Josh). So that if Mike compared the quote to another one, the difference would be obvious.
- No follow up to show he was serious about wanting the job and/or address any concerns Mike might have about proceeding.

## WHAT WENT RIGHT

Josh is a good builder and has a great team behind him. So although he didn't get the job, he also knew that at 2/3 of the original price, it wasn't worth having. Josh knows his numbers, has a good reputation and is in business for the long haul so he:

- Priced the job for profit (not based on gut feel, guesswork, or how he was feeling on the day) and knew that it wasn't too high or too low.
- Knew his margins and at exactly what point the job wasn't worth doing.
- Didn't panic and slash his price and lose money on the job.
- Has high standards of workmanship and was not going to take cowboy shortcuts.
- Has a professional mindset. Josh knows he delivers top outcomes and quality work for his clients and that he deserves a fair reward for his efforts.



## CLIENTS VIEWPOINT

We all like a bargain. It's human nature. So clients will always be tempted to go for the cheapest option if they don't understand the reasons not to. Here's the thing though. Most clients you quote aren't tradies or don't know the details like you do. They simply don't know why one price is more expensive than another. Unless you show them. Remember, a certain low percentage of all buyers will decide purely on price no matter what. Let's recognise that those jobs are often the ones that no one makes any money off, and have the most problems. Weed these ones out early. These are not the jobs you want. You want to attract the much larger majority who appreciate good workmanship and want something that will last. Who want to sleep soundly at night, with peace of mind that the work is done right and there won't be any nasty surprises.

To give prospective clients the reassurance they need when quoting – and play to your strengths as a quality tradie – use these:

## 5 KEYS FOR WINNING JOBS

### # 1. Turn up on time (ie a few minutes early)

- Everyone knows tradies are notorious

for being late and that customers hate it. So use this to your advantage.

- 84% of homeowners rank “punctuality” as the most influential quality when they're looking to hire a tradesman.
- If you can crack being on time, this will show you are reliable and put you ahead of most competition right away.
- Block time out for pricing up work (ie not at a time you might be stretched to get there, or at the end of a long day when you're hankering to get home).
- Mindset comes into play. Sometimes



tradies view quoting as a hassle.

However, meeting potential clients is high-value important work. An hour of your time could bring in big profit if you play your cards right.

- 83% also say “prompt communications” makes them more inclined to choose you. Have someone answering your calls and email, or at least return them without delay.

### # 2. Be intentional about building rapport and trust

People do business with people they know, like and trust. Build relationships with potential clients by doing the little things well and on purpose:

- 83% would be more likely to hire a tradie with “a polite manner”. The obvious, common sense stuff: “Nice to meet you” “Yes please” “No thanks”. Knock and step back from the door. Show genuine interest and enthusiasm for the project. Respect the clients time. Use the clients name. Compliment them. Listen and repeat back bits of what they say. Understand and show empathy. Smile.



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# 5 keys for winning jobs when you're not the lowest price *continued...*

Be helpful. Reframe the negative to positive.

- Respect your clients home or workplace: Take boots off at door. Ask permission: "Would you like to show me..." "Is it okay if I..." "May I..." Be aware of kids and pets. Don't walk on the grass – use the paths.
- Look the part: Be well presented. Wear your company uniform. Have a clean spare one on hand if needed.
- 47% of clients say they're more likely to hire a tradie with "a modern, clean, professional-looking van". 36% say "an anonymous plain white van is a turn-off". Not a game changer but worth noting.



## # 3. Take the time to fully understand your prospects motives

- Your goal here is to understand exactly what the client wants to achieve – and the "why" behind it.
- Start with listening. 85% of clients say simply "listening to what I want and need" is a sign of a good tradesman and would make them more likely to say yes. This helps them feel comfortable you understand what they're looking for

– and that you're committed to a great outcome for them.

- It's also going to be easier to win the job when you know exactly what the ideal outcome is for the client, and what's most important to them. With this knowledge, you can emphasise the right details in the quote, talk the client through all parts most important to them, and easily tackle any objections they might have.
- Ask questions to find out what their biggest priority and concerns are for the project. Is it quality, price/sticking to the budget, timeframe or a deadline they have, just wanting a hassle-free experience above all?
- Once you have a good handle on what the client wants, parrot it back to them and ask if what you've heard is correct.



## # 4. Take the time to educate and explain

- Tell them what goes into a job and what it includes, so if they are comparing, it's apples to apples, not apples with bananas.
- Educate the client around what they

want to accomplish. Give your expert advice on the different options so they can feel informed when deciding. Take an iPad along and show them photos of your previous jobs (or look up pictures on Google) so they can get an idea of the finished look.

- 81% look for a tradesman that "discusses their process and explains things" – so take the time to outline how you'll go about the job. Draw diagrams. Explain any complications that could arise. Give the client more than your competitors do.
- Be transparent about likely prices and timeframes.
- Tell them when they'll have the quote.
- Don't look at it as selling... Have the attitude of genuinely helping the client get the best solution for their project. Become the problem-solver for your client, and you become invaluable.



## # 5. Show proof you're the best

- 78% of clients want to see a "professional quote". Include many details like a breakdown of what's

# 5 keys for winning jobs when you're not the lowest price *continued...*

included, how variations will be handled, price, timeline (69% felt it was important to see "a solid schedule"), outline your process, expiry date of quote, payment terms and conditions, where they sign, etc

- Include trust builders like a professional blurb saying what sets your company apart, your quality guarantee (46% of clients look for this), media/awards, your trades association membership, qualifications, license etc
- Personalise your quote, emphasising your clients needs and priorities. Go above and beyond.

• Include testimonials from happy customers with before and after photos and examples of your previous work. Houzz Aussie looked at what influences hiring decisions in home renos and found **79% look for reviews** and recommendations (twice as important than "lowest cost" at 29%).

**Branz found** "quality and reputation" is the most important feature NZ homeowners look for when choosing a builder – by far.

Back this up online with a professional website, lots of positive reviews and social proof, an up to date Facebook page, etc

• Losing jobs because you quoted too late? **83% of clients** are unhappy about the speed of receiving quotes. No surprises there. Deliver the quote to the client promptly. Using job management software can help.

• Go through your quote with the client, making sure they understand what's included and answering any queries clarifying exactly what you're giving them. If they're undecided, agree on a timeframe when you'll follow up again.

Ask: "What's the next step for you?"

It takes time and effort to put a quote together, so go the extra to convert.

These things will position you so that price is not the main thing. Now you are competing on your strengths.

When the tradies I work with get these steps right, not only do they win more jobs, but they also find clients are more appreciative of their professional expertise and are happy to pay for it. Doing it this way won't get you every job, but it will get you a lot more work you want at the right price.

In the clients mind, you go from being just another tradie or salesperson looking for a job – to a trusted advisor – an expert whose time and expertise is respected – and worth more – than Joe Average.



## KEY TAKEAWAY

To win quotes when you're not the lowest price:

- Prioritise punctuality
- Build rapport and trust
- Listen carefully to uncover your prospects motives
- Educate and explain your process
- Show proof you're the best choice

Some of these ideas will be new, while others you may have done before. But to get the results it's about consistency. To pull this off, you need good systems that ensure these strategies happen every time, even when you're busy.

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# AWCI launch new website and now on Facebook

**A**WCI NZ have launched a new website allowing greater access to find members and showing some of the great work AWCI members complete. The website is just the start of a range of new benefits for members.

[www.awci.org.nz](http://www.awci.org.nz)

The website will continually develop and be used for magazine downloads (if you can't find your hard copy), industry information and more to come shortly! Put the AWCI website address in your quotes so your customers see that you are a member of the Association.

## Like us on Facebook!

In addition, AWCI has launched a new facebook page for members to keep up to date – Search **AWCI NZ on Facebook** and LIKE US NOW!



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# 2018 Summer Golf Days

**AWCI** recently held it's summer Golf days in Auckland and Christchurch. Both days were very successful with Auckland selling out very quickly and Christchurch with a large attendance. Enjoy some of the photo's from the event here.

Congratulations to the winning teams. Great people, great days and lots of prizes and food. We hope to see you all again next year.



*The winning Auckland team*



*CPR Team from Christchurch*



*Christchurch winning team from T&R Interiors*







*Fantastic BBQ and drinks sponsorship from BCITO and GIB*



*The boys from Tracklok enjoy the day out*



# Loyalty arrives when respect is a two-way street

**B**ryce Clifford owner of Atlas Fibrous Plaster Co Ltd has been working in the Interior Systems industry his entire working life or, as he would say, 'since Noah built the Ark'. Well-known in the Hawkes Bay and beyond, Bryce is not only an employer of award-winning apprentices but also a businessman who attracts and retains outstanding people. Bryce takes pride in passing his knowledge and experience on to his employees, while also encouraging his long-term employees to do the same. Bryce says, "I make good tradespeople out of the young people coming through the building process. I've trained over 50 apprentices and have another 6 currently in training."

"At Atlas Fibrous Plaster you've got guys with 10, 15, 30 years' experience willing to pass on a lifetime of knowledge." It doesn't matter to me if you've never been in the industry before. As long as you are willing to put the time into learning, I'm willing to give you the opportunity to make something of yourself. Industry training is its own reward. It has been, and will always be the future of this company. When an apprentice qualifies, I am proud of them as I know that a qualification is something that they will have for the rest of their life."



"I don't have any formal training in 'people management' as such, but my style is to put people at the forefront of all business decisions. This has served me well - it's how I created the culture that I want in the business. Being honest and up front, acknowledging good work and letting my team have input into the decision-making process are all great things to practise in business. I give my team members the chance to prove themselves, not just to me but also to themselves."

"Loyalty comes when respect is a two-way street. I'm not only the boss when

I hire a new team member - I might also be mum, dad, grandad, loan shark and general life therapist. We have a diverse team - all ages from all walks of life. From the start, I am there to support them at whatever stage they are at."

Perhaps the biggest secret to Bryce's success is that he simply enjoys what he does. He says, "If you enjoy coming to work every day your team can tell and they feed off that."

For more stories about legendary bosses like Bryce Clifford visit [mybosslegend.nz](http://mybosslegend.nz)



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NZ  
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## 20th Annual NZCB AGM, Conference & Expo

ACCOMPANIED  
BY AWCI\*

25TH & 26TH MAY 2018  
ENERGY EVENTS CENTRE, ROTORUA

The perfect place to network & mingle  
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# Loyalty arrives when respect is a two-way street *continued...*

## Legend 'wise words'

**an effective leader** is bald and has a mo (just kidding), is willing to put time into developing his employees.

**a commitment to industry training means** giving people the opportunity to prove themselves, to make something of themselves.

**best business decision** I ever made was training apprentices.

**life-long learning** means keeping up with industry trends and, with the input of others, doing something outside of the square.

**at the end of a tough week** I go home to my squeeze (wife) and unburden the week.

**in 5 years** I hope one of my team is doing all the work and I'm still collecting a good part of the money (retired).

*Bryce Clifford, Atlas Fibrous Plaster Co Ltd*

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# Overcoming cash flow problems

By Wendy Skinner – *Reproduced from BUILD Magazine 162.*

**P**rofessional advisors are often asked one question: 'I have made a profit this year, so why do I have cash flow problems?' If you can relate to this, read on for some advice.

MAKING A POSITIVE net profit doesn't necessarily mean you will have a positive cash flow.

As the saying goes, 'cash is king', so while making a profit is good, it is irrelevant if you have insufficient cash to pay your debts when due. In the building industry this can be particularly relevant as suppliers and staff may need to be paid before customers' pay you.

Profit is different from cash

What are some of the reasons that profit is different from cash?

## Accrual versus cash

Net profit is based on accrual accounting, not cash. Included in the profit and loss are transactions not yet recorded in your accounts. For example, this includes jobs that have been invoiced to customers but you haven't yet received payment for and invoices for expenses incurred that are still owing to your suppliers. These transactions are recorded in your profit and loss, but no cash transaction has yet happened.

## Asset purchases

When cash is used to purchase assets for a business during the year, it is not recorded in the profit and loss. Instead, it will be recorded in the balance sheet as an asset. These types of transactions have been through your bank account but not the profit and loss.

## Loan payments

Cash is also used to pay business loans. There are two components to loan repayments – principal and interest. While the interest portion of the loan repayment is recorded in the profit and loss as an interest expense, the principal portion is offset against the loan liability recorded in the balance sheet.

## Drawings

Drawings are cash withdrawals from the business bank account during the year by the owner. This reduces your cash in the bank but is not recorded in the profit and loss.

Effective cash flow management

These types of transactions show the difference between the net profit result and cash on hand. Understanding the difference between the two is the first step to managing and ultimately improving your cash flow.

A three-step sequential process can help develop effective cash flow management.

### Step 1 – monitor cash flow

To effectively monitor cash flow, you need access to up-to-date reliable information. Accounting systems are accessible and responsive, with many available, making it easy to keep business transactions up to date regularly and monitor cash flow and profit.

We assist clients to monitor cash flow by using reporting dashboards. These reports pinpoint key performance indicators specific to the business.

Key performance indicators for cash flow may include:

- debtor days – the average time to collect payment from customers
- inventory days – the average number of days it takes to sell an item of inventory
- accounts payable days – the average number of days it takes to pay suppliers
- cash conversion days – a product of all the above that determines how many days during the sales process you will be required to fund working capital. It measures the number of days it takes to convert initial cash out to purchase inventory to final cash collected from the customer.

### Step 2 – manage your cash flow

Once cash flow is being monitored on a regular basis, you will begin to understand

the factors that impact positively and negatively on your cash flow, identifying trends and patterns. Only then can you start to manage and take action to turn around the negative impacts on your cash flow.

For example, if you notice that debtor days (a key indicator highlighted by the dashboard) have increased over the last couple of months, question why this has changed.

- Why are customers not paying on time?
- Is anyone following up to request payment or ask the reason why they haven't paid?
- What are your terms of trade?
- Are your terms of trade being ignored by your customers or by you? Let's say, for example, your terms of trade state payment 20th of the month following with interest on non-paid work. If you're not following up unpaid work after the 20th or not charging interest, the customer is taking advantage of your lack of process for follow-up and using your business as a bank.

### Step 3 – make improvements

Once you are monitoring cash flow and identifying areas that need closer management, improvements should naturally follow.

A key way to improve cash flow is to minimise the time that cash is tied up in your working capital.

Small changes can make a difference. With a plan in place to regularly monitor, manage and then take steps to improve cash flow, problems can be quickly identified and rectified. It all begins with understanding what the root of the problem is, and this is done by monitoring. Remember that even a small change can result in material positive outcomes for your business.





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# Seismic Design for Suspended Ceilings

*By Hedda Maria Oosterhoff, Feb 2018*

**S**uspended ceilings fared poorly in recent earthquakes. In response, the relevant standard was revised, and there are stringent design and installation requirements to prevent collapse in a 1-in-500-year event. AMENDMENTS TO NZS 1170.5:2004 Structural design actions – Part 5: Earthquake actions – New Zealand came into effect in September 2016. These changes have a significant influence on the design and installation of all suspended ceilings.

NZS 1170.5:2004 is the design actions standard cited by Verification Method B1/VM1 to New Zealand Building Code clause B1 Structure. Following this standard means an installed ceiling complies with the Building Code and will help safeguard people from injury or fatalities caused by structural failure.

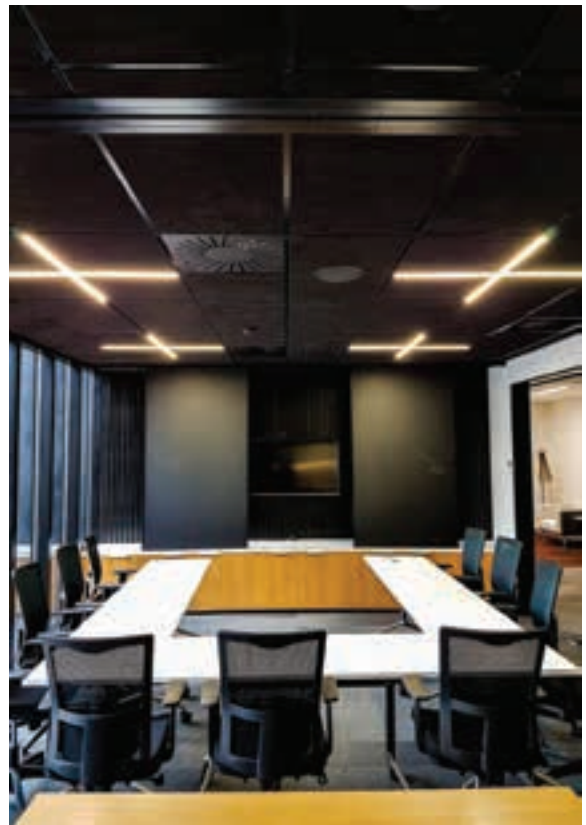
## **Confusion with previous standard**

Before the amendment, there was confusion around seismic design requirements for ceilings, particularly selecting the appropriate part category to apply. This was especially a problem with tile and grid suspended ceilings. Some argued that ceilings made up of parts that weighed less than 10 kg and that were less than 3 m above floor level

could be classified as part category P7. P7 only requires design to a serviceability limit state. By considering only the weight and fall height of individual components, rather than the total weight of the ceiling system, ceilings were not designed for much larger ultimate limit state events.

## **Serviceability or ultimate limit state?**

Serviceability limit state requires design for no or minimal damage during a 1-in-25-year earthquake, whereas ultimate limit state requires design to a level to prevent collapse during a 1-in-500-year event. For buildings of a higher importance level, the requirement increases to a 1-in-2,500-year event. Clearly, the choice between serviceability and ultimate limit states has an enormous effect on the resulting seismic design. Supporting commentary in the updated



standard acknowledges the previous vagueness. '[Designing suspended ceilings to serviceability limit state] is not the intent of the standard and it is recognised that some of the previous standard and commentary provisions may have contributed to this by not having been expressed clearly enough.'

# Seismic Design for Suspended Ceilings *continued...*

## Threshold now 7.5 kg for whole ceiling system

The new standard lowers the weight threshold for ultimate limit state design to 7.5 kg and makes it clear that the total weight of the ceiling system needs to be considered – tiles, grid, luminaires and any other supported services.

It is no longer possible to define ceilings as P7 (and requiring design to serviceability design state) simply because the weight of the individual components is below 7.5 kg – the overall system needs to be considered for the design.

Given the performance of suspended ceilings in earthquakes over the past 7 years, these clarifications are required. Collapsing ceilings can injure occupants and interfere with evacuation and reoccupation of a building.

## What are part categories?

A system is assigned a part category according to its potential to cause death or injury or its importance for the continued functioning of the building or if the consequential damage is high.

Part categories P1, P2 and P3 apply where the system represents a hazard to human life. The ultimate limit state is used for their design.

A part is considered a hazard to human life if it:

- weighs 7.5 kg or more, regardless of from what height it falls
- can fall more than 3 m, regardless of weight.

Clearly, a suspended ceiling system as a whole is not exempt and needs to be designed to ultimate limit state.

## Design right

Most reputable New Zealand ceiling grid manufacturers and suppliers will have a seismic calculator to assist with seismic restraint requirements or will be able to assist with a compliant ceiling design. Many building consent authorities are now also requiring producer statements from a qualified professional to sign off on a design. Sign-off after completion is also needed.

## Design ceilings for ultimate limit state events

The most important requirement is to design all future ceilings for ultimate limit state events. This applies to everyone – architects, designers, contractors and installers – for both consented and non consented work.

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# Construction News

## THE NATIONAL ECONOMY

Revised data shows that the economy's performance over the last three years has been better than previously thought. Economic growth averaged 3.6%pa between March 2015 and June 2017, rather than the 2.6%pa previously recorded. However, growth is expected to ease a little over the next 1-2 years as capacity pressures constrain increases in residential construction, migration policy slows population and labour force growth, and lower confidence levels limit business investment and consumer spending. Recent inflation results have been lower than expected, and the Reserve Bank is currently looking to keep the official cash rate at 1.75% until mid-2019.

## THE CONSTRUCTION SECTOR

There have been small signs of improvement in the housing market over the last few months. House sales numbers in December 2017 were at their highest level in nine months (seasonally adjusted), and there was a similar improvement in average days to sell. House prices in Auckland have lifted 4.1% since July (seasonally adjusted),

	Latest	Dec 2018	Dec 2019
Gross domestic product <sup>(1)</sup>	3.0%	2.9%	2.6%
Residential consents <sup>(1)</sup>	3.4%	7.6%	-1.9%
Non-residential consents <sup>(1)</sup>	8.0%	12.5%	0.6%
House prices <sup>(2)</sup>	3.5%	-3.5%	-6.2%
Unemployment rate <sup>(3)</sup>	4.5%	4.6%	4.5%
Net migration <sup>(4)</sup>	70,016	64,733	46,497

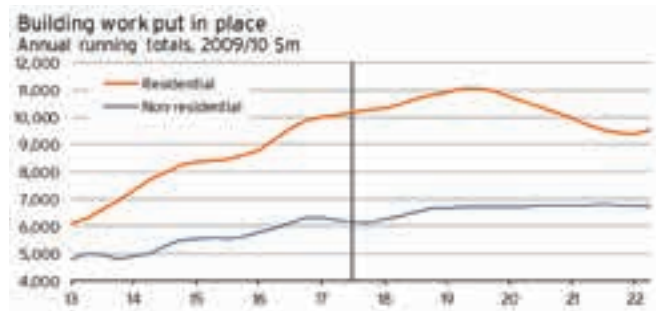
(1) Year-end % change (2) Three-month annual % change  
(3) Quarterly level, seasonally adjusted (4) Annual total  
Data source: Statistics NZ, Infometrics forecasts

reversing the price falls that had occurred in the first half of 2017.

Most forecasts, including our own, assume continued softness in the housing market over the next 2-3 years. However, the latest figures demonstrate some upside risk to the outlook. In this environment, further growth in residential construction appears likely. Capacity constraints remain a key determinant of growth in residential construction activity during 2018 and 2019. Labour shortages are predicted to limit increases in residential work put in place (WPIP) to 9.6% over the two years to December 2019. Activity will decline 11% over the following two years as demand pressures ease outside Auckland. The Labour-led government's changes to visa requirements have lowered the outlook for

net migration and population growth, reducing our estimates of underlying demand over the medium term.

Non-residential WPIP is going through a soft patch as declines in Canterbury outweigh growth in other parts of the country. However, the current pipeline of consents is expected to drive growth of 7.7% in WPIP over the 18 months to June 2019. Activity will then plateau in line with slower growth in demand for new office and storage space. Recent falls in business confidence could limit businesses' willingness to invest and present a downside risk to this forecast.



## SPECIAL TOPIC: UNTAPPED POTENTIAL IN THE MĀORI WORKFORCE

As a proportion of total workers in the construction industry, Māori employees have risen from 11.8% to 12.9% since 2000. However, this growth in Māori employment within construction has been mirrored across the broader economy, with Māori people's share of total employment lifting from 10.3% to 11.5% over the same period. Data shows that the construction industry made increasing use of Māori labour to facilitate growth during 2001 and 2008, but it seems that this growth reflected the supply of available labour rather than any concerted push to hire more Māori workers.

On a regional basis, integration of Māori into the construction workforce appears to be strongest in the upper North Island, Wellington, and more recently Marlborough. Much of the South Island has relatively low numbers of Māori employed in construction relative to the size of the Māori workforce in these regions. More detailed industry data shows that Māori are most heavily overrepresented in road and bridge construction, concreting services, and "other" construction services, while being underrepresented in air conditioning and heating services, electrical services, and fire and security alarm installation services. Māori representation in the largest construction subindustries is shown in our graph.

Other occupational data confirms that Māori employment in the construction industry is typically concentrated in lower-skilled jobs. Of the 50 occupations that make up over 85% of employment in construction, the proportion of Māori employment is highest for cement and concrete plant workers (38% of total workers), scaffolders (31%), concret-ers (28%), labourers (27%), and building insulation installers (25%).

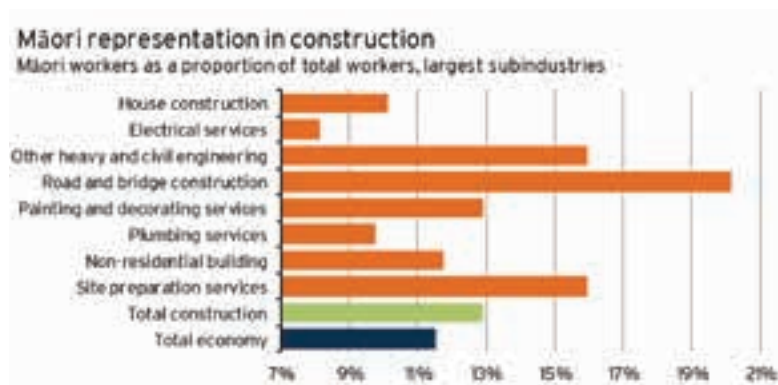
### The importance of increasing Māori participation and skill attainment

The underrepresentation of Māori in more highly skilled occupations is not a situation that is unique to the construction industry. However, a reminder of the challenge to achieve improved labour market outcomes for Māori is timely given the acute labour shortages, particularly of skilled workers, that are affecting construction activity. Twenty-eight percent of the Māori population is currently aged between 10 and 24, compared to just 19% of non-Māori. Greater engagement and upskilling of these young people could help meet the construction industry's demand for workers in the short term.

Perhaps more importantly, improved outcomes for Māori in the construction industry would also help open the door to an important source of labour over the medium-term.

The proportion of Māori aged under 10 is 23%, almost double the proportion of non-Māori. In other words, the pool of young Māori young workers will become increasingly important for businesses over the next 10-20 years. By attracting and training more Māori into construction now, younger Māori entering the workforce in coming years are likely to view the industry more favourably as a career choice.

Enhancing Māori achievement and skill levels is a complex goal that will not be achieved by any solitary initiative or single organisation. In some cases, there are cultural preconceptions that need to be broken down. Family expectations and socioeconomic background can also be limiting influences. These factors can start to be overcome by greater direct engagement with iwi, the promotion of role models within the industry, and taking active steps to reduce obstacles to training and skills.

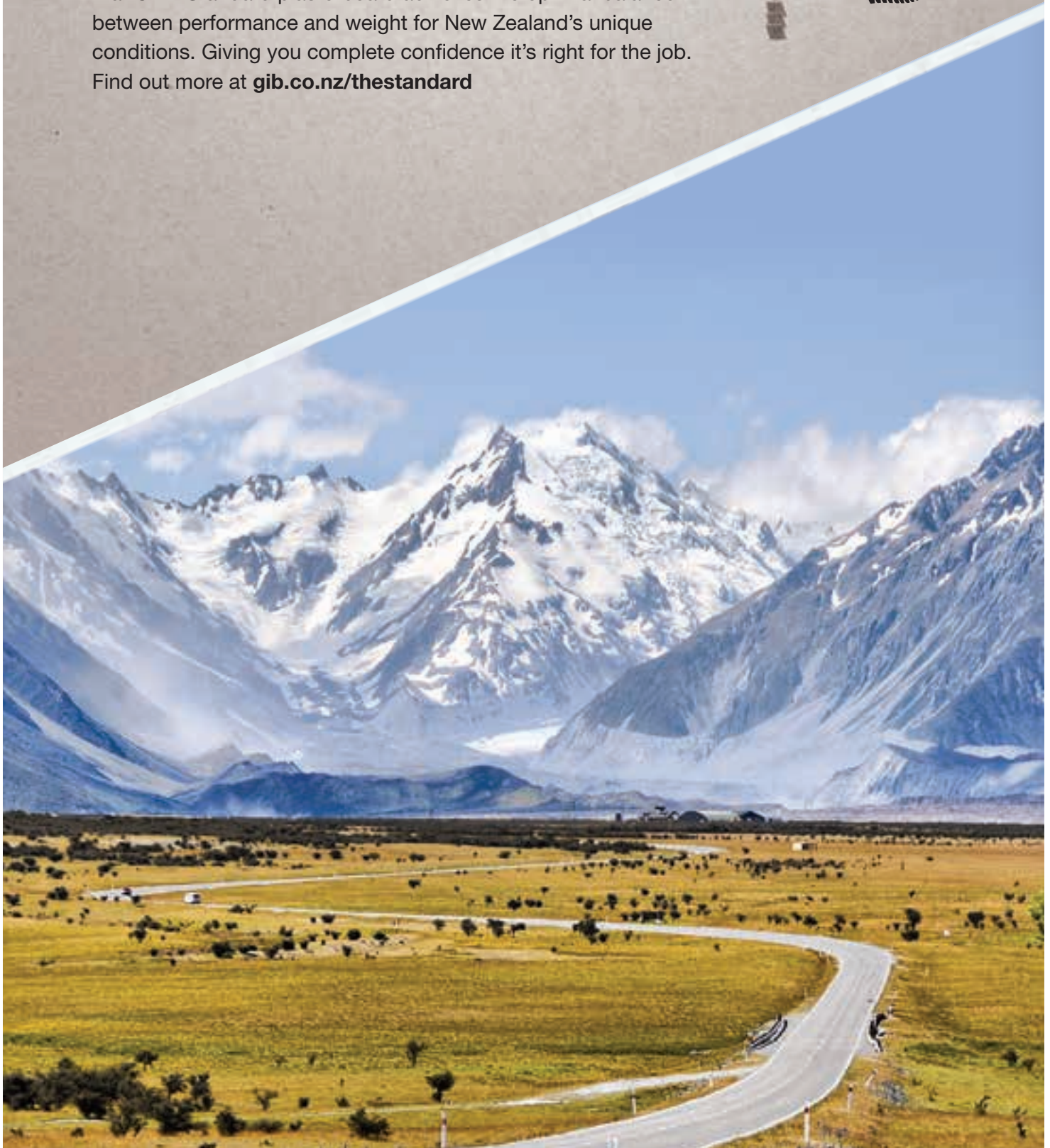




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# Defeat the Dust

The great thing about this time of year is the long hours of daylight and truckloads of fine weather. But the warm, dry conditions are perfect for exposing you and your workers to a major on-site hazard: dust.

You might not realise it, but workers in the construction sector are 20 times more likely to die of exposure to harmful airborne substances than from a workplace accident.

Construction workers that smoke are at even greater risk.

Every year, 5,000-6,000 people in New Zealand are hospitalised after being exposed to airborne contaminants at work, including wood dust and silica.

Under the Health and Safety at Work Act, employers have a responsibility, as far as is reasonably practicable, to keep their workers not only safe, but healthy as well. And this means thinking about how risks like dust can be eliminated, isolated or managed.

So, what kind of work creates dust and what can you do about it? The friendly team at Site Safe have some quick tips on how you can help protect yourself and your workers this summer.

## What is dust?

Dust is tiny, dry particles in the air. It can be produced when materials are cut, drilled, demolished, sanded or shovelled. This means many work activities can create dust. The dust that can't be seen is the dust that can cause the most harm. Breathing in dust can have both acute and chronic effects, potentially causing long term health issues for builders.

## Do you know how much dust you come into contact with?

Dust is generated by:

- cutting, sanding, grinding sweeping, and polishing operations
- old lead pipes (lead oxide dust)
- stripping out fibrous insulation, lagging or packing materials (potentially asbestos)

- being on a dry and exposed work site
- wind and heat

In dry weather, circulation of dust in the air increases.

Take sand, for example. It can be fatal when breathed into your lungs over time, and if sand is your building material, on a windy day your product is literally flying away.

Exposure to silica dust (a major component of beach sand and granite) can cause silicosis, chronic obstructive pulmonary disease and lung cancer. Silica can be found in concrete, bricks, rocks, stone, sand and clay.

Breathing in silica dust can cause lung tissue to scar, a condition referred to as silicosis. This scarring results in a loss of lung function. The effects of silicosis are permanent and may continue to develop even after exposure has stopped. Once silicosis has developed, there can be an increased risk of kidney disease and tuberculosis.

Testing for it is difficult so prevention for yourself and others is important.

Symptoms of silicosis to watch out for include:

- frequent dry coughing
- shortness of breath
- wheezing
- increased tiredness

## How do you reduce the health risks associated with dust?

By using water:

- Continuous water and wet working methods can keep dust out of the air, and out of your lungs. Spray surfaces with water or cover (especially piles of sand or gravel outdoors). Make sure you have enough water available for whole job.
- Clean equipment and work areas frequently with a water hose. Don't dry sweep.

- Remember that dust silt can't go down the drain. It needs to be collected up and then disposed of.

By extraction methods:



- On-tool extraction.
- Local Exhaust Ventilation (LEV). For example, this can be used for places of work which cut, grind and polish stone.
- Be aware of where the dust is going because it may affect other workers and the public.

Hygiene:

- Wash face and hands immediately after finishing tasks and before eating, drinking or smoking.
- Wash contaminated work gear, clothing and boots on site if possible.
- It is a good idea to wash dusty clothes separately.

Personal Protective Equipment (PPE):

- Wear PPE suitable for the task and in accordance with the material safety data sheet (MSDS), such as respiratory protection, hearing protection, overalls, jacket, gloves, hard hat and eye protection.
- It's a good idea to seek professional advice about the right type of respiratory protection. Check out <http://www.worksafe.govt.nz/worksafe/information-guidance/all-guidance-items/respiratory-protection-a-guide-to/RespiratoryProtection.pdf>

Other steps you should consider are air monitoring, health monitoring, training and warning signs.

Site Safe offers a four-hour Passport renewal course introducing the topic of worker health, which includes dust. For more information on the Passport Plus - Worker Health course, or for help in developing and applying your own dust policies and procedures,

see [www.sitesafe.org.nz](http://www.sitesafe.org.nz)



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# GIB® Intertenancy Barrier systems one year on

*(by Hamish Ewan, Senior Technical Support and Development Engineer at Winstone Wallboards)*

Since the launch of GIB® Intertenancy Barrier Systems for Terrace Homes in November 2016, we have enjoyed a steady stream of inquiries from customers looking to incorporate one of the four systems on offer into their project. Now that a number of these projects have been built, we have been able to reflect upon some of the more common issues we have seen crop up onsite.

01. Placement of the GIB® Wall Clips – two of these (one each side) need to be placed no more than 600mm below the top of each GIB® H-Stud. On a number of projects we identified that the GIB® Wall Clips had been fixed 700-800mm below the top of the GIB® H-Stud. This is not acceptable and required relocation of the clips. Another fault related to the number of clips used. In some areas four (two each side) GIB® Wall Clips were fixed to each GIB® H-Stud. This is not acceptable

and will result in a reduction in the STC performance achieved by the system.

02. Installation of damaged GIB Barrierline® product – we have had at least two instances of customers calling us to ask how to replace a damaged sheet of GIB Barrierline® that had already been installed. Once erected it can be extremely difficult to remove and replace a damaged sheet of GIB Barrierline®. If a damaged sheet is identified during the installation process we urge our customers to put it aside and call their local rep or the GIB® Helpline to arrange delivery of a replacement. by Hamish Ewan Senior Technical Support and Development Engineer

03. Installation of a fire door – whilst this is technically feasible, we would advise against it. To our knowledge, no fire door suppliers in New Zealand have tested any of their products in

one of these walls. It also needs to be noted that the installation of a fire door in a GIB® Intertenancy Barrier System will significantly degrade the STC performance of the system. If a door is needed we would recommend switching the specification to a more traditional type of intertenancy wall, such as double frame.

04. The importance of the wall linings – whilst the primary Fire Resistance Rating (FRR) and STC performance delivered by the systems comes from the GIB Barrierline® central barrier, the wall linings do still play a crucial role. The images below show a stair stringer and a bath cradle adjacent to the intertenancy wall. In both cases insufficient gap has been left to allow the wall linings to run past. The correct gap – 10mm, 13mm or 20mm – will depend on which of the four systems have been specified.



ABOVE: Stair stringer and a bath cradle adjacent to the intertenancy wall. In both cases insufficient gap has been left to allow the wall linings to run past (as arrows indicating above). The correct gap – 10mm, 13mm or 20mm – will depend on which of the four systems have been specified.

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Broomfield Quality Stoppers	CHRISTCHURCH	(021) 669 215	Performance Interiors Ltd	CROMWELL	(027) 245 8698
Building Specifics Ltd	BAY OF PLENTY	(027) 589 4024	Plaster Services Limited	CHRISTCHURCH	(03) 366 1776
B and B Interiors	QUEENSTOWN	(021) 946 540	Plasterboard Finishing Ltd	AUCKLAND	(09) 520 6616
C & I Systems Ltd	TAURANGA	(021) 706-212	Prestige Ceilings Ltd	WELLINGTON	(04) 499 5912
Canterbury Cladding & Linings Ltd	CHRISTCHURCH	(027) 436 1272	Prime Plastering Solutions Ltd	CHRISTCHURCH	(03) 389 7890
Casey Jennings Plasterers	LOWER HUTT	(027) 602 8005	PS Interiors Ltd	NEW PLYMOUTH	(06) 7581874
CD Plastering	PALMERSTON NORTH	(027) 4034880	Quickfix Interior Systems Ltd	SOUTHHEAD	(021) 916 759
Ceilings Unlimited	TAURANGA	(07) 574 4056	Rab Contracting Ltd	WELLINGTON	(04) 237 0707
Cochrane & Associates Ltd	CHRISTCHURCH	(03) 377 6237	RAMS Interior Linings	AUCKLAND	(021) 967584
CPR Ltd	CHRISTCHURCH	(03) 260 1760	Royale Standard Drywall Ltd	TE AWAMUTU	(021) 774 090
Crawford Drywall	TAURANGA	(021) 748 830	Seddons Fibrous Plasterers Co Ltd	MOSGIEL	(03) 489 4688
Cubicon Interiors Ltd	AUCKLAND	(09) 478 4433	Shore Ceilings & Partitions Limited	AUCKLAND	(09) 415 8115
David Wellacott	MANUKAU CITY	(09) 537 7447	Skelsey Plasterers Limited	WANGANUI	(06) 343 6110
Designer Plaster	AUCKLAND	(09) 527 2171	Steel Roll Formed Products	AUCKLAND	(09) 579 0175
Dinsdale Drywall 2000 Ltd	HAMILTON	(0274) 954 594	Steve Gray Plasterers Ltd	TARANAKI	(06) 272 8445
Eastcoast Fixers Ltd	CHRISTCHURCH	(021) 628 903	Stop The World Ltd	HAMILTON	(021) 644 569
Eurotech Interiors Ltd	ROSEDALE	(021) 994 099	STOPIT Plastering	HAMILTON	(027) 230 0070
Field Plasterers Ltd	KAWAKAWA	(09) 404 1517	STOPPING Systems Limited	BLenheim	(027) 577 9441
Forman Commercial Interiors Ltd	AUCKLAND	(09) 270 1914	Superior Walls & Ceilings Ltd	NEW PLYMOUTH	(06) 759 9966
Forman Commercial Interiors Ltd	LOWER HUTT	(04) 576 2170	Synergy Contract Services Limited	CHRISTCHURCH	(03) 337 2424
Forman Commercial Interiors Ltd	CHRISTCHURCH	(03) 379 3929	Taranaki Plasterboard Systems	NEW PLYMOUTH	(027) 817 5946
Frankton Plasterers Ltd	HAMILTON	(07) 847 6673	Tauranga Plasterers Limited	TAURANGA	(07) 541 1493
G & C Pionton	AUCKLAND	(09) 236 0888	Tonic Interior Systems Ltd	INVERCARGILL	(03) 215 6221
GDR Plasterboard Services Ltd	AUCKLAND	(09) 624 1579	Total Ceiling Solutions Ltd	CHRISTCHURCH	(027) 313 2369
Gisborne City Plasterers	GISBORNE	(06) 863 3983	Troake Group Ltd	AUCKLAND	(09) 426 7664
Global Linings Ltd	AUCKLAND	(09) 579 7460	Ultra Interior Linings Ltd	AUCKLAND	(09) 271 0595
Gunslinger Projects Ltd	PAPAKURA	(022) 177 0481	Waikato & BoP Suspended Ceiling Services Ltd	HAMILTON	(0274) 945 773
HBF Plaster Ltd	NAPIER	(06) 843 4414	Wallboard Systems	TAURANGA	(07) 544 3721
HBS Interior Linings	AUCKLAND	(09) 216 8693	Wayne Rasmussen Plasterers	HAMILTON	(07) 829 9054
HPIL Contracting Ltd	TAURANGA	(07) 572 5114	Zorite Ltd	BLenheim	(03) 577 5160

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# Executive Council

*AWCI Executive Council 2018*



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Vice President .....Gabriel Ataya .....021 937 966.....g.ataya@licensed.nz

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Fibre Cement.....Singh Kamboj.....0212799538......singh.kamboj@jameshardie.co.nz

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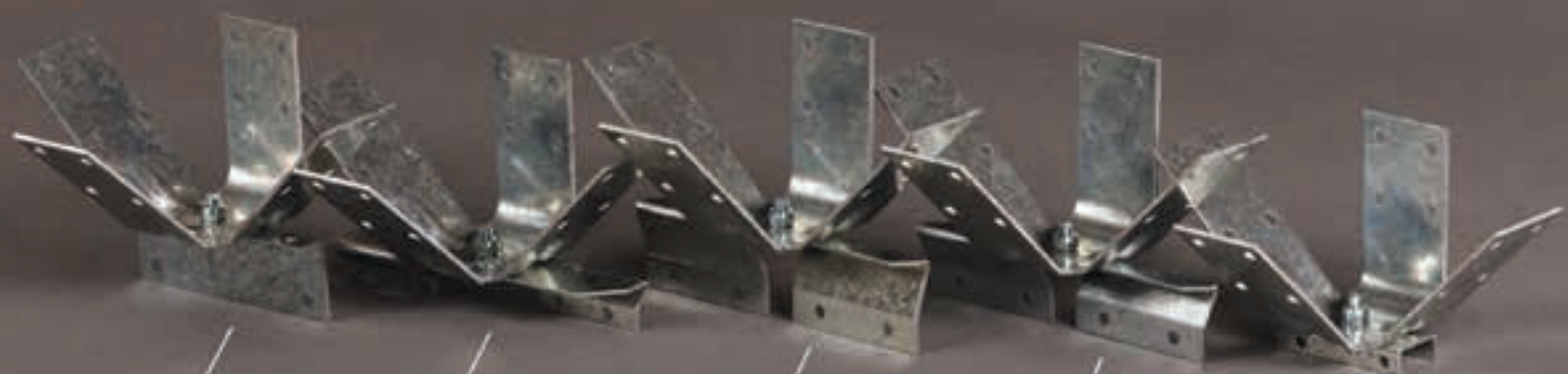
Plasterboard .....Peter Collins .....027 444 5770..... peterc@gib.co.nz  
Ceilings .....John Keen.....021 963 033..... john.keen@usgboral.com  
Fibrous Plaster.....Terry McKain.....09 634 8800..... tmckain@xtra.co.nz  
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