

ISSUE 73

UNDER CONSTRUCTION

GET YOUR DECEMBER 2018/JANUARY 2019 SKILLS MAINTENANCE POINT!



You bring

the job

WE'LL BRING

THE AWARD

WINNING SERVICE



**Hardware
Awards**

PlaceMakers is proud to have been recognised for the 6th year in a row as having the Trade Store of the Year at the 2018 Hardware Awards. **Congratulations** to the Mt Wellington Team and our other three award winners.

PlaceMakers

Together we're building
New Zealand

TRAY DEAL



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*WITH PURCHASE.

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CLIPS VALUED AT RRP \$55** +GST



FOREWORD VIEW FROM THE GM OPERATIONS

BEST FOOT FORWARD



I'm very pleased to be able to start my welcome note this issue with the fantastic news about PlaceMakers successful night at the 2018 Hardware Awards!

This event sees the very best from across the industry come together to recognise the top achievers in each award category. Our representatives took Retailer of the Year, Trade Store of the Year, Trade Account Manager of the Year and Young Retailer of the Year ahead of strong competition.

We always strive to be the best in the game, and this success bears testament to the hard work that goes on at shop floor level, at worksites across the country and behind the scenes, to ensure our customers get the best service possible.

With service always front of mind, we have recently launched a pilot programme that will revolutionise our delivery system. Employing technology more often used for restaurant orders and Uber rides, the system will enable customers to track deliveries to site, as well as offering greater flexibility when it comes to making last-minute additions. Read more on page 6.

Sometimes it pays to think outside the box when looking for solutions. Another example of this is the Department of Corrections' 'This Way for Work' initiative, which involves training inmates in construction trades and supporting them into work. Think it could work in your business? See pages 16-17 for more information and to read one builder's own positive experiences with an ex-offender employee.

Many building businesses prefer to go down the more traditional route of hiring an apprentice, and this remains a crucial lifeline for the industry when it comes to getting in new blood. It's not always a sure bet, of course, and our Builders' Business section this issue looks at the challenges of keeping apprentices engaged for the long-term.

One way of helping to improve the odds might be to expand the talent pool – read on page 18 how BCITO is working to get more women into the construction workforce.

At PlaceMakers, we continue to support the next generation of builders through our PAC scheme. See two rising stars of the future being rewarded for their initiative on page 4.

I hope you enjoy the read, along with the usual mix of news, views and tips to support your learning and your business. In the meantime, all the best for the season – I hope you all find time for a well-earned rest!

Gary Woodhouse

General Manager Operations

Trade price and bonus offers available exclusively to trade account customers. All prices exclude GST. Products featured may not be stocked in all stores but can be ordered in at the advertised price. Offers valid from Saturday 1st December 2018 – Thursday 31st January 2019.

PlaceMakers

Together we're building
New Zealand

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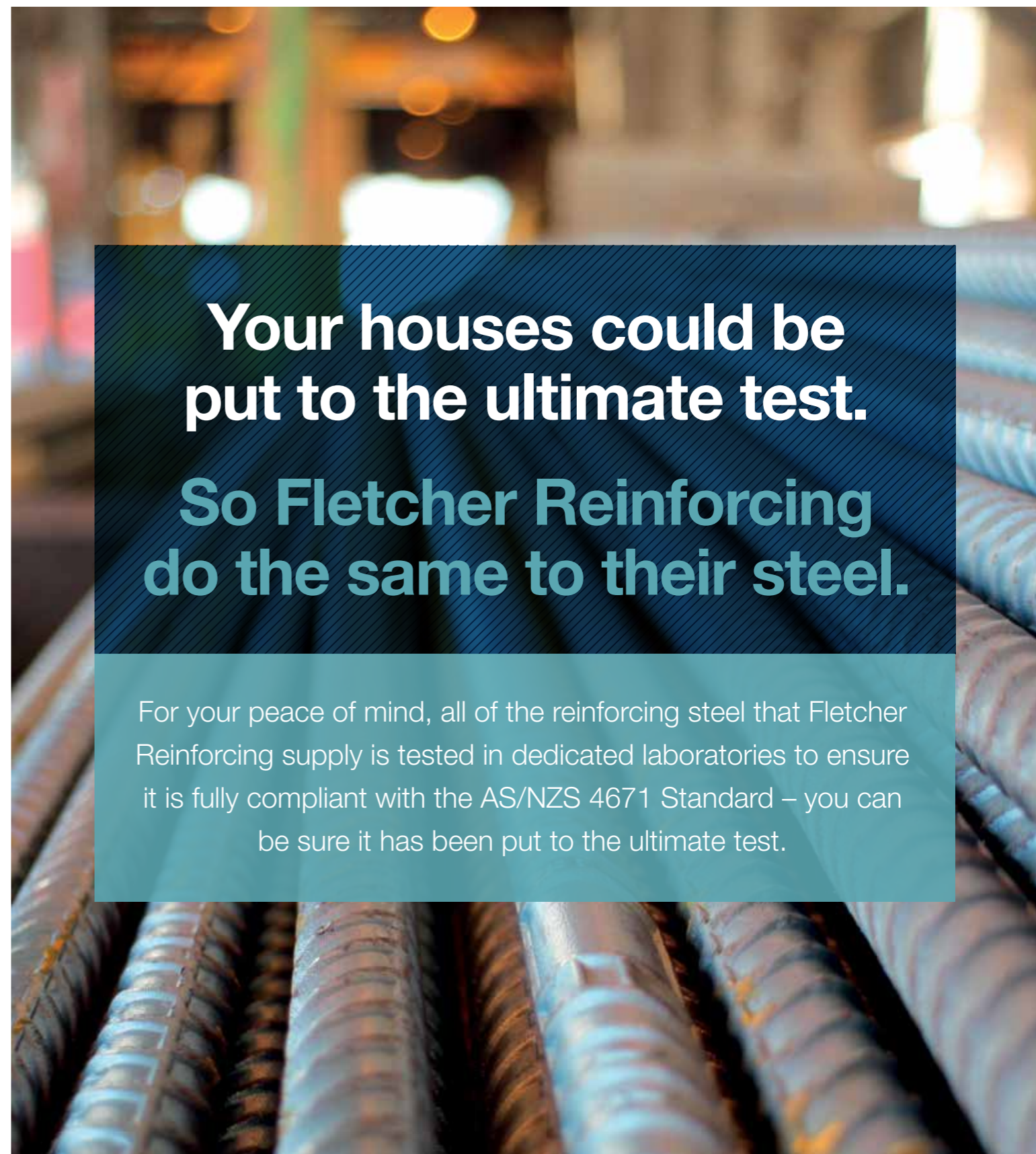
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PLACEMAKERS APPRENTICE CREW



APPRENTICE OF THE MONTH

SEPTEMBER

After taking over a renovation site from the previous foreman, second-year Wellington apprentice Riki Corley discovered an external wall was out of alignment, and took the right course of action to remedy the issue

When Riki read the plans, he noticed an external wall was 40mm out of line and would therefore require a step — not the best look!

The previous foreman had said the step would be okay, but Riki had reservations so consulted with the project manager and the boss onsite. Riki suggested strapping a 45mm joist outside of the existing joist and shifting the wall over to eliminate the step and make it one continuous flow.

Both the boss and project manager agreed it was the right course of action, so they shifted the wall and re-did the birdsmouths, CPC fixings, etc.

Thanks to Riki identifying the issue during the framing stage, it only took a couple hours to remedy and the outcome will be a seamless transition of GIB plasterboard through to the existing house.

The judges were impressed by Riki's resolve — he refused to take the easiest route, as the result would not achieve the quality he and the customer wanted. Instead, he put in the extra effort to find a more appropriate and professional solution that also looked clean.

"The challenge stressed the importance of double checking, and the value of discussing plans with the project manager and client to ensure

everybody is on the same page as plans change throughout the build," says Riki. ■



Riki Corley and PlaceMakers Kaiwharawhara's Powertool Champion Manoj Sharma.

OCTOBER

Second-year Christchurch apprentice Andrew Hopley had to carry out a complex task for the first time, while also directing a new apprentice through the process

Faced for the first time with the challenge of tying steel for a retaining wall and drilling starter rods to extend a paved patio, Andrew was also charged with providing guidance to a new apprentice throughout the process.

Using what he had learnt from day class and online, Andrew tackled the task impressively.

Based on his study, he calculated the overlaps, concrete coverage, volumes and other specs to get it done, passing the information on to the new apprentice.

Andrew's boss was impressed at the quality of work as well as the efficient

manner in which it was completed, calling it an "amazing effort with a great result".

"The outcome was bloody good," says Andrew. "It taught me to have confidence in what I've learnt through study, to use the tools at my disposal, and to listen to others to gauge their thoughts during the process."

"I think it's also important to be proud of your accomplishments, as that gives you incentive to work toward each challenge."

The judges applauded Andrew for demonstrating great composure, applying his knowledge effectively, and being a good leader to achieve the task. ■



October's PAC winner Andrew Hopley won a 66L Mastertrade chilly bin with wheels

BUILDERS BUSINESS

CEMENTING THE DEAL

Builders' Business is a column by builders for builders. Its objective is to provide a forum, particularly for small business operators, in which to share knowledge, experience, tips and ideas

Q: Are there any challenges in retaining apprentices?

Firm: Takahe Construction
Principal: Tim Forman
Location: Canterbury
Staff: 20-25

Firm: Brendan Hammond Building Contractors Ltd
Principal: Brendan Hammond
Location: Christchurch
Staff: 9

Firm: Plimmer Building Contractors
Principal: Mike Plimmer
Location: Wanaka
Staff: 16

It's important to incentivise staying around, whether it's through remuneration or rewarding projects. Our jobs usually take one to two years, and we're frequently 'House of the Year' candidates, so our apprentices get a taste of doing something different every day, and get to shoulder a big responsibility being a part of building something special.

We find our apprentices like to stay on after completing their training. Our project manager started here as an apprentice; we like to provide options to enable a full career in our business.

We usually go for older apprentices in their mid-twenties, who are a little more confident about wanting to pursue a path in construction and who hold more life skills. It's not an easy job, so I've found often the younger people struggle to stay motivated and see it through.

Our partnership with the local boys' school sees students with skills in woodwork or engineering come and get experience with us once a week for a year. It means they get a taste, while we get to gauge who is really good and 100% interested.

We currently have three apprentices, who are all going great and contributing well to our operations.

Finding an apprentice who is ready to put their heart into the industry is a challenge in itself. I have had three or four young apprentices call it quits a couple of months in after deciding they weren't interested.

I have one apprentice on board now who has been training for about eight months. I would like to have more, but it's hard to commit the time and effort when you can't always guarantee they will stay for the entire duration.

That being said, when you find a dedicated apprentice, it pays off when they finish training and you've got a good worker with the right habits to keep your business going strong. We've had five apprentices that worked out well, and we were able to watch them achieve their goals, qualify and now three of them are running jobs.

We have two apprentices learning with us currently.

I generally like to have one or two on our team. I see it as an investment in the industry to help build their corporate knowledge and train them to be good builders going forward, regardless of where they end up.

We've had seven come through our business, and they've all been solid workers who have ended up staying with us a couple years after completing their apprenticeship. We pride ourselves on teaching them well and creating good habits for them going forward. It's rewarding watching them get better and carve out a good career.

We like encouraging them to stay around and experience some work beyond their training — taking on more responsibility and tackling bigger jobs. However, at the same time, we like to give them the liberty to move on and start their own building venture, or pursue travel if they're so inclined.

NOW HAVE YOUR SAY...

HOW DO YOU THINK THE INDUSTRY CAN ENCOURAGE MORE WOMEN TO WORK IN CONSTRUCTION?

ANSWER THIS QUESTION TO ENTER OUR QUARTERLY PRIZE DRAW

Email your answer with your full name, contact phone number, company name, number of full-time staff and the city or town in which you're based to editor@pmundersconstruction.co.nz. All responses must be submitted by 20/12/2018. The answers to this question will be published in Under Construction FEBRUARY/MARCH 2018.

WIN!

COMMUNITY

NEXT-LEVEL DELIVERY

PlaceMakers looks to roll out world-class delivery service to customers around the country

PlaceMakers is transforming the way it does business, with an innovative new approach to delivery – and builders around the country are set to benefit.

“By combining a number of existing technologies – from restaurant order-type platforms to Uber-type software – we have created a dependable, transparent and end-to-end delivery service for our customers,” says PlaceMakers Business Transformation Manager Wayne Armstrong.

“The service, which is currently being piloted in Hawke’s Bay, will allow customers to track their order from start to finish, even when it’s en route.”

STARTING OFF RIGHT

Once a customer order is taken, the PlaceMakers team load it into a centralised dashboard, which can be seen and accessed by all members of the branch.

A confirmation text and email will be sent to the customer, with an estimated dispatch time and location. Using the system, customers can pinpoint the site’s entry point and the exact location they would like the order delivered to.

“It’s all about efficiency and communication – two key elements of excellent customer service

ACCURATE PICK AND PACK

Once the order has been made and the confirmation sent, branch staff can begin packing the order. Scanning an item automatically updates the order on the dashboard and, once all items have been scanned, the order will be marked as complete.



Building sites don’t always have a street address, so the option for customers to specify a precise location for the PM team makes delivery more efficient. They can do so by dropping a pin on the mapping tool in the system at time of order, which is provided to drivers on their mobile device

If a customer calls in to add something to the order, the item can be added to the existing order on the dashboard and the order’s status will be updated accordingly.

“It’s a great system, as it’s designed to eliminate order errors,” says Wayne. “For example, if an entire order has been picked, scanned and marked as complete, then a new item is added, the system acknowledges this and changes its status to incomplete.

“This means that, when drivers check in before loading begins, they’ll know right away if something has been added by the customer but not yet picked.”

HEADING IN THE RIGHT DIRECTION

The new system uses customer location data to determine the best route and order of stops for the delivery driver, reducing unnecessary travel time.

Once the customer has been notified that the order is en route, the system’s real-time delivery route tracking software allows the customer to track the truck’s progress and estimated arrival time.

Customers can sign for the order on arrival using the driver’s system, and drivers can document the arrival by uploading a photo to the order. The order is only finalised once the signature and photo are uploaded to the system – completing the end-to-end service.

“It’s all about efficiency and communication – two key elements of excellent customer service,” says Wayne. “Our goal is to provide world-class customer service that make a real difference to builders, because they have more time on site as a result.” ■

COMMUNITY

EXCLUSION ZONES EMPHASISE PLANT SAFETY

Safety has always been paramount for PlaceMakers, and the danger around operating forklifts makes exclusion zones a high priority to combat the risk

Forklifts have long posed a safety issue in the industry, and PlaceMakers stores and work sites are no exception. With injuries again on the rise across the construction industry after several years of decline, PlaceMakers is leading by example and working hard to ensure its customers are aware of the risks.

“Most forklift incidents are preventable if those walking around a forklift stick to a safe distance,” says National Manager of Environment, Health and Safety Anthony Mitchell. “For this reason, every PlaceMakers branch in the country has defined exclusion zones in store and on the construction site.

Anthony says the exclusion zones – three metres when operating, and eight metres when a load is above head height – were introduced to keep passers-by safe from potential harm, and to allow the drivers enough time to react if they see someone walk out in front of the hoist.

“We started focusing on it as a business about four years ago. As an industry, mobile plant has too many near misses, so we think it is important to do something about it and bring some safety measures to light.

“It’s about making sure that as our business gets busier, we can ensure that our customers are staying safe,” says Anthony.

Most plant and equipment now has a warning sign, which reminds staff and customers of the exclusion zone distances. Newer forklifts have lights that illuminate this exclusion zone distance.

“All new forklifts we get in to replace older plant have the exclusion zone lights on them. As it stands, about 10% of our forklifts have them.

“Other signage with the exclusion zone

“Newer forklifts have lights that illuminate this exclusion zone distance

distances can be found around the store, at the drive-thru, and out in the yard,” says Anthony.

“It’s important we really nail this home – it’s our number one focus at the

moment. Respecting exclusion zones is a ‘golden rule’ at PlaceMakers and if we can get everyone on board with that mentality, we can start working towards eliminating near misses and incidents that can be avoided completely.”

Anthony said the exclusion zones also apply to the unloading of vehicles, which can be just as dangerous, and demand as much attention as other plant operating on site. ■



COMMUNITY

PLACEMAKERS SHINES AT HARDWARE AWARDS!

PlaceMakers recognised for its commitment to market-leading customer service

PlaceMakers is proud of its team's achievements at the Annual Hardware Awards, with wins in four categories in recognition of our customer service and commitment to trade.

Nearly 500 people attended the event, where the industry comes together to celebrate the best-in-class with a gala dinner and awards for suppliers, retail stores, trade stores and people.

"It was fantastic," says PlaceMakers General Manager Bruce McEwen. "Being a finalist at this level is a significant achievement in itself, and PlaceMakers is very proud of our people and their achievements.

"Our philosophy of having the best people delivering market-beating service to our customers every day is evidenced in these awards. We always aim to do what we say we'll do every day to the benefit of all our customers."

RETAILER OF THE YEAR



Chris Fairbairn, New Lynn

Chris Fairbairn of PlaceMakers New Lynn (previously Mount Wellington) has made Hardware Award history as the first person to receive the Retailer of the Year award twice. It's also the first time an operator has won the individual and store award.

"For me, these two awards are almost one and the same," says Chris. "What I've achieved is really just a reflection of the hard work put in by my team to provide the best results for our customers."

According to Chris, it's about keeping

the customer at the centre of everything you do.

"Everything relates back to 'how do we service the customer better and differentiate ourselves from the competition?'"

TRADE STORE OF THE YEAR



Mount Wellington

After Chris joined the Mt Wellington branch in 2010, the team set its sights on the Trade Store of the Year title.

"It's about having a really clear vision of what you want to achieve. We've made a lot of changes over the past nine years with the goal of winning the award," says Chris.

"It's so rewarding to see all the hard work put in by the team recognised in this way."

Chris left the Mount Wellington branch four months ago and says there couldn't be a more satisfying send-off.

"It feels like the culmination of all our hard work and I'm pretty proud to leave the store in a strong position, where it's been recognised as being the top of its game."

This is the sixth year in a row that PlaceMakers has received the 'Trade Store of the Year' award.

TRADE ACCOUNT MANAGER OF THE YEAR



Nicholai Thompson, Riccarton

PlaceMakers Riccarton's Nicholai Thompson secured top honours at this year's Hardware Awards – a satisfying achievement after seeing his colleague Alan Howe receive it last year.

"It's such a great honour to receive an award like this," says Nicholai. "It's not an easy achievement when there are so many outstanding account managers in this line of work."

YOUNG RETAILER OF THE YEAR



Olivia Kathan, Whitianga

Olivia Kathan of PlaceMakers Whitianga says she's learned a lot since joining PlaceMakers five years ago. Now the store's Operations Manager, the 27-year-old credits her success to the 14-person Whitianga team and her mentor, store operator Joe Reece.

"For me, it's all about the people around you," says Olivia. "I have an incredible team that has provided so much support over the years, and Joe has been an amazing mentor."

MORE IN THE RUNNING

Bruce also congratulated other PlaceMakers finalists Ingemar van Drongelen (Riccarton), Shane Harmon (Riccarton) and Riccarton Branch.

"The results demonstrate to the whole industry the depth of talent and branch success we have within our business, and what an undisputed market leader looks like. Well done Team Blue!" ■

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HIKOKI



BEST PRACTICE PRICING



Making sure your merchant estimate is complete and accurate is important, so make sure to go over any tags with your account manager

Advice on applying quantity surveying theory to residential building projects

In the past, pricing for a residential project meant writing a few simple calculations on the back of a paper bag – you would have added together subcontractor quotes, a merchant estimate and the cost of having a couple of people onsite for a few months and that would be enough. Add on a percentage for site overheads, multiply the whole lot by 10% and the job is done, right?

These days, to remain competitive and profitable and within contract legislation, it's a task you should really spend some time thinking about. In addition, as a Licensed Building Practitioner (LBP) you need to ensure that you're meeting your obligations while being as profitable and

competitive as you can.

General quantity surveying (QS) principles can help a lot here. They can be used for any project, even the smallest renovation job. If you consistently apply these principles, along with best practice, you will be able to more accurately price jobs and projects will run more efficiently.

PRINCIPLE #1 – MATERIALS MEASUREMENT

It is very important to make your materials measurement as accurate as possible. This might sound obvious, but if you win a job with a merchant estimate and find out it was missing key items or under measured, that can cause real issues. You might then need

to try to negotiate with the merchant to have the extra goods delivered for free or negotiate a variation with the client so that you can continue with the job.

// If you consistently apply these principles, along with best practice, you will be able to more accurately price jobs and projects will run more efficiently

Avoiding these issues is not the only reason that you want your material measurement to be accurate and detailed. The other reason is specifically aligned to principle #2.

PRINCIPLE #2 – LABOUR MEASUREMENT

While measuring labour is a standard tool for quantity surveyors, builders don't always understand how to do it well when they price their own work.

To measure labour for a job, it is best to use a labour constant, which is a figure based on how long it will take to complete a task on a per-measurement basis, such as per square metre. It is calculated as a constant figure that can easily be multiplied.

You use a labour constant so that regardless of the measurement (or size of the task), it is easy to figure out the amount of labour needed to complete it.

Example: if your project requires 100m² of plasterboard then you want to know how many m² of plasterboard can be installed per hour:

1. You know it takes five minutes to put up 1m² of plasterboard.
2. Divide five minutes by 60 minutes (this will give you a labour constant

of 0.08/m² of plasterboard).

3. Times the measure (100m²) by the constant (0.08/m²) to calculate your labour requirement in hours – 100 x 0.08 = 8 hours.

Materials measurement and labour measurement are the first building blocks for pricing a job effectively. If you have your materials measure correct, and you apply a labour constant to each line item, then your

labour amount and costs are likely to be correct too.

Luckily, you don't have to work out a labour constant for every task (unless you want to) because there are resources to assist you. There are a variety of books and online quantity surveying tools available to help you understand what average labour constants should be. You can also get professional help and advice by hiring a quantity surveyor. ■



A labour constant (such as a cost per square metre) helps accurately measure the labour cost for a job

Further information on the Amendment Act and retentions is available on the MBIE website www.business.govt.nz

CODEWORDS QUIZ ISSUE 86



- ① Applying quantity surveying principles can have what benefits?
 - a) More accurate pricing for jobs.
 - b) Higher efficiency projects.
 - c) Fewer surprises.
 - d) All of the above.
- ② The materials principle sets out to ensure that:
 - a) Using a correct materials measure is key to getting the labour requirement correct.
 - b) Your supplier will provide you with lots of extra materials.
 - c) The homeowner should supply you with everything.
- ③ Which best describes a labour constant?
 - a) The amount of time it takes to install plasterboard.
 - b) A calculation that only quantity surveyors can do.
 - c) A value that can be applied to a measurement to work out the labour required for the project.
 - d) A measurement of how much material you need to order.

NB: The questions and answers in this section have been produced by the publisher and do not necessarily reflect views or opinions of the contributing organisation.

MBIE

TOP PLATE CONNECTIONS

It can be difficult to understand the requirements for joints in top plates – below are some pointers on best practice for top plate connections

Specific requirements for joints in top plates are set out in section 8.7.3 of NZS 3604:2011 Timber-framed buildings.

All joints in top plates must be made over a support, such as a stud or solid blocking between studs. Other criteria for joints depend on whether the wall:

- Is braced (either in-line or a wall intersecting with it is braced).
- Contains no bracing elements.

Each of these situations is covered off below.

Many methods require a fixing of a certain strength or capacity, measured in kN (kilonewtons).

Table 1: Common fixing details for 3 and 6kN connections

Fixing for metal connection plates	
Up to 3kN	3/30 x 3.15 nails per side
Up to 6kN	6/30 x 3.15 nails per side
Fixing for nailed joints	
Up to 3kN	3/100 x 3.75 nails per side
Up to 6kN	6/100 x 3.75 nails per side

WALLS WITH BRACING – IN-LINE CONNECTIONS

For single-storey buildings, the capacity of joint connections in top plates of walls with one or more bracing elements is based on the highest bracing element in the wall. The connections must be in both tension and compression along the plate and have the following capacities:

- 3kN capacity connections are required for walls containing up to 100 bracing units (BUs)
- 6kN capacity connections are required for walls containing more than 100 BUs



All joints in top plates must be made over a support, such as a stud or solid blocking between studs

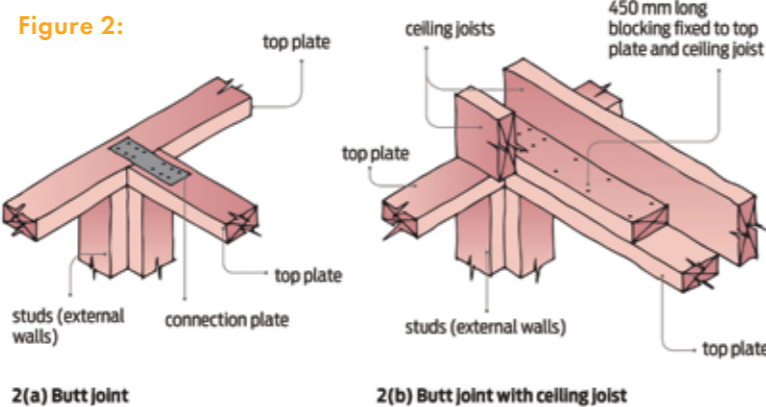
- 6kN capacity connections are required for walls with a ceiling diaphragm.

Figures 2 (a) and (b) give further detail.

The 3kN and 6kN connections can be made using metal connection plates or nailed joints with fixings (see Table 1). However, if an extra top plate is used and the joints are not aligned with the lower top plate, the 3kN or 6kN capacity connections are not normally required as long as there is at least a 3kN/6kN nailed joint connection (as appropriate) between top plate pairs.

WALLS WITH BRACING – RIGHT ANGLE CONNECTIONS

Internal walls containing one or more bracing elements must be connected to external walls that are at right angles to them at the top plate level. Connections



- Capacities of nailed joints:**
- Up to 3 kN: 3/100 x 3.75 mm nails per side.
 - Up to 6 kN: 6/100 x 3.75 mm nails per side.

- Notes:**
- Connection plate fixing capacity for each wall with:
- maximum 125 BUs: 6 kN to at least one external wall
 - maximum 250 BUs: 6 kN to at least two external walls
 - more than 250 BUs: 2.4 kN/100 BUs to at least two external walls.

Connecting top plates of external walls at right angles to other walls containing bracing.

in tension and compression along the line of the wall bracing element may be direct (Figure 3(a)), or through framing members (such as truss bottom chords, ceiling joists or ceiling battens) that are in line with the braced wall (Figure 3(b)).

Each internal wall must have a connection capacity as follows:

- 6kN connection to at least one external wall is required for a wall with up to 125 BUs.
- 6kN connections to at least two external walls are required for a wall with up to 250 BUs.
- Minimum connection capacities of 2.4kN per 100 BUs to at least two external walls are required for a wall with more than 250 BUs.

Figure 4 demonstrates the various options.



For single-storey buildings, the capacity of joint connections in top plates of walls with one or more bracing elements is based on the highest bracing element in the wall

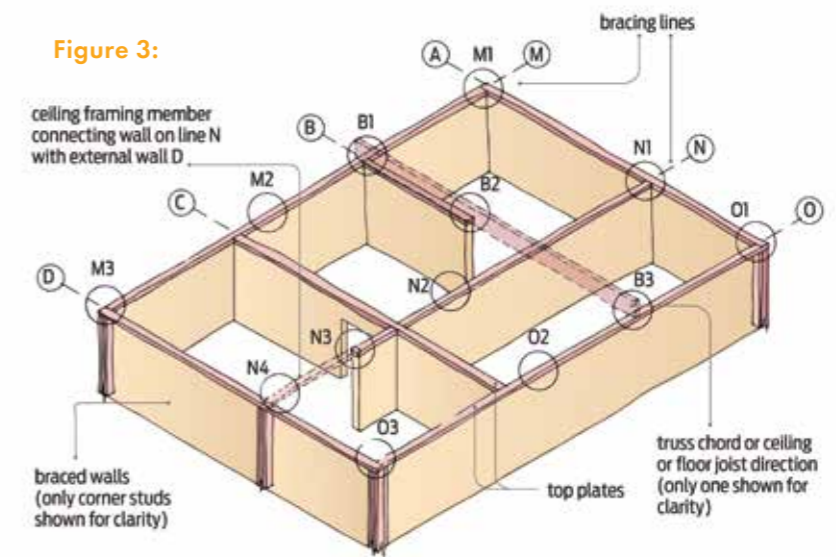
IN-LINE CONNECTIONS IN TOP PLATES

For the in-line connections at M2, N2, N3 and O2 in Figure 4, if the total BUs in the bracing lines M, N or O are:

- Less than 100 BUs, use 3 kN capacity connections.
- More than 100 BUs, use 6 kN capacity connections.

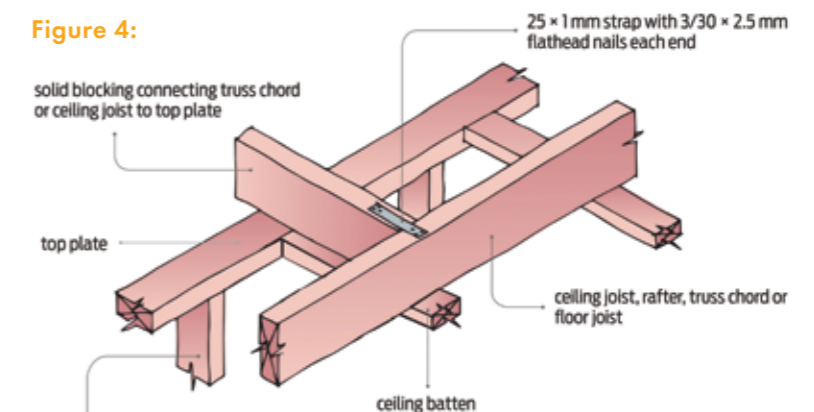
If a double top plate is used and joints in the top plates are staggered, neither the 3kN or 6kN capacity connections are required according to NZS 3604.

Figure 3:

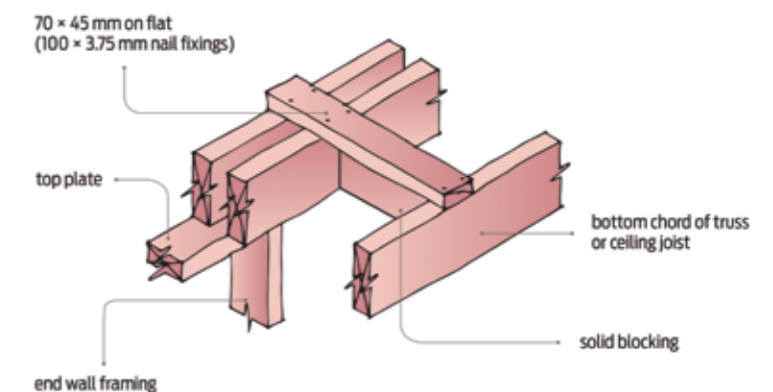


Top plate connections.

Figure 4:



4(a) Solid blocking and ceiling batten connection



4(b) 70 x 45 mm connection to truss chords or ceiling joists

Connecting members providing lateral support to top plates.

TOP PLATE CONNECTIONS CONT.

RIGHT ANGLE CONNECTIONS IN TOP PLATES

For the right-angle connections at M1 and O1 in Figure 4, if the wall on bracing line A has:

- Up to 250 BUs, then 6kN connections are required at each end of line A.
- More than 250 BUs, then connections at each end of line A must have a capacity of at least 2.4kN per 100 BUs.

For connections at N1 and N4, if the wall on bracing line N has:

- Up to 125 BUs, then 6kN connections to an external wall is required.
- Up to 250 BUs, then there must be 6kN connections to each end of the wall at both external walls are required.

- More than 250 BUs, then a fixing capacity of 2.4kN per 100 BUs of the wall at both external walls is required.

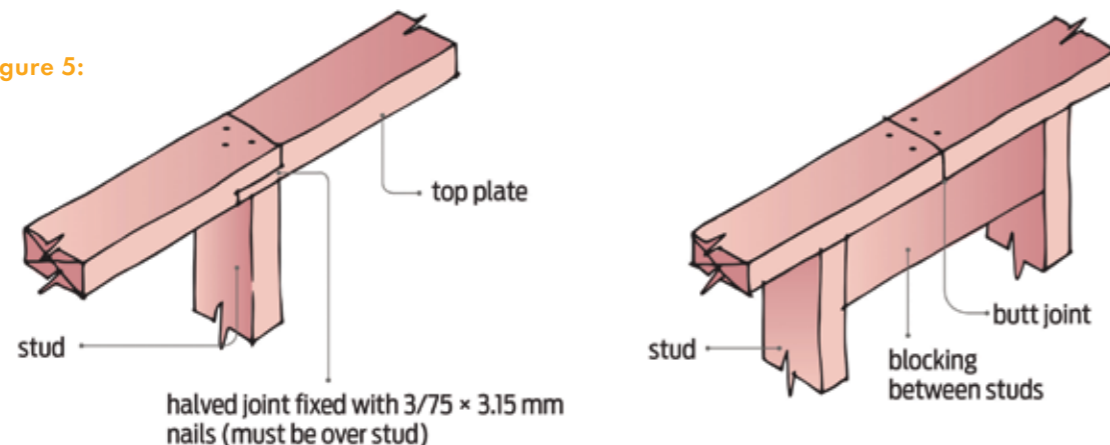
Internal walls containing one or more bracing elements must be connected to external walls that are at right angles to them at the top plate level

RIGHT ANGLE WALLS THAT ARE LATERALLY SUPPORTED

The connection requirements of the wall on bracing line B to the external wall in Figure 4 depend on the amount of bracing in wall B:

- If there is no bracing in wall B, a 3kN connection, or a halved or a butt joint over a stud or blocking may be used at B1.
- If the bracing does not exceed 125 BUs, use a 6kN connection at B1.
- If there are between 125 and 250 BUs, a 6kN connection is required at B1 and the wall must be connected to external wall O with the bottom chord of a truss or with a ceiling joist between B2 and B3 using a 6kN connection.
- If there are more than 250 BUs, the connection at B1 must be 2.4kN per 100 BUs and the wall must be connected to external wall O with the bottom chord of a truss or with a ceiling joist between B2 and B3 using a 6kN connection.

Figure 5:



5(a) Halved and nailed joint

Connecting top plates in walls with no bracing.

5(b) Butt joint

TOP PLATES REQUIRED FOR LATERAL SUPPORT

Top plates must be laterally supported by any one of the following:

- A sheet ceiling lining with a minimum density of 600 kg/m³.
- Intersecting top plates, joists, rafters, trusses or purlins.
- Framing members at maximum 2.5m spacings.
- 70 x 45 mm connecting members (Figure 5).

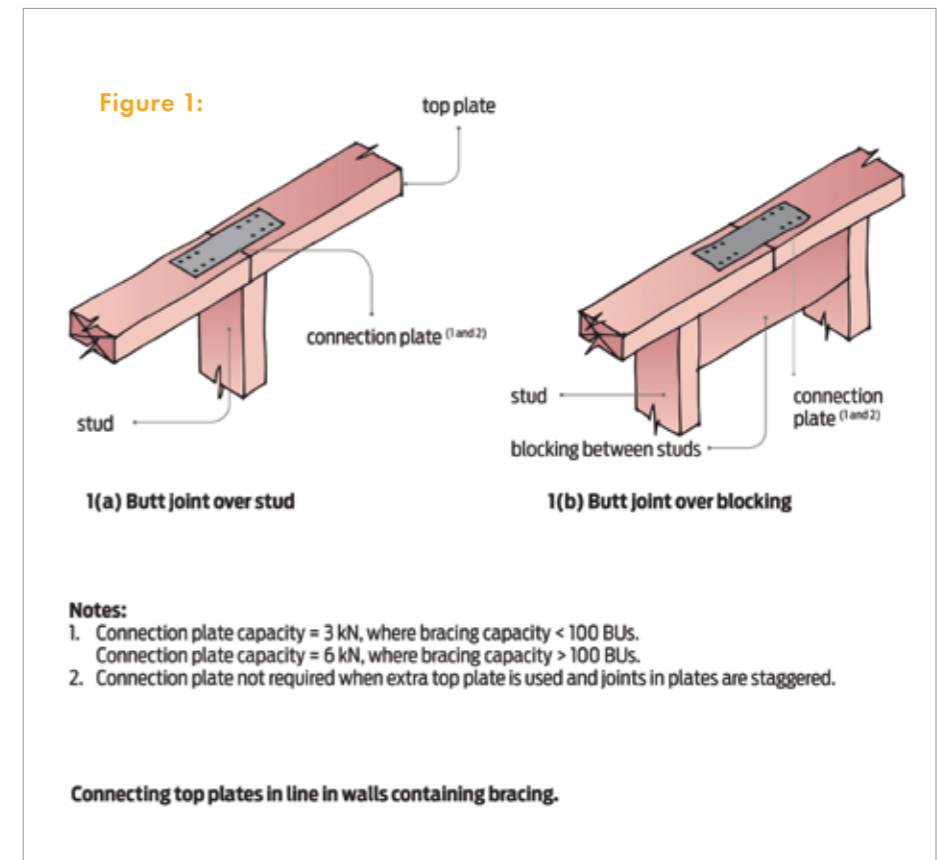
If the ceiling has a density of less than 600kg/m³ (such as softboard) and the distance between bracing lines is between 5–6 m, a 90 x 45 mm top plate must have an additional 140 x 35 mm top plate.

WALLS WITH NO BRACING ELEMENTS

A joint made in the top plate of a wall that contains no bracing elements, in-line or at a wall intersection, can be any one of the following:

- A halved and nailed joint (Figure 1(a)).

- A butted and nailed joint over blocking (Figure 1(b)).
- A joint with an alternative fixing with at least 3kN capacity in compression or tension (see table 1 for kN references). ■



Further information on the Amendment Act and retentions is available on the MBIE website www.business.govt.nz

CODEWORDS QUIZ ISSUE 86

- 4 Which of the following is not correct? Walls with no bracing elements may have top plate connections made by:
- A halved and nailed joint.
 - A butted and nailed joint over blocking.
 - A minimum of 3kN capacity alternative fixing.
 - A minimum of 6kN capacity alternative fixing.
- 5 Which of the following is correct?
- Joints in top plates may be made anywhere in the top plate.
 - Joints in top plates must be made over a support such as a stud or solid blocking.
- 6 In-line wall connections of 3kN to 6kN capacity are not required under NZS 3604 if an extra top plate is used?
- True.
 - False.
- 7 In Figure 4, if the wall on bracing line D has less than 250 BUs, connections at M3 and O3 must be:
- 3 kN capacity.
 - 6 kN capacity.
 - 2.4 kN/100 BU capacity.

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INDUSTRY FEATURE

TRAINING BEHIND THE WIRE



Helping ex-offenders into full-time employment has reduced re-imprisonment by 8.9% over the past year

Around 500 prisoners are currently undertaking trades training, but a new Department of Corrections scheme plans to boost the number to 900 by 2020 with the goal of building up to 100 homes each year

In a \$6 million-\$10 million, four-year plan, the Department of Corrections aims to train more prisoners in construction skills, giving them qualifications for their life beyond bars and addressing the construction industry's skills shortage.

With KiwiBuild gearing up, New Zealand needs more than 50,000 construction workers by 2022 to keep up with demand. While skilled immigrants can help meet that demand, developing skills locally remains a large part of the effort.

In June, Corrections Minister Kelvin Davis said that he expects 540 people could be leaving prison for a job in construction within four years, with more instructors to be recruited to match the increase in training.

Currently two construction yards exist – at Spring Hill Corrections Facility and Rolleston Prison. Corrections NZ has suggested the number increase to four construction yards, with more fencing to allow high security classification prisoners to participate.

FOUNDATIONS ESTABLISHED Chief Custodial Officer Neil Beales noted that prisoners are already working on Housing New Zealand buildings.

"They get a lot of classroom training, but it's also real, hands-on building skills. Once these guys realise what they're capable of, there's no stopping them; it's a whole new dawn for them," said Beales.

Prisoners receive incentive payments while they work and undergo training; they are also encouraged to get construction qualifications upon their release.

"More than 1,100 offenders have been placed in employment in the past 17 months, with 180 of them in construction-related employment. We want to see that grow," said Beales.

Stephen Cunningham, Director of Offender Employment and Reintegration, says helping offenders into work after imprisonment plays an important role in reducing re-imprisonment, which is

why Corrections launched the 'This Way for Work' programme in October 2016. Since then it has placed more than 60 offenders a month in jobs; two-thirds of which have retained their employment for more than three months.

"This Way for Work has seen a 14.1% reduction in re-conviction, the second highest for any programme run by Corrections in the past year," says Cunningham. "This indicates the strength of the effect between employment and the reduced likelihood of re-offending."

Prisoners with aspirations of getting into the construction industry after release should not cause alarm for employers, says LBP Registrar Paul Hobbs.

"In relation to previous criminal history, not every criminal is a recidivist or reoffender," said Hobbs.

"The reality is that the trades are an accessible career for those who have previously been through the justice system. Restricting a person's future based on their past may not always be the best solution."

There are many trades working in non-residential who don't have to be licensed. The Licensed Building Practitioners Scheme is open to ex-inmates. While the Board does not undertake criminal background checks to determine licensing eligibility, Rule 7 states LBPs must disclose if they've had previous registrations or licences which are subject to or may be subject to disciplinary sanction in the past five years.

"A ground for discipline is included in legislation, whereby a sanction could be handed down if a person's criminal history reflects adversely on their ability to be an LBP," says Paul Hobbs. He says this would normally be applied if a compliant made against an LBP reflected a previous criminal conviction.

"The ground for discipline allows those who have not amended their ways to have their past poor behaviour, which appears to have not been remedied, recognised in a disciplinary sanction."

A SUCCESS STORY

Chris, a Wellington-based builder and business owner, currently employs a worker who undertook construction training in prison and recently finished his parole. He says the experience has been "very rewarding" since taking him on five months ago.

If you'd like to discuss taking on someone who has carried out construction training while in prison, get in touch with an Offender Recruitment Consultant at employerpartners@corrections.govt.nz.

"You have to be prepared to put in extra time but it is very rewarding and we're happy to have him. I'm confident he will be a loyal and hardworking employee for us going forward.

More than 1,100 offenders have been placed in employment in the past 17 months, with 180 of them in construction-related employment

"Despite requiring a bit more attention than the rest of the guys, he's good on the job, and the rest of the team like the idea of giving people a chance to get rehabilitated and contribute to something meaningful," says Chris. "We like to be more than just a building company."

Support via the Correction Department's 'Employer Starter Pack' provides ex-prisoners with the funds to buy tools and cover transport costs for the first month of their employment.

"The support is really helpful," says Chris. "The beginning is the most challenging part of the process, and having good support networks definitely helps the process for all parties."

Chris' interest in employing someone on parole started when he and his wife attended a community workshop, where groups presented their initiatives; one of those included some women from Rimutaka Prison talking about their experience in the Construction Trade Skills programme ran by WelTec.

"Their presentation caught my interest, so we started looking at doing something similar and giving a helping hand to someone who is keen to work and learn coming out of prison," says Chris.

"Our team here will continue to support our guy and be patient in his development. Everyone has a past and that's where it should stay." ■



SEPTEMBER CONSENTS TAKE A DIP

New dwelling consents in September 2018 are down, but remain higher than previous year

A total of 2,559 new dwellings were consented in September; this represented a seasonally adjusted 1.5% decrease, following a 6.8% rise in August and 9.7% fall in July.

The figure included 1,673 stand-alone houses, 215 apartments, 165 retirement village units, and 506 townhouses or similar.

In the year ended September 2018, the actual number of new dwellings

consented was 32,548, up 5.4% from the September 2017 year.

IN THE REGIONS

Five out of the 16 regions consented more new dwellings in September 2018 compared to September 2017, led by Nelson (up 44 to 58; +314%), Waikato (up 40 to 333; +13%), and West Coast (up 7 to 11; +175%). Canterbury and Gisborne were other regions to consent more dwellings month-on-month.

Wellington (down 90 to 192; -31%), Manawatu (down 46 to 56; -45%) and Bay of Plenty (down 45 to 184; -19%) recorded the biggest decreases. Northland, Auckland, Hawke's Bay, Taranaki, Otago, Southland, Tasman and Marlborough were the other regions that registered fewer dwelling consents in September 2018 compared to September 2017. ■

SHE'LL BE RIGHT



Great Lakes Aluminium owner Bronek Szpetnar working with apprentice Tamara Tuhiwai

BCITO launches campaign to support employers hiring women in the trades

Women make up just 2.6% of workers 'on the tools' in New Zealand's construction sector and the Building Construction Industry Training Organisation (BCITO) says correcting this imbalance is vital to addressing ongoing skills shortages.

Employment forecasts for the construction sector suggest there will be more than 80,000 new and replacement job openings in the next five years. Traditional workforce pools are not meeting industry demands for skilled workers and record low birth-rates in 2003 is making competition among businesses for school leavers particularly fierce.

"The sector is crying out for skilled workers and boosting gender diversity is vital. Currently, less than 5% of BCITO employers take on female apprentices. We need more employers to broaden their scope and wake up to the benefits of a more diverse workforce," says

Warwick Quinn, BCITO CEO.

"We also need more women to consider a career in the trades. We are concerned that not enough schools are encouraging young women to get involved. Although 96% of our female apprentices have strong job satisfaction, nearly three-quarters of them never had the chance to participate in construction-related courses while at school," says Quinn.

BEHIND THE SCENES

To help address this gender imbalance, BCITO has released a short film which explores and challenges stereotypes. The My Boss: Legend video reveals what it's really like for employers, female apprentices, and those who have supported their decision to enter this male-dominated industry. The campaign aims to encourage more employers to open the door to hiring women.

MB Brown Builders in Wairarapa employs Paris Ternent-James, 22, as a carpentry apprentice. Owner Stephen Brown runs his business by the core values of family, respect, equal opportunities and providing a positive and engaging learning environment.

"I have a daughter and sons and I believe they should have the same chance in life," says Stephen, who took part in the BCITO documentary with his wife Judy.

"I think you've always got to look at your company and employ the best person for the job at the time," says Judy.

Great Lakes Aluminium in Taupo employs apprentice Tamara Tuhiwai, who began her trade career in her early 40s. Her boss, Bronek Szpetnar, runs his business on the values of equality and whanau. He is simply interested in employing the best person for the job. Half of his staff are women.

"Tamara does exactly the same job that the guys do," says Bronek.

It's a job that she really enjoys.

"To be given the opportunity to be able to work in a trade is an awesome feeling and I think other women should be given the chance to show what they can do," says Tamara.

TOOLS NEEDED FOR THE JOB

For those employers looking for more concrete resources, BCITO has collated a series of tools and resources at [BCITO.org.nz/buildingwomen](https://bcito.org.nz/buildingwomen) designed to help support and inform businesses on how they can successfully adopt a broader and more diverse workforce.

These include:

- A recruitment toolkit with good recruitment practices and processes, as well as templates for common recruitment forms, letters and position descriptions.
- A website that will tell you whether your job advertisement uses gender-biased language.
- The Human Rights Commission's A-Z Guide for pre-employment.
- A dedicated job-matching service.
- A comprehensive guide to flexible working arrangements and parental leave.

"While some might think it laughable that in this day and age we are providing guidance on how to hire women, just look at the numbers," says Warwick Quinn. "Less than 3% of construction tradespeople are women. That basically means more than 90% of the workforce has never worked with or employed a woman."

FROM THE BOSS' MOUTH

"I'm starting to see a lot more women in plumbing and electrical," says Adrian Mooney, director of Pronto Build in Hawke's Bay.

"A few years back I might have thought building sites had too much heavy lifting and would be too rough but the one women apprentice I've had took it all in her stride – she was the best apprentice I ever had.

The My Boss: Legend video reveals what it's really like for employers, women apprentices, and those who have supported their decision to enter this male-dominated industry

Adrian says there's a valuable talent pool among women that should be tapped into. To remove any stigma that might exist, he recommends putting an extra focus on team building and establishing a culture where all team members are respected.

Mark Haimes of Haimes Building says he "sees no good reason why women who enjoy physical activity and working with their hands shouldn't take up carpentry".

"Employers need to remember that every apprentice adds something to the team. Look for the positives when someone approaches you for an apprenticeship. There are so few women, you can be sure she will be keen and focused."

Martin Gould of Martin Gould Builders has certainly found this to be the case – he encouraged now fourth-year apprentice Rachel Corbett to start her apprenticeship.

"She'd been landscaping for about ten years and my guys were working on a paving job next to her," says Martin. "She started chatting to me about building, as she'd always enjoyed the timber side of landscaping, and I encouraged her to give it a go.

"She's been working with us now for four years. She's an excellent carpenter and I'm really glad to have her on board."

CHANGING PERCEPTIONS

Carpentry apprentice Rachel Corbett says it's as much about educating employers as it is educating women themselves.

"A lot of my girlfriends have said they wish they could be a carpenter like me, but they don't feel that it's attainable because of the physicality of the work.

"It's also just not a career they ever would have thought about normally – they've only considered it because they know me.

"I think there's a widely held belief that builders are, and should be, men. I think it might help if building wasn't presented as such a guy's industry – you don't see many female builders in movies, on advertisements, or interviewed in the media, so it's like we don't exist unless it's for something 'women-specific'."

She says this belief starts young and isn't challenged as you age.

"To change this, teachers and counsellors in schools would need to start promoting it as a career option for girls at an earlier age. It certainly wasn't seen as career choice when I was younger."

BCITO's goal is to influence all those who can have an impact – parents, schools, the construction workforce, potential female career seekers, employers and New Zealanders as a whole.

"It is our goal that women will make up 30% of people in construction trade roles by 2040, creating a workforce that is diverse and inclusive, where women have equal opportunities for success at all levels," says Quinn.

"Diversity is good business - it is a strength and an opportunity for the entire industry." ■

ON THE RECORD



By law, LBPs working on Restricted Building Work must complete a Record of Work and provide it to the building owner and the territorial authority

Failing to keep proper site records can lead to hours of expensive arguments, court action or loss of an LBP licence. Avoid the stress and lost time and profit by keeping accurate records of your work

Contractors will know that being called back by a client with questions about the work they've done is a regular occurrence. Questions range from anything such as how many coats of paint were used and what the brand was, to asking the builder to fix up a crack or dent in a bench.

Answering such enquiries is a lot easier if you keep good site records with photographs and a site diary. That dent in a bench your customer asked about can be better explained if you are able to show that the bench was fine at handover by presenting the photographs that prove it.

Smartphones or digital cameras can record where framing and in-wall services are while they are still visible. They can also show how a job was done, the materials used and the condition at handover. There are plenty

of apps you can use to save and organise the images for clearer site records.

Use a smartphone or camera to record:

- Reinforcing layouts and in-slab pipework.
- Bracing fixing.
- The position of in-wall services.
- The location/depth of service trenches.
- Drains installed behind retaining walls.
- Damaged materials delivered.
- The results of bad weather or vandalism.

Use a site diary to record:

- Phone calls and verbal instructions from the client, designer, building inspector or engineer – record the date, time and what was said.
- When additional drawings were delivered to site.
- Important verbal instructions given to staff or subcontractors, with date, time and person spoken to.
- Contract variations by the project manager, designer or client.
- Material deliveries, including condition – keep delivery dockets! If incorrect or substandard materials are delivered, keep a note of when the supplier was notified and when the materials

were replaced.

- Work progress and quality checks.
- Site safety issues (there are very specific requirements around recording site accidents – see www.worksafe.govt.nz).
- Moisture content readings of timber or concrete.
- Problems encountered – incomplete drawings, high winds/heavy rain.

• Site visitors.

- Inspections – who was there, what was inspected and the outcome.

Recording these processes means that you will be able to answer any questions thrown at you. The information

There are plenty of apps you can use to save and organise the images for clearer site records



Taking a photo of even the smallest things can be valuable for your Record of Work

©BRANZ 'Timber Decks – Build magazine supplement December 2013'

will be useful to the building owner and future builders doing alterations – which could well be you!

LBPS AND RECORDS

LBPs failing to provide appropriate records is a common complaint made to the Building Practitioners Board. By law, LBPs working on Restricted Building Work must complete a Record of Work and provide it to the building owner and the territorial authority.

You should identify what restricted work you have carried out or supervised, even if you didn't do all of it. You can download a Record of Work form and fill it in on a computer, but you will need to print it out before you can sign and date it.

LBPs also need good site records where on-the-job work forms are part of skills maintenance requirements. Examples include:

- Introductions to a new system, product or way of working.
- Receiving on-the-job training from someone more experienced.
- Doing a job that is new to you, such as fixing claddings in the extra-high wind zone. ■

PROVE YOUR KNOWLEDGE

Tick the correct answers below and record what you've learnt in the record of learning on the back page!

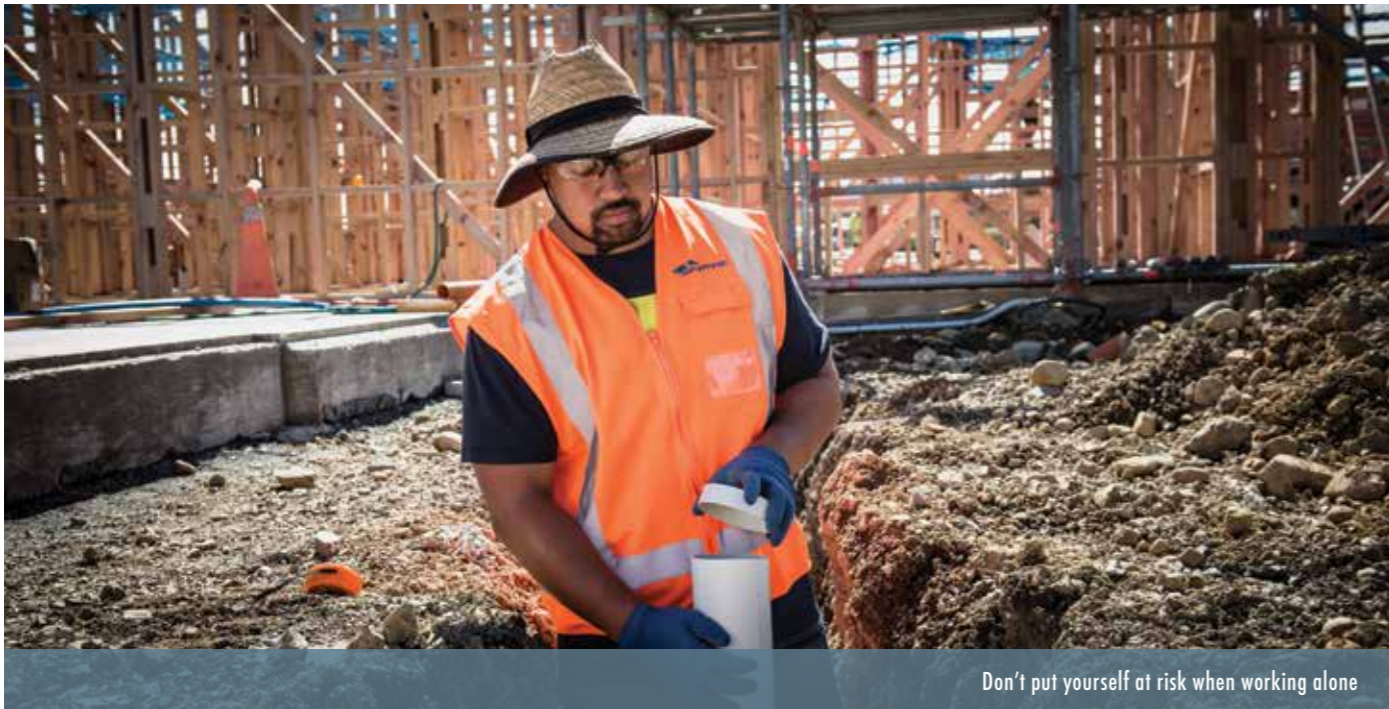


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| <p>1) When do LBPs need to identify what Restricted Building Work they carried out?</p> <p>a) They only need to record it if they did all of it themselves.</p> <p>b) LBPs are qualified, so don't have to identify the Restricted Building Work they carried out.</p> <p>c) They must record all Restricted Building Work, even if they didn't do all of it themselves.</p> | <p>2) What is the best way to keep records of additional drawings delivered to site?</p> <p>a) Smartphone or camera.</p> <p>b) Site diary.</p> <p>c) Telling other site workers.</p> | <p>3) What is NOT something that needs recording on camera or smartphone as part of site records?</p> <p>a) Bracing fixing.</p> <p>b) Drains installed behind retaining walls.</p> <p>c) Site visitors.</p> |
|---|---|--|

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SITE SAFE

SAFE AND SOLO



Don't put yourself at risk when working alone

Whether travelling to a remote area or being the only one onsite, working by yourself presents some unique risks. The Health and Safety at Work Act has identified working in isolated or remote situations as a hazard that must be managed

A lone worker is someone who is isolated from help, either due to location, time or the nature of their work. This could be someone who:

- Drives through or works in geographical isolation and/or difficult areas to access, such as mountain terrain.
- Drives through or works in an area not likely to be accessed by others, such as remote rural areas.
- Drives through or works in an area where communications are difficult, such as telecommunication black spots.
- Works a sole charge shift.

IMPORTANT QUESTIONS FOR A LONE WORKER:

- If you or one of your workers were alone and injured onsite

and couldn't use a cell phone, how would anyone else know?

- Would anybody raise the alarm if you or one of your workers was in a car crash on the way to a rural site?
- How would you get in touch with your work or workers if there was a natural disaster?

WHAT ARE THE RISKS OF WORKING ALONE?

Lone workers face a variety of risks depending on the nature of each job. But some common risks may include:

- Safety: working alone means no one else may be around to help if there is an accident.
- Security or confrontation: working alone may put you or your workers at increased risk from other people

that you interact with, such as clients or strangers.

- Social, technological or organisational isolation: you or your workers might feel cut off from opportunities, information, interaction and events.

WHAT THE LAW SAYS:

The new Health and Safety at Work General Risk and Workplace Management Regulations specifically require PCBUs (a person/entity conducting a business or undertaking) to manage any risks to the health and safety of their lone workers. If eliminating a risk is not possible, they must be minimised, as far as is reasonably practical.

Because each work situation is different, PCBUs may need to consider the risks to lone workers on a case-by-case basis,

unless there are specific codes of practice or industry guidelines already in place.

Under the new rules, PCBUs must also have an effective way of communicating with their lone workers.

HOW TO STAY SAFE AS A LONE WORKER

Some steps you and your workers could consider:

- Design a plan for how to get help quickly in an emergency.
- Draw up a plan of what risks you or your workers might face as a lone worker and discuss how these can be eliminated or minimised. You may wish to consider setting up a policy for this.
- Set up a plan for what to do when communication is lost in a natural disaster or when you or your workers are in a cell phone blackspot.
- Ensure emergency contact details are up to date.
- Consider getting a first aid certificate and carrying a first aid kit in vehicles.

- If a lot of travelling or driving is required, discuss the steps that can be taken to prevent fatigue. You can download a free guide to preventing fatigue at www.sitesafe.org.nz.

- Set up a system of regular, scheduled contact with another person or supervisor.

- Make sure everyone has access to the same technology, information, training, consultation

and development. Managers should try to invite lone workers to work-related and social events whenever possible.

As part of its Site Specific Safety Planning course, Site Safe offers training on how to manage workplace risks. To talk to an expert health and safety advisor about protecting lone workers, or setting up a health and safety policy, go to www.sitesafe.org.nz. ■



Talk to your employer and make sure you have the best tools for remote work

Site Safe is a not-for-profit, membership-based organisation that promotes, inspires and supports a culture of health and safety in New Zealand construction.

PROVE YOUR KNOWLEDGE

Tick the correct answers below and record what you've learnt in the record of learning on the back page!

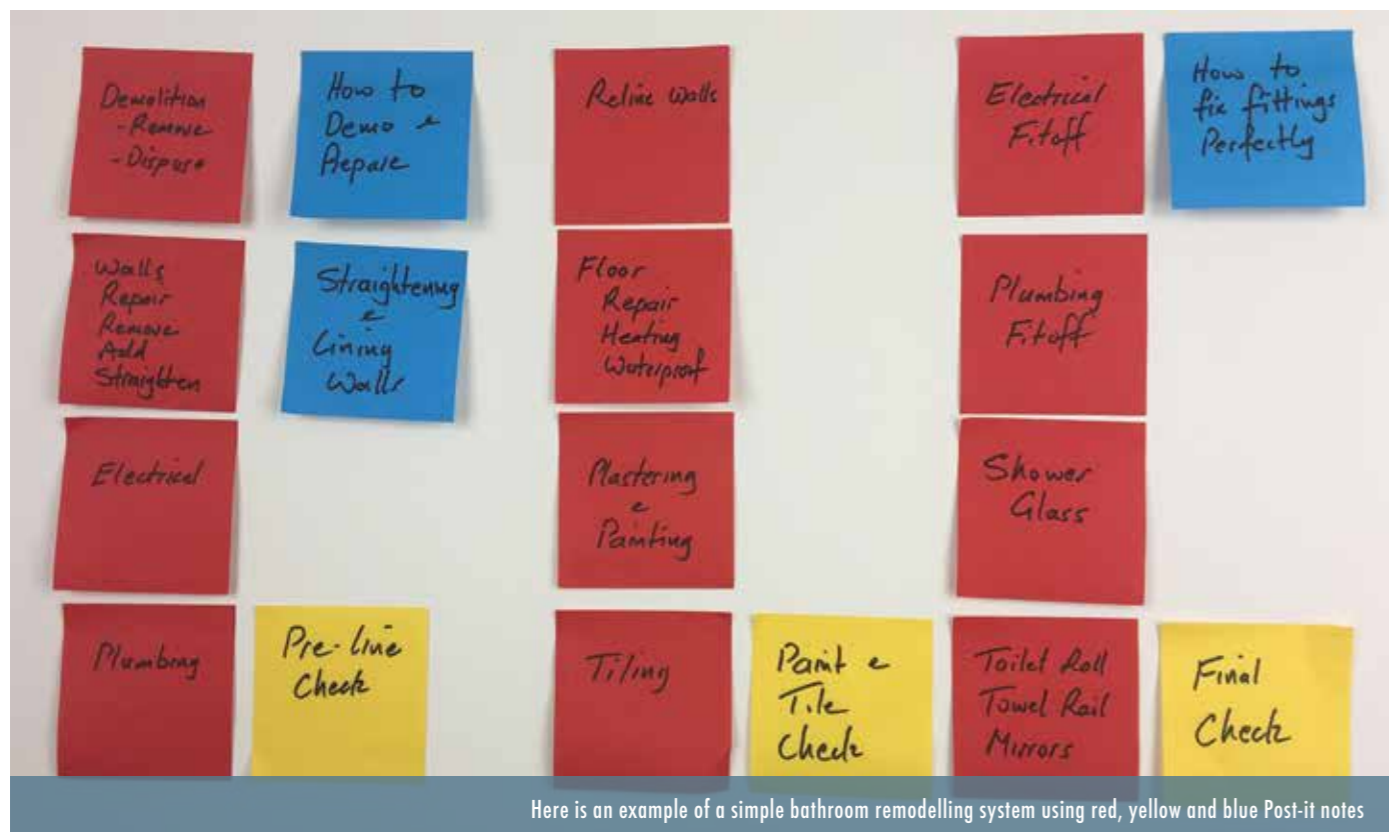
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| <p>4) What defines a 'Lone Worker'?</p> <ul style="list-style-type: none"> a) Working in geographical isolation where communications are difficult. b) Someone working without supervision onsite. c) Someone who doesn't like working with others. | <p>5) What is NOT listed as a risk of working alone?</p> <ul style="list-style-type: none"> a) Having no one around to help in case of an accident. b) Being cut off from opportunities, information and interaction with others. c) Having no one to help with directions if you get lost. | <p>6) As long as you have your phone, there is no need to have methods in place for your safety.</p> <ul style="list-style-type: none"> a) True. b) False. |
|---|---|---|

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THE SUCCESSFUL BUILDER

BUSINESS SYSTEMS: THE 'POST-IT NOTE' METHOD



Having a system that ensures everyone is on the same page work-wise means you don't have to supervise the team the entire way through a process, boosting efficiency in time and resources as a result

After years in the industry, many small builders have developed specific processes for carrying out building tasks, from making sure every painted corner is lightly sanded (so the paint lasts longer) to measuring all the skirting lengths before starting to cut.

From their experience, builders are confident that following these processes improves efficiency and quality, so it's frustrating when they take on team members who don't follow suit.

This is a common issue for Successful Builder clients; many would prefer that their team members learn from their experiences and adopt the methods they've learned over the years, to avoid

making the same mistakes. Having a standardised approach to tasks means everyone is on the same page, and ideally can work with less supervision.

How do you go about creating such a system? Do you need to hire an expert to produce a multi volume instructional handbook? Not really, even though it would be nice to have one do it all for you.

One of my clients told me he was spending huge amounts of time supervising his team while they were renovating bathrooms. There was good money in bathroom renovations, but the time it took supervising them ate up much of the profits and worked against his quoting on larger jobs.

To combat this problem, he used a straightforward method to create the 'company bathroom manual', which reduces the time he spent supervising.

I call it the 'Post-it Note Method'. Here is how it works:

1. LIST ALL THE STEPS

Gather your team and get them to list all the tasks involved in getting a particular job done. Use Post-it notes of one colour (eg, red) and get them to write each task on a separate note. Don't worry about the order of the tasks, just make a point of covering all the steps in the job.

2. ORGANISE LOGICALLY

Stick the Post-it notes on a whiteboard. Arrange them vertically in the order that

you would normally follow doing this job. If you need several columns, leave a gap for another column of notes.

3. CHECKLIST POINTS - STAGES

Every job has several points where it is good to check your work before proceeding. For example, you may want to check that your foundations are in the correct position before you pour the concrete. You might also want your team to check that frames are placed correctly and square before you fire up the Ramset! Or, using the bathroom renovation example, you may want to check the toilet bowl holder nogs are in before you put on the plasterboard.

These checkpoints are where it is possible to correct small errors, which, left unchecked, could have huge consequences down the track. These errors may only take a moment to correct now, but could prevent a costly rework later on. Some of these checkpoints may coincide with council inspection checkpoints, but not necessarily so.

Mark these checkpoints with a Post-it note of another colour (eg, yellow) and write the name of the checkpoint.

Having a standardised approach to tasks means everyone is on the same page, and ideally can work with less supervision

Stick the note on the whiteboard beside the appropriate task. You will create a note for each of these checkpoints.

This will ensure that when you start creating instructions, they will be directed towards achieving certain outcomes.

4. CREATE INSTRUCTIONS

Now comes the fun part. Review your checklist to determine if there are any particular directions you would like your team to follow when carrying out the tasks in this stage, so that they do it your way. You are not creating the trade training manual here, just giving them the benefit of your experience. Give each list of instructions a name and write it on a Post-it note of another colour (eg, blue). Place these blue notes on the whiteboard beside the first task in each stage of the process.

You have now mapped out your 'business' system for this job.

5. ASSIGN

Once you have created your Post-it note system, you may want to assign a team member to create each checklist (yellow) and each instruction list (blue). Explain your thought process about each and have the team member write it out, checking with you as necessary. This need not be complex – the simpler the better.

There is no need to include general building skills, as you only need to include the particular things you want done your way and the order you want them done.

SUMMARY

Using the Post-it note method is a simple way to get your team involved in helping you overcome a time-consuming issue. By having them involved in setting it up, they are more likely to execute the job to your standard. ■

Graeme Owen, based in Auckland, is a builders' business coach. Since 2006, he has helped builders throughout New Zealand get off the tools, make decent money, and free up time for family, fishing, and enjoying sports. www.thesuccessfulbuilder.com

PROVE YOUR KNOWLEDGE

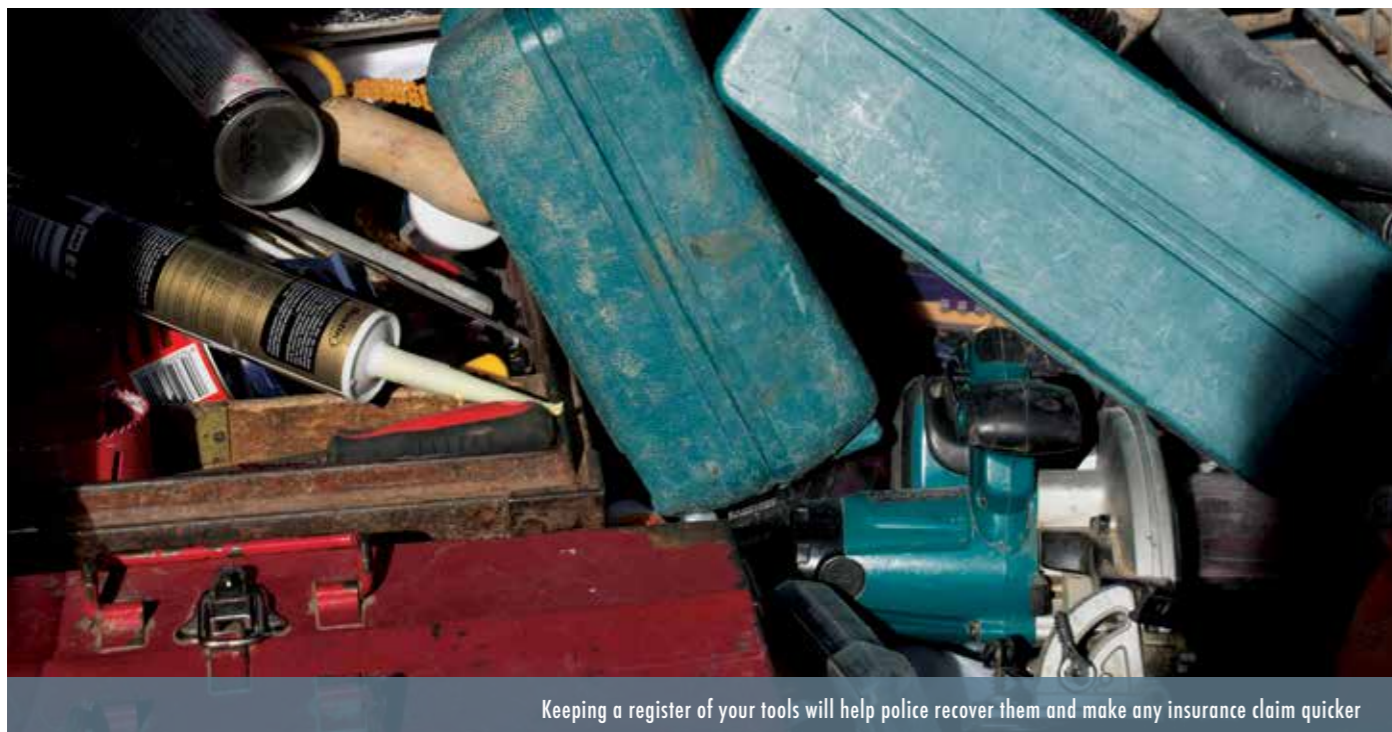
Tick the correct answers below and record what you've learnt in the record of learning on the back page!

- | | | |
|---|--|---|
| 7) What is the best way to begin the process? | 8) What is NOT a necessary part of the Post-it method? | 9) The purpose of the Post-it note method is to: |
| a) Get your team to list all tasks involved in getting a particular job done. | a) Identifying general building skills required for the job. | a) Have everyone on the same page knowing the correct process for completing a job. |
| b) Identify where checkpoints are in the job. | b) Organising the notes logically. | b) Transfer knowledge from past experiences through an easy-to-follow method. |
| c) Assign team members to create each checklist. | c) Reviewing the checklist for any particular directions you would like your team to follow. | c) Both of the above. |

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TOOL THEFT ON THE RISE

BUILTIN INSURANCE



Keeping a register of your tools will help police recover them and make any insurance claim quicker

Tool theft is becoming increasingly common and if it hasn't happened to you, you've probably heard of it happening to someone you know. We're urging all builders to take extra measures to ensure your tools are secured

Here's a short overview of what has been happening around the country.

Tauranga: There has been a concerning increase in the number of tradies being targeted by thieves, particularly in the Papamoa area. In October, police stopped a vehicle that was carrying a number of stolen tools and other items.

Thieves often target work vehicles parked on the street or in driveways at night while owners are asleep. Police say utility trucks, particularly with canopies, and vans seem to be the most targeted vehicles.

Wanaka: In October, police carried out a search warrant on a Wanaka building site and recovered a substantial amount of stolen timber, scaffolding and a large amount of other building material and builders' tools.

The local man found responsible was charged with two building-site burglaries and two commercial storage-yard burglaries in the Queenstown and Wanaka area, and is likely to face further charges.

Otago: Dunedin residents have faced a series of burglaries, including tools being stolen from building sites, cars and vans. Dunedin police are warning tradies to keep their valuable tools out of sight after the vehicles were broken into overnight, in what was described as an 'opportunistic theft'.

While tools are heavy, they're often stored in bags which makes them easier to steal. Parking work vehicles in driveways did not seem deter offenders.

Auckland: Earlier this year, a carpenter had \$12,000 of tools and his car stolen. Because he had no tools (and they were not insured), he was unable to work for two weeks.

Builtin's experience: There has been a sharp increase in insurance claims for stolen tools over the past 12 months. There is also an increasing trend of tradies being the target of multiple robberies, with the thief waiting a few weeks until tools are replaced before hitting them again.

WHAT SHOULD YOU DO?

We strongly urge you to reduce the risk of thieves targeting your tools, and increase the chances of having them returned, by following these simple tips:

- Label tools using with a UV security pen (police can provide these) and use your mobile, driver's licence or LBP number as an identifier.
- Keep a register of your tools. This will help police if they recover them, as well as making an insurance claim much quicker.

- Deliver materials and appliances to site only when required.
- When the joinery is delivered, install it. Don't leave it in the open where there is a higher chance of items being taken.
- Keep any tools and materials secured on site and, ideally, out of sight.
- Secure trailers with a towbar lock, so they can't be stolen (with all your tools on board).
- Don't park your van on the street loaded with tools (and always lock it!).
- Install a Van Vault-type secure container in your vehicle. These are a great deterrent to opportunist thieves.
- Alarm/immobilise your vehicles.

TOOLS INSURANCE

Premiums are not as expensive as you may think, although the amount of claims is putting pressure on rates. Here are our top tips to make sure you're getting the cover you need:

Replacement value vs indemnity value

Replacement value cover will replace

stolen items with brand new ones, regardless of their age or condition when pinched. Beware — some policies that claim to be for replacement value will revert to market value on items more than a few years old, so check the fine print. With indemnity value policies, you'll only get what the item was worth when it was stolen (its depreciated value) and you have to make up the difference.

Trailers

These should be insured as commercial vehicles, as they can't be insured under a tools policy.

Theft vs burglary

Tool policies make a distinction between theft and burglary. Theft is generally considered to be when an item is stolen 'in the open air' (without any sign of forced entry). So, it would be considered theft if tools were stolen from an unlocked van or site, but burglary if locked doors were forced or a window smashed to gain entry. Some policies include burglary but not theft in the open air and you need to understand what you're getting.

Know your excess

Even if your policy does include theft in the open air, theft excesses can differ. The policy might advertise a \$500 excess, but it's common to see a

\$1,000 excess for burglary and \$2,500 for theft. You can find policies with options for lower burglary excesses and specialist trade insurers such as BuiltIn offer a \$1,000 excess for theft also.

Getting a claim settled quickly

There are three main things that will help you get your tool theft claim settled quickly:

1. Having an insurer who understands that tradies need their claim sorted asap, so they can get back to work.
2. Having proof of ownership (invoices/receipts, photos and/or an up-to-date asset register so you can provide the details of your loss quickly).
3. Sending in your claim form, along with a police report and the proof of ownership immediately.

In a nutshell

Having your tools stolen can be a massive inconvenience, causing delays and costing money. Taking preventative measures, keeping good records and having the right insurance cover will ensure that if something does happen, you can be back to work quickly and not be out of pocket. Get an instant quote at <https://builtininsurance.co.nz/tools>. ■

Builtin are New Zealand's trade insurance experts. For more information visit builtininsurance.co.nz or contact Ben Rickard at ben@builtin.co.nz or 0800 BUILTIN.

PROVE YOUR KNOWLEDGE

Tick the correct answers below and record what you've learnt in the record of learning on the back page!

- | | | |
|---|--|---|
| <p>10) What is NOT a recommended method of reducing tool theft and/or getting them back sooner?</p> <p>a) Using a UV security pen to write your details on your tools.</p> <p>b) Keeping a register of your tools.</p> <p>c) Covering tools onsite with a sheet.</p> | <p>11) What can help speed up an insurance claim?</p> <p>a) Having proof of ownership.</p> <p>b) Sending your claim form, police report and proof of ownership as soon as possible.</p> <p>c) All of the above.</p> | <p>12) What defines Theft?</p> <p>a) When an item is stolen 'in the open air'.</p> <p>b) If an item is stolen after forced entry (such as a smashed window).</p> <p>c) Anything stolen is always considered theft.</p> |
|---|--|---|

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TRADE RESOURCE

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Tick the correct answers below and record what you've learnt in the record of learning on the back page!



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UNDER CONSTRUCTION

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| 4) | <input type="checkbox"/> | 9) | <input type="checkbox"/> | | |
| 5) | <input type="checkbox"/> | 10) | <input type="checkbox"/> | | |

DEC 2018 / JAN 2019

For ease of record keeping, use this coupon to collate your answers from within this issue of *Under Construction* and then sign and date it as proof of your own learning.

Signature _____ Date _____

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