

COOKE & DOWSETT

NEWS



April 2017

FROM THE DIRECTORS

The first quarter of 2017 has come around very quickly, bringing with it the School Holidays and the extended Easter break.

The AFL season is back and who would have thought - Richmond winning three in a row since 1995 and the Hawks & Swans 0-3. The doggies came out and proved their Grand Final win was no fluke with Dustin Martin off to a flyer heading towards the Brownlow.

The Industry is still facing very challenging times with infrastructure works starting to dry up; it's not leaving much out there other than apartment buildings. Having said that, the estimators are very busy providing us plenty of opportunities nationally and the company is endeavoring to capture as many of these national opportunities as possible.

We continue to implement new company processes, policies, training and procedures to enhance our operations and provide better systems to manage our business and take us forward whilst remaining competitive.

We welcome back Matt Gipp, who will play an important role in C&D's OH&S, Training, QA, Apprenticeship development and future operations. One of Matt's first special projects will be passive fire protection and how C&D can best implement a common company procedure to ensure all statutory and contractual requirements are met for each individual State and project.

We have secured a number of new projects this quarter across numerous sectors including aged care, retail warehouses, commercial multi level carpark, large high profile residential / hotel and health.

We hope you all have an enjoyable & safe Easter with your family & friends.

Scott & Chadd

ISH – Germany:

Chadd and I visited Frankfurt Germany to attend ISH – the world's leading trade fair for the bathroom experience, building services, energy, air conditioning technology and renewable energies. ISH is the world's biggest exhibition for the combination of water and energy. It offered everything from sustainable sanitation solutions, innovative bathroom design, energy efficient heating technologies combined with renewable energies to environmentally friendly air-conditioning, cooling and ventilation technology. This world leading trade fair covers all aspects of future-oriented building solutions in both horizontal and vertical terms.

Over 2,400 exhibitors including world market leaders launched their latest products, technologies and solutions. For five days, international trade visitors from the installation trade, retail trade, firms of engineers and architects, housing and property companies, service providers, public authorities and universities met at Messe Frankfurt's fully-booked up exhibition centre (250,000 m²). The largest group of visitors at ISH was the sanitation, heating and air-conditioning installation trade.

Facts and figures about ISH 2017



We also took the opportunity to travel to Copenhagen (Denmark) to meet our plumbing industry partners who have joined us in providing an overseas apprenticeship exchange programme. We met up with the Master Plumbers Association to visit a plumbing museum and a local trade school, securing the future bond between our businesses and countries.

“Are you a third or fourth year apprentice who has always dreamed of taking their plumbing career overseas?”

In association with the master plumbers we are launching a once in a lifetime opportunity sending one very special apprentice who is at the top of their game to Denmark. You must be available for 5 weeks over August and ready to activate your skills in the beautiful city of Copenhagen.

Please talk to Mark Sullivan to register your interest or visit the Master Plumbers Website below.

<https://www.plumber.com.au/news-events/take-your-plumbing->



DOLLAR\$ & \$ENŞE

Hi Everyone,

It's been another successful quarter for Cooke & Dowsett. We continued along our 1st half performance by delivering good profits each month – particularly pleasing given the disruption that the summer holiday closure has on the available working days. Equally importantly, we had some good project wins to boost our pool of contracted work.



Our focus continues to be on lifting project margins which are hovering a bit below where we need them to be. With this in mind you'll continue to see a lot more effort centred around supporting project management through the use of better processes, controls and project reporting.

The Finance Team is now rebuilt following the change in personnel late last year. I'd like to congratulate Nicola and Maria on how fast they've come up to speed with the Cooke & Dowsett ways and how well they've fitted into the team. Neil and Kelly continue to work tirelessly providing back office support to the business.

Our ethos: If we're not servicing a client then we're servicing somebody who is!

Take care, Dennis

Focus on Maria



Hi, my name is Maria Pecora and I'm the Accounts Payable Officer. With over 30 years experience in accounts, I'm proud to be working for Cooke & Dowsett. I've been married to my gorgeous husband Felipe for 33 years and have 3 beautiful children Elizabeth, Diana & Phillip. My passion has always been in sewing – baby quilts, baby clothes, ladies dresses, anything to do with arts and crafts and adult colouring. I also enjoy cooking and travelling - especially going on cruises. On our last cruise we travelled for 104 days and visited 39 ports of call. Being gone almost 3½ months around the world there is nothing better than coming home to family and friends.



I've been at Cooke & Dowsett Pty Ltd since November, 2016 and already I believe that I have become part of this family.

Business Insight – Everyone plays a part in sales!

We've won some great new projects recently, and I've heard people congratulate our senior managers for winning the job. Well hats off to them, they've done great work to close the deal, but modern thinking is around businesses embracing a Sales Culture - much in the same way that Safety Cultures have evolved.



In short – everything we do each day impacts our brand and reputation and everyone plays a part in sales! The way we answer the phone, the quality of our work and the way we interact with people all help build a perception to the outside world of Cooke and Dowsett, and whether we're an organisation they'd like to do business with.

It's not just about acting up to the decision makers. We used to talk about "7 degrees of separation", but with the advancement of technology and social media that's been cut to just 2! That means that anyone you interact with could have a direct link to someone that's important to our next project win!



Stopping the leaks



This quarter our Stopping the Leaks focus has centred around people and time. Time is our most valuable resource, but also our greatest cost. Even a 1% efficiency in productivity can have a significant impact on our profitability. That represents money to reinvest in growing the business, ensuring continuity of work and providing more opportunities for our people.

But labour efficiency isn't just about working harder. It's about working smarter, better planning, and working to achievable targets. To assist our Project Managers in their roles, February saw the launch of a range of improved processes to be rolled out over coming months. These include a new timesheet format, new forecast and job reporting, and the ability to track labour hours within designated areas of a project (such as by floor).

NSW

Cooke & Dowsett Albury has had a solid start to 2017. The two supermarket complexes we are currently working on in Wodonga are progressing well, the Woolworths project is to be completed by Easter and Coles is due for completion by late September. To date both jobs have run smoothly which is a credit to the crews on each site. All other existing projects are travelling well; Shepparton Law Courts, Astra Lodge at Falls Creek and Denilquin Police Complex. We have started another stage on the Wagga Base Hospital site which is the refurbishment and fit out of a new Pathology Department. Media reports have confirmed that another large stage to the tune of \$130M at the Wagga Hospital has recently been approved by the NSW State Government which is great news. Being on site for nearly four years now should place us in a good position once the next package is released.

We welcome our new office Administrator Nykarla McGrath. Nykarla has replaced Kristin who has relocated to North Queensland.

Tendering remains steady yet competitive and we are currently discussing a number of projects located in Sydney, regional NSW and VIC with different builders so fingers crossed we can get some, if not all across the line.

On the last weekend of February, Cooke & Dowsett Albury were the Gold Sponsors for the annual High Country Charity Ride (See pics below). Over the weekend myself and 79 other cyclists rode a distance of just under 600km with 6000 metres climbing through the Victorian high country. During the ride we raised \$70,000 for the Tour De Cure Charity, Cancer Cure Research. Tough couple of days on the bike but great fun.

Ian Avage



QLD

Unfortunately up here in sunny QLD there hasn't been much movement with regards to a number of exciting large projects that were mentioned in the Christmas edition of C&D news. In what is becoming an increasingly frustrating trend across the whole industry, tender documents are going back to market 3-4 times on some projects before any contract decisions are made by the principal contractor. With that said we should have an answer on two of these projects around the time this newsletter goes to print. So watch this space!

Down on the Gold Coast at Jupiters Casino we welcome back Travis Richards from Wheatstone in WA to head up the Scope Gap Package we were awarded just before Christmas. This project is growing on a weekly basis in a very positive direction. Keep up the good work Trav and team!

Up on the range west of Brisbane, the giant that is the Grand Central Toowoomba shopping centre re-development will see the balance of the centre handed over just before Easter. This will see us reluctantly hand back some labour to Victoria - we sincerely thank Cobie, Jarrod, Leitchy, Tommy and Paul Johnson for all their efforts over the past 10 months. We understand that it's not easy being away from your loved ones for such a long time. We thank you and your families for helping us out!!! I would also like to thank the rest of the team who have helped bring this project home on time and within budget.

There must be something in the water we are plumbing with up in Toowoomba, as we send our congratulations to Liam and Casey Seiler and Chris and Jocelyn Lyons on the recent birth of their daughters, and also congratulate Stainsy and Kiwi on the approaching arrivals of their bundles of joy.

Back in Brisbane at Coorparoo Square just east of the CBD, structure on Tower 1 (17 storeys) and tower 2 (12 storeys) is complete and the team is flying with fit-off. Tower 3 is up to L8 with another 9 to go and the boys are travelling well with drain installs and rough-ins.

Congratulations also go to Andy and Pagey on the recent births of their sons, and to Jezza on the news of the approaching birth of his second child!

Hats off to apprentice Adam Connolly for being invited down to PICAC to compete in the "Best Apprentice Competition" on World Plumbing Day which was March 11th.

Cheers JP



Toowoomba crew out on the town (Left)
Boys on site at Jupiters Casino (Right)



PERTH



Well the first quarter is done and dusted and Easter bunny is on his way!

We have managed to secure the Event Cinemas fitout for Built which is located in the Whitford City Shopping centre where we are currently engaged by Scentre group completing the entertainment precinct. Sven and his team have been putting in a huge effort working through the challenges that come with existing shopping centre redevelopments. Hopefully this will put us in good stead for the next stage of works which is the major extension redevelopment of the existing shopping centre.

Shannon and Stimo along with the Mandurah Shopping Centre team are now pushing into stage 3 after handing over the first 2 stages without a hiccup. This project is our first opportunity with Multiplex in WA and the boys are managing to keep up and impress on a very fast paced program. This will hopefully build our reputation and keep us in a favourable position for upcoming projects.

Paul Callaghan along with Vince and gang are in final stages of completion on the Tribe hotel development which is the first of a new modular room hotel for Probuild consisting of 124 rooms over 8 levels. The client is planning on rolling out similar builds in all major capital cities across Australia.

Mark, Jarrad and the guys out at Stirling Cross have just begun fit off works on the 3 towers – Quest Hotel and 2 residential buildings which is scheduled for completion at the end of June.

I hope everyone has an enjoyable Easter break spent with family and friends ... go easy on the eggs!

Dawbs



Mandurah Forum Shopping centre aerial view (Photo courtesy of Multiplex)



WA office admin Victoria Plumstead with her mum visiting from the UK for award of Australian citizenship

The wet season has just about ended and we are looking forward to the local Broome weather returning to its perfect best.

Currently we have 17 houses under construction over 4 contracts; our latest being with new client Ri-Con. Our maintenance & small projects continue to fill the gaps.

We welcome Blake Bin Swani (pictured below left) to the NUDJ team. Blake is a local Broome boy with ties to the Lombadina community. He was selected in respect to his schooling results and attitude. He has just started his first year apprenticeship and is in the capable hands Broome's best plumber Mick Pigram. Our commitment to Indigenous training & employment continues to provide real life outcomes which is the cornerstone of NUDJ's Objectives & Mission statements.

Ethan has been extremely busy rolling out tenders for the next phase of NPORH - National partnership agreement on remote Indigenous housing. The National Partnership Agreement is a ten-year remote Indigenous housing strategy aimed at:

- significantly reducing severe overcrowding in remote communities
- increasing the supply of new houses and improving the condition of existing ones in remote Indigenous communities
- ensuring that rental houses are well maintained and managed in remote Indigenous communities

The National Partnership Agreement started in 2008 and is a joint \$1.7 billion Northern Territory and Australian government housing program, which aims to deliver new houses, rebuilds and refurbishments by June 2018.

The remaining stage of the program from 1 January 2016 to 30 June 2018 is currently being negotiated. The National Partnership Agreement on Remote Indigenous Housing will be re-named the National Partnership Agreement on Remote Housing.

NUDJ have been engaged by the IPSF (Indigenous Plumbing and Sanitation foundation) to supply & install a refrigerated water bubblers to the Balgo Community. This project has been funded by IPSF & GWA (Caroma) which is part of a study from WA diabetes. Balgo previously Balgo Hills and Balgo Mission is a small community in Western Australia that is linked with both the Great Sandy Desert and the Tanami Desert. Distance from Balgo Hill to Broome, is 651 km. (enjoy the drive boys!!!)

NUDJ would like to thank Michael Shuman of Stannards Accountants & Advisors for sponsorship & services.



C&D INTERN NEWS

As we enter another year we have again successfully hosted two Danish interns, Nichlas in WA under Jeff Hegarty and Jeppe in Victoria. Both lads adapted well with crews they have been placed with. Nichlas spent his time at Stirling Cross, where he had a good sample of our work with the guys currently installing Copper, PVC and Rehau as well as seeing the bathrooms being tiled and the like. Jeppe who is still on his internship has been spending his time with Mal at Simonds Stadium working on rough ins and fit off work before heading on to Cape Schanck for the remainder of his internship.

Nichlas and Jeppe are here for 5 weeks each, as noted by their workmates they are both good lads who fit in well with the locals and guys from site with Nichlas making the effort by going camping at Wedge Island (about 2 hours north of Perth). Jeppe has been taking surfing lessons and I am sure he will be looking at taking on Bells Beach at some stage. Thank you to all whose continued support allows a smooth transition each year; the program is now in its 7th year.

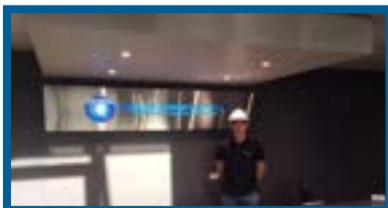
Once more we are looking at starting the intern process to send another Australian intern to Demark. The exchange program has been highly successful over the past seven years and is something that we at C&D in conjunction with the Master Plumbers Association are very proud of and look forward to each year. Our bond grows stronger every year with our Danish and International counterparts especially aided by continued support from Benny, Lase & Anders. As part of the Australian delegation to the ISH Plumbing Trade Show in Frankfurt Germany a delegation that included Scott and Chadd who headed over to Copenhagen to discuss the benefits of the program which surely strengthened the commitment by all parties.

For those wishing to take part in this wonderful opportunity we will be looking for expressions of interest in the near future for the Australian intern. Please do not hesitate to contact me for more information.

Cheers Sully



Nichlas (front centre) at Stirling Cross
Jeppe (below) at head office



MASTER PLUMBERS UPDATE

Scott has been recently appointed as the Master Plumbers representative to Master Plumbers Australia Limited (MPA).

The MPA has adopted a unified policy position in the areas of licensing, qualifications and regulation whilst continuously striving to achieve the following:

- A national perspective to the government and industry.
- Collaboration on national issues to provide a united front.
- Exploration of national opportunities for the Australian plumbing industry.

These goals underpin the work of MPA in submissions at both a State/Territory and Federal Government level.

Passive fire protection systems - Victoria

A Master Plumbers initiated roundtable discussion was held on the 20th February between key stakeholders, the Victorian Building Authority, the Metropolitan Fire and Emergency Services Board, the Association of Hydraulic Services Consultants Australia and various member companies. Constructive discussion on passive fire control was held on the numerous issues facing plumbers. Follow up action is planned with the appropriate stakeholders on a number of the issues raised including:

- Test and installation data supplied to Building Surveyors - lack of consistency
- Liability of installer / certifier - whether the current regulatory systems covers recognition of certifiers
- Possible development of training for installers / certifiers



Master Plumbers Hall of Shame webpage is now live!

Drum roll please ladies and gentlemen... it's the day you've all been waiting for... the brand spanking new Hall of Shame webpage has just been launched. There's now a one stop shop to show you everything you need to know about how not to be a plumber! If you have any photos of Plumbing disasters, please forward them over.

<https://www.plumber.com.au/news-events/hall-of-shame>

MASTER PLUMBERS AWARDS NIGHTS:

- QLD - FRIDAY 21st JULY 2017
- VIC - SATURDAY 5 AUGUST 2017
- WA - SATURDAY 9TH DECEMBER 2017



KEEPING UP WITH C&D.....



Congratulations Chantelle, Adrian and Mason on the birth of your daughter and sister Zahra Milan Raniolo

Follow us on Facebook, Instagram, Twitter & LinkedIn to keep up with the latest updates!

Site crew enjoying the recent Super Bowl antics!



Albury Tigers 2016 premiership jersey proudly sponsored by Cooke & Dowsett (Albury)



Chadd talking shop with the local Balianese Plumber,, Maybe we should get our guys some bikes to cruise around town??? Fuel efficient and health benefits!



Recently C&D Sponsored the Peaks4CF ride in support of employee Mark Dalton & daughter Maya The Article below appeared in the Herald Sun.



Think these blokes might need to stick to plumbing.....



Which WA - Site Manger...???



Future company vehicles???



Meat tray raffle winners on site at Whitfords (WA)



Scott & Danish Intern Jeppe kicking back in good old aussie tradition!



Our superstar Design Manager Matt Yanez with Hawks ledgend Luke Hodge.



Equality in the workplace - Go Hannah!

If you have any news, gossip or photos that you would like to see appear here please send through to: cr@cookdowsett.com.au

WORKS FROM AROUND THE COUNTRY

RECENTLY ON SITE...

C&D were engaged to carry out two last minute fire service diversions during the night at Deakin University in Burwood for Kane Constructions. These works are always tricky with the weather, existing services and ground conditions playing a part - Thankfully we were able to get the works complete without any problems. One of the diversions required 3 shifts straight after one another to complete. Well done guys for a great effort: Adam Cain, Todd Hopkin, Paul Tancredi, Gary Moore, Mal Reid, Bryce Healy, David Benton, Chris Buscema and Matt Mullarvey. "GOOD WORK FELLAS"



INDUSTRY NEWS...

City West Water - Changes to main to meter installations process

City West Water (CWW) will be introducing a change to its current process for the installation of all general (drinking) and recycled water main to meter connections.

For all new plumbing applications lodged from 1 July 2017 CWW will engage its meter services contractor, Select Solutions, to install all main to meter connections which includes:

- Installation of the CWW approved meter
- Where required, the installation of the main to meter pipe work in the nature strip/roadway into the property boundary, inclusive of excavation and reinstatement
- Tapping of the CWW general (drinking) / recycled water mains
- Plugging of a redundant general (drinking) / recycled water service.

Upcoming Projects

VIC

- Mercy Health Ballarat - H. Troon
- Frankston Hospital Carpark MDCP2 - Kane

WA

- Whitfords Cinemas - Built

ACT

- Bunnings Tuggeranong - H. Troon

NSW

- Bunnings Albury - H. Troon
- CSB Pathology - Taylor Construction

VIC

RACV Cape Schnack



Monash Uni Business School



Jet Base



NSW

Astra Lodge Falls Creek



QLD

Cooparoo Square



WA

Elizabeth Quay



Mandurah Forum



COOKE & DOWSETT NEWS



April 2017

UP CLOSE & PERSONAL Victoria Plumstead WA Office/Project Administrator



Q. WHAT IS THE LAST GIFT YOU RECEIVED?

A. APPLE WATCH FOR MY BIRTHDAY

Q. WHAT MAKES YOU LAUGH?

A. MOSTLY SILLY THINGS, I LOVE KIDS MOVIES LIKE DESPICABLE ME

Q. WHATS YOUR BIGGEST INDULGENT?

A. ALWAYS CHOCOLATE!!!

Q. ARE YOU ORGANISED OR MESSY?

A. ORGANISED ALTHOUGH I CAN BE MESSY, BUT ITS AN ORGANISED MESS

Q. WHATS THE BEST COMPLIMENT YOU HAVE RECEIVED?

A. THAT I LOOK YOUNGER THAN MY SISTER WHO IS ACTUALLY 2 YEARS YOUNGER THAN ME!

Q. WHAT IS THE OLDEST ITEM OF CLOTHING IN YOUR WARDROBE?

A. NOTHING I HAVE IS THAT OLD AT ALL BECAUSE WE HAD TO GET RID OF A LOT OF STUFF BEFORE WE MOVED OUT HERE, HOWEVER I DO HAVE A PARTY DRESS WHICH IS OVER 10 YEARS OLD THAT STILL GETS A WEAR

Q. WHATS THE ONE THING YOU WOULD RATHER PAY SOMEONE TO DO AND WHY?

A. IF I COULD PAY SOMEONE TO GO THE GYM IN MY PLACE BUT I STILL GET THE CALORIE BURNING BENEFIT THAT WOULD BE GREAT!

Q. MOTTO OR PERSONAL MANTRA?

A. "EVERYTHING HAPPENS FOR A REASON"

Q. FAVOURITE HOLIDAY DESTINATION?

A. EXPLORING THIS BEAUTIFUL COUNTRY! EXMOUTH & CORAL BAY HAVE BEEN MY FAV SO FAR AS I LOVE SNORKLING.

Q. WHATS THE FIRST THING YOU WOULD DO IF YOU WON THE LOTTERY ?

A. FIRST CLASS AROUND THE WORLD TRIP



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Cooke & Dowsett Pty Ltd Plumbing Licences:

VIC - 32290 & 35332

NSW - 220184C

WA - PL7437 & Gas Fitting GFO13644

SA - PGE210232

NT - LPD1944

QLD - P23995, 22417 & QBCC 1259652

TAS - 1305218

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