

# BUILDING TODAY



The official magazine of the Registered Master Builders Association

[www.buildingtoday.co.nz](http://www.buildingtoday.co.nz)

April 2024

Volume 34 Number 3

## WIN!

a tub of  
Sika Wonder  
Wipes worth

**\$40**



Details, page 23



## Inside:

### ARBITRATION OR ADJUDICATION?

Which of these common determination processes is best for your dispute?

### PLASTIC CONSTRUCTION WASTE

Addressing the shrink wrap disposal dilemma

### UPSKILLING MANAGEMENT QUALIFICATIONS

How upskilling through the BCITO produced a now sought-after mentor

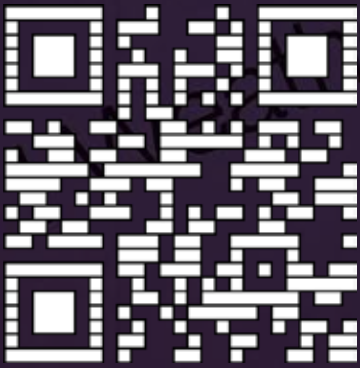
**ALSO INSIDE: GOVERNMENT CUTS REDUCING MBIE FRONTLINE STAFF**



# Weatherline®

Cost effective, high performance  
rigid air barrier.

SCAN TO LEARN MORE  
[gib.co.nz/weatherline](http://gib.co.nz/weatherline)



# BUILDING TODAY

April 2024  
Volume 34 Number 3

## From the editor

There's plenty to ponder in this issue of *Building Today*, with a big focus once more on Sustainability.

Our new columnists from the Environmental Innovation Centre uncover a solution to the problem of disposing of building shrink wrap.

They've been involved in a collaborative effort which has been developed by making connections with willing and motivated stakeholders across a range of different industries.

And Autodesk has launched a tool called Total Carbon Analysis, a system that accelerates sustainability strategies, and tracks the carbon footprint of a building from planning through to the detailed design stage.

Our other columnists also provide plenty of practical advice this month — from dealing with punctuality (or lack of it) in the workplace, to choosing between arbitration and adjudication when dealing with contractual disputes, and building better sales processes that will help to convert more leads into jobs.

**Andrew Darlington**  
Editor

**PUBLISHER:** Taurean Publications Ltd

**EDITOR:** Andrew Darlington  
021 90 11 56, andrew@buildingtoday.co.nz

**ADVERTISING MANAGER:** Martin Griffiths  
021 662 228, martin@buildingtoday.co.nz

BUILDING TODAY is the official magazine of the Registered Master Builders Association of New Zealand. Advertising statements and editorial opinions expressed in Building Today do not necessarily reflect the views of RMBA members, its executive or committees; or of the chief executive and staff unless expressly stated.

Further, the RMBA and members are not liable for any statements made in Building Today unless otherwise stated. The editor reserves the right to edit, amend or reject copy where necessary.

The publisher does not assume any responsibility or liability for any loss or damage which may result from any inaccuracy or omission in this publication, or from the use of the information contained herein.

No warranties, express or implied, are made with respect to any of the material contained herein.

ISSN 1171-0225 (Print) ISSN 1171-1264 (Online)



**26-27**  
Sustainability



**8-18**  
BT News



**24**  
BCITO News

## 4-7 RMBA News

History in the making — Jess Nielsen is the first female to be placed in the national Registered Master Builders Carters Apprentice of the Year competition.

## 8-18 BT News

Total Carbon Analysis tools will drive a more sustainable built environment; Government cuts reducing MBIE frontline staff; SARNZ and NASC forge historic alliance; BuildNZ: Unleashing the future of construction.

## 20-22 Insulation

Forty-year-old company now a global insulation leader; Online calculator helps with slab and floor solutions.

## 23 Product Review/Competition

Multi-use wipes ideal for the construction industry; Win a tub of Sika Wonder Wipes worth \$40!

## 24 BCITO News

How the BCITO's construction management qualification helped upskill a now sought-after mentor.

## 26-30 Columnists

Shrinking the shrink wrap problem; Late again — dealing with punctuality; To arbitrate or adjudicate — that is the question; Casting success: Building a better sales process for your construction business.

## 31 Building Consents Information

Stats for February 2024's consented dwellings.

1-year subscription (11 issues): **\$83.60**



# Ahead of schedule

## Waipapa, ICU Pod 4, Christchurch Hospital

**CATEGORY**

Altus Window Systems Health Project

**ENTRANT**

Leighs Construction

**PROJECT PARTNERS**

Chow:Hill (Architect/Designer), Leighs Construction (Project Manager), Proj-X Solutions (Client Project Manager)



### About the build

The pressing need for increased ICU bed capacity at Christchurch Hospital demanded swift action and collaboration, setting a challenging deadline of just 42 weeks. Excellent collaboration between project partners and the team's expertise led to the project being completed in only 24 weeks.

From the outset, input from clinical staff was sought to ensure the new space met the needs of the adjacent ICU, with their suggestions being quickly implemented to optimise efficiency. Effective communication and timely handling of queries were pivotal to the project's success.



### Challenges

The construction of the Waipapa, ICU Pod 4 at Christchurch Hospital posed unique challenges, taking place right next to the bustling ICU and directly above the emergency department, areas known for their relentless, round-the-clock activity.

The construction team had to navigate these sensitive areas carefully, and were even required to work within the Emergency Department to create necessary floor openings and to install services overhead.



### Judges' comments

As Covid lockdowns were easing, there was an anticipated surge in acute cases, and an urgent need to increase ICU bed capacity at Christchurch Hospital.

Utilising an empty shell adjacent to the existing ICU facility, this project required a highly experienced design and construction team who were able to work collaboratively with each other from the start.

Clinical users were involved early to provide valuable insights on adjacent ICU areas, and requested changes were accommodated to minimise response time. The DHB was highly proactive, ordering long-lead items before the contractor was even engaged. Clear communication of project objectives and prompt responses to RFIs and queries were essential to the success of this project.



# HISTORY IN THE MAKING

## JESS NIELSEN

THIRD PLACE AT THE REGISTERED  
MASTER BUILDERS CARTERS 2023  
APPRENTICE OF THE YEAR

WAIKATO REGIONAL WINNER 2023

Jess Nielsen was employed by Sloan  
Annand Builders and her training  
provider was BCITO.



### SUCCESSES

Jess couldn't have been happier to have placed third at the 20th Registered Master Builders Apprentice of the Year competition.

"It was an amazing achievement for me. As the process was quite overwhelming, especially the practical challenge, I had to make sure to focus on keeping calm and creating a plan. I was proud of how I handled my nerves and was very happy to come away with an awesome result," Jess says.

"Personally, I really enjoyed meeting all the other apprentices, and the representatives from BCITO, CARTERS, and Registered Master Builders. It's not often you are in a room filled with so many knowledgeable tradespeople, so it was great. I loved chatting to the other apprentices and getting their perspective on the industry," she says.



### CHALLENGES

The practical challenge tested Jess' skills, but in the end she triumphed.

"It was amazing to see the organisation and co-ordination that went into the practical challenge day. The project was a lot more involved than the regional one, but I had prepared, knowing that it would be fairly challenging. With that in mind I was able to keep relatively calm and focus on the task at hand," Jess says.

"It was also awesome to see the Kindy kids cheering us on and, overall, I was really happy with my finished project. I am very grateful that I got to be a part of it, it was an incredible event," she continues.



### JUDGE'S COMMENT

Jessica is a highly impressive young person. Her building knowledge shone through in her interview, and she also showcased a great level of skill in the National practical competition where she scored very highly.

During her interview, it was clear that Jessica had a very in-depth understanding of her project, and she could speak confidently about the entire build process. Well done, Jessica, you have a very bright future ahead of you.



OWNED BY



PRINCIPAL PARTNER



EVENT PARTNERS



REGISTERED MASTER BUILDERS

# HOUSE OF THE YEAR

## BESPOKE

### MOORE CONSTRUCTION COMPANY

National Resene New Home \$2 million - \$4 million category winner



### Successes

Moore Construction Company director Mat Moore was extremely excited when it was announced that his team had won the Resene New Home \$2 million - \$4 million Award at the 2023 National House of the Year Awards.

"After completing the build, we knew that we'd done a good job, but we didn't realise how good. Everyone worked hard to make sure the house was perfect. It was amazing to be rewarded for our effort," Mat says.

"Winning this award creates great exposure for our business and showcases the level of quality we produce, which sets us apart from others within our target market," Mat says.

### Challenges

The build required Mat and the team to work collaboratively to deliver a high-quality outcome.

"We worked hard to make sure that all the intricate details were consistent throughout the entire home, as it was a bespoke design. Like a lot of people, we also contended with labour shortages and material supply issues," he says.

"The indoor-outdoor fireplace is my favourite feature of the build, as it is the first of its kind and required a lot of redesigning to make work. It demonstrated our commitment to innovation and excellent workmanship," he says.

### Judges' comments

Built on a gently sloping hill overlooking the Hauraki Gulf, this gorgeous beach house, situated within a secure gated subdivision, is made up of a series of six pods joined by glass and cedar linkways. A stand-out feature is the sheltered central courtyard, which includes a swimming pool. Despite the unique layout, from every position the home maintains vistas out to the sea and beyond.

The thoughtfully-built home is simple in form but complex in detail. Congratulations to Moore Construction Company for their outstanding achievement in this category.

Owned by House of the Year is made possible through the support of the following sponsors:



REGISTERED MASTER BUILDERS

# HOUSE OF THE YEAR

## OFF THE GRID

### MARIDALE CONSTRUCTION

National APL Environmental and Sustainable Excellence Award



### Successes

Maridale Construction director Brian Marriner was over the moon when it was announced they had won the National APL Sustainable and Environmental Excellence Award at the 2023 House of the Year Awards.

"We were ecstatic — it's very exciting to hear your company's name being read out while you're sitting at the table nervous and unsure. We had the client with us so that made it even more special" Brian says.

"I'm proud of this build and I love that it is entirely off-grid. It was incredible to create a home that produces its own electricity," Brian says.



### Challenges

As the house is 100% off the grid, access to the site was a challenge for Brian and the team at Maridale Construction.

"Access to the site was by four-wheel drive only. We transported most of the materials to the site on a trailer — however, due to constraints, some had to be delivered via helicopter," he says.

"Winning this award gives us exposure for the type of builds that we want to do more of. Looking forward to the future, sustainably-built houses have a big part to play in the building and construction environment," Brian explains.



### Judges' comments

With a strong commitment to sustainability and environmental stewardship, this exemplary 75 metre squared, off-the-grid home showcases the home owner's dedication to sustainable living. This was evident in the design and construction approach, which included unique transportation for roofing, windows, and gip board.

SIPS panels form the ceiling and walls, selected specifically for their above New Zealand Building Code thermal performance, along with APL thermal heart windows and doors which were completed with Low Emissivity glazing. Window positions, along with airflow, was carefully considered, creating a home that constantly maintains around a 20° temperature. If additional heating is required, the 500kg Homewood wood fi red oven can warm the home, heat the hot water, all while cooking dinner.

Overall, this home by Maridale Construction is a leading example of sustainable living and environmental excellence.

Owned by House of the Year is made possible through the support of the following sponsors:



Trust a **Resene Eco.Decorator** to do your job just right!



When it comes to your decorating projects it helps to know you've got the right painter for the job as well as the right paint. So when you choose the services of an approved **Resene Eco.Decorator** you can be sure that the paintwork will be just as good as the paint.

[ecodecorator.co.nz](http://ecodecorator.co.nz)

**Resene**  
**ECODECORATOR**

## Total Carbon Analysis tools will drive a more sustainable built environment



*The Phoenix will be built at about half the cost, time and carbon footprint of a typical multi-family building in the San Francisco Bay Area. Autodesk technology enabled the design team to see real-time cost and embodied carbon numbers for every design option.*

Autodesk has launched Total Carbon Analysis to help Australia and New Zealand's architecture, engineering, construction and operations (AECO) professionals accelerate sustainability strategies, alleviate mounting pressure to innovate business models, and improve workflows to manage costs and drive competitiveness.

The built environment carries a significant carbon load, representing nearly 40% of greenhouse gas emissions annually. Total Carbon Analysis for Architects offers a new package of real-time carbon analysis tools that help track the carbon footprint of a building from planning through to the detailed design stage.

In addition, the package includes Embodied Carbon Analysis in Forma, which is supported by AI capabilities and enables architects to understand and test the carbon impact of their early design decisions at the beginning of project planning.

Also included are new capabilities for Revit and Autodesk Insight, which measure carbon impacts from lighting, HVAC, building materials, and more.

Joining these capabilities, Total Carbon Analysis offers architects unprecedented access to carbon insights through intuitive dashboards to evaluate the trade-offs between embodied and operational carbon, and empowers the architecture industry to reduce the carbon footprint and improve the sustainability of the built environment.

### Expanded Esri alliance

Designing with sustainability in mind requires comprehensive data. Autodesk is expanding its strategic alliance with Esri to release new integrations of ArcGIS Basemaps with Civil 3D and AutoCAD.

This will provide civil engineers with detailed geospatial data and mapping capabilities. Enhanced visibility of existing conditions empowers users to optimise designs that minimise environmental impacts and ecological disruption.

### Data to fuel innovation and improved collaboration

Building Information Modelling (BIM) holds massive amounts of valuable data about a physical asset. AECO firms can turn that data into a competitive advantage by offering customers a digital twin at handover.

Autodesk Tandem is a digital twin offering for buildings, and soon it will be available for all BIM Collaborate Pro subscribers as Tandem for AECO.

This means AECO firms will be able to extend and diversify their services to deliver a living digital representation of projects, along with owner manuals, assets data, and warranty information all connected to the 3D model.

Typically, 95% of data captured in construction goes unused.

However, Tandem for AECO will put companies' data to work, accelerating operational readiness to bring new value to clients.

### AI updates to accelerate processes and creativity

The AECO industry continues to embrace the power of AI to augment work, analyse data for insights, and automate processes for more efficiency.

Across the AECO portfolio, Autodesk is releasing new features to leverage Autodesk AI in workflows.

Autodesk first announced the ML Deluge tool for InfoDrainage in November 2023, and is quickly building on its AI capabilities, providing a more comprehensive experience for stormwater controls.

AI is also bringing CAD into a new era. With AutoCAD 2025, users can improve content reuse and standardisation in drawings with the latest Smart Blocks tools, powered by Autodesk AI.

New features include Search and Convert, which enable users to quickly search drawings for objects, and convert them into new, existing, or suggested blocks.



# Why ModWood Reigns Supreme

Looking for a decking material that trumps timber and outperforms all other competing wood plastic composites on the market? Look no further than ModWood.

## Here's why ModWood stands out among the competition:

- 1. Authentic Aesthetic:** ModWood replicates the look and feel of natural timber with precision. Choose from 2 styles, 11 captivating colours, and 5 exquisite finishes to match your outdoor aesthetic perfectly.
- 2. Environmental Excellence:** With a staggering 90% recycled content, ModWood is a sustainable choice that reduces waste and environmental impact. Join the movement towards eco-conscious construction without compromising on quality or style.
- 3. Seamless Installation:** ModWood's impressive length of 5.4 metres without the need for breaker boards, results in fewer joints and less waste. Enjoy a sleek, uninterrupted surface that enhances the visual appeal of your outdoor space while minimizing costs.
- 4. Superior Safety:** With a commercial R-11 slip rating, ModWood offers enhanced slip resistance, surpassing most timbers and composite brands. Ideal for commercial applications or areas where safety is paramount, including spaces frequented by children and/or elderly folk.
- 5. Fire-Resistant:** Rest assured not only will ModWood not melt in a fire it is actually fire-rated, providing added peace of mind and safety for your outdoor environment.
- 6. Designed for Durability:** Manufactured in the Southern Hemisphere, ModWood is engineered to withstand our extreme UV conditions, ensuring long-lasting performance and minimal maintenance.
- 7. CodeMark Certification:** ModWood is the only wood plastic composite to achieve CodeMark certification, demonstrating full compliance with all aspects of the NZ Building Code. Trust in a product that meets the highest standards of quality and regulatory requirements.
- 8. Structural Integrity:** Unlike USA composite brands not designed for 450mm centres, ModWood remains firm underfoot, eliminating any sponginess and ensuring a stable and secure surface.
- 9. Unmatched Warranty:** With confidence in its quality and performance, ModWood offers a generous 25-year manufacturer's warranty, providing peace of mind and assurance of long-term satisfaction.
- 10. Experience ModWood for Yourself:** While samples may not fully capture ModWood's true essence, seeing it in person is essential to truly appreciating its beauty and quality – talk to one of our reps about arranging a viewing.

Make the switch to ModWood today and elevate your outdoor space with a decking solution that exceeds expectations in aesthetics, sustainability, safety, and longevity.

Contact us now to discover the endless possibilities with ModWood.

**ONE STOP**  
**DECK SHOP**

Christchurch | Central Otago | Auckland

FreeCall: 0508 4 DECKS or call 03 384 8365

E: [sales@onestopdeckshop.co.nz](mailto:sales@onestopdeckshop.co.nz)

W: [www.onestopdeckshop.co.nz](http://www.onestopdeckshop.co.nz)

 **MODWOOD**  
decking

The Sustainable Alternative



# Government cuts reducing MBIE frontline staff

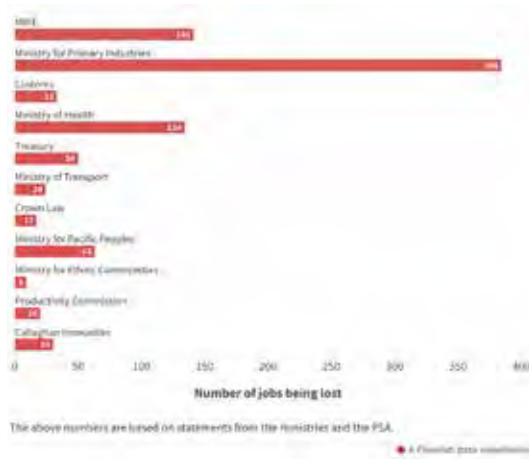
The MBIE is proposing to cut the team that handles 1.8 million customer interactions a week with businesses and the public by about 25% as it responds to the Government's cost cutting drive," according to the Public Service Association (PSA).

The PSA is New Zealand's largest trade union, representing and supporting more than 90,000 workers across central government, state-owned enterprises, local councils, health boards and community groups.

The Ministry of Business, Innovation and Employment (MBIE) has proposed reducing its Information and Education (I&E) team by 30 roles, out of approximately 120 roles covered by its change proposal released in early April.

The I&E team sits within the MBIE's Engagement & Experience branch which has a "stewardship role over the MBIE's frontline customer information and education channels", the change proposal says.

In the proposal, the MBIE says the team supports more than 1.8 million customer interactions every week via the channels, products, and partnerships it is responsible for across the MBIE's functions in areas such as business regulation, building,



*Public service department roles already gone or set to go.*

immigration, tenancy and employment.

The team helps to make it easy for people and businesses to understand their rights and obligations, and to do the right thing, the change proposal says.

The work of the team includes overseeing and providing content for web sites, the intranet, social media, publications and newsletters, and events, including webinars.

It also includes staff working on community engagement and supporting Maori Service delivery.

The team provides information and education that helps people act with the confidence of knowing how to deal with regulatory requirements and access the information they need, the PSA's Duane Leo says.

"This is just another cut to community and public services that are hollowing out the ability of government agencies to deliver the support businesses and people need," Leo says.

"These cuts are driven by the Government's misguided choice to pursue tax cuts rather than making public services more effective," he

says.

"The PSA will keep opposing these cuts and advocating for community and public services that will build a better future for Aotearoa."

This MBIE proposal for cuts is one of many at the MBIE, which has also called for voluntary redundancies.

The MBIE has been required by the Government to find 7.5% in spending cuts.

Successful  
partnerships  
made easy.

**easysteel.**  
A FLETCHER BUILDING COMPANY

At Easysteel, we pride ourselves on the strength of long-standing relationships we have and delivering a range of world-class brands, products and services, to customers.

**0800 EASYSTEEL**  
**(0800 327 978)**  
or visit **easysteel.co.nz**

# SELLEYS®

**NEW**  
formulation  
Superior  
results

# PERMAFILLA

## How perfect finishes begin.

### New texture

Smoother for easy application across a broad area.

### New low-shrink formula

Easy to sand.

### New light-grey colour

So you can see where you've filled.

### New tubs

A convenient easy-carry 4.2kg tub.

Scan for more  
product info



**IF IT'S SELLEYS IT WORKS®**

# SARNZ and NASC forge historic alliance

Scaffolding, Access & Rigging New Zealand (SARNZ) has announced the signing of a Memorandum of Understanding (MOU) with the National Access & Scaffolding Confederation (NASC) in what it calls a significant milestone for the scaffolding industry, and a key step forward.

SARNZ celebrates its 30th year of supporting the industry, a highlight of its 2024 Conference and Trade Show in Rotorua in August — and the MOU being signed is cause for further celebration.

It symbolises the growth and new connections made by the organisation, and the dedication to co-operation, innovation, and the elevation of standards within the scaffolding profession, here and abroad.

The MOU is aimed at fostering enhanced recognition of standards, facilitating comprehensive training programmes, and championing best practices that will elevate safety and efficiency across scaffolding operations.

NASC chief executive Clive Dickin says this momentous partnership signifies a new chapter in the evolution of the scaffolding industry.

“Together with SARNZ, we are poised to drive innovation, promote safety, and set new benchmarks for excellence that will resonate across borders,” Dickin says.

Echoing this sentiment, SARNZ chief executive Tina Wieczorek says as SARNZ commemorates 30 years of dedication to excellence and improving the industry, it is thrilled to embark on this transformative journey alongside NASC.

“This partnership underscores our collective commitment to shaping the future of scaffolding, access and rigging, both in New

Zealand and beyond,” Wieczorek says.

The signing of the MOU between NASC and SARNZ not only underscores a shared commitment to excellence, but also marks a new era of collaboration and progress within the scaffolding industry.

Working together and alongside industry stakeholders, partners and industry professionals, the two organisations are looking forward to shaping a safer and more innovative future for scaffolding operations worldwide.



SARNZ chief executive Tina Wieczorek (left), and NASC chief executive Clive Dickin.

Cladding Systems  
+  
Interior Systems  
+  
Construction Products

STC Rating - 67  
Rw Rating - 67  
FRR - 120/120/120  
Cavity width - 20-40mm cavity  
Wall Width - 296-336mm

BRANZ Appraised  
Appraisal No. 1064 [2019]

## **NTEGRA** LIGHTWEIGHT CONCRETE SYSTEMS

Intertenancy sound and fire proofing just got easier.

Our central barrier intertenancy wall system designed for medium & high density housing developments. Fast install, that performs.

Enjoy the benefits of our tested, trusted barrier intertenancy walling system for your next project.

Visit our website to discover more about our range of construction systems and interior finishes.

**Resene** Construction Systems

www.reseneconstruction.co.nz  
0800 50 70 40

**ROCCOTE** | Plaster Systems



# PLACEMAKERS

# FRAMOLOGY

## SMART THINKING, MANUFACTURED

Wall framing in New Zealand is changing, and with shifting regulations, we're always asking ourselves how we can do things better.

Framology is PlaceMakers Frame and Truss' pipeline of new and innovative solutions **designed to help you, our customers.**

So, if you spot the term, know we're saying: "Hey, here's a better way."



For more information scan the QR code

**PlaceMakers**<sup>®</sup>

 **FRAMOLOGY**  
SMART THINKING, MANUFACTURED

# NZIOB awards nominations open

The NZ Institute of Building is calling for nominations for its 2024 NZ Building People Awards and Next Gen Awards.

The awards celebrate and recognise people at all stages, places and scales doing great things in the construction industry.

The awards are about the people behind the projects, and reward the good sorts in the building industry, those leading by example, and setting the behaviour standards high.

The NZ Building People Awards are open to anyone in New Zealand's building industry. The awards categories span a range of topics and levels of experience — from emerging leaders in the early stages of their careers to those excelling in the specialties and leading large-scale projects.

The awards have run for 30 years and have shifted to reflect the industry and its people. Last year the judging criteria were adjusted to give a more holistic view of the nominees' strengths, in addition to project delivery.

Along with technical fundamentals, judging criteria now include, among other things, the nominee's role and experience in championing diversity, promoting health



and well-being, collaboration, and their focus on the future.

The Next Gen Awards are open to all the Institute's Next Gen members — those in training in the construction industry, including students, cadets and apprentices.

Applicants are required to make a short video explaining their "big idea" to shake up the country's building industry.

2023 National Winner Anni Zhou's submission focused on improving collaboration in the building industry through multi-dimensional Building

Information Modelling (BIM).

The Next Gen Awards offers those in training the opportunity to attend the awards evening and connect with industry players, plus the chance to win up to \$4000.

Find out more and nominate yourself or someone else at [nziob.org.nz/awards](https://nziob.org.nz/awards).

#### Key dates:

- April 17 — Nominations open
- May 29 — Nominations close
- August 30 — Awards evening at the Viaduct Events Centre, Auckland.

# SITE SAFE MEMBERSHIP

Leading health and safety for construction

Show your commitment to health & safety and gain access to exclusive discounts and resources.



**SITE SAFE**  
Te Kaitiaki o Hauamaru



0800 SITE SAFE (748 372)  
[sitesafe.org.nz](https://sitesafe.org.nz)



**JOIN US**



No matter how you frame it, good mental health needs solid foundations and sturdy support networks. Don't let your mates bear the load alone.

## Proud to partner MATES in Construction

If your mate is doing it tough, talk to a Connector or call MATES 24/7 Helpline on 0800 111 315.

[www.mitre10.co.nz/trade](http://www.mitre10.co.nz/trade)



**MITRE 10**  
**TRADE**

# BuildNZ 2024: Unleashing the future of construction

New Zealand's largest trade event for the construction industry returns to the Auckland Showgrounds on June 25-26, 2024.

Organised by XPO Exhibitions, BuildNZ will feature more than 250 new and returning exhibitors — so there's no better place to meet suppliers, unearth unique opportunities, and discover new industry innovations, all in one location.

BuildNZ, co-located with Facilities Integrate and The National Safety Show, promises to be one of the most influential pan-industry events of the year.

"There's simply no other industry-specific event of this size and calibre in New Zealand that brings together industry innovators from across the design, build and construction sectors," according to XPO Exhibitions.

"It's a vital face-to-face platform for sourcing, networking and building business relationships."

### New features and industry expertise

Experience the future of construction by diving into exciting new features, including live demonstrations and interactive experiences.



The Made in Germany Pavilion is always a popular feature of BuildNZ shows, and will be returning in 2024.

Visitors can explore cutting-edge building solutions first hand, such as the X-Frame Live modular systems, and the Impac VR risk and safety simulator, just to name a couple.

Returning favourites include the ever-popular HVAC&R Hub, Made in Germany Pavilion, McGreal's Networking Lounge, and the dedicated education and training showcase Learning Lane.

Valuable LBP and CPD points can be earned by attending the event, joining

the accredited speaker series, and participating in the various keynote speaker and panel discussions.

Connect with industry peers, stay informed about the latest trends and legislative changes, and discover solutions to propel your business forward in 2024 and beyond.

Supported by leading industry associations, BuildNZ is a must-attend event. Learn more and register to attend free at [www.buildnz.com](http://www.buildnz.com).

## CAMO





**TOOLS**

+



**FASTENERS**

+



**ACCESSORIES**

Achieve a fastener-free surface on square decking with this easy and affordable hidden fastening system.

MARKSMAN Tools automatically establish spacing between boards and direct CAMO Edge Screws into the edge of the board, leaving a smooth deck surface. Plus, the MARKSMAN System is backed by a CAMO warranty for use in leading deck boards.



Ph: 09 4444 9424

Email: [nzsales@kyocera-senco.com](mailto:nzsales@kyocera-senco.com)

Web: [www.profixdirect.co.nz](http://www.profixdirect.co.nz)

## SARNZ BULLETIN

Get industry specific news for scaffolding, access and rigging delivered to your inbox.

Get the latest news, updates, resources and more.

### It's free!



Join our mailing list on our website

**Visit**  
[sarnz.co.nz](http://sarnz.co.nz)





CO-LOCATED WITH

# BuildNZ

Facilities »  
Integrate

THE NATIONAL  
SAFETY  
SHOW

25-26 June 2024, Auckland Showgrounds

New Zealand's largest trade-only event for people who design, construct and manage the country's buildings and facilities.

250+  
EXHIBITORS

5000+  
VISITORS

- + Two Full Days of Seminars, Keynote Speakers and Live Demonstrations
- + Hundreds of New and Alternative Product Solutions
- + Earn LBP and CPD Points/Hours
- + Network Face to Face with Industry Experts
- + Trade Deals, Prizes and Much More!

## Interested in exhibiting?

With an already impressive line-up, space is filling up fast. Contact us today.

liam@xpo.co.nz | +64 9 976 8310 | buildnz.com



Register to attend for free **buildnz.com**

PROUDLY SUPPORTED BY



# 3 Ps the focus at recent BuildUp conference

The focus was on People, Performance + Productivity at the New Zealand Institute of Building's (NZIOB's) BuildUP24 conference held at Auckland's Aotea Centre in March.

A number of diverse local and international speakers — along with a number of roundtable and panel discussions — kept the 200 delegates on their toes, and made for some thought-provoking conversations throughout the day.



Above: Delegates gather during a break at BuildUP24.  
Below: Keystone Trust general manager Amanda Stanes.



NZIOB chief executive Pamela Bell says New Zealand's construction industry is made up of over 250,000 hard-working individuals, and the Institute is well-placed to support managers across a range of site, construction, project and design roles.

"This new BuildUP event focused on super-practical takeaways to help people at site to improve the productivity of delivering projects and the human aspects around team performance," Bell says.

The conference centred around the 3 Ps:

- People — our "next generation" of workers and how we communicate, prepare, and respond to their needs.
- Performance — how we use sporting-based learning to prepare our people for better, more, higher, and greater results.
- Productivity — delivering more while using less, by tapping into smart tools, products, and services.

Keynote speaker, New South Wales building commissioner David Chandler, spoke about his personal learnings from New South Wales' building reforms between 2019 and 2024, and how New

Zealand can learn from his experiences from across the ditch.

Warren and Mahoney's Bridget White shared her experience of working in a digital-first environment during her 14 years working in the Nordic Office of Architecture in Norway.

She spoke about delivering paperless projects and how technology is enabling the reuse of building elements.

And Window and Door industry consultant Dyann Stewart related her story of recovery and resilience for the first time, and how she has rebuilt herself and her career from the ground up.

Other speakers included Keystone Trust general manager Amanda Stanes, who presented her, at times, humorous thoughts on Zoomers, Boomers, and how we can transcend the generational divide in the workplace.

Keystone Trust helps young people who've been held back by inequality get the education they deserve and move into a successful property or construction career.

• View a short video of highlights of the day, and keynote speaker presentations at <https://nziob.org.nz/resource>.



Above: New South Wales building commissioner David Chandler.  
Below: The roundtable discussions made for some lively conversations.





# NEW ZEALAND Building People Awards 2024

Awards Partner  GIB



## Next Gen Awards

Supported by **Resene**

**The NZ Institute of Building's NZ Building People Awards  
and the Next Gen Awards are both open for nominations  
from 17 April – 29 May.**

At the Institute of Building we are all about people. Our awards celebrate people in the building and construction industry doing great things. We recognise people at all stages, places and scales – from our inspiring Next Gen already making a difference to those working in major projects on site and behind the scenes.

**Nominate someone doing  
great things.**

Find out more information and how to nominate at [nziob.org.nz/awards](https://nziob.org.nz/awards)

The awards evening will take place on 30 August in Tāmaki Makaurau | Auckland.



# Forty-year-old company now a global insulation leader

Eliment insulation is produced by PGF which began as a Malaysian family business back in 1984.

It has progressively grown to be a global leader in high-performance insulation across Asia, Australia and New Zealand.

PGF products have been installed in thousands of new build, renovation and commercial projects in New Zealand.

The company's vision is to be a leading supplier to New Zealand's next generation of energy-efficient and healthy homes, and to deliver innovative solutions that redefine performance, quality and sustainability.

PGF Insulation is manufactured at the company's production facility in Malaysia. The company is now one of the largest manufacturers in South-East Asia, with close to 40 years' experience in glasswool technology.

## State-of-the-art production machinery

Equipped with state-of-the-art production machinery and a track record of leading innovation, PGF continues to push the boundaries and redefine energy-efficient and sustainable glasswool insulation.

PGF exports around 80% of its product across Asia, Australia and New Zealand, and continues to enjoy steady sales growth.

Thanks to strong international partnerships and global networks in more than 10 countries worldwide, PGF Insulation is already making its mark as a significant regional market player in Asia and Australasia's insulation industries.

Eliment wall insulation, the new generation of glasswool insulation manufactured in partnership with PGF Insulation, is intended for thermal and acoustic insulation application.

It is manufactured using recycled glass and SensiTouch Technology, a phenolic resin-based binder that incorporates a natural anti-formaldehyde ingredient.

The Eliment insulation range encompasses multiple densities, thicknesses and dimensions to suit typical timber or steel framed constructions, and to satisfy a broad spectrum of building requirements.

## SensiTouch Technology:

Formaldehyde has traditionally been used as part of the binder in glasswool insulation. Although there is no health risk with the traditional product, formaldehyde at a higher level may cause irritation and



sensitivity.

Eliment uses SensiTouch Technology, an innovative new binder that incorporates a natural anti-formaldehyde ingredient, and is low in volatile organic compounds, making for a safer and more pleasant installation process.

All Eliment products are compliant with AS/NZS 4859.1 : 2018. This independent assurance gives users peace of mind that they are fulfilling all their obligations as required.

## Sustainable product:

Eliment Insulation is committed to providing environmentally-sustainable products.

It is free from CFCs, HCFCs and any other material with ozone depletion potential in the manufacture/composition content, and represents no known threat to the environment.

Made using up to 80% recycled glass, Eliment insulation helps address sustainability and environmental concerns.

## Application:

Eliment insulation is designed to be

used in partition wall and ceiling systems in residential and commercial buildings for enhanced thermal and acoustic performance.

It can be fitted between timber or steel studs in a wall cavity system, and is specifically designed for press-fit between studs.

It's safe to use due to low Volatile Organic Compound (VOC) content.

This ensures that no harmful levels of VOCs are released. It is tested in accordance with ASTM D5116.

## Advantages:

### • Soft to touch

Specifically engineered to produce a softer feel compared to conventional glasswool.

### • Firm friction fit

The rigidity of the wall insulation assures users the product will not sag within the cavity, when installed as per manufacturer's instructions and friction fitted on all six sides.

Sagging of insulation can create voids which, in turn, diminish a building system's overall thermal and acoustic performance.

### • Reduced sound transmission

Designed to reduce transmission of unwanted noise, Eliment minimises sound transfer through drywall partition systems in residential or commercial buildings.

### • Vermin-resistant

Does not encourage growth of mould, fungus and bacteria, or act as a food source for rodents. Tested in accordance with ASTM C1338-08.

### • Non-corrosive

Chemically inert. Hydrogen ion concentration at pH 8-9. Will not cause or accelerate corrosion of steel, stainless steel, copper or aluminium. Tested in accordance with ASTM C665-12.

### • Non-hygroscopic

Water vapour absorption less than 0.02% by volume. Tested in accordance with ASTM C1104.

### • High service temperature

Maximum service temperature of 450°C. Tested in accordance with ASTM C411.

### • Fire safety properties

The wall insulation is inherently non-combustible and, therefore, won't burn if exposed to fire.

# Eliment<sup>®</sup> insulation



- **New generation of dual thermal & acoustic glasswool insulation at highly competitive rates**
- **CodeMark certified**
- **Designed for New Zealand conditions**
- **Made using up to 80% recycled glass**
- **Compressed up to 15 times at packaging to reduce transport and CO2 emissions**
- **70 year product Warranty**
- **Find Eliment online on Smartspec, MasterSpec & Design Navigator**
- **Available to order nationwide from ITM, Placemakers and other selected building merchants and installers**

For more information visit  
[elimentinsulation.co.nz](http://elimentinsulation.co.nz)

Proudly distributed by



HIGH PERFORMANCE BUILDING SOLUTIONS

# Online calculator helps with slab and floor solutions

As a proudly Kiwi-owned and operated family business, Expol has been at the forefront of manufacturing and distributing a wide array of insulation and polystyrene construction solutions.

With more than four decades of expertise, the company has earned the trust of Kiwis across the nation.

In response to the new 2023 Building Code H1 requirements, Expol has undertaken significant investments in research and development.

This commitment has meant the creation of a comprehensive range of engineered floor and slab insulation solutions that adhere to the latest standards.

The company's products are rigorously tested to ensure compliance, offering peace of mind to builders and specifiers alike.

Expol technical sales manager Wayne Watson says Expol's solutions guarantee optimal performance for floor and slab insulation, assuring compliance with the new H1 requirements.

Recognising the need for simplicity in the specification process, Expol has introduced an innovative online calculator. Accessible through its web site, this tool revolutionises the way specifiers and



Expol has introduced an innovative online calculator. Accessible through its web site, this tool revolutionises the way specifiers and builders navigate insulation requirements.

builders navigate insulation requirements.

Expol's focus on sustainability has seen it investing significantly in state-of-the-art production facilities, enabling them to recycle polystyrene waste into innovative new products.

Watson says the company's commitment to the environment is highlighted in the integration of recycling plants within each of seven factories across New Zealand.

Furthermore, sustainability is not just a concept — it's a guiding principle in Expol's product development endeavours.

Many of the company's offerings now incorporate partially or fully recycled polystyrene, aligning with their dedication to reducing environmental impact.

For those eager to explore Expol's cutting-edge New Generation floor and slab insulation solutions, visit [expol.co.nz](http://expol.co.nz).



## Premium UnderFloor Insulation

Easy to install, available 4 convenient joist widths 360, 410, 470, 560 (mm)

50-year limited product warranty

Manufactured with a fire retardant, non-allergenic & non-irritating

Will not sag over time, not affected by aging or moisture

EXPOL UnderFloor Insulation products have been specifically designed to meet the new Building Code insulation regulations.

### Joist saddle for new floors



Easy to install, simply fit saddles over joist and drop EXPOL UnderFloor panels on top. Automatically secures & positions EXPOL UnderFloor panels in place.



0800 86 33 73

[www.expol.co.nz](http://www.expol.co.nz)

airpop<sup>®</sup>  
engineered air



BLMAY24

# Multi-use wipes ideal for the construction industry

Sika Wonder Wipes are specially formulated to clean hands, tools and surfaces from wet and semi-cured paint, sealants, adhesives, bitumen, polyurethanes, expanding foams, polyester fillers and epoxies, oil, grease, and even silicone.

They're particularly useful when there is no water on site. They:

- clean hands, tools and surfaces,
- are formulated to remove the toughest of grime,
- contain an anti-bacterial additive tested by an independent laboratory to EN 1276 chemical disinfectants and antiseptics,
- contain aloe vera to condition skin and prevent dryness and cracking, and
- come in tubs containing 100 wipes.

• <https://nzl.sika.com/en/construction/cleaners-wipes/sika-wonder-wipes.html>



# WIN!



We've got more great prizes to give away to the lucky winner of this month's Building Today Trivia Question — 10 tubs of multi-use Wonder Wipes from Sika, each worth

# \$40

Visit [www.buildingtoday.co.nz](http://www.buildingtoday.co.nz), hit the Competitions link and correctly answer the Building Today Trivia Question to go into the draw to win this fantastic prize!

Congratulations go to Deborah Knight of Wellington, who won last month's prize of a Showerdome, worth \$339.

WITH  
**BUILDING TODAY**

# How the BCITO's construction management qualification helped upskill a now sought-after mentor

Project manager Jasmin Lawrence understands the importance of upskilling.

In 2023, she started her Certificate in Construction Related Trades (Main Contract Supervision) Level 5 qualification with the Building and Construction Industry Training Organisation (BCITO), wanting to gain a formal qualification to add to her hands-on experience.

She's now a sought-after mentor, getting noticed within and outside the industry.

The key driver was wanting to refine her leadership skills, to take them to the next level. Taking the Construction Management course helped Lawrence understand construction processes and team management in a whole new way.

"It's improved how I lead teams on-site, and has given me the confidence to support others in their apprenticeship journeys," Lawrence says.

"What's really nice is that seeing me complete this qualification has now given other apprentices that extra boost of encouragement to aim higher.

"Some have spoken to me about doing this course themselves once they get their initial qualification," she says.

The flexibility of the programme allowed Lawrence to seamlessly weave her course work into her daily routine.

## Course is 'everything I hoped for'

"The course was everything I hoped for and more. A major highlight for me was that it was tailored to suit my learning needs.

"The practical nature of the training meant I could use real-time projects as part of my learning, enhancing my understanding and application of construction management principles as part of my day-to-day work," Lawrence says.

Bryan Turley, Lawrence's training advisor, played a pivotal role in her journey. His personalised approach and understanding of Lawrence's career goals and preferred learning style provided her with the support she needed to thrive.

"Bryan was the most supportive person, and his mentorship was invaluable, helping me balance my course work with my professional responsibilities.

"Together we discussed manageable time frames, realistic goals for due dates on the modules, and he even very kindly worked around my busy schedule to ensure the site visits were not disturbing to my work on site," she says.

Since taking the course, Lawrence now has the confidence to lead and advocate for other women in construction, mentoring two fellow tradies she met during industry events, and stepping



Jasmin Lawrence (second left) refined her leadership skills and is now a sought-after mentor in the construction industry.

up in other ways.

"A massive highlight for me was when I was asked to project-manage the first ever female-led build in New Zealand, BUILDhers.

"I grabbed this opportunity with both hands, and am so proud to say over 40 women passed through under my supervision to bring this wonderful home in Whenuapai to life," she says.

Turley connected Lawrence with people in the BCITO to help her with her advocacy.

"He truly understood my goals and went above and beyond. Through his connections I was able to successfully co-host a BCITO first-ever 'Girls with Hi-Vis event', and more doors into advocacy opened from there."

Lawrence is now preparing for her next career step in Wanaka, looking forward to new challenges ahead, and the opportunity to inspire more women to try trades careers and aspire to leadership.

"I want to make the most of every opportunity, and I'm honoured to be a guest speaker at the Mana Wahine Trade event, hosted by Amanda Williams, Principal Advisor Women, in Christchurch in April," she says.

New Zealand needs more women with a passion for the trades to upskill and grow their knowledge to create much-needed quality homes and infrastructure.

To learn more about how the BCITO can help with a rewarding apprenticeship, head to <https://bcito.org.nz>.



## SALES!

Is word-of-mouth giving you enough leads to grow your business right now?

If not, email me for help:  
andy@tradescoach.co.nz

[www.tradescoach.co.nz](http://www.tradescoach.co.nz)



# QUALIFICATIONS THAT FIT WHAT YOU DO



## WORK SMARTER

Have your team **work smarter**, learn up-to-date skills.



## TRAIN AN APPRENTICE

Help them **learn the skills** and become qualified.



## ALREADY HAVE THE EXPERIENCE?

Get **skills recognised** with a formal qualification.



## GROW YOUR BUSINESS THROUGH TRAINING

Training an apprentice is an **investment** in your **business** and the industry.



ARCHITECTURAL ALUMINIUM JOINERY



INTERIOR SYSTEMS



BRICK AND BLOCK LAYING



JOINERY



CARPENTRY



KITCHEN AND BATHROOM DESIGN



CONCRETE



PAINTING AND DECORATING



EXTERIOR PLASTERING



RESIN FLOORING



FLOORING



STONEMASONRY



FRAME AND TRUSS FABRICATION



SUPERVISOR



GLASS AND GLAZING



TILING

**CALL BCITO TODAY**  
**0800 4 BCITO (422 486)**

**[bcito.org.nz](http://bcito.org.nz)**

**BCITO**  
He Hunga Hanga Mātou  
**building people**

\*For more information and terms and conditions see [bcito.org.nz/nofees](http://bcito.org.nz/nofees)

# What to do about your plastic construction

Exploring ways to minimise construction and building waste is a passion for Dr Terri-Ann Berry, co-director of the newly formed Environmental Innovation Centre (EIC). Dr Berry has partnered with experienced Master Builder Nigel Benton to develop practical environmental solutions for the construction industry. In this month's column, the team at the EIC will begin a series on the most common types of plastic waste found on construction sites, starting with one of the most visible – building shrink wrap.



**W**hy is building shrink wrap such a big problem? Typically made of low-density polyethylene (LDPE), it is highly visible in New Zealand's urban environment.

Serving as a protective layer for large objects or structures, it shields from weather-related damage during transportation, storage and construction.

Despite its benefits, including increased efficiency, dust and debris containment, safety enhancement, versatility, and cost savings, building shrink wrap poses a growing environmental dilemma.

Its properties, while advantageous, also make recycling difficult, especially as it cannot be recycled together with hard plastics.

Recent media coverage has raised serious concerns about the amount of plastic waste created by shrink wrap.

### Is there anything we can do about it?

To address this shrink wrap dilemma, the EIC collaborated closely with ShrinkWrap Supplies (SWS) and industry organisation Scaffolding, Access and Rigging NZ (SARNZ) to identify opportunities for creating circularity through reuse and recycling.

The goal was to reduce plastic waste sent to landfill by enabling SWS customers to dispose of their used shrink wrap sustainably.

A nationwide initiative was sought

to ensure all SWS shrink wrap could be recycled and used in New Zealand.

SWS already had a supplier return scheme for the Auckland region in place, but further development was needed to fill in the gaps in the process, especially transportation and quality control, to ensure the material from all over New Zealand gets recycled locally.

Working with a New Zealand recycler, SWS and EIC established rules for returns that would allow the shrink wrap to be recycled into quality new products, such as damp-proof membrane for under concrete slabs.

The plastic must be clean and sorted into a designated bag, free from other

# waste: Shrinking the shrink wrap problem



The EIC collaborated closely with ShrinkWrap Supplies (SWS) and industry organisation Scaffolding, Access and Rigging NZ (SARNZ) to identify opportunities for creating circularity through reuse and recycling building shrink wrap.

plastics or biodegradable materials. SWS developed its own bag made from recycled shrink wrap plastic, incorporating a unique customer barcode for tracking purposes in case the plastic wasn't returned in the proper condition.

Customers were responsible for sorting, checking, and dropping off the used building wrap at a designated depot.

Transportation back to the SWS depot also posed a significant challenge, especially from the regions.

To address this, SWS negotiated with a nationwide transport partner to implement a reverse logistics scheme, facilitating the return of plastic from all over New Zealand back to the SWS depot in Silverdale, Auckland.

Customers can now drop off their shrink wrap bags at designated transport depots, strategically located in most regions.

The bags are designed to be lifted when full (30kg) and to fit into remaining gaps in the trucks.

SWS invested in a bailer to compress the soft plastics, making transportation to the recycler significantly more efficient.

Additionally, on receiving the plastic, SWS conducts quality control checks, weighs the plastic, and issues the sender a receipt to prove that they have disposed their material in a responsible manner.

For the recycler, Polymer Processing, the provision of quality-controlled plastic waste means the waste can be made back into a high-quality resin and used to make other plastic products, including damp-proof membrane.

This circular process has reduced the amount of virgin plastic being imported back into New Zealand, ultimately reducing carbon footprint and the amount of plastic entering landfill.



Baled building shrink wrap.

This collaboration exemplifies how working with an innovative supplier can create a circular nationwide solution. Having industry support from organisations such as SARNZ is crucial for facilitating and prioritising sustainable action.

From the EIC's point of view, it is extremely encouraging to see what sustainability solutions can be developed by making connections with willing and motivated stakeholders across a range of different industries.

Over the next few months, we hope to update you about further exciting developments in this space.

## Have questions?

- If you have any questions for the team that you would like answered in this column, please contact [ta@environmental-innovation.nz](mailto:ta@environmental-innovation.nz)
- Learn more about the Environmental Innovation Centre: [www.environmental-innovation.nz](http://www.environmental-innovation.nz)
- Learn more about the ShrinkWrap Supplies take back scheme: [www.shrinkwrapsupplies.co.nz](http://www.shrinkwrapsupplies.co.nz)

# Late again — dealing with punctuality

Tradie HR director Leigh Olsen notes that tardiness is on the increase in the workplace. Here she outlines some tips on how to deal with the problem.



“Sorry mate, got a quick appointment to get to — I’ll be in later.”

“Massive night gaming, bit too tired for work, will be in tomorrow — lol!”

These are actual text messages some of my clients are receiving on a weekly, if not daily basis! Some of their employees think it’s okay to be continuously late, and that their mates, and their boss, will be fine to deal with it all.

Yet for many of my clients and their teams, they are not. In fact, they’re over it. Recently I have had many clients calling who are quite simply over this form of absenteeism, and want to do something about it.

Yet for others, they keep sweeping it under the carpet, hoping it’ll sort itself out.

When an employee is late for work, there may be a valid reason. However, if the behaviour continues then it is the manager’s responsibility to discuss the issue and find a solution to the repeated lateness.

Let’s look at why dealing with lateness is important, and then explore how to fix it.

## Facing lateness/tardiness

So why is it important to front up about punctuality?

### • Decline in team spirit:

Being late is not just a productivity issue — it can be an emotional one as well. Your on-time employees can start to feel resentful as they have made the effort to get to work on time, and this resentment can quickly kill your team spirit and cause rifts in relationships.

Recently a client called me to say his lads had had enough of their teammate always using his childcare arrangements as a reason for being late, as they were often having to wait for him since they were travelling in one van.

The other morning the team decided enough was enough and left without him.

The manager should have dealt with this before then, and if he failed to address the employee, then he ran the risk of others following the trend — sending a message that punctuality is optional.

### • Productivity goes downhill:

When employees are late, tasks get delayed, deadlines move out and then become critical, and work suffers.

This stalls momentum and can put more pressure on an already stretched team. Last year, one local business owner had an employee who kept spending way too long on their break time, and was often found hiding in the van on their phone. This leads me to the next point . . .

### • Customer perception:

We are in a time when impressions really matter as competition for work increases.

Absenteeism damages your company’s reputation. One client has had to offer a significant discount to his customer in order to keep the job since one of his key employees failed to show for a meeting with the customer and a subcontractor.

To make matters worse, this was not the first time, and when asked why he was late, he said “I have no excuse”. My client said to me it was a real life WTF moment!

## Getting on top of punctuality

So how do we get on top of punctuality? Check out these steps:

• **Keep your cool:** If an employee is late again it might be tempting to fire off a text message to “get your lazy arse in here now” — but a cool head is required.

• **Seek to understand why:** Your employee might have a valid reason, or it could be one that is embarrassing for them. One employee shared a health issue he had, another that he was currently the primary

caregiver for his father.

In these situations, an understanding approach is required, allowing them some flexibility for a while.

### • Consult your policies:

Check procedures and your employee handbook regarding attendance and punctuality, and clearly communicate expectations to the team through toolbox talks and meetings.

If the situation requires a more formal approach, then we can do an invite to an attendance meeting, where the company reinforces contractual obligations and establishes an attendance management plan.

### • Be consistent:

Ensure you follow the same steps for all employees who repeatedly turn up late. I had one case where the boss turned a blind eye to his star employee who would frequently rock up to site 15 minutes late, but came down hard on someone else who did the same.

### • Get on to it early:

Try to avoid a pattern emerging. When we see a pattern, and checking company procedures and policies has not worked, then it’s time to move to a disciplinary process, as employees have an obligation to turn up on time and adhere to their employment contract.

### • Lead by example:

Your supervisors, team leaders and managers should model punctuality and reinforce its importance through their actions. Staff notice all this, and even if you think they aren’t paying attention, take it from me, they are, as I hear about it.

## Final note

Whether through clear communication or disciplinary action, prioritising punctuality sends a powerful message that time matters.

Whatever action you decide in managing punctuality, always make sure it is fair and consistent across your workforce.

At Tradie HR we are experienced at handling these (and other tricky HR issues), so please don’t hesitate to call in confidence.

**Note:** This article is not intended to be a replacement for legal advice.

**TRADIE HR**  
GETTING PEOPLE STUFF RIGHT

Tradie HR is a unique service, providing Human Resource support tailored to Kiwi trades businesses of all shapes and sizes. Because whether you are starting out or gearing up to take your trades business to the next level, getting that people stuff right is crucial to your success.

We look forward to talking with you.  
Call Leigh Olsen for a free consultation.

**HR Essentials**  
**People Strategy**  
**Problem Solving**

+64 027 530 9986  
leigh@tradiehr.co.nz  
www.tradiehr.co.nz

# To arbitrate or adjudicate — that is the question

Whatever the cause of a dispute, the only two ways for it to be resolved are by agreement of the parties (ie settlement) or a binding determination. Agreement can be reached in a number of ways, including direct negotiations or facilitated negotiation, such as mediation. Rob Harris (principal) and Shaun Watt (lawyer) of Auckland legal firm Greenwood Roche focus on two common determination processes — arbitration and adjudication.

Lawyers specialising in construction disputes are seldom quiet — which speaks to the steady flow of construction disputes from projects in New Zealand.

Disputes arise for many reasons. Respondents to a 2020 survey reported around 90% of disputes arose from either poor-quality documentation, delay, quality, and/or financial issues.

## What is arbitration?

The arbitration process is akin to court litigation, but is private, faster and more flexible.

Parties often pre-agree arbitration by virtue of standard “arbitration clauses” included in many widely used construction contracts (such as clause 13 in the NZS 391X suite and Master Builders Subcontract).

An arbitrator will be engaged at the outset of a proceeding and remain involved throughout to progress and determine the dispute.

This contrasts with court litigation, where the trial judge may be different to the judges involved in deciding preliminary issues, and where progress can be delayed due to the high level of demand on the court’s services and time.

Standard arbitration clauses typically provide that the parties are to agree on an arbitrator, or set out rules for one to be appointed if one cannot be agreed.

Standard clauses may prescribe other matters, such as the scope of the arbitrator’s powers, and whether the decision is final and binding or can be subject to appeal.

Once appointed, an arbitrator has powers to determine the process of the proceeding, including time frames. Arbitrators are typically senior lawyers or former judges.

Choosing an arbitrator is important and can bear on strategy. Selecting someone interested and available to take on the case is a good start.

Some disputes may be confined or involve specialist topics that lend themselves to an arbitrator with particular experience.

Arbitration agreements preclude parties bringing the same claims in the courts. There are limited grounds for interference by the courts if arbitration is the agreed process.



Rob Harris

The right of appeal is governed by the specific clause or agreement. The usual positions are for the decision to be either final and binding or, alternatively, subject to appeals on points of law.

## What is adjudication?

Adjudication is available as a statutory right under the Construction Contracts Act 2002 (CCA) to resolve disputes in construction contracts.

Importantly, arbitration agreements between New Zealand entities do not override the parties’ statutory rights under the CCA to adjudicate disputes — this means adjudication remains available to parties even if there is an arbitration clause.

While adjudications are usually focused on claims for the payment of money, adjudicators are able to determine the rights and obligations of parties to a construction contract.

The default adjudication time frames are fast, and reflect Parliament’s intention to speed up decisions and cash flow through the industry.

Once an adjudication claim is served, a respondent has only five working days to reply.

The entire process is “on the papers”, and there is no in-person hearing. An entire adjudication can be completed in two to three months from commencement to decision.

Adjudicators are typically senior lawyers or senior construction industry professionals and can be appointed by agreement, or failing which, can be nominated in accordance with the CCA.

Adjudication determinations are legally interim decisions subject to a final process,



Shaun Watt

such as arbitration or court action (ie where there is no arbitration clause or agreement).

However, in practice, parties frequently treat adjudication decisions as being final.

In our view this reflects the quality of many adjudication decisions, litigation fatigue (ie time and cost of pursuing further determinations on the same matter), and the limited grounds to challenge adjudication decisions under the CCA.

## Speed, cost and risks

By comparison to court proceedings, adjudication or arbitration is speedy and provides an accessible pathway to resolve disputes in a more efficient manner.

Arbitration has the hallmarks of court litigation (including costs) but is compressed into a shorter time frame. From our experience, major arbitrations can be completed in 9 to 18 months, whereas major court litigation can take up to three to four years (or more).

Adjudication is fast, and parties do not have the time to incur the same level of cost to prepare. The risks of adjudications happening quickly include that parties do not have time to prepare.

For that reason, brewing disputes should not be left to drift, and project teams should be supported to identify and resolve matters and disputes at an early stage in order to avoid being caught unprepared.

Adjudications often result in parties bearing their own legal costs and sharing the costs of the adjudicator, unless there is some very good reason for a disproportionate cost split (ie if one party

*Continued page 30*

# Casting for success: Building a better sales process for your construction business



Andy Burrows — The Trades Coach — presents some tips to help construction companies improve their sales process and convert leads into jobs.

At a recent industry event, I had the opportunity to speak to several Auckland builders. A common issue mentioned by a significant portion was, “we’re pricing lots of work, but not a lot is getting over the line”.

Is that currently an issue for you as well? Could be your sales process needs a tweak.

In periods of high demand, the conversion rate of leads into sales is often high enough for even an average sales process to be successful.

However, when the market becomes more competitive, those companies with a well-developed sales process will fare better, and those with a poor to average process will struggle.

A common response to a drop in sales is to spend more money on lead generation. While this can work, it is not where I suggest starting.

Lead generation often costs money, whereas improving your sales process to convert more of the leads into jobs costs very little.

Think of it like fishing. Putting more lines in the water may help you catch more fish, but if you have the wrong bait, the wrong sized hook and are putting the lines in the wrong place, all that extra effort probably won’t help.



Here are some ideas to improve your sales success.

## Identify your fishing grounds (target market):

Just as a good fisherman chooses the right fishing spot where the target species is known to hang out, you must identify your target market and ideal client.

Do some research with past customers on what their issues, fears and desires were when planning their building project. The better you understand how your clients think and feel, the better you can resonate with them, both in the marketing and sales stages.

## Lure them in (marketing and lead generation):

Every angler knows the importance of selecting the right bait to attract the desired fish. A pilchard near the bottom for snapper, a live bait near the surface for kingfish. That’s marketing.

Offer valuable content such as project case studies, planning and design tips, and industry insights to lure the ideal clients to your company fishing grounds.

## Setting the hook (engagement and presentation):

When a fish takes the bait, it’s crucial to set the hook swiftly and decisively. In sales, this equates to the first steps in the sales process where you must resonate strongly at the emotional level first, and then provide educational

information to build trust.

Once trust has been established you can then highlight your experience and the unique value proposition that sets your business apart from the competition.

## Reeling them in (negotiation and closing):

As the fish struggles against the line, the skilled angler carefully reels it in, maintaining some tension without risking the catch escaping.

Likewise, in sales, negotiation skills are essential for reeling in clients. Be prepared to provide information, address objections, and demonstrate flexibility while staying firm on crucial points.

Aim to secure a mutually beneficial contract that lays the foundation for a successful partnership.

## Casting again (continuous improvement):

Just as a successful fisherman is always looking to improve their gear and techniques, construction businesses must continually evolve their sales processes.

By treating sales as a multi-step system, you can focus on making small changes to one step at a time and see what effect that has.

This is usually more successful than just thinking, “I need to get better at selling” and not knowing where to start.

In the current competitive landscape of the construction industry, those who embrace the concepts listed above are poised not only to survive but to grow.

So, arm yourselves with the right bait, cast your line where the best opportunities are, be patient, and prepare to reel in an improved catch of lucrative contracts and satisfied clients.

For help to analyse and improve your sales process, reach out to me at [andy@tradescoach.co.nz](mailto:andy@tradescoach.co.nz), and we can make a time to have a no-obligation discussion.

## To arbitrate or adjudicate

From page 29

advances particularly unmeritorious arguments).

However, in arbitrations the prevailing party may well recover the bulk of its costs (subject, of course, to the specific clause or agreement).

### Final comment

Whether arbitration or adjudication is appropriate will depend on the circumstances, the context of the dispute, and the project. Careful thought should be given before commencing either process.

Finally, it must not be forgotten that disputes can be settled at any time, even if a dispute process has commenced, is ongoing, or has been completed.

Sometimes commencing adjudication or arbitration is the step needed to focus parties’ attentions on achieving settlement rather than submitting to the time, cost and uncertainty of a determined outcome.



## STRESS!

Is that what you went into business for?

If not, call Andy  
027 688 6721

[www.tradescoach.co.nz](http://www.tradescoach.co.nz)

# Building Consents Information

For all authorisations, February 2024

Dwellings	\$1,521,590,570	Total All Buildings	\$2,404,557,280
Domestic Outbuildings	\$19,438,810	Non-building Construction	\$45,166,635
Total Residential	\$1,541,029,380		
Non-residential	\$863,527,900	<b>Total Authorisations</b>	<b>\$2,449,723,915</b>

## Number of new dwellings consented

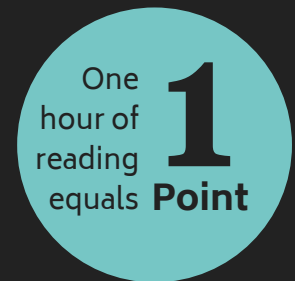
	Feb 2024	Jan 2024	Feb 2023		Feb 2024	Jan 2024	Feb 2023
Far North District	34	15	62	Palmerston North City	33	61	31
Whangarei District	65	42	31	Tararua District	2	8	3
Kaipara District	5	1	15	Horowhenua District	25	40	18
Rodney District	169	47	127	Kapiti Coast District	6	16	9
North Shore/Albany Wards	210	160	313	Porirua City	21	4	16
Waitakere Ward	185	143	102	Upper Hutt City	41	5	15
Auckland Wards	162	198	262	Lower Hutt City	47	22	57
Manukau/Howick Wards	264	171	206	Wellington City	35	26	76
Manurewa-Papakura Ward	175	116	206	Masterton District	12	28	17
Franklin Ward	69	50	73	Carterton District	5	4	6
Thames-Coromandel District	13	4	15	South Wairarapa District	9	5	6
Hauraki District	3	3	9	Tasman District	27	11	46
Waikato District	38	52	56	Nelson City	8	8	9
Matamata-Piako District	20	4	25	Marlborough District	16	35	13
Hamilton City	73	28	93	Kaikoura District	2	6	3
Waipa District	29	29	62	Buller District	7	5	7
Otorohanga District	3	1	5	Grey District	3	3	3
South Waikato District	4	3	4	Westland District	5	0	2
Waitomo District	1	0	0	Hurunui District	8	9	12
Taupo District	30	9	27	Waimakariri District	65	54	48
Western Bay of Plenty District	53	13	25	Christchurch City	266	184	275
Tauranga City	61	28	89	Selwyn District	64	52	138
Rotorua District	50	22	44	Ashburton District	13	19	16
Whakatane District	19	2	6	Timaru District	9	5	14
Opotiki District	2	2	1	Mackenzie District	8	3	8
Gisborne District	25	7	6	Waimate District	0	1	3
Hastings District	29	30	20	Waitaki District	6	3	8
Napier City	12	12	20	Central Otago District	31	18	14
Central Hawke's Bay District	3	5	5	Queenstown-Lakes District	90	58	67
New Plymouth District	27	17	19	Dunedin City	19	31	36
Stratford District	3	1	1	Clutha District	3	2	4
South Taranaki District	3	2	4	Southland District	13	8	11
Ruapehu District	2	2	2	Gore	3	1	3
Whanganui District	14	12	13	Invercargill City	15	14	7
Rangitikei District	5	2	4	Area Outside TA	0	0	0
Manawatu District	19	8	18	<b>Total</b>	<b>2795</b>	<b>1991</b>	<b>2972</b>

Source: Stats NZ, customised report and licensed by Stats NZ for re-use under the Creative Commons Attribution 4.0 International licence.

# Read...



... and earn Skills Maintenance Points!



[www.lbp.govt.nz/for-lbps/skills-maintenance](http://www.lbp.govt.nz/for-lbps/skills-maintenance)

## Advertiser's Index

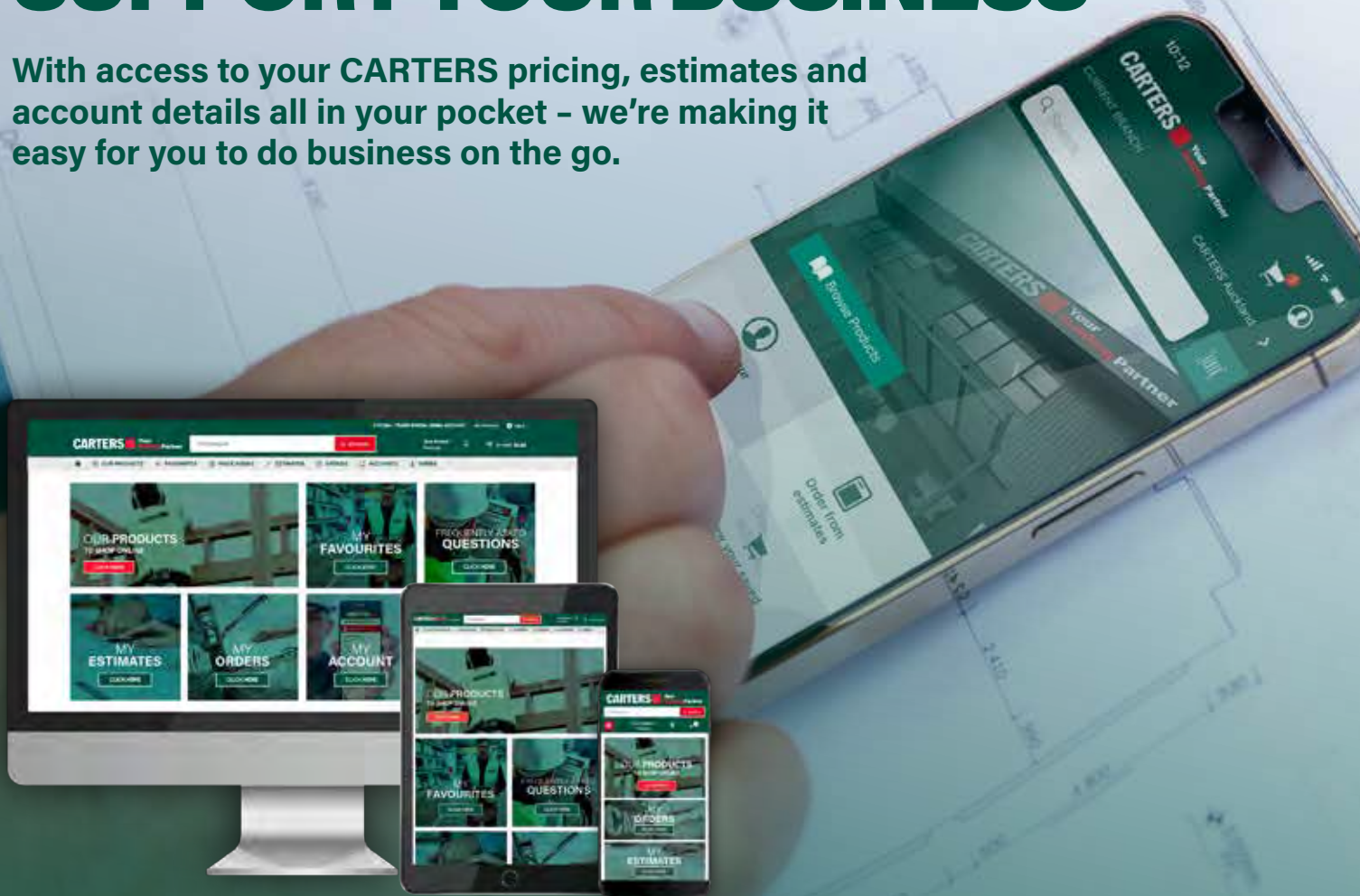
BCITO	25
BuildPro	9
Carters	32
Enveloped	21
Expol	22
Fletcher Steel	10
Mitre 10	15
NZIOB	19
PlaceMakers	13
Resene	8
Rockcote Systems	12
SARNZ	16
Selleys	11
Senco	16
Site Safe	14
The Trades Coach	24, 30
Tradie HR	28
Winstone Wallboards	2
XPO Exhibitions	17

# CARTERS

Your **Building** Partner

## ONLINE TOOLS TO SUPPORT YOUR BUSINESS

With access to your CARTERS pricing, estimates and account details all in your pocket - we're making it easy for you to do business on the go.



### CARTERS Trade Portal & App



See stock availability at your local branches



Search or scan products at your trade price



View & order from your estimates



Pick from delivery or collection



Manage your team's access



Access your account documents



Download files to your accounting software



0800 CARTERS | [www.carters.co.nz](http://www.carters.co.nz)

150  
YEARS

50  
BRANCHES

1  
ACCOUNT