



# 2017 CCCANZ Annual Report



Climate Control Companies Association New Zealand  
(CCCANZ)

[www.cccanz.org.nz](http://www.cccanz.org.nz)

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# OUR ORGANISATION

## Our Organisation

Our Mission is to 'establish and promote high standards of business competence and industry conduct for companies engaged in the climate controlled environment industry'.

### Our strategic statements are:

- **Ethics in business**
- **Education for improvement**
- **Voice of industry**
- **Safety in performance**

# FROM THE CHAIR (INTERIM) OF CCCANZ

## From the Chair (Interim) of CCCANZ

Dear CCCANZ Member

2018 has been a changing feast! I stepped into the role as Interim Chair with the resignation of Matthew Darby in March and whilst I have previous experience's as a CCCANZ Chair, I have spent considerable time becoming acquainted with the situation for CCCANZ and the IRHACE Centre.

2017 saw the establishment of the HVAC&R Council. Initially mooted to provide leadership and a joint voice for the IRHACE Centre. The Council now works to represent the entities and the industry and already has been tasked in 2018 to foster joint industry initiatives such as the HFC Phase Down, training and youth engagement.

In 2018 both the HVAC&R Council , CCCANZ Board and the Centre staff have identified numerous projects and initiatives which will benefit membership and ensure we optimise our opportunities, along with maintaining a strong voice with stakeholders.

Internationally, we have seen our relationships strengthened through attendance at AMCA and MCAA Conferences and of course with the successful visit of Sumit Oberoi CEO of AMCA to NZ in November 2017. The parallels that our industry can draw with the challenges that the Australian contracting industry face are palpable but not unexpected.

In closing, I wish to give thanks to Matthew Darby for his service as in the past 4 years as Chair, his vision, passion and drive have helped CCCANZ to realise their goals and establish a strong industry position.



A handwritten signature in blue ink, appearing to read 'Rob Morgan', written in a cursive style.

Interim Chair CCCANZ – Rob Morgan

# FROM THE GENERAL MANAGER OF CCCANZ

## From the General Manager of CCCANZ

Dear CCCANZ Member

The 8 months since my joining and prior to writing this commentary, has for me been something of a baptism by fire, but I assure you in a good way. Getting to grips with the entities, the issues they face and ironically the duplication (even triplication) of issue and activity from entity to entity is a revelation. And of course, the acronyms this industry uses are a challenge in themselves.

The IRHACE Centre in 2017 saw substantial change, with role restructures and new hires. We have beefed up the membership engagement position to ensure member care is improved. Likewise, we identified the need to upgrade our CRM software in 2017, and this project is underway as we speak, in 2018.

For CCCANZ the opportunities abound. Of course, as our Chair commented, the establishment of the HVAC&R Council dominated the latter period of 2017 but this council also enabled the said council to represent common industry and opportunities. In particular training, compliance, communication and of course the issue that dominates 2018 the HFC phase down.

The CCCANZ board have 'ticked some boxes' and seen some distinct achievements. In my view the most valuable achievement in my tenure has been the stakeholder relationships we have begun to develop. These are with government departments, agencies, the wider construction industry and within the HVAC&R industry also. It is vital for CCCANZ to maintain rapport with these stakeholders and to ensure CCCANZ remain top of mind

So what sets CCCANZ apart in the construction industry. In my view a bunch of professional yet, 'passionate' 'cussing', 'dedicated, some even 'fanatical' companies who recognise that strength in numbers is a key competency. To complicate that with currently 4 industry sectors represented it is a daily juggle to meet everyone's expectations. In turn, CCCANZ board recognise their responsibilities to strengthen their members and the wider industry position, consistently emphasising the 'strategic statements' mentioned on earlier pages. All volunteers, I am constantly impressed they continue to give so much of their time for their industry.

Where to from here? In the first quarter of 2018 we have already completed several initiatives and are committed to ensuring we complete many more. Top of that list is, membership development and recruitment. Both strategies go 'hand in hand' and we recognise they are pivotal to the survival of our industry. At the Centre we have limited resource with equivalent of 3 FTE's including myself overseeing 3 entities. That said, we know what we need to do and myself and the team are committed to making a difference in 2018.



Chri

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# YOUR CCCANZ BOARD

## Your CCCANZ Board



Rob Morgan - Interim Chair  
Suppliers and Manufacturers



Cam Crawford  
HVAC Mechanical Services



Ian Borley  
Ventilation



Annemarie Begg  
Refrigeration

GRAEME THORNE  
HEAT PUMPS  
IMAGE TO FOLLOW



Grant Price  
Special Advisor to the Board

# CCCANZ BOARD TERMS 2017

## CCCANZ Board Terms 2017

SECTOR	NAME	STATUS	TERM ENDS/ CONTINUES
HVAC Mechanical Services	Cam Crawford (DC*)	Elected AGM 2014	AGM 2019
Refrigeration	Vacant	Vacant	Vacant
Suppliers and Manufacturers	Rob Morgan (IC**)	Elected AGM 2016	AGM 2019
Ventilation	Ian Borley	Elected AGM 2015	AGM 2019
Heat Pumps	Vacant	Vacant	Vacant
Co-opted	Annemarie Begg	Co-opted 2106	May 2018
Special Advisor to the Board	Grant Price	Appointed May 2016	May 2018

- \* DC Deputy Chair
- \*\* IC Interim Chair
- Board terms are a maximum of 6 consecutive years
- Interlocutory positions for IRHACE and CCCANZ have been removed as HVAC&R Council now provides a 'bridge of communication' across all entities.
- Board activities in 2017 have consisted of 5 board meetings plus the AGM in 2017. In addition, board members represent CCCANZ at events and on various committees. These are described in further detail in upcoming pages.

## ACTIVITIES IN 2017

### Activities in 2017

#### CCCANZ Trusteeships

Refrigerant License Trust Board in 2017 continued their good work, with the following courses.

ACTIVITIES FOR RLTB IN 2017		
Course Name	Completions	Courses
Approved Fillers Courses (Face to Face)	409	40
Approved Fillers Renewals Courses (Online)	364	N/A
Handlers Courses (Renewals)	46	N/A
Flammables Courses (Face to Face)	47	2
Flammables Courses (Online)	29	N/A
Ammonia Plant Operations Course (In conjunction with AIRAH)	11	1

With the loss of key employees in this entity, the ability to influence new course offerings has been constrained



# ACTIVITIES IN 2017

## Membership Activities

With the resignation of 2 full time roles in the Centre including Paul Town, resource to progress membership activities in 2017 was limited. That said, activities completed in 2017 included:

MONTH	EVENT	DETAIL
April	MOTAT Science Fair	A Sunday in April sees the MOTAT science fair held. A YEP Industry initiative, IRHACE and CCCANZ staff and families both supported this event.
May	HVAC&R Trade Exhibition and Industry Conference	The Annual HVAC&R Conference was held at ASB Events Centre in Auckland in May 2017. With over 70 trade stands attendance was from both IRHACE (hosts) and CCCANZ Membership.
May	CCCANZ Awards	One award was presented at the 2017 HVAC&R Conference Gala Dinner. Business Innovation Award, awarded to <b>Complex Industries</b> Business Practice Award, (not awarded)
October	Women and Leadership in the HVAC&R Sector & The Wider Built Environment	The second Women in HVAC&R event was held in 2017 in Christchurch. Christine Johnston and Deidre Johns, spoke on varied topics to a group of some 25 industry members
November	An evening with Sumit Oberoi.	Sumit Oberoi CEO of AMCA visited Auckland to speak to a select group of CCCANZ membership on AMCA learnings on Challenges and recommendations for the profitable future of the HVAC industry. Reading from the Survive and prosper research report this was an insightful and confronting presentation to all who attended
Ongoing	Scholarship to attend AMCA Managing for Profit course	As in 2016, CCCANZ offered membership a \$2k education scholarship for a member to attend the AMCA Managing for Profit course in Melbourne in 2018. Unfortunately, there were no applications and in 2018 the board have decided to change the format of the scholarship.
Ongoing	Launch of EQAS Health & Safety Software	Developed by AMCA for the HVAC&R industry, CCCANZ have adopted and adapted this software for NZ H&S law. To date Chillix are now utilising this programme and Ecochill in the process of implementation. The software is robust and comprehensive. The intention is to launch in 2018 as an exclusive member benefit.

## ACTIVITIES IN 2017

### Current Projects

Projects for 2018 have been divided across entities and where common to all entities adopted by the HVAC&R Council. These are by no means the only initiatives identified, however due to the sheer volume of initiatives, the below have been identified as priorities.

HVAC&R COUNCIL 2018 INITIATIVES (COMMON TO ALL ENTITIES)		
Initiative	Detail	Month
HFC Phase Down	As the HFC Phase Down heads to ratification for 1 January 2019. The industry watches and waits for government to establish its position. In an effort to provide leadership and an industry voice the HVAC&R Council have joined with Recovery enabling them to speak for all entities and on behalf of industry on this critical issue	Ongoing
Industry Credentials	Working with MBIE the health & safety, and labour force aspects of the HFC Phasedown come to play. This is in the formative stages but gives our industry the long-awaited opportunity to influence compliance and possibly a form of registration for technicians and engineers.	Potentially prior to end 2018
Apprenticeships	A common concern across all entities is the ability to recruit, engage and retain sufficient apprentices to sustain our industry position. An issue common to all in the construction industry, the HVAC&R council see the need to represent industry in this critical issue.	Ongoing
Continuing Professional Development	Known as CPD to many, this was partially developed in 2017 and will be completed in 2018 as a robust fulfilment programme for all members to upskill and record their progress	August 2018
HSAW2015 Training	Our industry must continue to upskill as mentioned above. As issues and opportunities for H&S training are revealed to ensure a high level of compliance and understanding, additional training workshops will be developed. There is a commitment in the Council to ensure this is developed as required	November 2018 and Ongoing

There are a number of other HVAC&R Council initiatives however the above are the key ones identified.

## ACTIVITIES IN 2017

CCCANZ 2018 INITIATIVES		
Initiative	Detail	Month
Flammable Fact Sheets	This project commenced in 2017 to provide an informative tool for the construction industry on the risks and hazards associated with flammable refrigerant. Developed in conjunction with BRANZ and AIRAH, this has now been distributed across the wider industry and to members	March 2018 (completed)
Subcontractor Agreements	With changes to contract law, learnings from the failure of Mainzeal, and issues in companies such as Fletchers. We have developed a subcontractor agreement in both short and long form. This will be launched with a training seminar a short while after the AGM	April 2018 (Completed) May Launch
Tiered Membership Structure	The need to provide relevant membership options to all sectors and business sizes was identified in 2017. In 2018 this proposal will be launched to membership as a tool to strengthen members position, along with the potential to attract and add relevance to new membership.	August 2018
Member Development and Benefits	To ensure relevance to members a review of current benefits will be conducted in 2018. These along with many of the projects and initiatives above will ensure that members see benefits far beyond their membership fee value.	Ongoing
Membership Recruitment	Membership numbers are largely static and more members will enable CCCANZ to undertake more projects and have a greater industry voice	Ongoing
Trade Credit Insurance	Robust processes can protect our members against bad debts. Trade Credit insurance. A group scheme allows wider buying power for this scheme.	May 2018
EQAS H&S Programme Launch	Implementation and testing of the system to be completed and rolled out exclusively to membership.	July 2018
Social Media Activity	Communicating with membership at all levels is even more important as the entities struggle to maintain relevance with potential members	May 2018 and Ongoing
Indoor Air Quality Programme	It has become evident that government have identified IAQ as a key focus for building standards in their first term. This initiative is in its formative stages but an important strategy never the less	2018/2019

# BUSINESS BENEFITS FOR MEMBERS

## Business Benefits for Members

To strengthen our attractiveness to current and potential members is a key focus. Substantial work is being done in 2018 (as noted above) to considerably build on our current membership services which are listed below.

**Standards:** CCCANZ Members have unlimited online access to relevant standards from Standards NZ. There are some 27 Standards available of which 8 are commonly accessed.

**Group Purchasing Benefits:** Members have access to benefits through N3, for products and services such as fuel, tools, plumbing and electrical supplies.

*This service is due for review in 2018.*

**Site Safe:** CCCANZ is a trade association member of Site Safe, allowing access to relevant workplace health and safety information and discounted training.

*This service will also be reviewed in 2018.*

**Industry Information:** Membership have access to industry information such as

- IRHACE Journal
- Monthly e-newsletter
- Social media forums and sites

# STRATEGIC RELATIONSHIPS

## Strategic Relationships

CCCANZ represents member company views and interests in the wider construction industry and built environment, belonging to the following member entities

**Construction Industry Council (CIC):** The CIC is a peak body of associations in the building and construction, design and property sectors. It is the voice of the built environment industry and works with government (central and local) and industry. In 2018 key projects have been identified to support the government in achieving its spoken goals.

**Specialist Trade Contractors Federation (STCF):** The Specialist Trade Contractors Federation is an organisation that represents the specialist trades in the construction industry.

**BRANZ (Building Research Advisory Council (BRAC):** Members of BRAC appoint people to the board of BRANZ, and also advise on information needs and strategic directions for BRANZ.

**Australian Mechanical Contractors Association (AMCA):** CCCANZ also has international affiliation with AMCA. Both organisations signed a Memorandum of Understanding during 2015. There is much that CCCANZ and AMCA can co-operate on in the future.

**Mechanical Contractors Association of America (MCAA):** serves the unique needs firms involved in heating, air conditioning, refrigeration, plumbing, piping, and mechanical service. They do this by providing members with high-quality educational materials and programs to help them attain the highest level of managerial and technical expertise. This is a newly formed relationship which we are keen to develop in 2018 and ongoing

## Industry Representation

Member companies and their employees also volunteer their expert knowledge and skills to take part on the following committees on behalf of the CCCANZ and the industry:

- ME-006 Standards Committee for the review of standard AS/NZS1677
- ME-062 Standards Committee for the review of standard AS/NZS 1668.1
- Competenz HVAC&R Strategic Advisory Group for skill needs for the industry
- Steering Group for Non- Seismic Non-Structural Elements with the Ministry of Business, Innovation, and Employment
- MBIE Fire Programme Passive Fire Protection Working Group
- MBIE Fire Programme Post-Construction Compliance Working Group

## Membership Policy

Current CCCANZ membership policy (as prescribed in CCCANZ Rules) is:

**All Members/Associates/Affiliates, Associates and Affiliates shall promote the interests and the objects of the Society and shall do nothing to bring the Society into disrepute.**

### **3.1 ADMISSION OF MEMBERS/ASSOCIATES/AFFILIATES**

3.1.1 The classes of Members/Associates/Affiliates and the method by which Members/Associates/Affiliates are admitted to different classes are as follows:

#### **3.1.1.1 Member**

A Member is a duly registered limited liability company, actively engaged in the practice, design and construction, erection, maintenance, servicing, supply and/or administration of mechanical services, refrigeration (including refrigerants), heating, ventilation and air conditioning equipment and systems. In addition to qualify as a Member, the Member must meet the Membership criteria set by the board from time to time.

#### **3.1.1.2 Associate**

An Associate is a company, partnership, independent contractor, service organisation, supplier of equipment and/or materials to the Society's industry sectors and is supportive of the previously named industries but who would otherwise not qualify for Membership or do qualify for Membership but elect not to have voting rights or representation on the board through their sector affiliation.

#### **3.1.1.3 Affiliate**

An Affiliate is a government entity, society, consultant, franchisor/master franchisor, manufacturer or individual engaged in business activities that influence or impact on the Society's industries and is supportive of the previously named industries but who would otherwise not qualify as a Member or Associate.

3.1.2 Applicants for Membership, and for Associate and Affiliate, shall complete an application form provided by the Board and supply such information as may be required by the Board. Applications shall be considered by the Board according to the Membership Policy who may elect to interview an applicant.

3.1.3 The Board shall have discretion whether, or not to admit a member, associate and/or affiliate applicant, and shall advise the applicant of its decision.

# CONTACT INFORMATION

## Contact Information



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