

# Plumbing & Heating News



LATEST NEWS | EVENTS | NEW MEMBERS | TRADE SHOWS | POLICY & PUBLIC AFFAIRS

Issue 5: Winter 2018

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L-R: John Newcomb (BMF), Keith Jones (Former P&H Forum Chairman), Mark Bradley (Incoming P&H Chairman)



## Welcome from our new P&H Chairman

**I would like to extend a warm welcome to all members to our Winter edition of Plumbing & Heating News. I am delighted to have been given the opportunity to become the Chairman of the Plumbing & Heating Forum for the BMF, it's a super honour and a privilege.**

Our Autumn forum was superbly hosted by the team at the Adey Centre of Excellence which had a great turnout from our members. Thank you to those who attended and to the fantastic guest speakers who provided us with some thought provoking insights into the future of merchanting and the interesting product innovation from our loyal manufacturer partners.

I'm really looking forward to working with everyone at future BMF forums and

continuing to build on the great work completed by Keith Jones and our members in previous years.

The BMF forum provides us with a great platform to represent all Plumbing & Heating merchants and to share ideas and build on our experiences to strengthen the industry in challenging conditions with customer expectation higher than ever!

Working collaboratively with suppliers and customers we can ensure that merchants continue to be relevant in a changing environment and the supplier of choice for Plumbing & Heating Installers and Engineers across the country, continuing to drive our standards even higher. We are some of the finest and most loyal people working within our industry who have unrivalled expertise and

knowledge of our sector, which is the key differentiator for all merchant businesses.

In a market that is worth £5.6bn and has in excess of 32,000 customers we have an excellent opportunity to continue to be bold and demonstrate the long-term value of a Specialist Plumbing and Heating Merchant, which will enable us to continue to grow our market share, supporting customers throughout the generations.

I hope that you are all enjoying a successful quarter four and closing in on another year of growth and look forward to future forums to share ideas on how we can continue to support our customers through growing and developing business together.

*By Mark Bradley, P&H Forum Chairman*



## News

### BMF unveils strategy for Building Excellence

The BMF unveiled its strategy for the next three years at its Members' Day Conference, promising to help members to build excellence within every aspect of their business.

The BMF revealed a new strapline – Building Excellence – alongside its mission and vision through to 2020, by which time it aims to be regarded as the leading trade association in the building materials industry for merchants and suppliers.

The BMF also set itself a target of adding almost 150 members, increasing total membership from the current figure of 655 to 800. Success will see BMF members excel at providing materials and services and the BMF itself representing 90% of the merchant sector and successfully promoting the sector's vital contribution to UK economic growth.

The strategy was finalised following extensive research with members to find out what matters most to them. The result will see the BMF extend its widely-respected training and business services and recharge its youth recruitment campaign to help the Federation's diverse membership gain, and retain, business advantage at a time when the challenges facing the industry have never been greater. The BMF will also increase its political campaigning, focusing on priority issues identified by its membership.

Speaking at the event, BMF CEO John Newcomb said, "Our mission for the next three years is to help members to excel at providing materials and services for building a better future. This is evolution, rather than revolution, but our new strategy encompasses a bold vision. It represents a move away from just being the glue that sticks a diverse and sometimes fragmented industry together, to a role of greater leadership as the backbone of the industry standing up for members' interests in the political arena.



"Just as importantly, we will be building on our successful training and business service offers to deliver even better value to our different member groups, by providing individual companies with a personalised service package tailored to their specific needs."

## SNIEPF installs new President and Office-bearers

### SNIEPF

SCOTTISH AND NORTHERN IRELAND  
PLUMBING EMPLOYERS' FEDERATION

SNIEPF is pleased to announce that the incoming President for 2018/19 is Mr. Gordon Matheson of Falkirk.

At the Annual General Meeting held on 1 June 2018 the following office bearers were elected:

**President:**  
**Gordon Matheson, Falkirk**

**Vice President:**  
**Neil Hadden, Elgin**

**Immediate Past President:**  
**Gerry Woods, Glasgow**

Mr. Matheson is the 96th President of SNIEPF and is from the SNIEPF Edinburgh and District Association.

His firm, Matheson Plumbing Company Ltd is based in Falkirk.

Gordon said, "I am looking forward to my year as President of SNIEPF. Over the past two years as an office bearer I have seen many changes taking place in SNIEPF. This will continue so that the organisation can be at the forefront providing the service and representation that our members require in today's environment."

For more information about SNIEPF please visit [www.sniefp.org](http://www.sniefp.org).



SNIEPF President 2018/19 Gordon Matheson





## Policy & Public Affairs

### More needed on cash retentions

The collapse of Carillion and speculation about Interserve illustrates the intractable problem of late payment and cash retentions. Since the Credit Crunch 10 years ago, the BMF has lobbied against late payment. We have participated in government consultations, made representations to ministers, briefed MPs when attending parliamentary debates; and raised it with MPs when they visit BMF members in their constituency.

Peter Aldous, Conservative MP for Waveney (pictured), is trying to change the law to end retentions in favour of project bank accounts or a deposit scheme. He wants similar schemes to what currently exists to

safeguard tenants' deposits when renting somewhere to live. He wants to see a statutory right to receive interim payments and to refer disputes to adjudication. The BMF and others are helping him, aiming to end cash retentions by 2020.

The good news is that 250+ MPs have pledged cross-party support for Mr. Aldous. Ministers are known to want to crack down on late payment and retentions. The bad news is that construction is disunited. Trade associations that speak for big contractors, builders and manufacturers are dragging their feet. They want until 2023 before retentions are outlawed (not 2020). More effort is needed to



persuade vested interests to accelerate progress on this vexed issue.

With Parliament gripped by uncertainty and instability, it is vital that we keep up the pressure to ensure your voice is heard. In the New Year, we shall canvass your views to inform and shape BMF lobbying during 2019.

### BMF welcomes London Mayor's new boiler initiative

In August London Mayor, Sadiq Khan launched a £10 million Cleaner Heat Cashback scheme to encourage London's SMEs to replace their old, inefficient boilers with modern, energy-efficient models in order to save money on their energy bills and improve the capital's air quality. This initiative has been welcomed by the BMF.

The BMF was involved in discussions prior to the announcement with City Hall staff and other heating industry partners to consider working arrangements such as eligibility and practicalities.

Shirley Rodrigues, London Deputy Mayor for Environment and Energy, said, "Businesses could save hundreds of pounds a year on energy bills by switching from an older, inefficient boiler or heating system – and this is exactly the kind of initiative



that will help us achieve the Mayor's ambition of making London a zero-carbon city by 2050."

John Newcomb, BMF Chief Executive, said: "We welcome this announcement, which builds on earlier residential schemes by successive Mayors. The fact that Cleaner Heat is now aimed at commercial premises signals not only a political determination to tackle poor air quality, but seeks to change the thinking of SME owners towards their day-to-day running costs."

"Significant savings can be made in business costs by upgrading to a modern heating system that BMF members make and supply. The 30% rate is generous and should entice companies to act."

The offer is for SMEs based in London with old, inefficient heating systems to apply for between 30% to 40% cashback towards a modern, cleaner heating system. It is a first-come, first-served offer. Cleaner Heat Cashback will run until 31 March 2020 – or once £10 million has been allocated – whichever comes first.

The previous Mayor's Boiler Cashback Scheme succeeded because nearly 40% of owner-occupiers and private residential landlords heard of the offer via their installer – the single most effective communication route.

The BMF has campaigned for boiler scrappage as part of the solution to air pollution. In recent years, central and local government have failed to bring down air pollution to within legal limits. Diesel emissions from transport are the main cause, but emissions from home heating are also involved. In all its representations to Whitehall and the city councils affected, the BMF has persistently made the case for boiler scrappage scheme(s).



## Market Data

### BMBI Market Overview

The warm dry summer was breaking records, England got to the semi-finals of a world cup, and to top it all Total Builders Merchants continued to deliver value growth in quarter 3, up 4.2% on the previous year. July was particularly strong up 8.3% but the extra trading day YoY helped. August continued this trend and drove the growth with a positive 3.5% performance. However September fell off as the quarter came to an end showing only 0.8% growth on September last year.

Plumbing Heating and Electrical categories ended the quarter up 3.4% on the previous year showing a similar pattern across the months to the other core categories. July was up 9.6%, August up 1.2%, with September flat year on year. A positive quarter for Boilers was pulled down by a negative one for Electrical and Lighting.

Overall a solid value performance but we do not discuss volumes and prices in these reports. Have we now seen the end of the price inflationary impact from the Brexit vote? Will this flatter growth now become the norm? Personally, unless we see a significant shift in the pound, I think it might. If you wish to find out more, get in touch with Richard Frankcom at

[richard.frankcom@gfk.com](mailto:richard.frankcom@gfk.com).

For more information please visit [www.bmbi.co.uk](http://www.bmbi.co.uk).

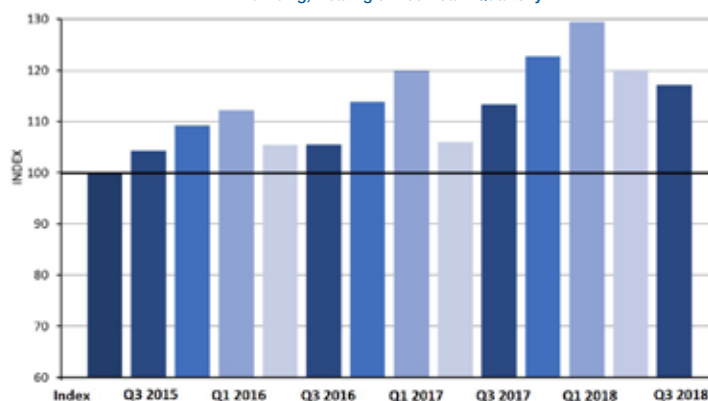


The Builders Merchant Building Index



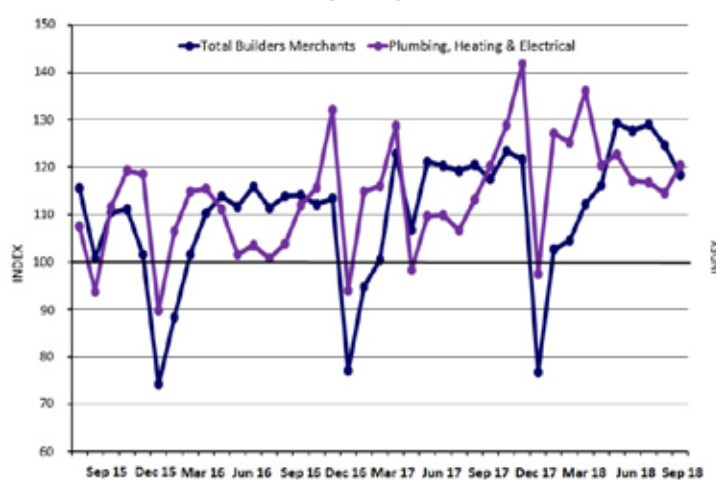
Source: GfK's Builders Merchants Total Category Report July 2015 to September 2018

Plumbing, Heating & Electrical - Quarterly



Quarterly chart indexed on July 2014 – June 2015

Plumbing, Heating & Electrical



Monthly chart indexed on July 2014 – June 2015

Source: GfK's Builders Merchants Total Category Report July 2015 to September 2018



## Market Data

### Tap market pressure increasing

According to another new report by AMA Research, the overall UK brassware and taps market has an estimated value of around £230 million at Manufacturers Selling Prices (MSP) in 2017, this has grown by 23% in the last 4 years. Keith Taylor, Director of AMA Research, shares his views on this market.

#### What are the key reasons for this growth?

- Housebuilding volumes have achieved good growth in recent years and this is expected to remain steady, albeit at a lower level compared to recent years. Prospects remain positive in this sector and will support demand for brassware and taps installed in all applications in new homes.
- Kitchen water systems include boiling hot water taps, chilled water taps, sparkling water taps, or a combination of these systems have provided some impetus to the market growth, the most popular type of kitchen water system available being the boiling hot water tap. These taps are used for hot drinks and food preparation at point-of-use and have seen a significant increase in demand over the last 5 years, both in the commercial sector and in more up-market domestic homes.
- Added value product trends have supported the market, driven by digital and advanced technology, inclusive brassware and tap solutions and water efficiency.



UK Brassware & Taps Market - 2014-2020 by Value (£m Merchants Selling Prices)



#### Can this growth continue?

- Probably, as the kitchen water systems sector is likely to see excellent growth in the future and underpin the wider tap market. There is a growing demand for these products in UK homes as they are stylish, safe, energy efficient and convenient to use.
- Also, commercial organisations are also increasingly using these systems, particularly in applications such as offices, hotels, restaurants, bars, country clubs etc.

- But, the market for these kitchen water systems is maturing with more tap suppliers entering the market, leading to more affordably-priced products, accessible to the mass market consumer.
- And the threat of a poor Brexit deal may also derail growth.

More information is available in the report *'Bathroom & Kitchen Brassware and Taps Market Report – UK 2018-2022'*. Both reports can be ordered online at [www.amaresearch.co.uk](http://www.amaresearch.co.uk) or by calling 01242 235724.





## New Members

### CEO welcomes new members



*"I am delighted to welcome all these new members into membership. The BMF is the trade association that brings together merchants and their suppliers and I'm delighted all these members are already planning to take an active role with the BMF and I look forward to working with them."*

**John Newcomb, BMF CEO**

**The BMF welcome the following new Plumbing & Heating members:**

#### Merchant Members



#### Supplier Members



### HPC Group



HPC Group is Ireland's largest privately owned independent Builders Merchants Group with 13 Branches nationwide - five in Dublin, including its head office in Ballymount, and the remaining Branches in Wicklow, Wexford, Tipperary and Galway. The Group's core activities are timber, building materials, plumbing, heavy landscaping and a strong DIY/ showroom end.

HPC Sales has 8 branches trading as TJ O'Mahonys, (one of the country's best-known timber and builders merchants), as well as PH Ross (plumbers' merchants) and C+D Providers.



HPC's Managing Director Dennis O'Connor is also a founder member of Allied Merchants Buying Association. Allied Merchants (AMBA),

currently has 18 members with an annual spend of over 250m in building materials, plumbing and heating goods and timber products.

Dennis says, "The reasons for joining the BMF were simple, since joining Allied Merchants we have benefited financially but we have also benefitted from being in a room with like-minded merchants, "BMF is just a bigger room" where merchants converse about the challenges facing the industry and the possible solution to those challenges."

Group CEO Keith Giblin, also sees being on the Board of the Hardware Association of Ireland as hugely significant, "I think the nature of modern business demands the necessity to ensure one is properly briefed on matters such as Brexit, GDPR and its membership of both the HAI and the BMF."

For more information about HPC visit [www.hpcgroup.ie](http://www.hpcgroup.ie).

*Did you know?* of the BMF's 680 members...

**46%**

of our members manufacture, stock and distribute plumbing materials



**253**

merchant members are stocking and distributing plumbing materials



**62** members are plumbing and heating manufacturers



## Women in Plumbing & Heating

### Female First

**Donna Priest, a Plumbase Branch Manager with 13 years' experience, shares with BMF Plumbing & Heating News how she entered the plumbing and heating industry and why she loves her job.**

#### Taking the Opportunity

Having worked in administrative and sales positions prior to joining the merchanting industry, Donna was attracted to a new role advertised as admin support at what was then known as Micro Plumbing in 2004. Unknowingly, this was the start of a journey that would take Donna on a career pathway far away from admin.

"I really didn't know what to expect when applying for a job in a merchant," commented Donna. "I was comfortable in my sales and administrative capabilities so the plumbing and heating product range being sold didn't put me off from applying luckily – I knew I had transferable skills."

Now Donna heads up a Plumbase branch of seven employees in total, which serves hundreds of professional heating engineers and plumbers each week. While Donna is thrilled to be a Plumbase branch manager, she is the first to admit this wasn't the career she had planned out or ever thought possible.

Donna added: "In 2006 Plumbase acquired Micro Plumbing and it was from there that I really began to broaden my skillset. Over time I was introduced to the trade counter and began to build up my product knowledge and technical expertise. This was an unexpected turn in my career, but one I am really happy happened. Plumbase believed in me and saw my potential, so from then I became confident enough to accept further training and support."

This further training and development helped Donna to become a spares supervisor in the branch, a role she held for a number of years. Following this, she was encouraged to apply for



assistant branch manager roles across the Plumbase network, but success wasn't instant. "I was actually turned down twice before I found the assistant branch manager role for me," said Donna. "I took these rejections on the chin however and worked hard to better myself before applying again. I did another training course funded by Plumbase, this time over the duration of a year, and then when another position became available I applied and got the job!"

#### Serving the Installer

With hard work and determination Donna is proud to have come so far, and in 2015 she was promoted to branch manager. She credits her team and loyal customers for making every day unique and the reason why she loves her job. "Meeting the customers and building those relationships



make the job a really enjoyable one. I also have a great team with many colleagues who are also like me and have stayed loyal to Plumbase. It is not uncommon to see people who have worked in branch for 10, 20 and 30 years. It feels like a supportive family network and I think our customers can sense this when they come in and choose to trade with us", says Donna. A big part of Donna's success has been her willingness to learn and embrace all facets of the plumbing and heating industry to help customers get their job done. Donna prides herself on getting involved with everything branch life has to offer. Donna explained: "Everything from being able to recommend the correct spares products first time, to scheduling time sensitive orders and deliveries, as well as helping to provide timely point of sale and after sale support should it be needed – my team and I do it all."

She continued: "I'm not shy of going into the warehouse and picking out a radiator or any other bulky products either – no job is out of bounds and I'm happy to be flying the flag for women working in the plumbing and heating industry. We're just as capable as men when it comes to getting the job done."

#### Promoting Diversity

With a bright future ahead, Donna is a great example of how women are succeeding and proving to be a vital part of the plumbing and heating industry. With more emphasis on promoting diversity in all areas of the trade the next generation of installers, merchant workforces and manufacturers are going to be more representative of the population as a whole, which can only be a good thing

For more information about working at Plumbase please visit [www.plumbase.co.uk](http://www.plumbase.co.uk).

Or visit the BMF careers website at [www.merchant-recruitment.co.uk](http://www.merchant-recruitment.co.uk) for current vacancies within BMF member companies.





## Events

### BMF Plumbing & Heating Forum – 6 November

55 delegates were welcomed to the BMF Plumbing & Heating Forum at Adey in Cheltenham on 6 November.

The forum began with the handover of Chairmanship from Keith Jones to Mark Bradley (MD, Plumbase), following Keith's valiant leadership over the past few years. Delegates then received presentations on the following subjects:

- "BMF review, market data and ISH" by John Newcomb CEO BMF
- "HHIC Market Update" by Stewart Clements HHIC
- "Bathroom market review – changing standards" by Andy Mclean, Technical Director of Bathroom Manufacturers Association
- "Digital Marketing – for merchants & building product manufacturers" by David Watling, Pauley Creative
- "What does a Supplier need to stimulate growth from a Merchant?" by Matt Webber, UK Sales Director and Alice Luckraft, Accounts Manager, Adey
- "Merchants / supplier / customer update: innovation – the future" by Mark Bradley – BMF P&H (Chairman)



The forum was followed by a networking lunch.

The next forum will be held on 19 March 2019 (venue to be confirmed). For more information and to book your place please visit [www.bmf.org.uk/events](http://www.bmf.org.uk/events) or contact Alex Clifford at [alex.clifford@bmf.org.uk](mailto:alex.clifford@bmf.org.uk).

### 56th FEST Congress, 13-15 September

The 56th FEST Congress, hosted by President Beatrix Ostermann of Frauenthal Handel and ÖVSHG, took place between 13-15 September in Vienna. More than 150 delegates representing all 17 European member countries attended the event, making it another memorable conference in the Federation's history.

The business programme was tailored around the main theme of helping wholesalers adapt to the changing world of digitalisation. Renowned speakers challenged business leaders to avoid being gatekeepers in their own companies, preventing young entrepreneurs experiment with new trading concepts or introduce technological improvements to help manage traditional customer relationship models. Ignoring the rising threat of the global players, such as Amazon and Google, will not delay their progress in disrupting the

marketplace. Change is inevitable and the next generation of customers, the 'Early adopters', are already looking for alternative supply channels to source those products traditionally sold via industry wholesalers.

There are no guarantees of what tomorrow will bring, but hiding one's head in the sand will not slow the onset of change. As industry middlemen, wholesalers have to find ways to add value in the supply chain or they risk becoming a victim of progress. This was the message hammered home by all three keynote speakers.

Alongside the conference programme, the delegates were given a tour of two local wholesalers' operations on the outskirts of Vienna, whilst their partners enjoyed a visit to some local tourist attractions and the magnificent Schönbrunn palace. The Gala dinner was held in Vienna's world renowned Natural History Museum, followed by a Saturday morning's sightseeing tour for delegates in a traditional Viennese horse-drawn Fiaker. The next FEST event is the General Assembly in Frankfurt on 14 March 2019.



For more information visit [www.festassociation.eu](http://www.festassociation.eu).





## Events

### BMF Anniversary Dinner raises £6,000 for charity



A gala members' dinner at the Belfry Hotel, the final celebration marking the BMF Anniversary year, raised £6,000 to be shared between Variety, the Children's Charity – the BMF's charity of the year – and RAFA, the Royal Air Forces Association charity. While the BMF has celebrated 40 years as a Federation and 110 years a trade body, the RAF has marked its own centenary throughout 2018.

Over 160 people attended the event with multiple generations of merchants represented from Past Presidents, Stuart Somerville, Stuart Mason-Elliott, Barrie Crow and David Gandy, and past and present BMF Board members to members of the BMF Young Merchant Group.

They were entertained by guest speaker Squadron Leader John Peters, comedian Hal Cruttenden, singers Lee Osborne and the Opera Dudes, with profile portraits created by the Roving Artist.

The dinner also provided an opportunity to celebrate another landmark. The BMF's longest-serving member of staff, John Stephenson, was presented with a special award to mark his retirement in December after 24 years of service.

The BMF's John Newcomb said, "I would like to thank everyone involved in all three celebrations during our Anniversary year – our first Parliamentary Reception in April, our first Young Merchants'

Conference in October and, of course, this gala Anniversary Dinner, which has raised a fantastic sum for two very worthy charities. In particular, our thanks go to the 20 Supplier partners who have worked most closely with the BMF in recent years, helping us to stage these events.

"While it is only right and proper to celebrate our heritage, our focus is firmly rooted in the 21st Century, and our mission to support BMF members to build excellence remains at the heart of everything we do."



L-R: Jim Parlato (Browns Builders Merchants), John Stephenson and John Newcomb (BMF)

### B & K Conference – 15/16 October

The 2018 Bathroom and Kitchen Business Conference, delivered by the BMA, was hailed as a huge success by delegates that attended the event at the Vale Hotel and Resort, in the Vale of Glamorgan, on 16 October.

170 delegates attended the conference and enjoyed the line-up of speakers that focused on a theme of 'building a new future', including the BMF.

Keynote speaker Iain Duncan Smith, MP for Chingford and Woodford (pictured), explained why he thought that leaving the European Union could be good for the UK as it would open up new trade opportunities with the rest of the world. His speech provoked some lively debate from the floor, led by the conference facilitator, financial journalist Sally Bundock.



James Lawrence, founder and owner of successful YouTube channel and brand Plumberparts.co.uk talked about how to harness the success of YouTube as a brand.

Behavioural therapist William Higham from The Next Big Thing provided an insight into how businesses can track changes, influences, attitudes and consumers' needs in order to adapt and provide new revenue streams.

Claire Curtis-Thomas, the CEO of construction product industry certification body British Board of Agrément – BBA, gave a presentation about how the

government's attitude to compliance is changing.

Mark Berrisford-Smith, head of economics for HSBC UK commercial banking, considered how businesses can prepare for economic changes both in the run-up to Brexit and following the UK's departure from the EU.

Inspirational speaker Richard McCann closed the conference with an emotional talk on overcoming adversity.

Yvonne Orgill, BMA CEO, who also announced her intention to step down from the full time role as CEO in 12 months' time said, "I am grateful to all of our speakers for providing such timely and informative insights into the most important issues of the day.

"Once again the conference has proved to be an unmissable opportunity, the feedback has been extremely positive."



## Training

### Who looks after your customer's customer?

**CIPHE**



If you ask any merchant, they will tell you that tools and equipment left in the wrong hands is a recipe for disaster. How many front counter staff have had to deal with the return of 'faulty' products that have just been incorrectly installed or used? Whether this is from a genuine lack of knowledge and experience, or the work of a cowboy trader, it has consequences for the merchant as well as the poor customer on the receiving end.

While many see this as a day-to-day hazard, professional bodies such as the Chartered Institute of Plumbing & Heating Engineering (CIPHE) are taking active steps to try to stop the above scenario occurring, and your business can be a part of it too.

Founded in 1906, the CIPHE is the professional body for the UK plumbing

and heating industry. Our membership is made up of individuals from a range of backgrounds such as consultants, specifiers, designers and on the tools practitioners, with our Industrial Associate membership category attracting manufacturers, merchants, service and training providers.

With a remit to protect the public health and raise standards within the industry, the CIPHE is perfectly placed to help merchants gain some ground when it comes to educating clients. Membership Director Tim Sainty says, "The CIPHE can work with you on a number of activities, from in-store training events to virtual CPD sessions. We believe that education is key to delivering professionalism of the plumbing and heating industry, and that merchants have a vital role in this. We also appreciate that you need support too."

For those who want to take training to the next level, you can also apply for the gold badge of Approved Training Centre (ATC) status via the CIPHE. So, what are you waiting for? Get closer to your clients and help educate your industry, it has benefits for everyone.

To find out more talk to Tim on 01708 463 102 or email [tims@ciphe.org.uk](mailto:tims@ciphe.org.uk).

## BMF Apprenticeships Plus

- BMF Apprenticeships Plus will enable all members to get the very best out of apprenticeships.
- Unique approach to recruitment and management of apprentices.
- Designed and regulated to support both large and small members who wish to take advantage of the many benefits of an apprentice.
- Designed for employers wishing to engage with the opportunities available through the apprenticeship reforms, but avoid struggling with the complexities, risks and recruitment and management costs inherent in the new processes.
- ATA act on behalf of members in the recruitment processes, employment, contracts of employment, HR, payroll, sourcing and contracting with training providers and funding agencies.
- Access the benefits of BMF Apprenticeships Plus by contacting 0333 305 7657 or [bmfapprenticeshipsplus@bmf.org.uk](mailto:bmfapprenticeshipsplus@bmf.org.uk).



## Building Materials Careers new website



The BMF will be launching a new Building Materials Careers website soon – encouraging apprentices and others to join the industry. Full details will be sent to members in early 2019.

In the meantime, BMF members can advertise jobs **FREE** at [www.merchant-recruitment.co.uk](http://www.merchant-recruitment.co.uk).



New website concept

## BMF Business Guides

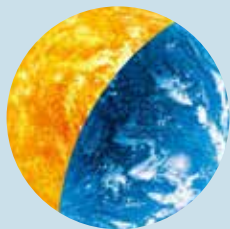
Members can download a wide selection of business guides and learn more about Membership Services we offer for members in the members' area of [www.bmf.org.uk](http://www.bmf.org.uk).







## Trade Shows



# ISH

**11 – 15.03.2019**  
**Frankfurt**

**ISH is the world's leading trade fair for the combined topic of water and energy. It will be held at Messe Frankfurt again in 2019.**

### **Redeem your free ticket to ISH 2019**

As a member of the BMF, you can redeem a complimentary season ticket worth €90 for ISH 2019 - the leading trade fair focusing on the responsible management of water and energy in buildings.

The 2019 event returns with a new sequence of days: 11 to 15 March 2019 (Monday to Friday) and a restructured hall plan primarily in the energy section, due to the new Hall 12.



### Show Preview



### **Don't miss this leading biennial event!**

BMF members can download the ISH upgrade flyers for BMF members at [www.bmf.org.uk/events](http://www.bmf.org.uk/events). Register free for your upgrade now at [www.ish.messefrankfurt.com/upgrade](http://www.ish.messefrankfurt.com/upgrade).

To redeem your free ticket please email Katie Gray at [katie.gray@uk.messefrankfurt.com](mailto:katie.gray@uk.messefrankfurt.com). Katie will send through the codes and instructions on how to redeem them.

As the world's leading trade fair focusing on the responsible management of water and energy in buildings, it sets trends for modern bathroom design, sustainable heating and air-conditioning technology as well as intelligent home systems.

The show is sharply focused on forward-thinking subjects such as the conservation of resources and the use of renewable energies and it will be the showcase for sanitary installations, intelligent living and innovative building solutions.

With around 200,000 visitors and over 2,400 exhibitors ISH is the world's leading trade fair and international meeting place for the sector. So, put the date in your diary and contact us to redeem your free voucher code.



## Grundfos and Adey host latest BMF Regional Centres of Excellence

The BMF has launched two new Regional Centre of Excellences with the support of Grundfos and Adey. The growing network of BMF Regional Centres of Excellence is making training courses and regional meetings more accessible to BMF members around the country. The latest centre, based in Grundfos's fantastic office in Leighton Buzzard, will serve BMF members in the South East.

### Grundfos



Grundfos was founded in Denmark in 1945 by Poul Due Jensen. Grundfos now produce pump solutions for a wide range of applications, setting the standard in terms of innovation, efficiency, reliability and sustainability. Grundfos now develop water solutions for the world, setting the standard in terms of innovation, efficiency, reliability and sustainability. They have 80 sales companies across 55 countries, producing 17 million pump units each year, with a global turnover in 2017 of €3,445m.

Dave Lacey, Director of Sales, Domestic Building Services at Grundfos said, "Grundfos are delighted to be recognised as a Regional Centre of Excellence by the BMF, which we believe will strengthen our relationships with BMF members. We are very excited at the opportunity to assist the BMF in promoting industry best practice as well as increasing the awareness of our

innovative product and service solutions on offer to the BMF members and their customers."

### Adey



Adey's mission is to supply products which eliminate the headache of heating system breakdowns for installers and homeowners. For more than a decade Adey have devoted their time to inventing advanced technology and invested in industry leading products that do this. As a result, their filters and other products have made their way into five million homes across the UK and Ireland.

John Newcomb, BMF Chief Executive, said: "The centres were opened after our BMF Plumbing & Heating Forum on 24 May and 6 November. These are excellent centres which are well used by Grundfos's and Adey's clients. We are extremely grateful that they are opening the centres to our members too, as localisation is an important strategy for the BMF. We look forward to holding future meetings and training courses here for members in the South East and West Midlands regions."

For details of all the BMF Regional Centres of Excellence please visit

[www.bmf.org.uk/membership](http://www.bmf.org.uk/membership) and for more information about Grundfos visit [www.uk.grundfos.com](http://www.uk.grundfos.com) or Adey visit [www.adey.com](http://www.adey.com).



## Dates for your Diary

### January 2019

- 25 BMF Burns Supper, Doubletree Hilton, Dunblane
- 30 BMF Ireland regional meeting, Xtratherm, Navan

### March

- 11-15 ISH, Messe Frankfurt
- 19 BMF Plumbing & Heating Forum, venue TBC
- 21 BMF North West regional meeting, Sentinel, Warrington

### April

- 3 BMF Marketing Forum, Worcester Bosch, Worcester
- 10 NMBS Exhibition, Ricoh Arena, Coventry
- 25 BMF Finance Forum, BMF, Coventry

### May

- 21 2019 PHG Supplier Awards, Carden Park Hotel & Golf Resort, Chester

### June

- 13-16 BMF All-Industry Conference, Dubrovnik

### July

- 11 Bob Beaver Memorial Shoot, Royal Berkshire Shooting Ground

### September

- 5-8 Pavestone Rally, Reims to Lake Como
- 18-19 BMF Members' Day Annual Conference and Awards, St George's Park, Tatenhill

### October

- 2 BMF Marketing Forum, BMF, Coventry
- 17 BMF Finance Forum, BMF, Coventry

To book your place or for more information about BMF events visit [www.bmf.org.uk/event](http://www.bmf.org.uk/event).

### Feedback

We welcome your feedback on this new newsletter. If you have any comments about this edition or feedback for future editions please contact Christine Wall at [christine.wall@bmf.org.uk](mailto:christine.wall@bmf.org.uk).