





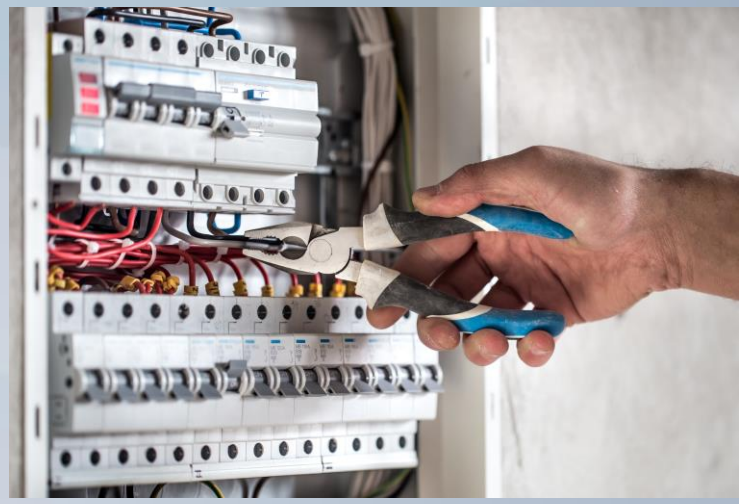
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Communication Day

Thursday 23 June 2022

Rydges Latimer, Christchurch







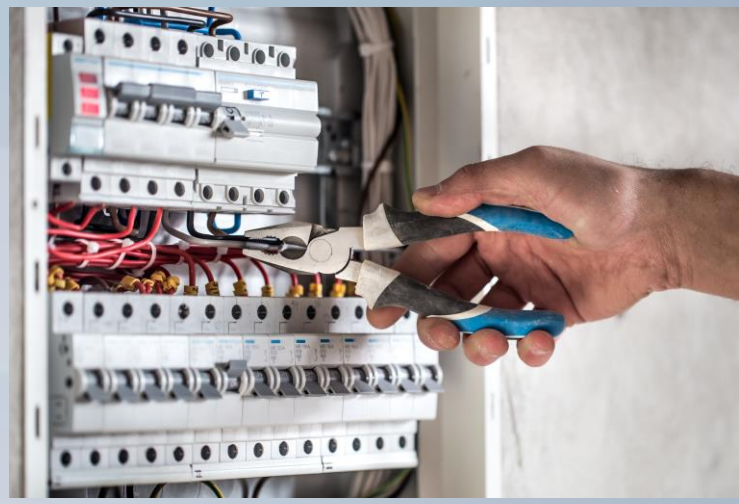


MASTERCRAFT®



Group General Manager

Kevin Belz



Our Purpose

To be New Zealand's most trusted Kitchen, Electrical & Plumbing brand

Our Values

MUTUAL - in all our relationships

RELIABLE – we do what we say

PASSIONATE – we're in boots and all

GROUNDED – we're down to earth





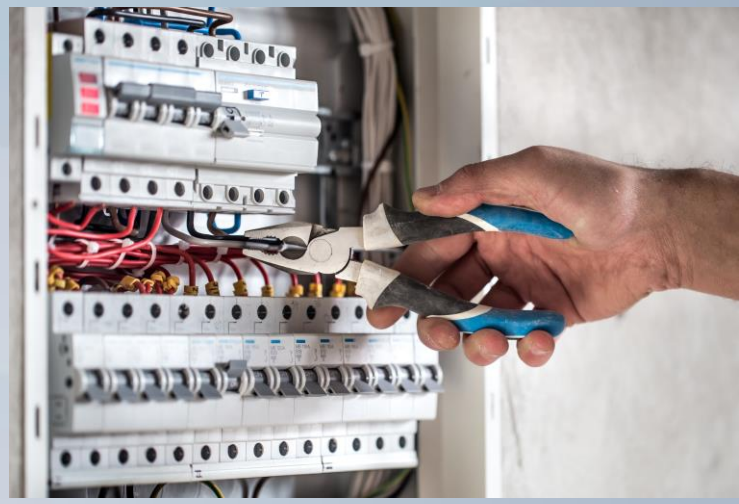


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Economic Update

Kevin Belz



MASTERCRAFT KITCHENS

What's Up?

MASTERCRAFT ELECTRICAL

New Home Consents
Up by 24% to 50,858

Official Cash Rate
Up from 0.25% to 2.0%

Average Hourly Rates
Up 3.8% to $35.61 per hour

Property Prices
Up 18%

Consumer Price Index
Up 6.9%

Petrol
Up 32%

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What's Up?

MASTERCRAFT ELECTRICAL

Annual GDP
Up 5.1%

Transport Costs
Up 3.3%

Minimum wage
Up 5.7% to $21.20

Construction Costs
Up 21.0%

Fruit & Veges
Up 9.3%

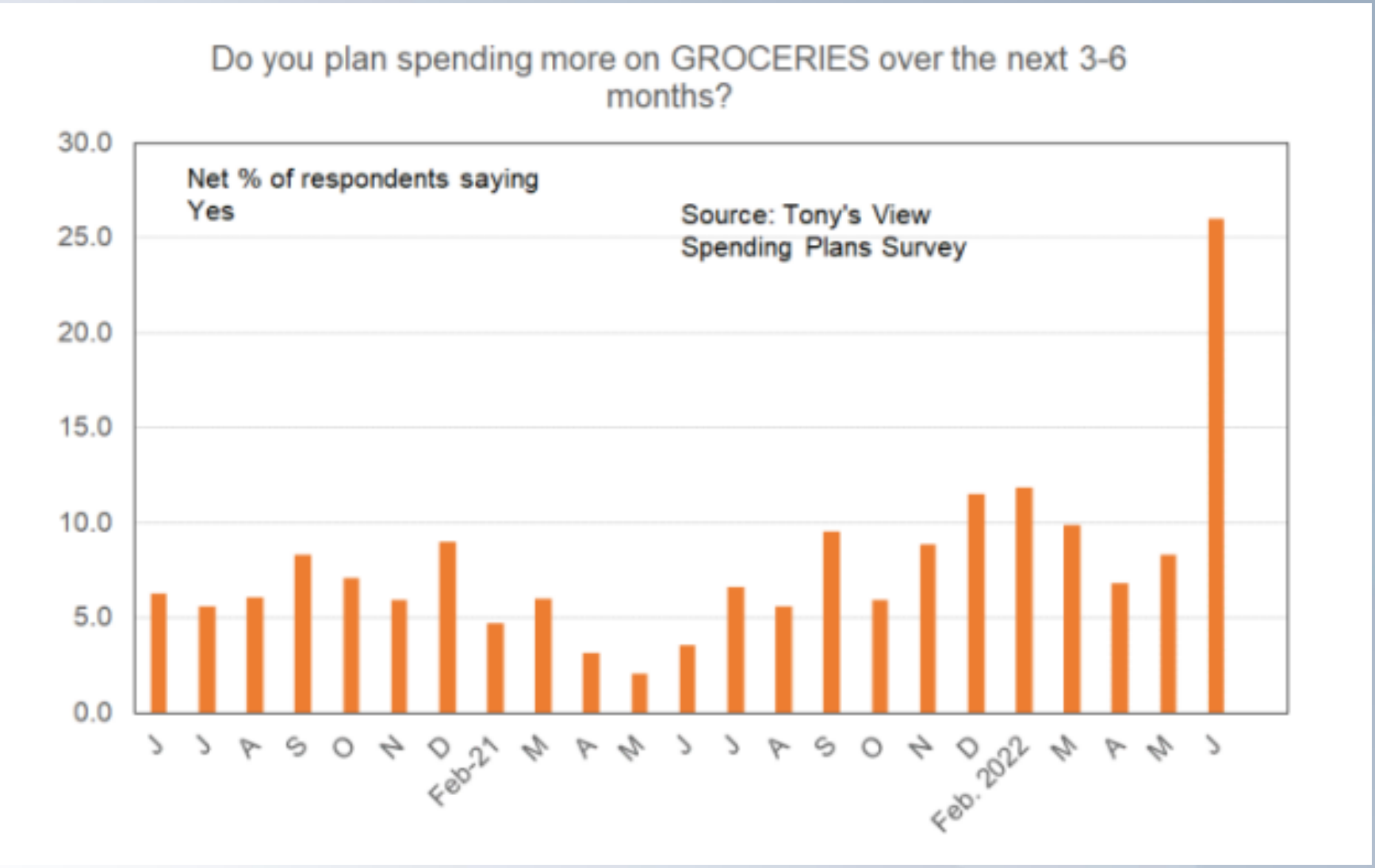
Rent
Up 4.0%

Lending Interest Rates
Up 2.0+ %

MASTERCRAFT KITCHENS

What's Up?

MASTERCRAFT ELECTRICAL



What's Down?

GDP
Down 0.2 March quarter

Net Migration
Down 8,700 people

Consumers planning on spending more 3 - 6 mths
Down net 55%

Intention to home renovate
Down 29%

What's Down?

Group Home Builders - significantly less enquiry

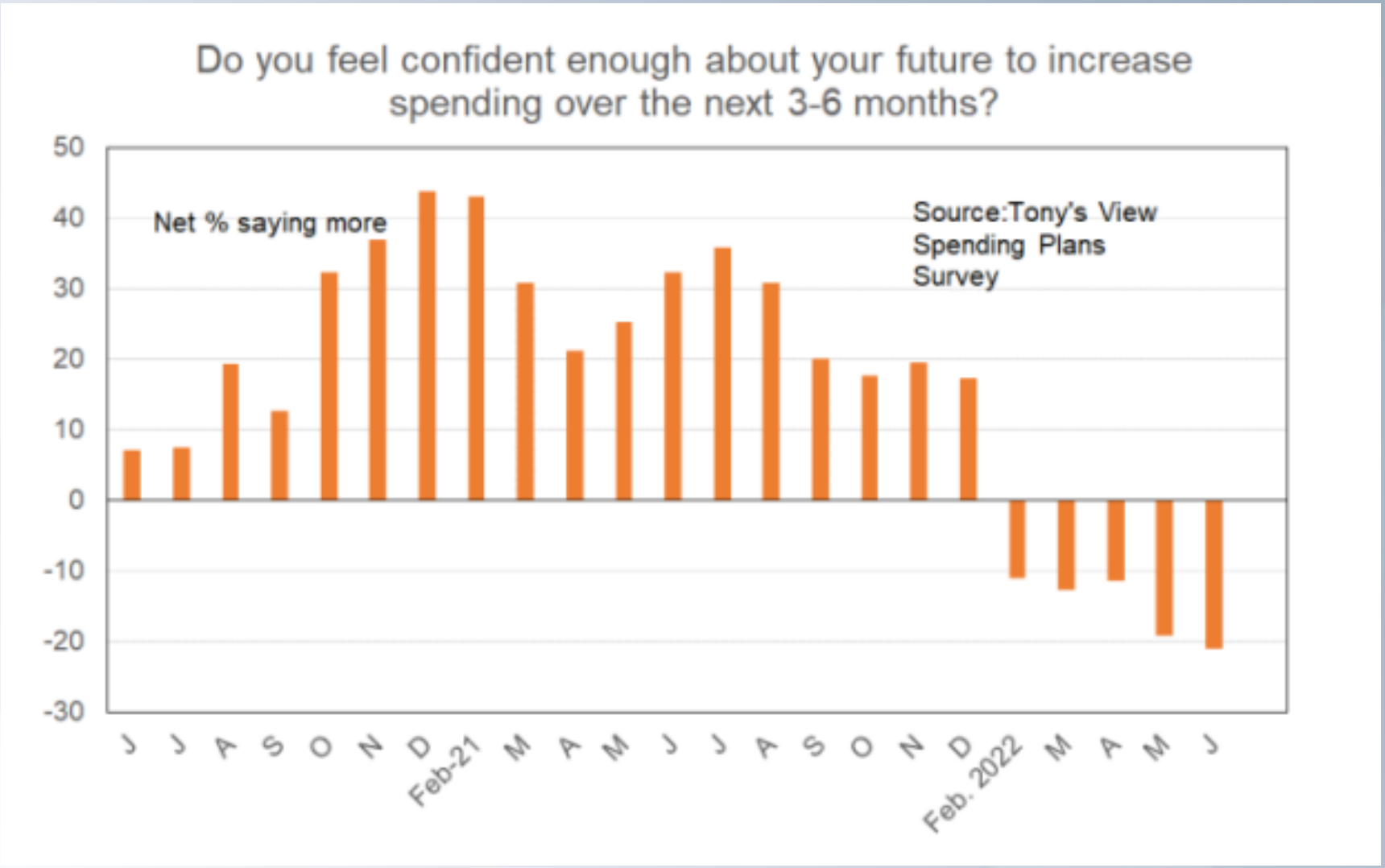
Personal and business lending approvals

Unemployment
Down 0.1% to 3.2% or 93,000 people

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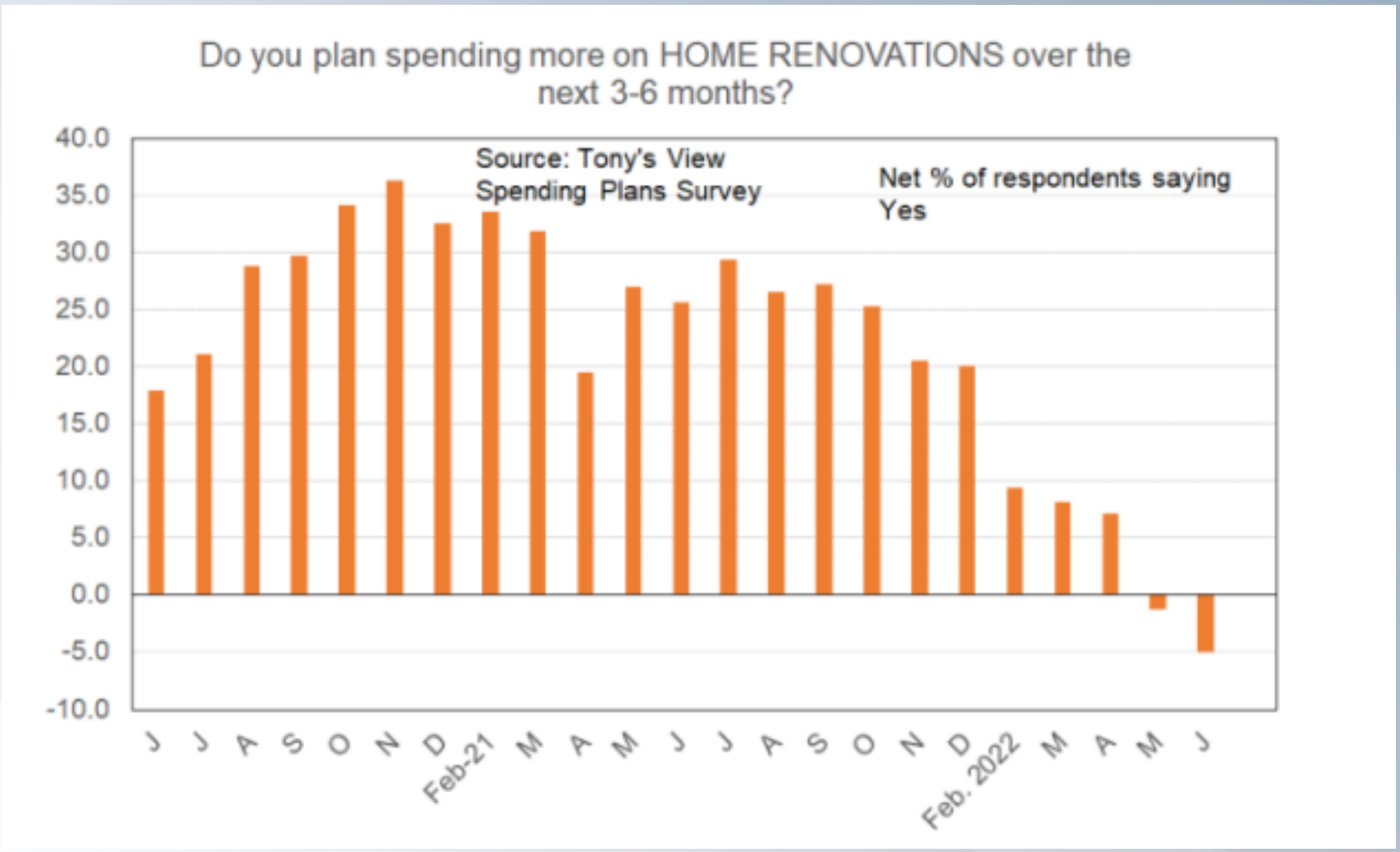
Consumer Spending Plans



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MASTERCRAFT ELECTRICAL

Planned Home Renovation



Will there be a Recession?

Definition:
a recession is deemed two consecutive quarters of negative growth

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Forecast

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Rapid and large reduction in new home building consents

A swing from new builds to renovations

Reduced consumer spending

Continued supply chain disruptions especially China

Continued interest rate rises

Forecast

CCCFA lending restrictions continue

Inflation predicted to fall to 5.1% next 12 months

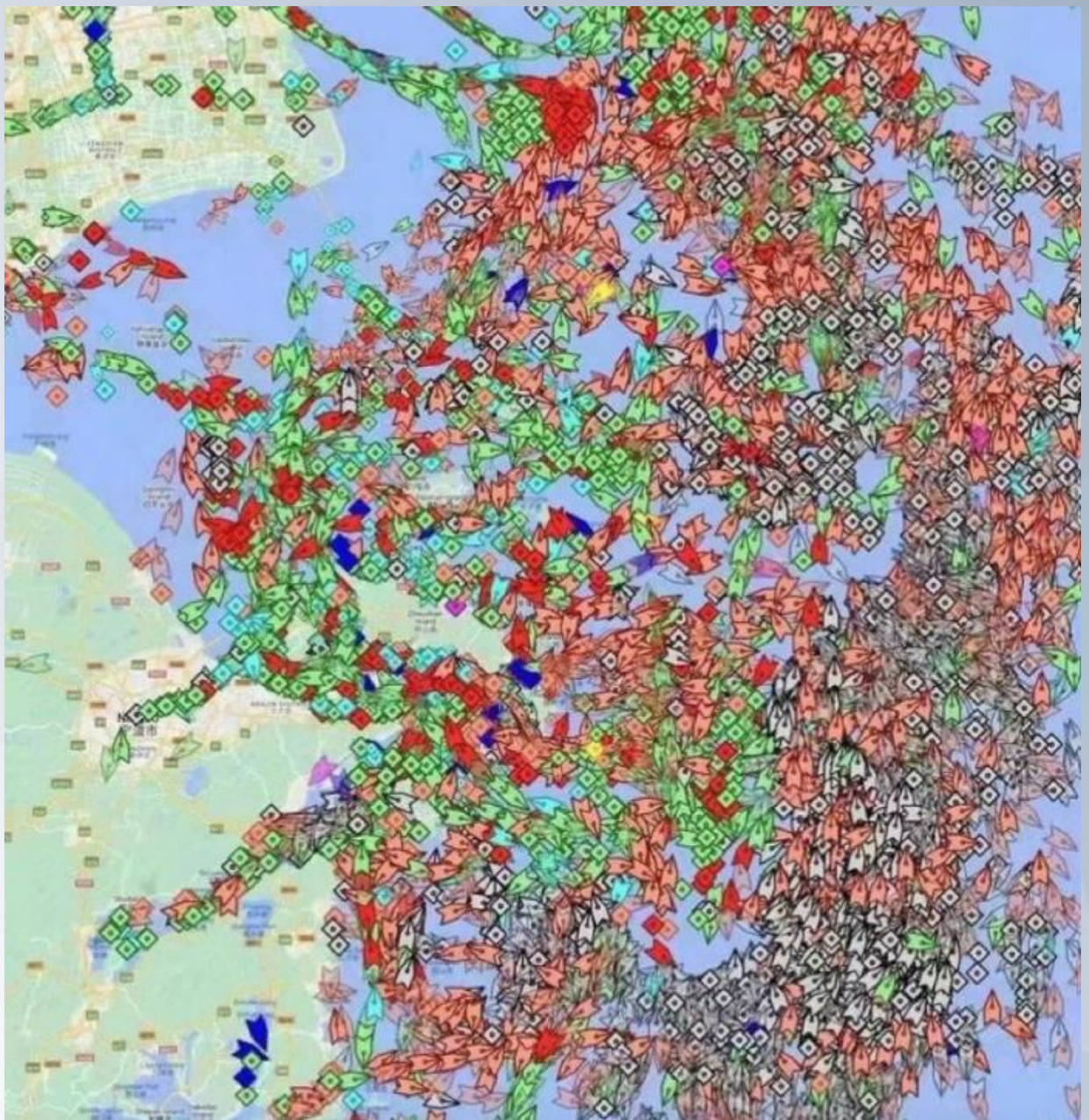
Slight increase in unemployment

Overall slower times ahead

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Shanghai Port – April 2022







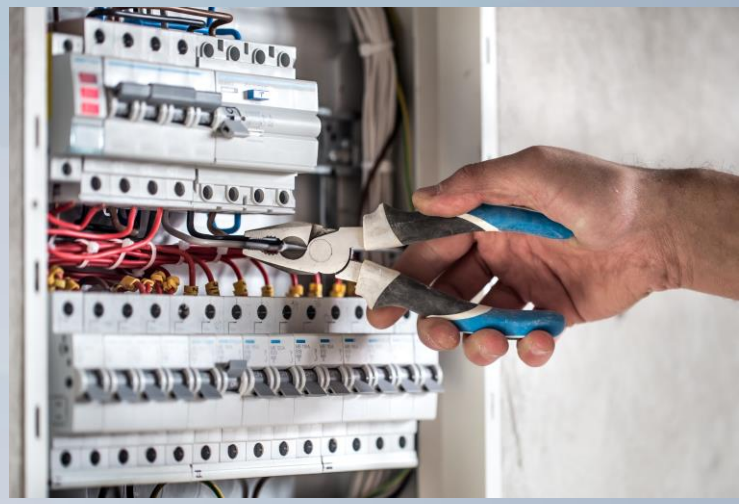


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Critical Incident Planning

Kevin Belz



Worksafe Investigation

The day following an incident involving one of your employees at your workplace, Worksafe advise they will be conducting a full investigation into the incident.

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Morning Tea

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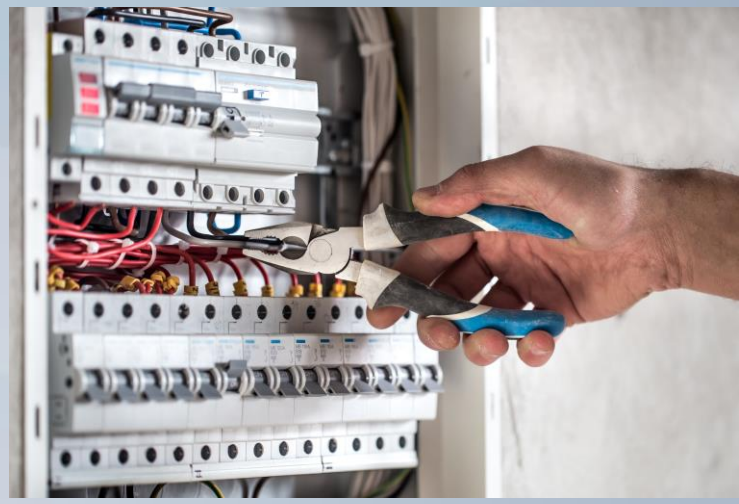


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Licensee Presentation

Clayton McNae & Peter Healey



Mastercraft Kitchens
and
Mastercraft Electrical

Working together


McNAE GROUP


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ELECTRICAL SOLUTIONS
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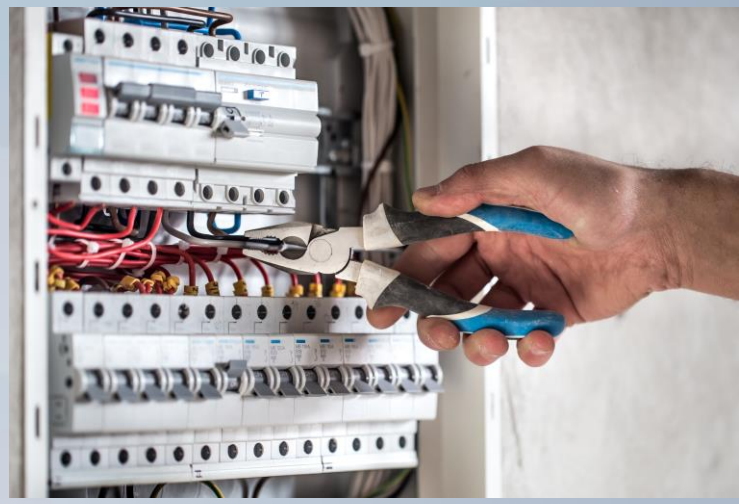


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Licensee Presentation

Clayton McNae & Peter Healey









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Keynote Speaker

David Seymour

Act Party Leader









MASTERC

Keynote Spe

David Seymou

Act Party Lead







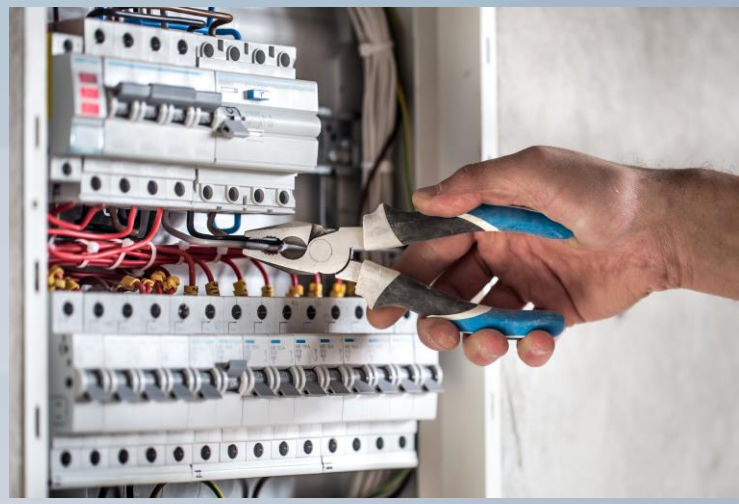


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Mastercraft Shop

Luke Boustridge



Mastercraft Shop

What is it?

The Mastercraft shop is an online e-Commerce website that streamlines the Mastercraft Groups appliance sales. It can be implemented in a number of different ways within Mastercraft Licensee businesses

What is it not?

The Mastercraft shop is designed to compliment or assist in your appliance sales, not to force you to change the way you do business if it is working well for you.

Mastercraft Shop

Platform: Shopify

Top Shopify Statistics

More than 1.7M merchants sell using the Shopify platform. (Shopify Unite)

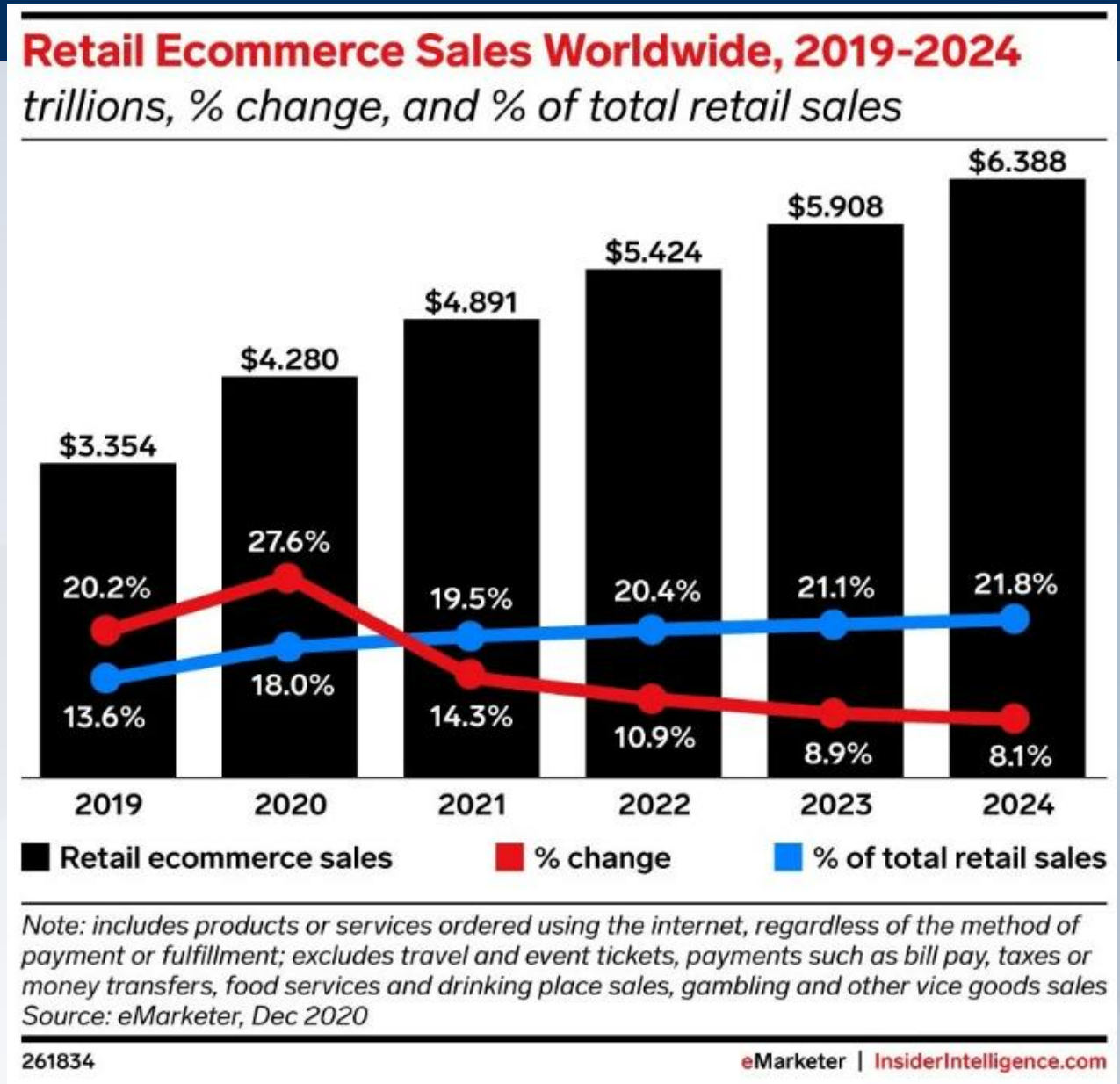
Shopify processed $5.1 billion+ sales in 2020. (Shopify & You)

Over 7,000 employees work for Shopify.

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Mastercraft Shop

MASTERCRAFT ELECTRICAL



Mastercraft Shop

There are three main ways that the Mastercraft Shop can be incorporated in your business.

They are

- As a tool to assist your customers to select their appliances, you then provide bespoke pricing to the customer.
  - Customers will be directed to shop.mastercraft.co.nz but **not** provided with a unique discount code.
  - You apply mark up to the sale
  - You then order the appliance through the Mastercraft Shop and **select 'invoice'** as the payment option
  - Never by Credit Card
  - Items are shipped either to you or direct to the customer
  - Obligations under the Consumer Guarantees Act 1993 rests with your business

Mastercraft Shop

There are three main ways that the Mastercraft Shop can be incorporated in your business.

They are

- As the main portal that your customers can both select and purchase their appliances using a unique discount code.
  - Customers will be directed to shop.mastercraft.co.nz and provided with a unique discount code which gives them 20% discount off their purchases store wide
  - You, the Mastercraft Licensee, receive 5% of their total order as a rebate when used with the unique discount code
  - Items are shipped direct to the customer
  - Obligations under the Consumer Guarantees Act 1993 rests with Mastercraft Services (NZ) Ltd

Mastercraft Shop

There are three main ways that the Mastercraft Shop can be incorporated in your business.

They are

- As a bonus for existing customers to purchase appliances in the future should they wish to
  - Customers will be directed to shop.mastercraft.co.nz and provided with a unique discount code which gives them 20% of their purchases store wide
  - You receive 5% of their total order as a rebate when used with your unique discount code
  - Items are shipped direct to the customer
  - Obligations under the Consumer Guarantees Act 1993 rests with Mastercraft Services (NZ) Ltd

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Lunchtime

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Following lunch please go to your breakout sessions at 1.25pm







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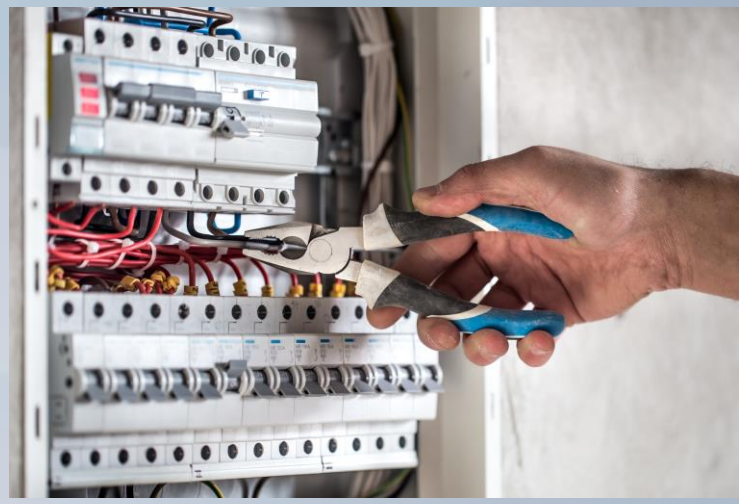


Fit NZ Ltd

Marty Boakes

Scotty Ronald

Fit
ENHANCING LIVING SPACES TOGETHER



Thank You!

23 June 2022

WHO, WHAT & WHERE?



- NZ family owned and operated family business since the beginning (2005).
- Distribution centres in Auckland and Christchurch.
- A team of 25 with dedicated customer support and product specialists in every region nationally.
- We design, manufacture, import and export Kitchen cabinet hardware and accessories.
- Our reason for being, our core purpose is *to* ***Enhance lives, living spaces and communities***
- FIT reputation, our brand promise – ***Fast, easy & FIT for purpose.***

FIT CULTURE, CULTURE FIT

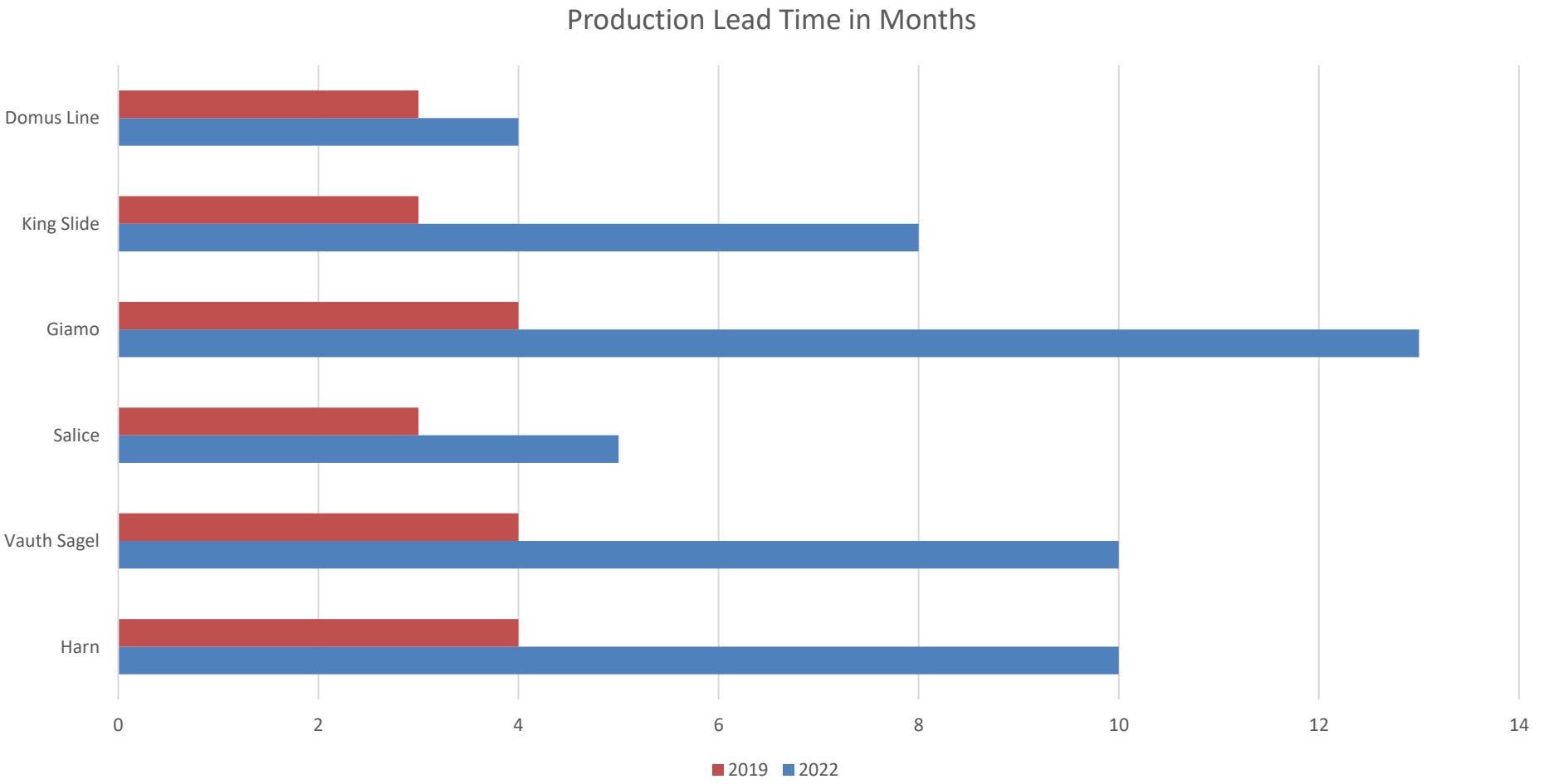
- **CARE LIKE REAL PEOPLE -** Have a heart, put ourselves in others shoes and think sustainably.
- **FAVOUR AUTONOMY AND TRUST -** We act with integrity, take ownership and responsibility.
- **LISTEN AND SOLVE FOR THE CUSTOMER -** Make it good, listen to feedback and ideas and develop long term solutions.
- **QUESTION THE NORMS -** Be positive, adventurous and creative without fearing failure.
- **RECOGNISE LIFE IS SHORT -** Have fun while working smart.
- **CO-PROSPERITY -** We need our partners and people to be happy, prosperous and successful. That way we all reach our goals together.



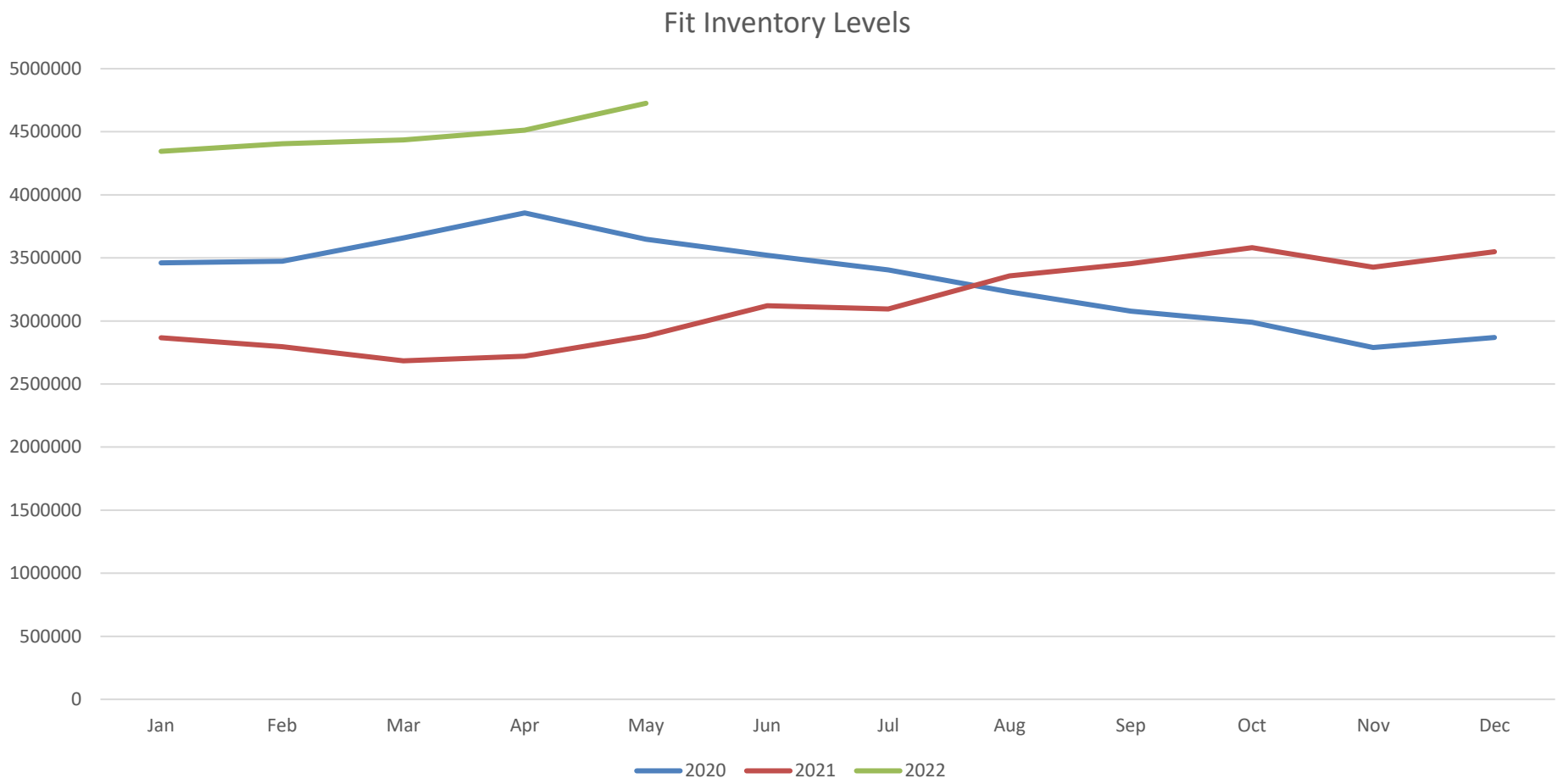
Your feedback.



Supply chain snapshot



FIT inventory investment snapshot



FIT INVEST IN THE FUTURE WITH NEW FACES





Fit's culture & reputation attracts top talent in a tight employment market

Mark Bartlem – November 2021 – 13 years industry experience before Fit

Scotty Ronald – May 2022 – 25 years industry experience before Fit

FIT INVEST IN THE FUTURE WITH NEW PRODUCT

2021 & 2022
Significant product developments despite tough operational environment

- ***2021 – new Giamo products***
- ***2021 – new Plastika cutlery tray range***
- ***2021 - SlimFIT*** *soft close drawers + inner drawers land soon*
- ***2021 - Citterio Giulio*** *Italian designed and made cabinet handles*
- ***2022 - Simlead*** *premium drawers – range expansion + inner drawers*
- ***2022 – new Vauth Sagel tall narrow unit*** *for broom & cleaner storage*





slimFIT

FIT







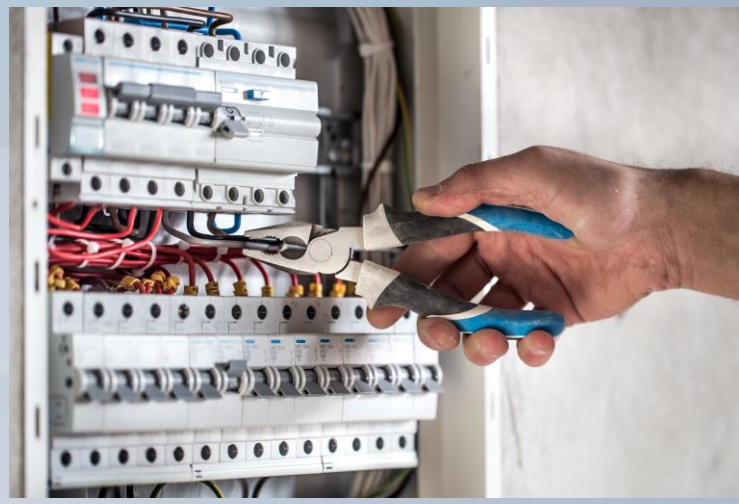
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Fit NZ Ltd

Marty Boakes &
Scotty Ronald

Fit
ENHANCING LIVING SPACES TOGETHER









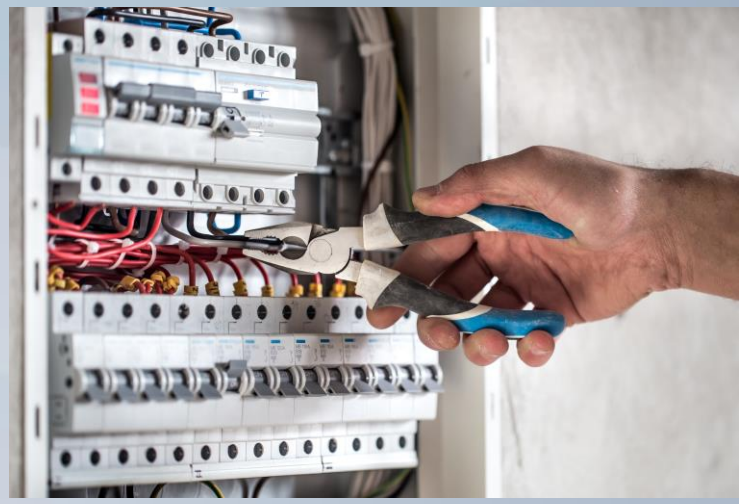
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Dezignatek

Mike Meekings

DEZIGNATEK



New Zealand Panels GROUP



AN OVERVIEW

June 2022

WHAT WE’LL COVER:-

- Brief history
- Group structure
- Our brands & products
- Dezignatek
- New showroom

A BRIEF HISTORY



FOUNDED IN 2002

20 YEARS OPERATING

- Started life in Auckland as Prime Panels, making melamine then veneer panels.
- In 2004 established Dezignatek
- In 2008 put in a second melamine press in Nelson
- In 2009 bought Impey's joinery merchants
- In 2015 bought Bestwood and Kopine. Also South Island joinery merchant Anthony Shearer.
- 2015 - NZ Panels Group established as parent company.



FOUNDED IN 2002

20 YEARS OPERATING

- In 2017 opened purpose-built manufacturing plant in East Tamaki
- In 2018 bought Arborline and integrated into Dezignatek.
- Dec 2021 bought Acero with Mercer sinks manufacturing
- Now the largest manufacturer and distributor of interior decorative surfaces in NZ.
- Three founding directors still involved in the company



NATIONWIDE OPERATIONS

Four manufacturing sites:

Auckland – panel manufacture: melamine, veneer, acrylic & HPL. Dezignatek thermoform doors/edged doors

Kopu - particleboard

Nelson – melamine panels

Christchurch – stainless sinks & benchtops

Joinery distribution merchants:

IMPEY'S EST. 1951

Auckland, Hamilton, Kapiti

ANTHONY SHEARER EST. 1948

Nelson, Christchurch, Dunedin

Plus a wide range of independent joinery & plumbing merchants.




PRODUCT
BRANDS

PRODUCT BRANDS

EVERYTHING, INCLUDING THE KITCHEN SINK…

BESTWOOD®

Veneer & Melamine panels

PrimePanels NZ

Veneer, Melamine, Acrylic & HPL panels.
Engineered stone & HPL for benchtops

Wilsonart®

HPL benchtops

Acero™

Imported sinks, tapware & accessories

Durasein

Pure Acrylic Solid Surface

Mercer™

NZ made stainless sinks and benchtops

KOPINE®

Particleboard flooring & substrates for panels

DEZIGNATEK

Thermoformed doors, drawers & panels
Custom edging for melamine, acrylic & HPl doors


DEZIGNATEK

PRODUCT

Doors

- Thermoformed Pressed Doors
- Edged Melamine Doors
- Edged Acrylic Doors
- Edged HPL Doors
- Raw MDF Paint Ready



PEOPLE

Staffing / Where

- Auckland
  - 65 Production staff
  - 3 Customer Services / Admin Staff
- Hamilton
  - 4 Customer Services / Admin staff
- Nationally
  - 5 Account Managers (4 NI, 1 SI)



OVER COMING CHALLENGES

Lead Time

- Lead Time blew out – beyond 30 days in some instances
- Lockdowns and Covid through Plant in Feb and Mar Exasperated EVERYTHING…
- 57% of staff hit within 2 weeks – Nightshift completely shutdown.
- 20% loss of staff for various reasons
- Production pipeline schedule peaked at 8 working weeks - Standard is 2 working weeks
- Staffing stabilised – both shifts at full capacity – running plant 24/6.
- Lead times currently for Thermo at 12-15 days - 3 weeks from 10 days being back.
- Edged product at 8 days.



OVER COMING CHALLENGES

Quality

- Staffing reduction impacted QC
- Senior Ops staff resetting all QC processes from Board receipt to final checks in packing.
- Key Machines – CNCs, Beamsaws, Edgebanders, Robotic sander, Thermo Presses all being fully serviced during the commencing 3 months.
- Quality expectations key focus



OVER COMING CHALLENGES

Communication

- Order status being updated daily to all sales and CS teams to ensure that any comms required to customers is rapid.
- Stocks - low or out being updated weekly to market.
- Improvement being driven internally to ensure information is quick and relevant to all stakeholders.
- Improved procurement team at NZPG now working with Dezignatek to control and manage key commodity product such as vinyl.



WORKING ON

Technology / Product / Factory

- Software implementation team currently upgrading and updating our online ordering portal - Go-Cabs.
- Cabinet Vision update to 2022 – project underway to increase options to have screen2machine options with drilling becoming a bigger offer.
- Prague and Berlin profiles have gone from zero to top ten profiles within a very short period – design team can prototype design ideas etc from the market.
- Factory tours are available via your sales reps or myself for those wanting to get a closer look - we see this as an a way to help us improve our offer through insights and feedback during those tours.



NEW SHOWROOM

DEZIGNATEK, HOME IDEAS CENTRE



NEW SHOWROOM

DEZIGNATEK, HOME IDEAS CENTRE



NEW SHOWROOM

DEZIGNATEK, HOME IDEAS CENTRE



THANK YOU



New Zealand Panels GROUP





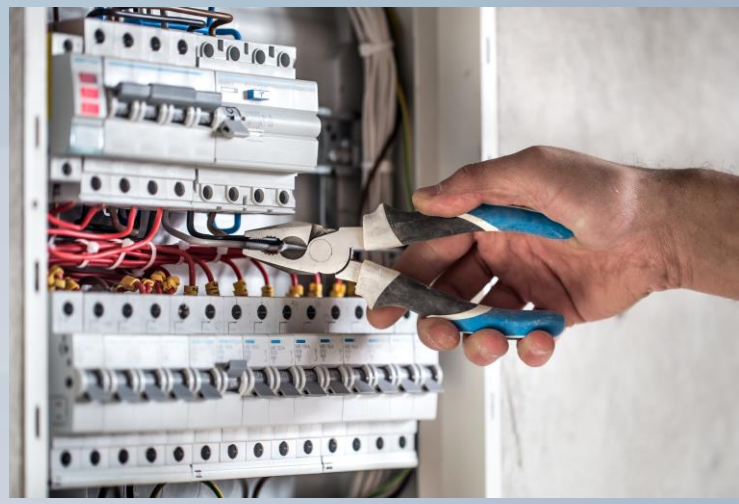


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Guarantee Registrations Data Mining

Dave Wilson

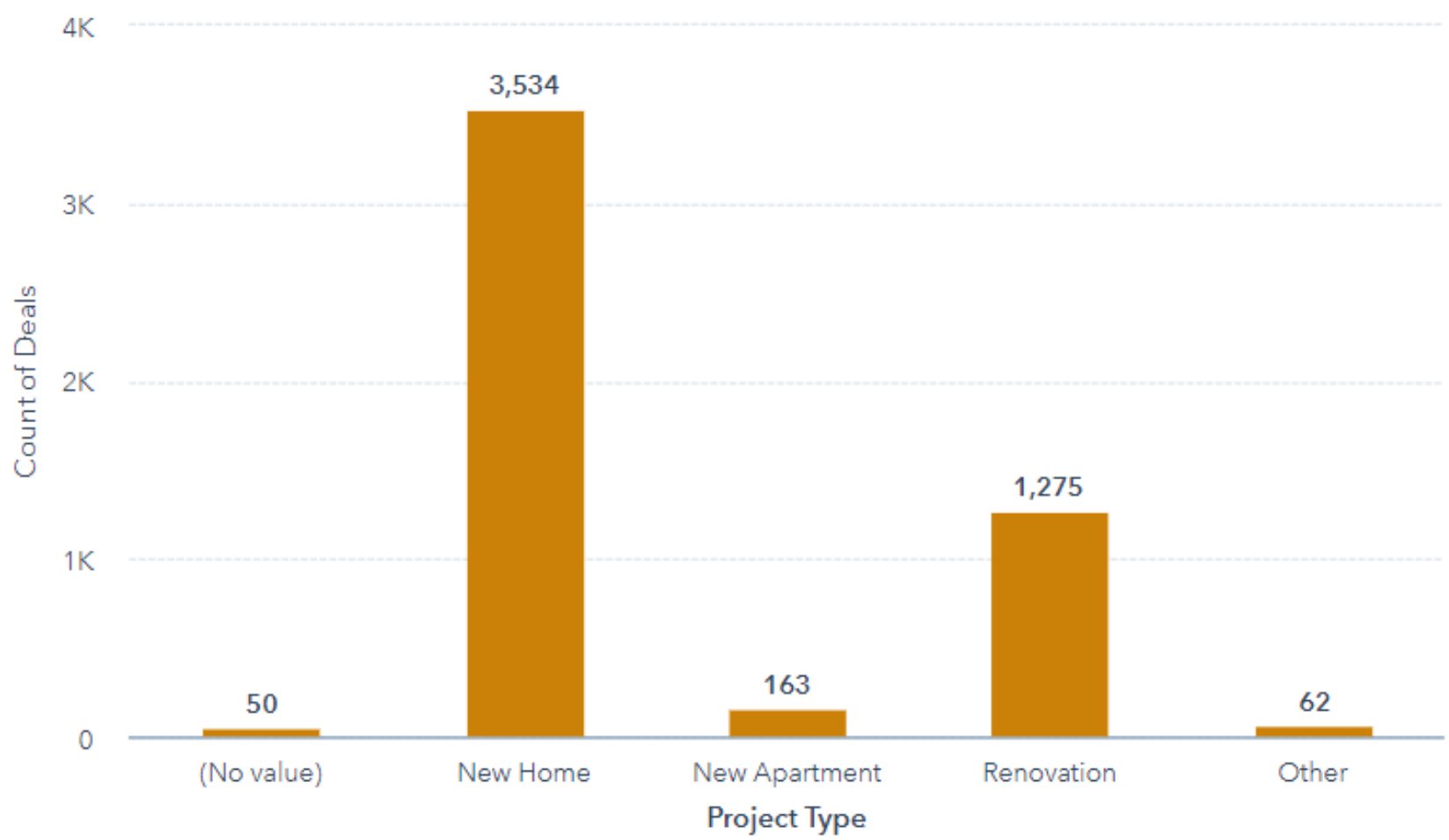


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Project Type

Guarantees by Project Type

Date range: All time

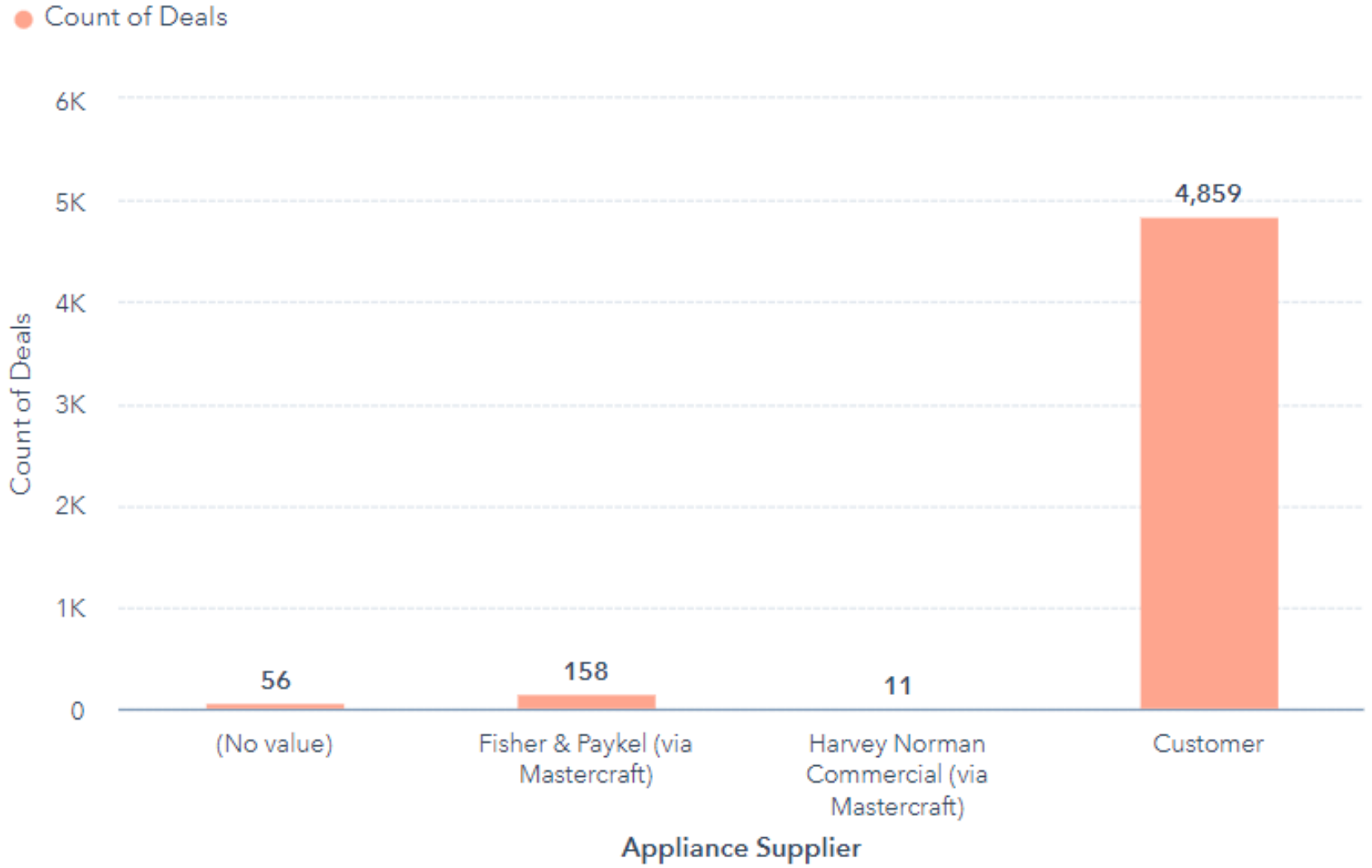


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Appliances

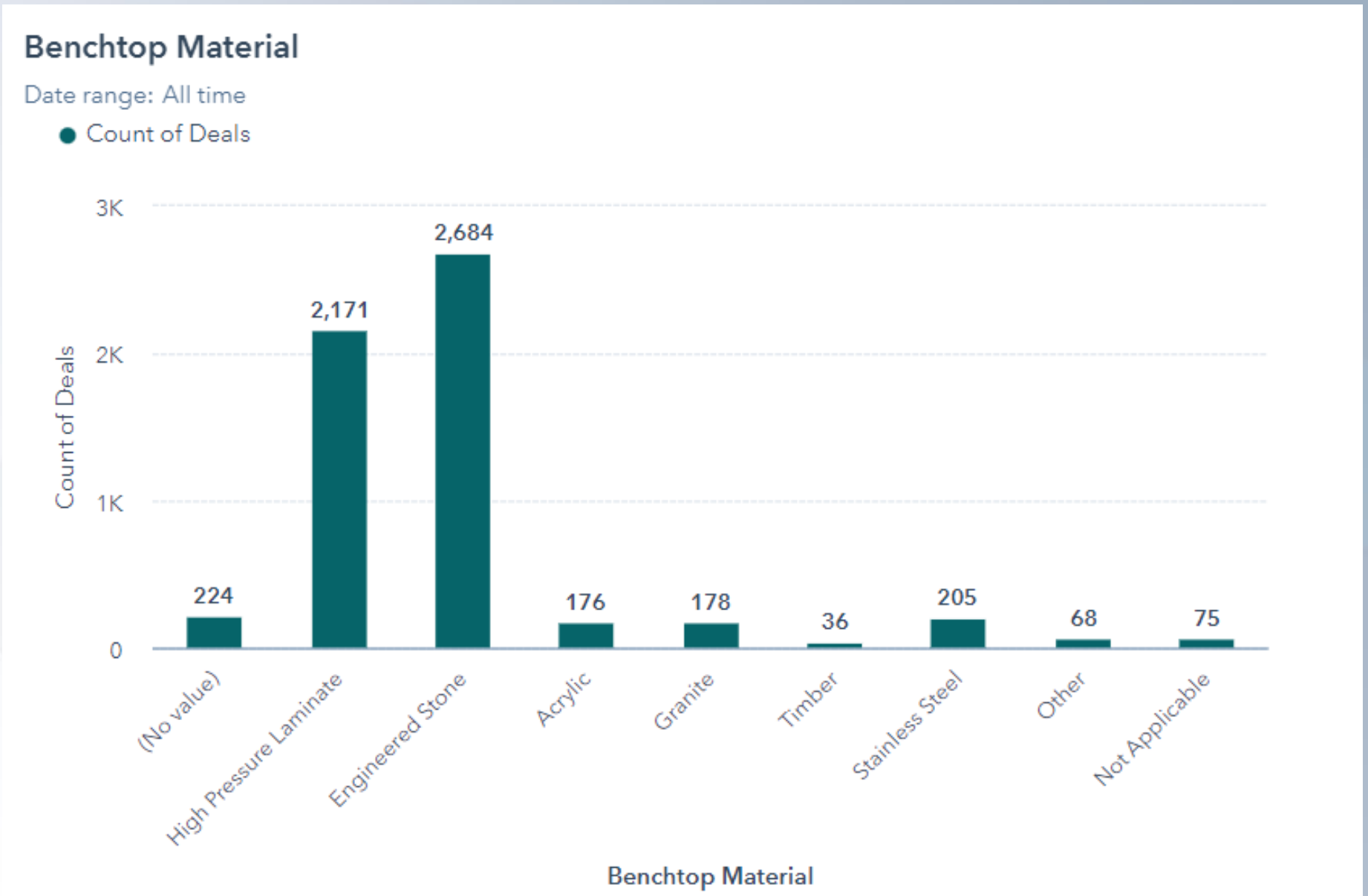
Appliance Supplier

Date range: All time



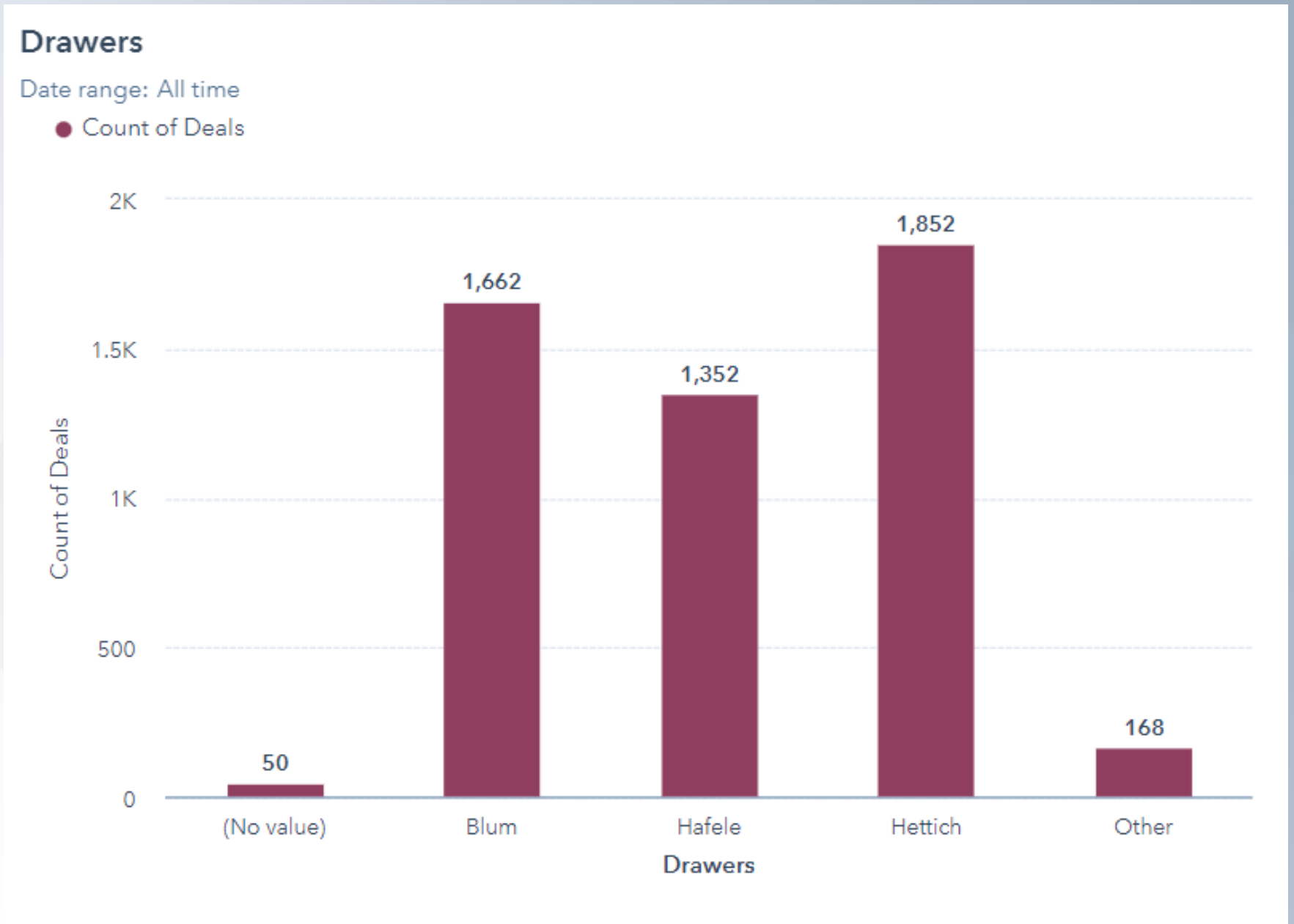
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Benchtop Material



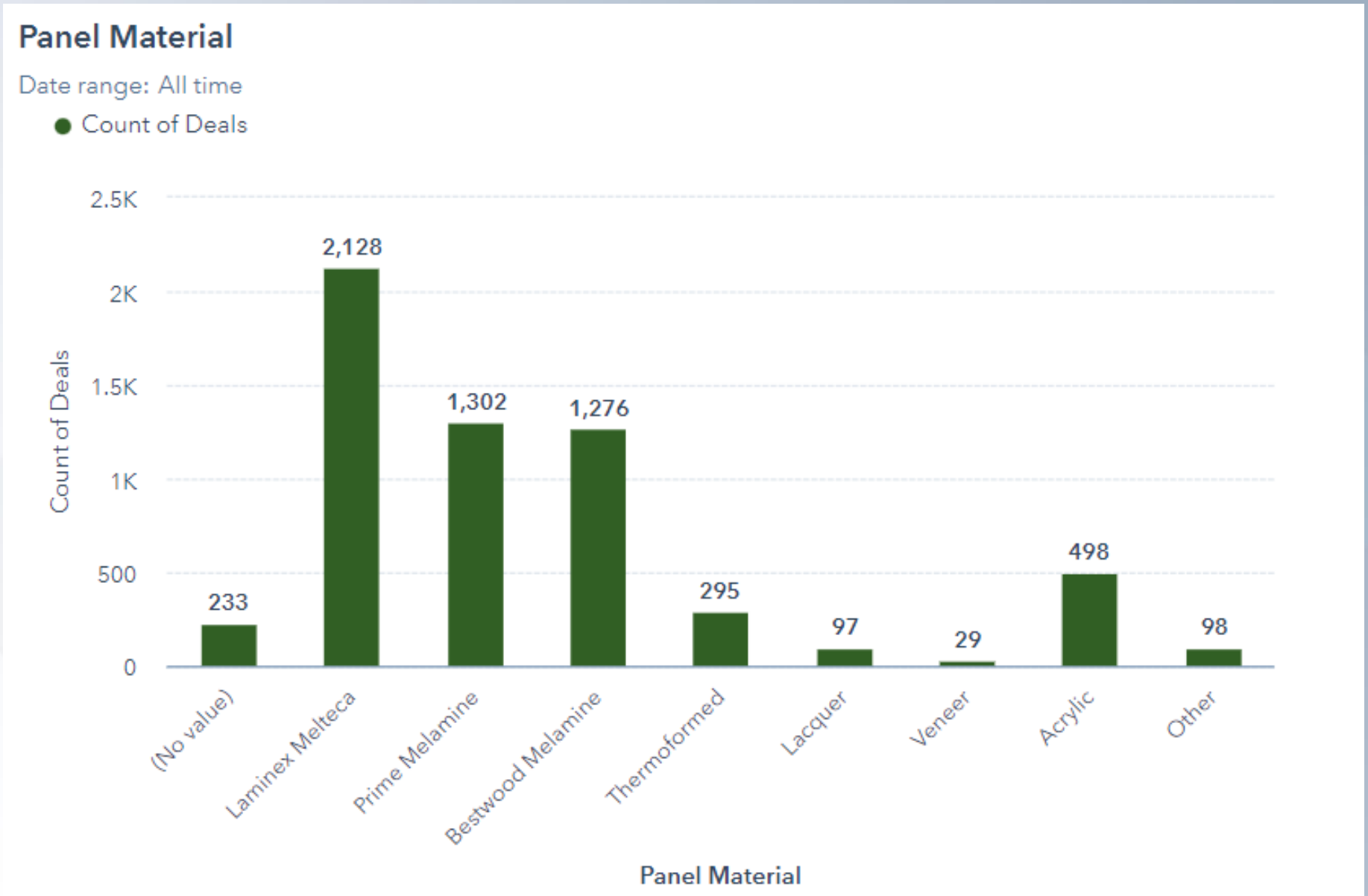
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Drawers



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Panel Material

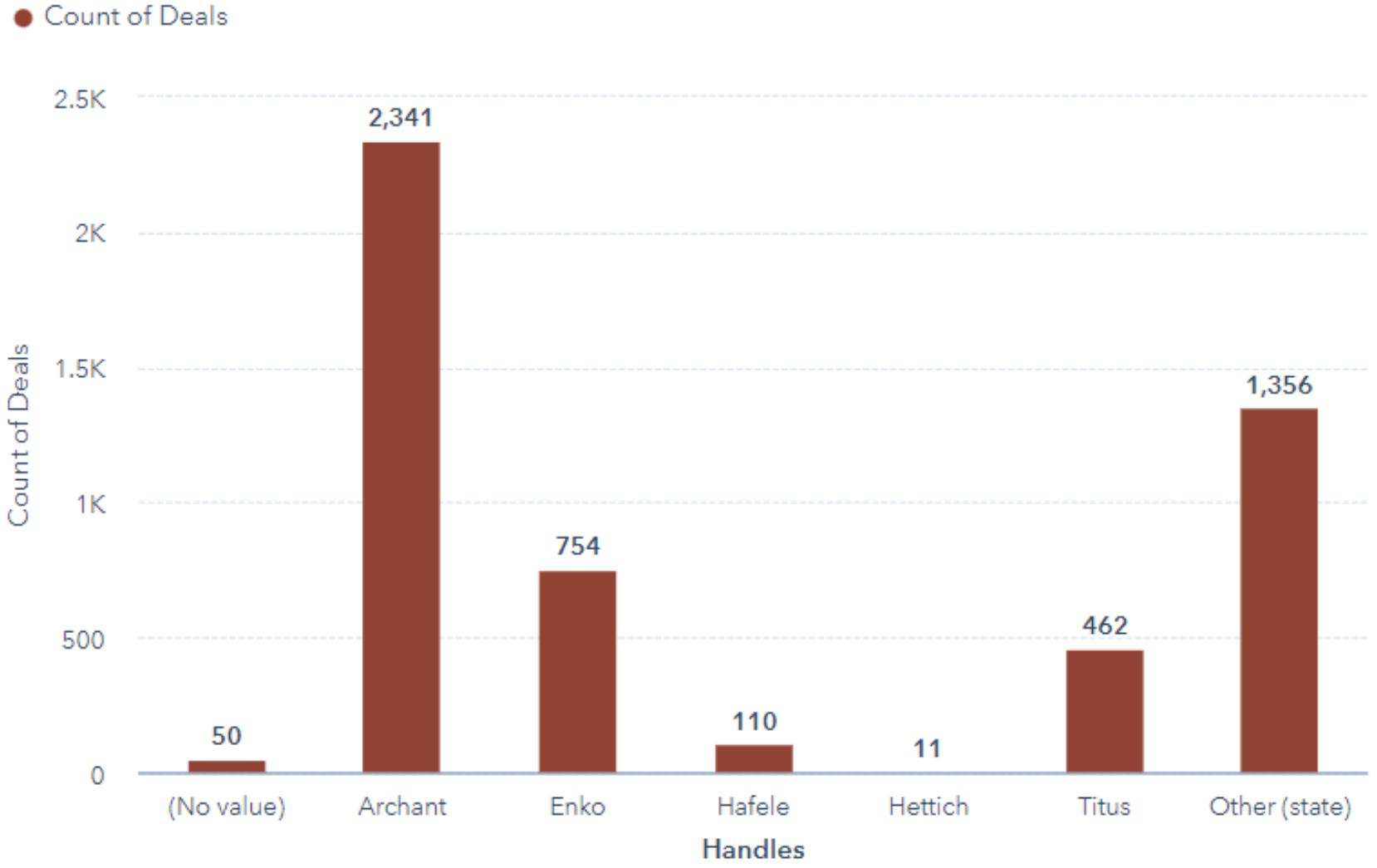


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Handles

Handles

Date range: All time

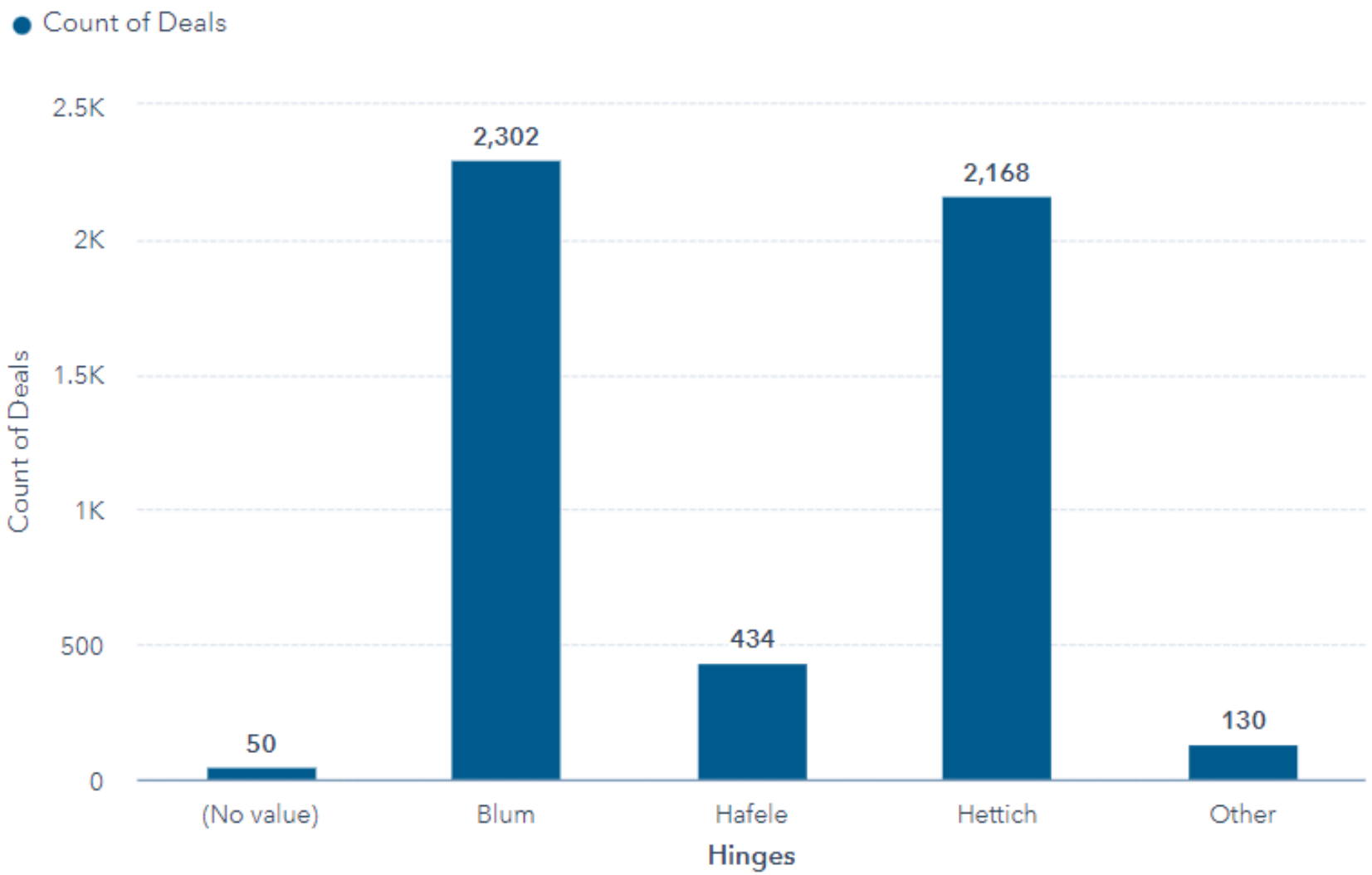


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Hinges

Hinges

Date range: All time







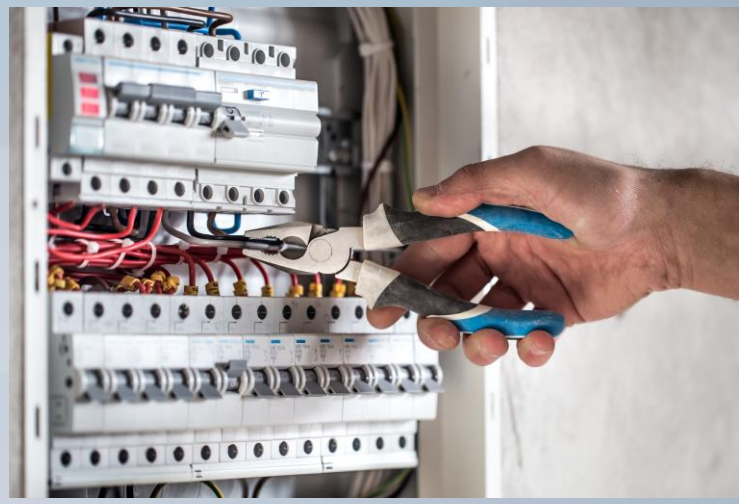


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Licensee Steering Committee Update

Dave Wilson



LSC Members

- Calvin Ross – Whangarei
- Nick McLagan - Botany
- Max Mackie – Waikato
- Carol Harker – Whitianga
- Michael Mancer – Whanganui
- Peter Healey – Palmerston North/Kapiti
- Tony Hawes – Wellington
- Jane Moor – Christchurch

Licensee Steering Committee

- Consultation
- Feedback
- Recommendations rather than decisions
- Accountability





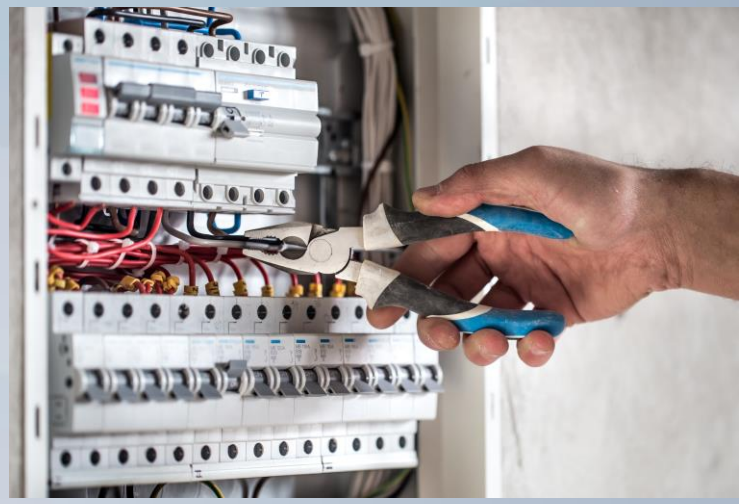


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Group Growth Fund Update

Dave Wilson



Group Growth Fund

- FYE22 – Budget vs Actuals in One Drive
- FYE23 – Budget in One Drive

Highlights:

- No change until we get some robust measurement
- 0800 Number
- Less print (some already locked in)
- HubSpot – ROI
- Allocation to philanthropy
- Allocation to R&D





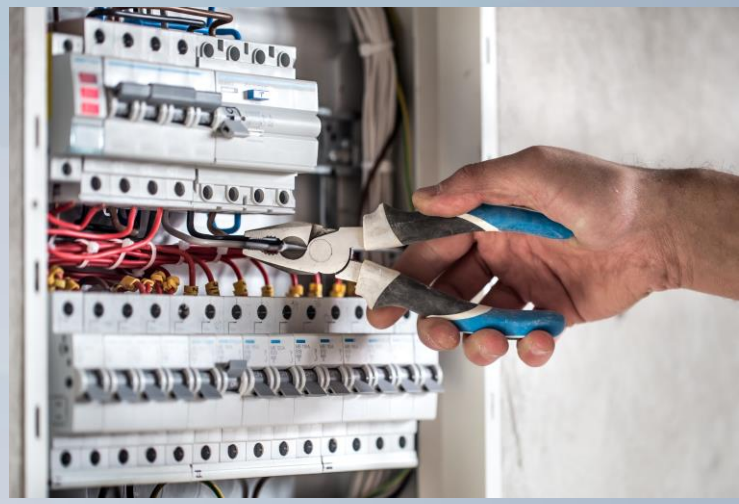


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Mastercare

Dave Wilson



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MasterCare

MASTERCARE+®

Your Unique Advantage





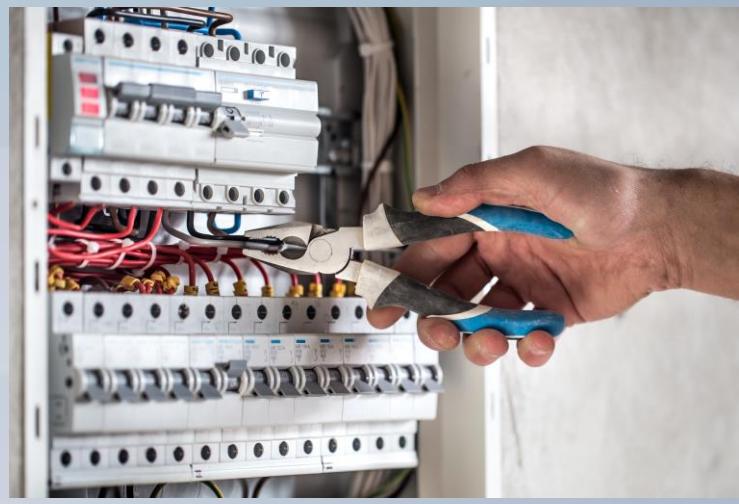


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Philanthropic Initiative

Dave Wilson



MASTERCRAFT KITCHENS

Trees for Survival













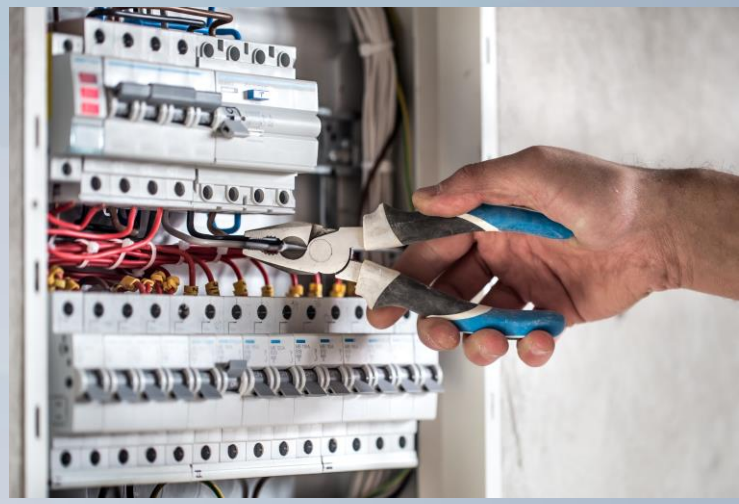


MASTERCRAFT®
KITCHENS



Social Media

Rachael Hedges







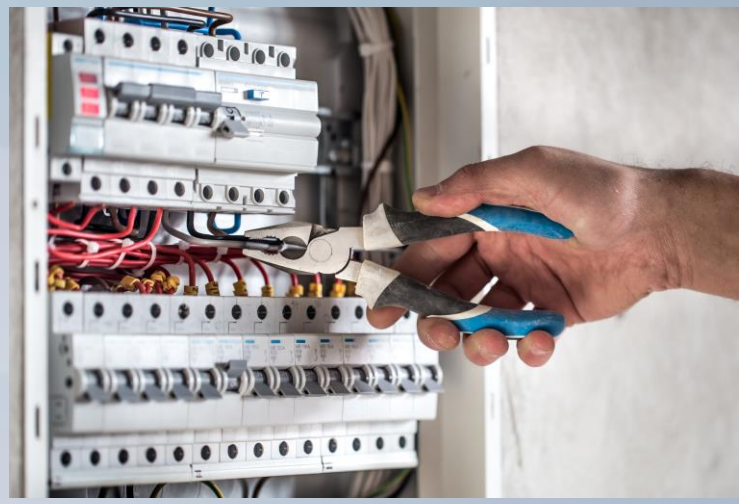


MASTERCRAFT®
KITCHENS



Exclusive Engineered Stone

Kevin Belz



Exclusive Engineered Stone

Opportunity for 10 – 12 exclusive engineered stones

20mm and 30mm

Mastercraft chose the colours

Imported and held only for Mastercraft

Colours not available to other kitchen competitors





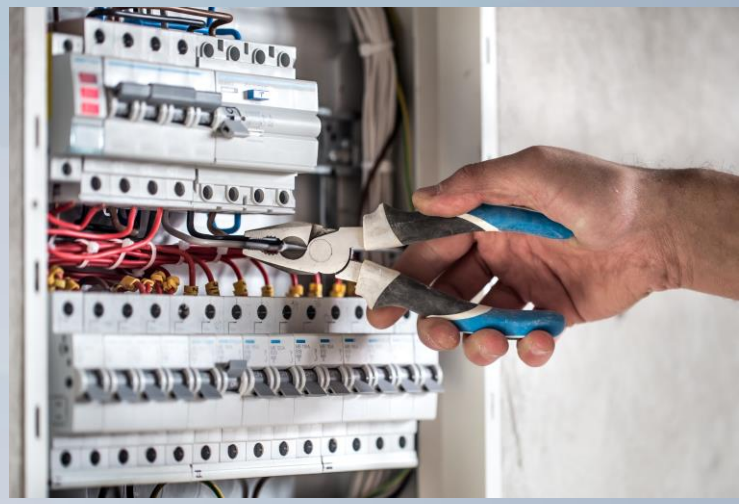


MASTERCRAFT®
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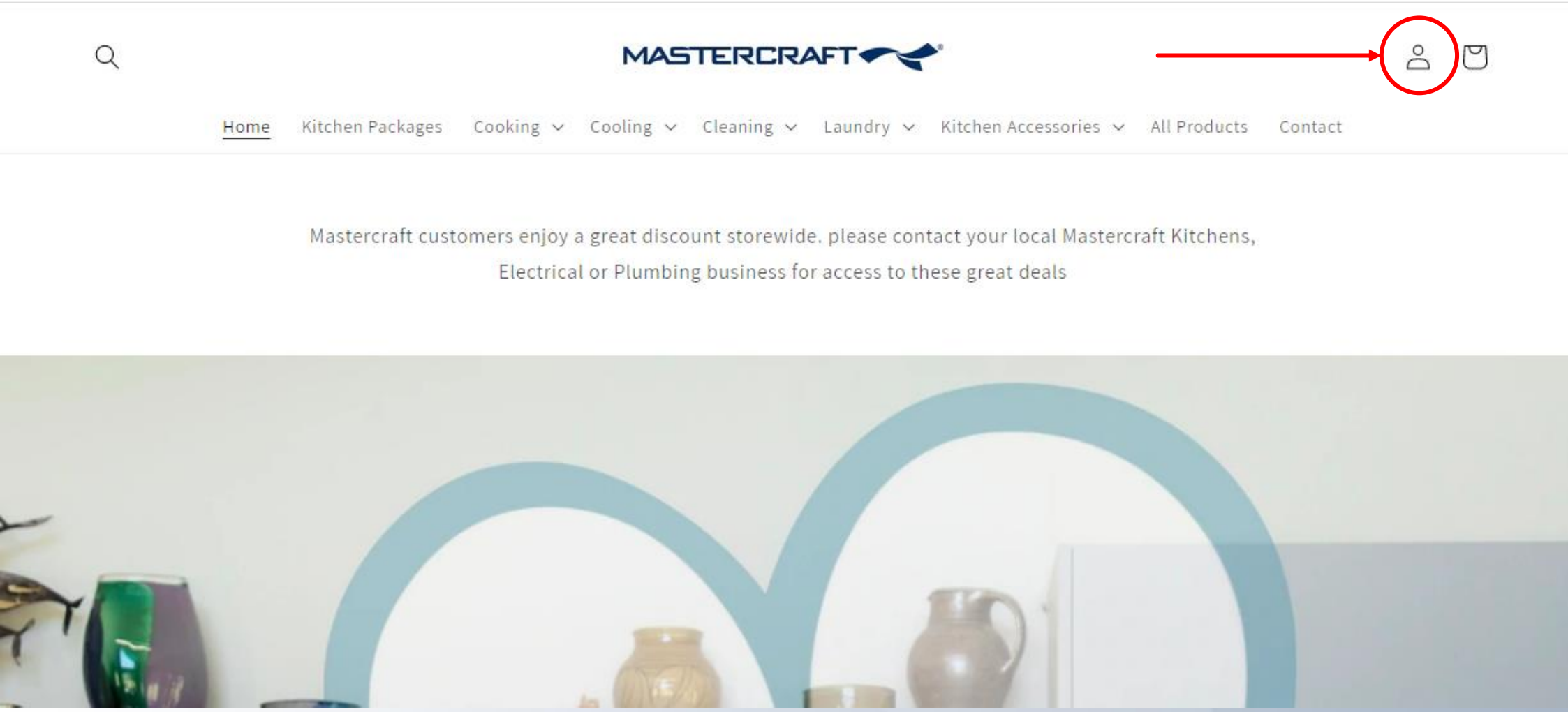


Mastercraft Shop

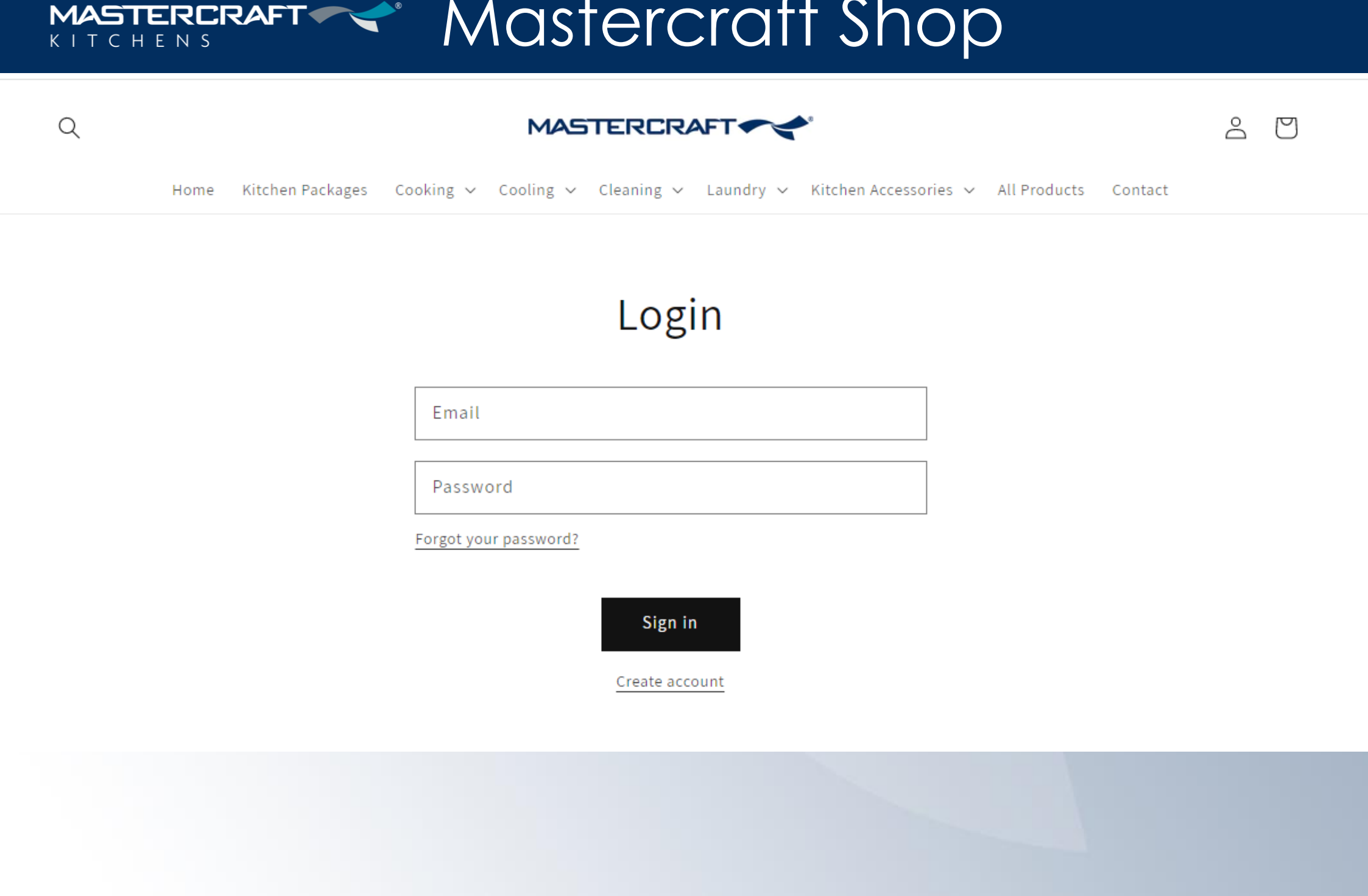
Luke Boustridge



Mastercraft Shop



Mastercraft Shop



Mastercraft Shop

Home | Kitchen Packages | Cooking | Cooling | Cleaning | Laundry | Kitchen Accessories | All Products | Contact | Licensee Collateral

Mastercraft customers enjoy a great discount storewide. please contact your local Mastercraft Kitchens, Electrical or Plumbing business for access to these great deals



Mastercraft Shop

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Licensee Collateral

Branded Items



Mastercraft Pens

$0.00



Mastercraft Kitchens USB Sticks

$11.80



Mastercraft Kitchens / Electrical Backpack

$36.20



Mastercraft Apron

$25.25

Mastercraft Shop

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Cant find what you are looking for?

We have access to a large selection of New Zealand's finest appliances to suit all projects and budgets.
contact us if you are in need of something that we do not display in our online store

Contact us

Filter and sort

425 products



2022 Look Book

$0.00



Sale

Applico 3/4HP Waste Disposer - GAWD34

~~$439.00 NZD~~ $305.75



Sale

Asko 13 Function, Built in Pyrolytic Oven - OP8637A

~~$2,799.00 NZD~~ $1,815.29



Sale

Asko 14 Place setting Stainless Steel Dishwasher - DBI243IBS

~~$1,999.00 NZD~~ $1,392.25

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Applico 3/4HP Waste Disposer - GAWD34

Licensee Price excl GST $279.16

~~$439.00 NZD~~ $305.75 Sale

Tax included. Shipping calculated at checkout.

Quantity

− 1 +

Add to cart

- Overload Protection
- Double Hollow structure
- Dishwasher connectable
- Stainless Steel grinding system
- Waste Disposer with Air switch

Share

Mastercraft Shop

MASTERCRAFT KITCHENS

MASTERCRAFT

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Please note: Due to delays in global supply chains, there may be a delay in stock. We will contact you if there is a major delay in your order being shipped

Your cart

Continue shopping

PRODUCT	QUANTITY	TOTAL
 Applico 3/4HP Waste Disposer - GAWD34 ~~$439.00~~ $305.75	− 1 +	~~$439.00~~ $305.75

Preferred delivery date (ASAP or please specify a future date)

Subtotal ~~$439.00~~ $305.75

Tax included. Shipping calculated at checkout.

Check out

Mastercraft Shop

Mastercraft Store

Information > **Shipping** > Payment

Contact	luke.boustridge@gmail.com	Change
Ship to	15 Reid Road, , Glenbrook, AUK, Glenbrook, Auckland 2681, New Zealand	Change

Shipping method

Standard	Free

Continue to payment Return to information



Applico 3/4HP Waste Disposer - GAWD34

(-$133.25)

~~$439.00~~ $305.75

Subtotal	$305.75
Shipping	Free

Total
Including $39.88 in taxes

NZD **$305.75**

Mastercraft Shop

Mastercraft Store

Information > Shipping > Payment

Contact	luke.boustridge@gmail.com	Change
Ship to	15 Reid Road, , Glenbrook, AUK, Glenbrook, Auckland 2681, New Zealand	Change
Method	Standard · Free	

Payment

All transactions are secure and encrypted.

- (•) Credit card — VISA, Mastercard, AMEX
  - Card number
  - Name on card
  - Expiration date (MM / YY)
  - Security code
- ( ) PayPal
- ( ) Invoice (Mastercraft Business use only)

Billing address

Select the address that matches your card or payment method.



Applico 3/4HP Waste Disposer - GAWD34

(-$133.25)

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Subtotal	$305.75
Shipping	Free
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- ○ PayPal
- ◉ Invoice (Mastercraft Business use only)

Orders will only be accepted using invoice as a payment method for Mastercraft businesses only

Billing address

Select the address that matches your card or payment method.



1 Applico 3/4HP Waste Disposer - GAWD34

(-$133.25)

~~$439.00~~ $305.75

Subtotal	$305.75
Shipping	Free

Total NZD **$305.75**

Including $39.88 in taxes

Mastercraft Shop

Method Standard · Free

Payment

All transactions are secure and encrypted.

Presentation last modified: 30 May

Credit card

PayPal

Invoice (Mastercraft Business use only)

Orders will only be accepted using invoice as a payment method for Mastercraft businesses only

Billing address

Select the address that matches your card or payment method.

Same as shipping address

Use a different billing address

Complete order

Return to shipping

Total
Including $39.88 in taxes

NZD $305.75

Mastercraft Shop

Mastercraft Store

ORDER #1018

Thank you for your purchase!

Hi Luke, we're getting your order ready to be shipped. Rest assured if there are any major delays we will be in touch.

View your order or Visit our store

Order summary

Lukes Cool new thing × 1	Free
Subtotal	$0.00
Shipping	$0.00
Taxes	$0.00
Total	$0.00 NZD

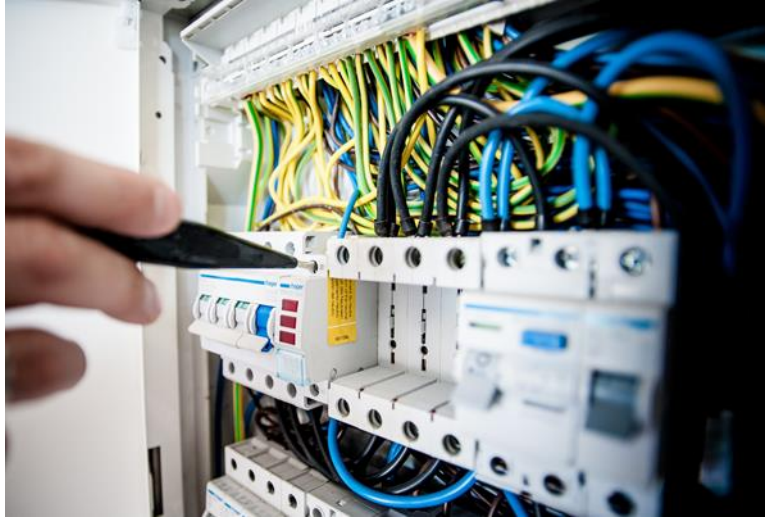
MASTERCRAFT KITCHENS

Afternoon Tea

MASTERCRAFT ELECTRICAL









MASTERCRAFT



Upcoming Events

Dave Wilson



Upcoming Events

Communication Day

Friday 4 November 2022

Auckland

RYDGES

HOTELS • RESORTS

Annual Conference

Wed 8 – Fri 10 March 2023

Napier



MASTERCRAFT KITCHENS

MASTERCRAFT ELECTRICAL



Your Homework

1. Plan for quieter times
2. Plan to become more proactive on sales
3. Plan to revisit enquiries you were not able to service
4. Login and try out the Mastercraft Shop

MASTERCRAFT KITCHENS

Bar's Open

MASTERCRAFT ELECTRICAL

