

NEWS FOR THINK WATER MEMBERS & PARTNERS

THINK TANK

SEPTEMBER 2020

INTRODUCING

thinksafe

AN INDUSTRY SPECIFIC CUSTOMISABLE
HEALTH & SAFETY MANAGEMENT SYSTEM
FOR THINK WATER MEMBERS



NETAFIM UNIRAM™

The World's Most Advanced
Dripper Technology



UNIRAM™ AS XR



UNIRAM™ AS

UNIRAM™ AS (Vineclip)

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More than 11 billion UniRam™ drippers are used worldwide by tens of thousands of satisfied farmers. With the largest effective filtration area in the industry and offering 100% uniformity of water and nutrients for years to come, there is no substitute for UniRam™.

ANTI SIPHON (AS): Anti-vacuum mechanism prevents suction of dirt into the dripperline, providing the critical protection needed against dripper clogging.

LARGEST FILTRATION AREA: Entire base of the UniRam™ dripper is made of filter inlets, flushing large particles from the dripper, eliminating clogging and maintaining an essential supply of water for uninterrupted operation.

WIDEST FLOW PATH – ULTIMATE CLOG RESISTANCE: Performs, even in conditions with extremely poor water quality. TurboNet™ labyrinth assures wide water passages, large deep and wide cross section improves clogging resistance.

ROOT INTRUSION BARRIER (XR): Prevents roots from penetrating the dripper mechanism. Ideal for Sub-surface irrigation.

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Welcome to the latest addition of Think Tank.

After extensive work with safety professionals and Think Water Members we are happy to introduce you to Think Safe, a comprehensive Health and Safety Management System, customised for a business operating in the irrigation and water industry.

While many from outside the Think Water group see us as “just a buying group”, the addition of Think Safe strengthens our position and places us as the as the only franchise opportunity in our industry to offer such a versatile and productive suite of services. As one of the few Member owned franchise groups in Australia and New Zealand Think Water offers a truly unique opportunity in relation to support and services.

The National Support Office has been working diligently to support our members over the past 12 months and the good news is that our diverse range of Think Water Members have appreciated this unique support. Each year the Franchise Relationship Institute (FRI) survey our members to ensure we are providing the right level of support.

The two key measurement metrics are the advocacy, commitment and engagement score (ACE) and the Net Promoter Score (NPS) measuring who is a promoter, who is passive and who are detractors.

THINK TANK is a Publication of Think Water National Support Office

Contributors Tony France, Liesle Corns, Aimee Hewson, Natalie Kingcott, Aysheh Odeh, Andrew Walker, Chris Rehm and Phil Best.

With a final ACE of 81 and a NPS of 78 for the 3rd year in a row, Think Water has placed in the top 10% of all franchise groups and well above the industry average for the FRI survey. This means our Members believe we are getting it right. One of my highlights is seeing which questions rate 100%. They include:

- The Members enjoy running their business.
- The Members are proud of our reputation.
- The Members share ideas for improvement.

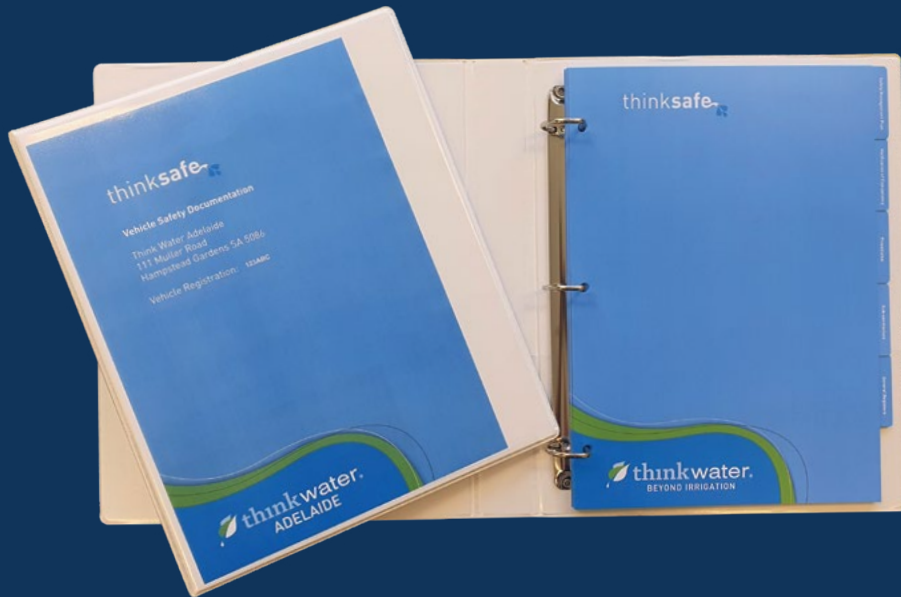
While the short-term outlook for many businesses is uncertain, the last six months of operating in a Covid world has shown how strong and consistent our industry is. In the recent tough times, it has been great to see the Think Water family continue to bond and grow stronger together.

Tony France
General Manager



INTRODUCING thinksafe

AN INDUSTRY SPECIFIC CUSTOMISABLE
HEALTH & SAFETY MANAGEMENT SYSTEM
FOR THINK WATER MEMBERS



It is with much excitement that we announce our latest Think Water business system designed to assist Think Water Members with making safety their number one priority.

The system has been developed over a period of months by selected Members and the ASSSA team Gary De-Vries and Kelly Maughan.

While safety has always been a priority at Think Water, Members now have access to a Health and Safety Management System that can support their team in the retail environment, workshop and out in the field.

Where many Members had existing systems in place these documents complement those systems and allow Members to build a database of all incidents to improve safety over time.

The system documentation is available from the Members Portal and can be modified to suit each business- use what's useful to compliment what you are already doing.



Gary De Vries from ASSSA makes the following points about developing and implementing a safety plan into a Think Water business.

- One of the main keys to a successful implementation is to have an understanding and commitment from the owners and senior leaders in the business.
- Safety needs to be considered like any other process needed to operate a business and should have a high priority.
- Safety training is recommended around identified risks.
- Get everyone involved. Safety is everybody's responsibility and consultations with the team (including sub contractors) is a requirement in the legislation. A regular safety meeting is recommended.





The Risk Register (*TW-SAF-REG-019*) template is available for you to update (at least quarterly) on a regular basis. Take out what's not useful, but add additional risks which may not be in there, and are identified in the business. Get this document out to everyone and use regularly in toolbox meetings.

In the work ASSSA is doing with other clients major incidents, there is a direct correlation between the number of supervisors in the field doing site inspections and the number of serious injuries. Having experienced supervisors in your team brings a much better practical understanding of site issues and helps to support less experienced team members.

Remember, safety is everyones business. Let's work together to make a safer Think Water.

One of the seven priority areas for Worksafe is new and young workers. Experience tells us that young workers are less likely to ask for assistance when they are in a tricky situation. Introduce a buddy system to encourage and support workers to ask questions without ridicule- there is no such thing as a dumb question, only dumb answers as they say! Everyone in the business should feel comfortable about commenting and putting forward safety issues.

New and younger workers also need to have their competencies signed off by an experienced worker, many tasks do not require RTO's or more formal training and accreditation. The system has a verification of competency template (*TW-SAF-TEM-014*) available for this purpose.

Add to that the need to ensure there is a documented induction process for both the business systems and policies and safety. There is a safety induction checklist template available. (*TW-SAF-IND-001*)

There is a big difference between procedures written in an office and what actually happens on site- theory v's practice. So everyone in the team involved needs to play a part in developing procedures and JHA's.

In addition to the online resources the Operations Team plus Gary and Kelly at AsssA are available to assist in developing a safety program which suits your business.



Phil Best
Operations Manager AU

The prestigious and exclusive *Think Water Awards*

Each year Think Water awards its Members and Preferred Suppliers for excellence, hard work and dedication to their business. The team at the NSO are evolving our awards to ensure they are relevant in today's business environment and continue to reward the best in our business. Due to the cancellation of the 2020 conference the following awards will be presented along with the 2021 awards at the 2021 conference.



AU Franchisee of the Year



NZ Franchisee of the Year



NZ Preferred Supplier of the Year



AU Preferred Supplier of the Year

NSO score system based on Member participation in NSO services and interaction.

Member score system based on Preferred Supplier products and service.



Project of the Year



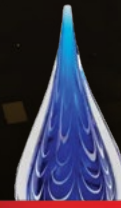
Renovation of the Year



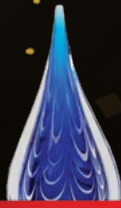
Business Woman of the Year



Elite OPSS Award



2020 Peoples Choice Award**



Largest Preferred Supplier Sales

Nominated by Members and Ops Managers with application to be completed by nominee

Application to be completed by Member, scored by Operations Managers

Nominated by Members with application to be completed by nominee

Voted for by Members to recognise the Outstanding Preferred Supplier Sales Staff

The best business voted by Members

NSO score system based on sales



Ambassador Award

NSO score system based on new business.



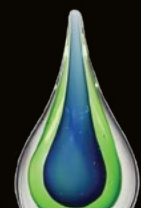
State/Regional Growth Award

NSO score system based on sales.



Long Service Awards

Awarded to Members and Staff for long service milestones.



Most Improved*

NSO score system based on store improvement across all areas.

*This award has been added to recognise Member who show significant improvement in participation.

**This award will be awarded as part of the 2020 awards only and has been discontinued going forward.

The Mystery Shopper Award has been removed due to Covid-19

EXCELLENCE

But What Does it Even Mean?

Excellence is the quality of excelling and truly being the best at something. It's what you strive for when you believe in what you are doing and that the value of what you do warrants the constant and persistent commitment for improvement.

The Value of Excellence

Excellence has many values. It creates better ways of doing things. While creating these new methods we build relationships. This in turn gives us enjoyment. Achieving excellence is not an easy task and people with this quality are highly appreciated since they are so hard to find. It's always good to bear in mind that people forget how fast a job was done, but they will remember how well it was done.

An example of the effect of valuing excellence is observing a team or leader who has won an award for the business and how that award could result in the evolving of culture, morale and work ethic in the business.

How We Value Excellence

Think Water dedicates an evening event (Think Water Awards) at our annual conference to express appreciation of our Members and to value the excellence within our stores and business as a whole.

The Awards Dinner is aimed at recognising individuals and teams who have excelled across all aspects of their business through perseverance and dedication in order to achieve that level of excellence.

The winners of the various awards are scored against a strict criteria, which everyone is made aware of at the beginning of each year.

People often confuse excellence with perfection. Excellence is something you can strive to achieve with hard work. Perfection is the unattainable thing you strive for in order to achieve excellence.

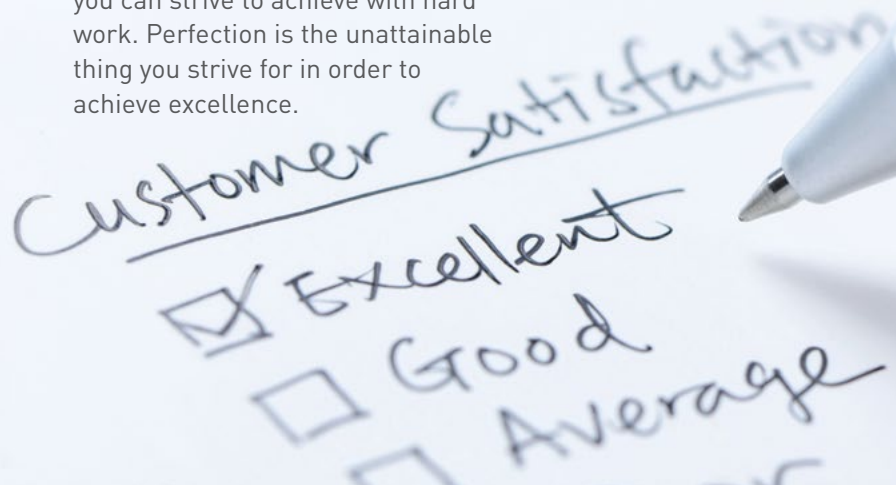
"You can't win these awards on your own and you need to build a strong loyal group of team members who understand your direction and have the same desire and outcomes as you."

"Winning these awards reinforces our thinking that the way we are running our business is in the right direction"

– Colin Thomas, Director, Think Water West Coast.



Liesle Corns
Business Manager &
Company Secretary



Plasson Sensor Adaptor

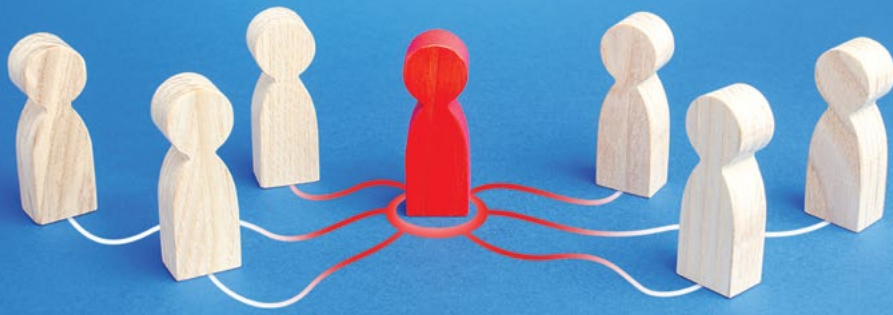
The Plasson Electrofusion Sensor Adaptor provides an innovative solution for connecting a sensor or gauge to the piping system, eliminating the need to apply improvised connections with high a risk of leakage or premature failure. Plasson's sensor adaptors enable quick and easy integration of various sensors onto a wide range of PE pipe diameters.

316 stainless steel outlet

PN16 pressure rating



www.plasson.com.au



*"During COVID-19 we felt a huge sense of support from the NSO from emails, phone calls, documents etc. We could not have got through it without you guys!!!
THANK YOU THANK YOU THANK YOU XX"*

Member feedback from the
2020 Member Satisfaction Survey

COVID-19 Our Focus on Support

In February the Think Water National Support Office was in the middle of hosting four Regional Meetings throughout Australia and New Zealand as well as planning the annual conference due to take place in August in Singapore. During the Melbourne meeting, just a few days before the Melbourne Grand Prix was cancelled, we realised our plans and focus were about to change abruptly to mitigate the rapid changes of a Covid19 business world.

The effect on our stores has been and continues to vary across both countries. Most project-based businesses continued to thrive while New Zealand based businesses were forced to shut their doors for most of April. Sales were slightly disrupted and financial assistance was offered to NZ Members by the NSO.

Supporting our Members with relevant information was our first priority. In doing so, we sourced as much information about the various state and federal assistance packages as we could and worked out what our Members could utilise. The operations team fielded calls day and night to assist with enquiries on how to access and make the most out of what government assistance was available.

Members became more aware of different ways to protect their cashflow, expecting tough times ahead, resulting in increased activity in the accounts department.

Many Members took the opportunity to catch up on their administration tasks which resulted in additional assistance from the NSO business support team.

HR support and advice for our Members was increased with some changes to the teams and other HR related business changes to fit with the varying government assistance packages. There was a substantial amount of legislation and regulatory updates made during this time from government and HR institutions in Australia and New Zealand. This led to multiple daily one-on-one sessions with Members.

The extra bonus has been watching the strength of the Think Water family thrive during tough times.

From a marketing point of view, we supported our Members with personalise messages distributed via online channels and email, while increasing social media presence. The focus of our customer communications switched to how we are considered an "essential service" and how we can assist during lockdown. This was followed with the production of numerous instore covid-related safety signs and scannable contact registration signage as Think Water Members

evolved to meet regulations and restrictions around contactless services.

Our second priority was to work with our Preferred Suppliers to ensure stock was available and could be distributed throughout the countries. While many manufacturers and distributors struggled with travel and border restrictions they continued to offer superior technical support to our Members as a priority.

Life within the NSO team has changed quite substantially mainly due to restrictions on travel and the team working from home in the first few months. However, like most businesses, operations meetings have become more frequent and focused due to the use of video conferencing tools like Microsoft Teams. We have also seen an increase in communications with marketing and HR thanks to this great tool.

Although life is dramatically different these days and we have come to terms with what's called "the new normal" future plans are beginning to take shape with contingencies in place that allow for lockdowns and social distancing. Considering the uncertainty of the economy in general, it is reassuring to be in an industry where our services, products and expertise continue to be regarded as an "essential service". The extra bonus has been watching the strength of the Think Water family thrive during tough times.

THE BEST HOMES ARE GRUNDFOS HOMES

NEW HOME & GARDEN RANGE BROCHURE



Our **NEW Home & Garden Range brochure** contains sizing and selection information about our full range of domestic water supply, wastewater & drainage and hot water & heating products.

[CLICK HERE TO SEE THE ONLINE VERSION](#)

NEW HOME & GARDEN A4 FLYERS



Introducing our **NEW A4 Product Flyers** for each product within our home and garden range. These flyers focus on equipping the consumer with what they need-to-know about a pump range.

[CLICK HERE TO SEE THE
CM BOOSTER SELF-PRIMING FLYER](#)

For more information about our new range of materials email marketing-au@grundfos.com

be
think
innovate

GRUNDFOS 

Cairns: Beautiful One Day... The Perfect Conference Venue the Next

The Hilton Cairns has been selected for the 2021 Conference. It is the city's most centrally located five-star hotel and offers a variety of king and twin rooms. All rooms lead off to a private balcony. The Hilton is steps from the Reef Fleet Terminal, restaurants, bars, shops and attractions.

Please Note: The Hilton does not offer childcare facilities and baby-sitting services

Accommodation Options

Single Room

AU\$150 per night
including breakfast for one

Double Room

AU\$175 per night (twin or king)
including breakfast for two

Regular conference updates will be sent to all Members and Preferred Suppliers commencing January 2021.



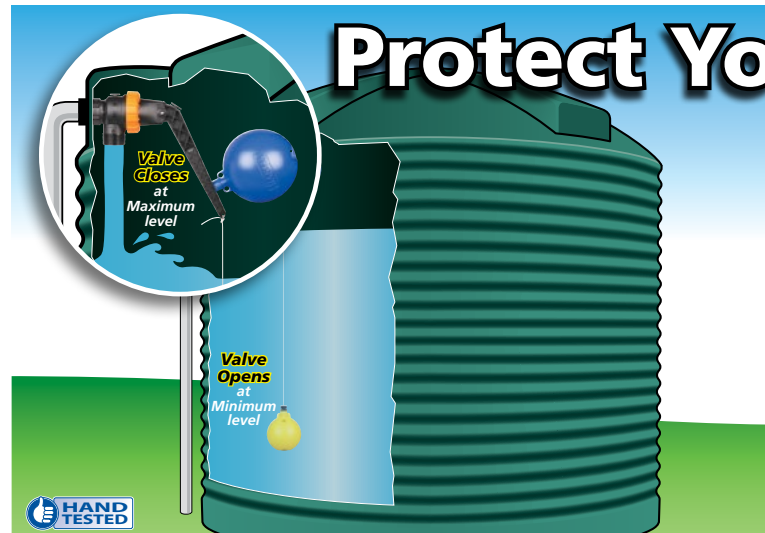
Liesle Corns
Business Manager &
Company Secretary

Conference Agenda

| DATE | TIME | DESCRIPTION |
|----------------------------|---------------|--|
| Thursday 10th June 2021 | 09:00 – 16:30 | Registration |
| | 09:00 – 15:00 | Barrier Reef Experience (optional) |
| | 18:00 – 22:00 | Welcome Dinner |
| Friday 11th June 2021 | 08:30 – 10:00 | Official Conference Opening |
| | 10:00 – 17:00 | Speed Meetings / Tradeshow |
| | 18:30 – 23:00 | Awards Dinner |
| Saturday 12th June 2021 | 08:30 – 14:30 | Conference Day One Think Water Members and Preferred Suppliers |
| | 14:45 – 17:00 | Amazing Adventure |
| | 18:15 – 22:30 | Offsite Dinner |
| Sunday 13th June 2021 | 09:00 – 15:00 | Conference Day Two Think Water Members only |



Protect Your Pump!



Leveller Valve

The Hansen Leveller Valve allows you to set a Minimum and Maximum water level in your tank so it only fills when your tank level is low. This reduces the frequency the pump needs to switch on and off (pump cycling) which considerably increases your pumps life and saves power.



Prevent
Pump
Burnout



Huge Flow
1275 l/min
at 12 Bar



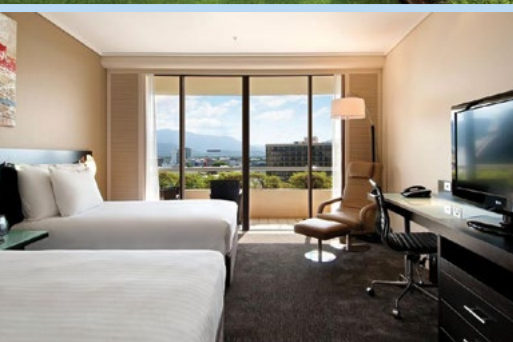
Height
Adjustable



Save Power

Available at your local Think Water store

HANSEN
Best Installed Value



AUSTRALIAN MADE WATER TANKS

Kingspan Water & Energy is a market leader and trusted source of expert advice for water solutions including rainwater harvesting, water storage, irrigation, stock water and stormwater management.



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**CONTINENTAL
WATER**



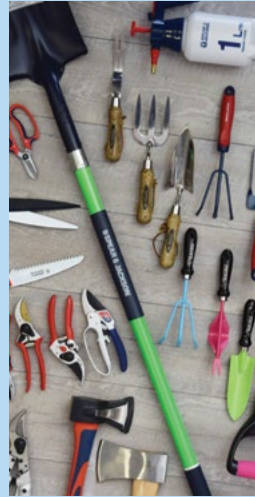
Scalable filtration systems to suit

Continental Water specialises in water treatment and filtration solutions for the manufacturing, industrial, mining, agricultural, pharmaceutical, commercial and research industries.

They are Australian owned and at the forefront of the market with a comprehensive product range that is scalable for all applications.



Scan to contact
Morten Schnoor
Account Manager, AU



SPEAR & JACKSON

Tools of the trade

Spear & Jackson specialise in production and supply of tools for the garden, masonry, hand tools and air tools.

The comprehensive range combines new technology with traditional materials while maintaining practicality, reliability, quality and functionality at an affordable price.



Scan to contact
Brad Christensen
Account Manager, AU



Scan to contact
Feu'u Seinafo
Account Manager, NZ



A robot for every farm

Farmbot is an easy to install, reliable, and affordable monitoring and control platform designed for use in remote environments.



Scan to contact
Rachael Dunn
Account Manager, AU



Stronger feeding troughs

Cyclone specialises in the production of steel hot dipped galvanised feeding troughs that are durable and easy to clean. A variety of sizes are available ranging from 210L to 1,140L capacity, making them suitable for all stock feeding applications.



Scan to contact
Andrew Thoms
Account Manager, AU

Welcome to the Family

Think Water Members benefit from partnerships with several industry-leading manufacturers and distributors. These companies are our Preferred Suppliers and we consider them as part of our family. We promote innovation and sustainability within the industry and value suppliers with extensive technical expertise, good logistical and local support and top-quality products.

We are advocates for our Preferred Suppliers and love what they do. We are excited to welcome these companies to the Think Water Family and look forward to promoting excellence with them.

More than just a water tank

With more than 25 years' experience in harvesting rain water, you can be assured you are receiving products that are the result of careful testing, innovation and refinement.

From filters to first flush diverters and monitoring gauges whatever your needs, location or situation, Rain Harvesting have the solution for Australian and New Zealand Members.



Scan to contact the
Blue Mountain Co Team



RAIN HARVESTING
by Blue Mountain Co



DERWENT INDUSTRIES PTY LTD
DERWENT PIPELINES® DERWENT FOUNDRY®
DERWENT CLAMPS® DERWENT COUPLINGS®

Competitive castings for the water industry

Derwent Industries is an Australian owned and operated company with 180 years of experience specialising in clamps, couplings, fittings, valves, flanged offtakes and hydrants.

Where possible they manufacture in Australia or New Zealand to ISO 9001 standards.



Scan to contact
Rodney Fenton
Account Manager, AU

There's safe... and there's Maxisafe

Maxisafe offers a range of safety standard compliant high-quality PPE equipment.

Their comprehensive range includes hand protection, head protection, and clothing, as well as respiratory equipment and site and civil safety products.



Scan to contact
Jerry Joyce
Account Manager, AU



PIPEMAKERS



Scan to contact
Peter Jones
National Account Manager, AU

PIPEMAKERS



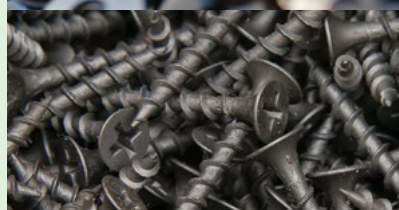
Scan to contact
Darryl de Beer
Account Manager, NZ

It's all in the pipeline

Pipemakers is a United Industries business specialising in the manufacture and supply of PVC-U and PVC-M pressure, DWV, stormwater, electrical ducts, conduit and fittings throughout Australia and New Zealand.



UNITED
Fasteners



The best nuts & bolts in the business

United Fasteners is an Australian owned company that distributes a comprehensive range of standard and non-standard fasteners and engineering products to the industrial and construction industries.

When you buy nuts and bolts from United Fasteners you can rest assured you are meeting compliance with the Australian Standard.



Scan to contact
Head Office located
in Sydney, Australia

Toro & Pope Distributor in NZ

Parkland are New Zealand distributors and market leaders of Toro and Pope irrigation and water management products. Their products are scalable and suitable for small and large projects in the landscape, golf, agricultural, and residential garden markets.



Scan to contact
Ursula Christey
National Sales Manager, NZ



parkland



TURBO REEL
IRRIGATION & PUMPING



Irrigators to move you

Turbo Reel is a family owned business and one of the largest suppliers of travelling irrigators in Australia as well as a provider of premium irrigation and pumping related products and services for the agriculture industry.



Scan to contact
Adrian Romano
Account Manager, AU

Swim more. Work less.

Focus are passionate about reducing maintenance and the environmental impact of your pool or spa resulting maximised swim time.

The Focus product range is complete from sanitisers and adjusters through to new generation blended flocculants and speciality products previously available in New Zealand through Dolphin Pacific and now available in Australia.





































Scan to contact
John Charles
National Sales Manager, AU



MP ROTATOR™ SHORT RADIUS JUST GOT LONGER



| | | | | | | |
|---|---|---|---|---|---|---|
|  |  |  |  |  |  |  |
| 1.8 to 3.5 m | 2.5 to 4.9 m | 2.5 to 4.6 m | 4.0 to 6.4 m | 6.7 to 9.1 m | 9.4 to 10.7 m | 1.5 m wide strips |
| MP800SR | MP815 | MP1000 | MP2000 | MP3000 | MP3500 | MP STRIPS |
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|  |  |  |  |  |  |  |
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THE INDUSTRY'S LEADING ROTARY NOZZLES FOR OVER A DECADE. Ideal for spray retrofits, small spaces, and medium-grade soils, the versatile MP815 joins the popular MP800SR to extend 20 mm/hr matched precipitation in spray ranges of 1.8 to 4.9m, with wind-resistant streams and unmatched distribution uniformity. **Choose the rotary nozzle you know and trust. Choose the MP Rotator.**

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TravelflexX®
Premium Quality Irrigation Hose



Advanced
INDUSTRIAL PRODUCTS

Superior Quality
IRRIGATION HOSES

BLACK NITRILE RUBBER AND POLYURETHANE IRRIGATION HOSE



For use with travelling irrigators. Highly abrasive resistant for tough Australian conditions. The nitrile rubber compound is highly resistant to oil and other chemicals. Resilient and flexible rubber to resist kinking with excellent UV resistance. Lightweight yet strong. Pliable for flat storage and comes with a 10 year warranty. Temperature Range: -30°C to +75°C



RUBBER

Made in Norway by
mandals
SINCE 1775

Powaflex P.U long life travelling irrigation hose is manufactured from black thermoplastic polyurethane, extruded through a polyester weave. The weave is designed to meet the requirements for high tensile strength and to keep the bending radius to a minimum. Temperature Range: -50°C to +75°C.



POLYURETHANE

Made in Norway by
mandals
SINCE 1775



Building & Developing Your Team

The Bushman's Approach

Bushman's is locally owned and run by Chris Glenn. Chris took the business out of receivership 11 years ago, which allowed for some major changes to the business structure.

"The business was run in silos- very centralised, so we changed that to allow more autonomy for local managers, and cut our head office numbers, which was very top heavy", said Chris.

That was just the start of the transformation, from a company with significant brand and legacy issues to becoming one of the country's leading tank manufacturing and distribution companies.

"Firstly we needed to get clarity around markets and not chop and change our distribution. We went through rebranding to highlight the changes; we had Australian ownership, not American. We also recognised the importance of distributors like Think Water to our network.

"We invested in our sales team and now see them as a major point of difference. It's also important to be consistent. We established a set of values to work towards. The way we do things at Bushmans (top right)", said Chris.

These values are much more than HR communications. Chris and his team talk about them regularly and they are part of new staff induction. They represent how Bushmans operate and set the tone for the company.

"You read about this stuff – but we see it working really well in our company", said Chris.

Chris regularly visits sites (although not as much lately!) and recognises the importance of his behaviour when on site. In the case of WHS Chris wears hi vis in the factories, walks in designated areas and pulls up team members on safety, if there is an issue.

"Safety is the top agenda item in our Management and site meetings which we hold regularly", said Chris.

"You read about this stuff – but we see it working really well in our company"

How does a larger company like Bushmans translate to a smaller business like a Think Water business?

Yearly, Chris and his senior Managers get together for a planning meeting to work through the priorities for the coming year. *"This year due to Covid we had to do it on Teams which was a challenge, but it worked."* One aspect of these meetings is understanding what not to do.

"We can't do it all, we must work out our priorities and work on those, but also understand what is not going to be a focus.

"I see the great thing about a smaller business with 5-15 employees is the ability to get close to people, you can create a Dream Team, with everyone firing.

"In a smaller business I'd get 3-4 key people and do a full review and plan every year plus regular reviews and get feedback on how everything is going and to ensure things stay on track. Share the sales data so everyone feels part of it", said Chris.

Chris works on continuously looking for improvements, whether that is in manufacturing, sales, marketing, systems or safety.

Chris's career prior to owning and running Bushmans was in operations of large corporate organisations, in senior management and CEO level.

"I have found running my own business more satisfying than anything else I have done, even though everything is on the line, there is much more job satisfaction", said Chris.

The main messages from Chris are:

- Get clarity of what you want to do and in what markets you want to operate in
- Have regular planning and review meetings
- Make safety a priority
- Engage with your teams in a meaningful way through team meetings, day to day discussions and training
- Develop a set of values and focus on them.



Phil Best
Operations Manager AU



COACHING AND MENTORING

Establishing a Growth Mindset

To succeed as a business owner you must constantly overcome countless factors that are beyond your control; market changes, employee retention marketing conundrums and tech/product issues to name just a few. As a business owner you must keep moving quickly towards execution of your goals or your competition will take advantage of your weaknesses.

However, you cannot do it all by yourself. You need the support of your employees who will require mentoring and coaching to reach a level of competency where they can work independently.

Here are five ways to go a little further and cultivate your employees through coaching and mentoring.

1. Let people fail

When my daughter was working hard to push herself up and learn how to crawl at nine months, it was challenging to not help and allow her to fall. But if I protected her every time, she would never have understood the lessons or built the muscle memory needed to walk.

You must be willing to let people fail. We learn through our mistakes more than our successes. Give people a wide enough berth to explore challenges in a situation that is non-critical, give them a chance to fail and learn.

Allow your team to work on their limits at a task that is just out of their comfort zone. Let them sit in discomfort for a while and stretch the boundaries of what they think they are capable of. There is nothing quite as rewarding as the prize of figuring something out for yourself.

2. Get'em on the court

There is a sports analogy that talks to the difference between being on the court versus being in the stands. Most of what people talk about in terms of learning, is accumulating understanding from the stands.

Reading every book on the topic of tennis might allow you to talk about the theory of various strokes, the benefits of using a graphite racket, or understanding the tensile strength of the strings. But what good is that if you don't know how to actually hit the ball? True knowledge is embodied in the ability to act upon a situation effectively.

As employees grow, they often need to be trained and mentored, whether by someone at your business or through an outside learning institution. Let them 'get on the court' quickly following a training programme, coaching or mentoring enabling them to perform what they learned, or it will be lost.

3. Delegate

If you want something done right, do it yourself. But who has time for that? A number of business owners find it difficult to delegate because they demand excellence and have a particular way that they want things done – you know who you are.

Someone new may get things done by using a different approach with a lower standard, or one that is equally or more effective. Early on you might say that you cannot trust the person and just do it yourself. If you do not grant trust through delegation, you will never grow employees from subpar to high performance. Provide feedback, let them iterate, learn and eventually they will outperform you.

4. Don't become trapped by perfectionism

Different tasks have different levels of importance. When a non-mission critical task arises, it is worth saying, I know that I can perform this at 100%, but if I delegate it out and it is performed at 80% that will be fine.

Give it to someone else as a learning opportunity and then have a conversation about their performance, providing constructive feedback so they can improve the next time. Remember to include the reasons why you would like it performed that way.

You will undergo a temporary period where mistakes are made, and standards are compromised as your employee learns and grows through the process. This doesn't take as long as you think and as with a number of business costs – the long-term rewards outweigh the short-term sacrifice.

5. Check in

A sure fire way to develop trust with your employee is to ask questions on a regular basis:

- Are there any hurdles you are facing and can I help?
- Looking back on the week, is there anything that could have gone better? How can I help?
- What can you do next week to improve on your overall performance?
- What would you like to learn that could help you in your role?

When you respond with feedback that helps employees grow, you encourage greater openness and transparency. You can see where their challenges lie and help them help themselves to succeed.

With barely enough time to get your own work completed, you may be tempted to just let challenged employees figure things out for themselves. But employees wither in overly stressful and unsupportive environments. Their performance will suffer, or they will seek employment elsewhere. Balance the space you give them with letting them know that you are available when they get stuck.

Find a way to mentor employees yourself, or leverage others at the company who have knowledge to impart. Pretty soon you will have a team that is equipped to handle new tasks and responsibilities with confidence. They can train others as they step into more advanced roles and help your business achieve new heights and success.



Andrew Walker
Operations Manager NZ

Lucerne SSDI Project

 Think Water Mudgee

Lomondo Olives is a mixed farming enterprise located between Mudgee and Wellington in Central NSW.

The first 13,000 olive trees were planted in 1998 by Frank Gregg and his family. Lomondo is a well-known brand supplied through Harris Farm and other fine food outlets in Australia.

During the major 2019 drought, the Gregg family decided to grow fodder for 120 Hereford breeders rather than the continuing expense of buying feed in.

Leo Rheinberger from Think Water Mudgee suggested that sub-surface drip irrigation (SSDI) would be worth considering as water efficiency was a prime consideration.

The SSDI system was developed in two stages. The first stage involved 12ha split into 2ha blocks. The second stage was an additional three 2ha blocks. Rivulis provided the design parameters.

Water for the system is supplied from the Cudgegong river, the new mainline connects with the existing olive irrigation system, which gives added water security should the olive water supply become unavailable.

The new system includes a Grundfos 15kW 77-4 submersible pump, which sits in a well, with water supplied from the river via a 20-meter-long Gabion rock-filled channel into a concrete-lined pipe well. The system delivers seven litres a second to two 2 ha blocks at the same time.

Rivulis D5000 1.0 litre/hour drip tape was used for the project with a Rivulis 130 micron screen filter. The system



is controlled via a Hunter Pro C controller and Rivulis valves.

The blocks were initially planted with millet, which produced the first cut within 28 days. The systems ability to keep up with the high evapotranspiration of the crop in mid-summer meant production was greatly enhanced. 130 large square bales were cut from six blocks.

"We were spending up to \$10,000 a month in feed," said Paul "We got that to zero with the production we achieved from the millet".

"We also needed to protect the millet from kangaroos and wild pigs, as it looked like an oasis!" said Paul. "so, we built an exclusion fence which kept them out". The exclusion fence worked extremely well and saved the crop from being decimated.

Irrigation water for the olives is supplied via two bores. A new 25 kW solar-powered system has been installed on the hay shed roof to power the pumps and utilise daytime irrigation to further reduce the power bill. Subsurface drip is not subject to high wind evaporation rates, unlike overhead irrigation and can be used during daylight hours without loss.

"We use a third less water and weed control is much better", said Paul. "Leo had plenty of good ideas which we put into practice, including using solar to power the pumps"

Paul is sowing L56 lucerne for pasture production in the coming weeks, with the first cut likely to be November 2020.



Phil Best
Operations Manager AU

Announcing the New Think Water Academy

It's back and it's better than ever! That's right, the renowned Think Water Academy has returned in a new and unique format, designed specifically to suit the Think Water Group.

The Academy will be held in Brisbane, kicking off in February 2021 (if Covid-19 restrictions permit). We will be utilising the IAL to assist with training delivery at their training premises and off site field locations.

The training will utilise a mix of both theoretical and practical applications with compulsory pre-attendance and post attendance coursework.

We believe there will be great interest in the new Academy, hence this year there will be two intake dates offered. This will assist Members with flexibility around managing employees and other arrangements within their business.

The new complete certificate has been exclusively designed for Think Water employees to fit all face-to-face content for the course into three separate five day modules.

So, if the students wish to undertake the full Certificate, the Academy will lead them one third of the way through the course. For details of what subjects the full Certificate covers please visit www.training.gov.au/Training/Details/AHC32419

Completion of the new course structure, provides students with measurable and meaningful competencies in various areas of the industry. The competencies learnt during the Academy make up the first module of the Certificate III in Irrigation technology. It is recommended that students complete the remainder of the course within 18 months.

The subject covered in the Academy (Module One) will have a clear focus on:

- Monitor soils under irrigation
- Implement an irrigation schedule
- Sizing and Installing pumps
- Interpret irrigation plans and drawings
- Install and terminate extra l/v wiring systems
- Undertake sampling and testing of water
- Provide service to customers
- Advise on products and services

We know this is an expense on your business, so as a further incentive the NSO will be partially subsidising the cost for students to attend the Academy. Look out for details of this over the coming weeks and months.

So, jump on board team! This is a great opportunity to invest in the future of your business and your employees. Places are limited so it will be first in best dressed. Contact the NSO now to secure your seat!



Academy Intake Dates for 2021

INTAKE ONE
Monday 15th to Friday
19th February 2021

INTAKE TWO
Monday 1st to Friday
5th March 2021



Chris Rehm
Operations Manager AU

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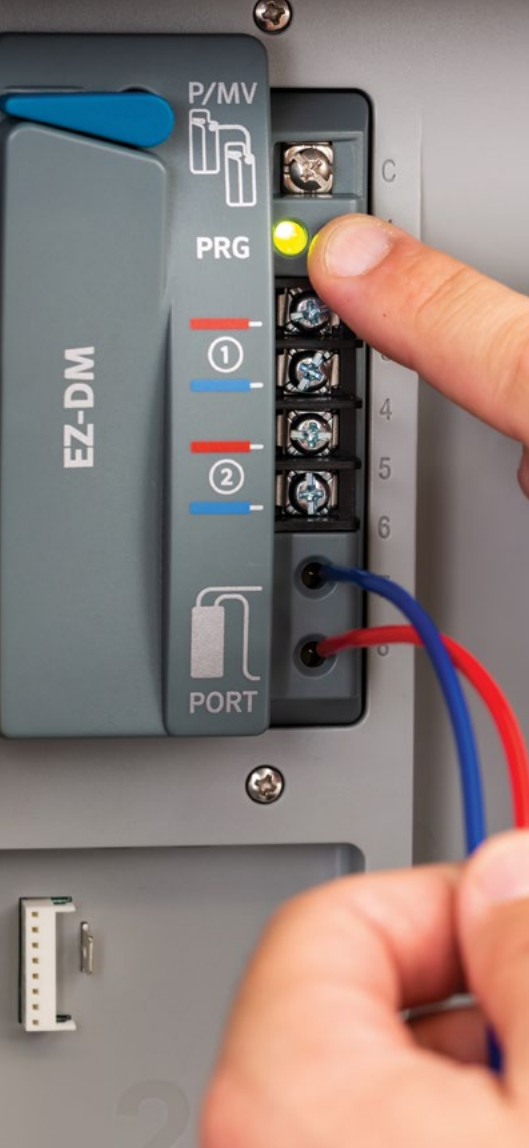
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time, labour, and money with fewer materials and simplified installation.

Small, waterproof EZ Decoders come with colour-coded wiring and a convenient LED status light. They use completely different technology than other decoders on the market, which means they do not require special wire, connectors, or multimeters to function. In addition, there are no complicated serial numbers on the decoders and each unit can operate one or two standard 24 VAC solenoids.

Better yet, the EZDS can coexist with conventional output modules, allowing hybrid functionality of both direct-wired valves and decoder operations in the same controller. This technology permits easy conversion of a conventionally wired system to two-wire using the existing wiring bundle. It's that easy!

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H2GO: A Journey to Regain Control of Your Business

H2Go Think Water's custom made ERP software has just celebrated the two-year milestone of its first introduction into the group. The software was initially trialed by Whitsunday and Northern Rivers who took on the massive challenge of implementing the platform into their business. Both were confident in attacking this massive undertaking and two years down the track they now have a very strong handle on their business.

To say the software hasn't had its challenges and caused some sleepless nights for all involved would be an understatement. In fact, when introducing any new software into a business it needs to be understood that this causes major change, upheaval and uncertainty.

One key learning from our Members is that it's vital that you take an active interest in the implementation and continual use of the software to ensure a successful integration.

We now have approximately 20% of the group using H2GO, with a further 4-5 Members looking to implement this into their business before the end of the financial year.

From a high level, the software covers all areas of the business including, but not limited to, inventory management in your showroom, on projects, in warehouses and mobile vehicles.

Users can assign work to mobile service technicians and give them the ability to upload images of jobs and OHS documents on the road.

It's fair to say that the basic software shell that we started out with has greatly evolved into what it is today. In fact, Think Water Members are heavily involved with the developers in shaping the software into the cutting edge platform it is.

When it comes to software we have a continuous improvement mindset, and are making regular updates and changes to make our Members lives easier. This year the NSO in conjunction with our software developers have scripted up and introduced a new pricing control matrix which reduces time spent on controlling and managing your margins.

We have also introduced pre-set / designed reporting on "hot key" functionality for each part of the

business such as retail, warehouse, sales, management, inventory and back of office. This was designed to show users knew which parts of their business they should be measuring and how often, because if you are unable to measure it, how do you assess the performance of individuals and the business?

As part of the continuous improvement journey, we are currently in the process of introducing a new consumer alert function to enable automatic customer alerts via SMS or email for upcoming jobs.

These are a few of the improvements that are being implemented at the request of our Members via the free fortnightly Members forum. We strongly recommend that you join in, ask questions and have a say in the software development.

If you are interested in taking back control of your business by implementing H2GO, I strongly suggest that you talk to Noel at Whitsunday, Lee at Northern Rivers or Jenny at Noosa to learn of their experiences and understand what a difference it has made to their business. In turn feel free to contact me to take those first tentative steps.



Chris Rehm
Operations Manager AU



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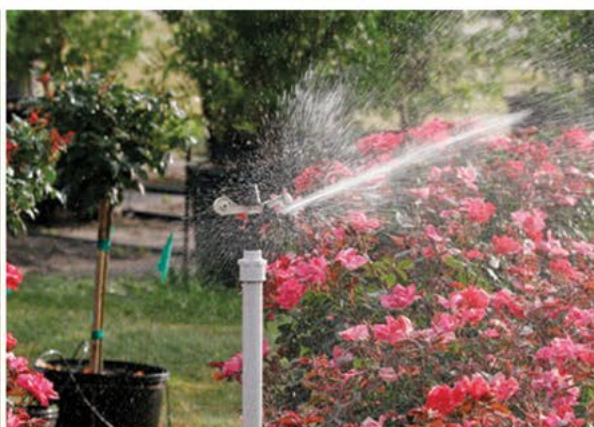
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Flow: 8949lph - 23439lph
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HR: An Advocate for the People

In February 2018, the Think Water National Support Office (NSO) introduced Human Resources (HR) as part of the services offered to our Think Water Members.

The Australian Members were encouraged to join HR Central (an external HR service provider), while the New Zealand Members would subscribe for an internal service offered by NSO along with a HR Platform.

HR Services offered across both countries are:

- Initial HR Health Check
- Employment Contract drafting
- HR Advice
- Performance Management
- Templates
- Employee Development
- Award Interpretation
- Disputes, Redundancies and Terminations
- Monthly check-in for each store

The HR Portal offers staff:

- Access to all of their documentation (i.e. employment contract, performance appraisal documents, payslips, leave report and more)
- Access to company's policies and procedures
- News updates
- Staff calendar

The NSO are available to answer HR queries across Australia and New Zealand. By the end of 2020 the Think Water Members Portal will have all templates and relevant HR documentation uploaded and available for the use of our Members.

In the meanwhile, please contact us directly for any queries or assistance you may need by sending an email or calling us.

New Zealand: hr@thinkwater.co.nz

Australia: hr@thinkwater.com.au

Phone: +61 7 3209 9400



Liesle Corns
Business Manager &
Company Secretary

Professional Development

As professionals in the water industry it is important that we continually build our careers. LinkedIn is a great way to develop your personal brand and show capability within the industry. Follow these six steps to achieve profile perfection.

- 1 Profile photo** – Be professional, use most of the frame, keep the background neutral.
- 2 Experience** – be precise with the description of your past roles.
- 3 Projects** – Add projects to showcase capability in your field.
- 4 Skills and Endorsements** – Add skills that define your professional role. Ask contacts to endorse you.
- 5 Education** – List your qualifications, licences and certifications.
- 6 Connections** – Limit your connections to people you have worked with directly.



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Get the Ball Rolling with Safety

Think Water Canterbury

Greg Wheeler, General Manager from Think Water Canterbury explains their journey to a safer work environment.

When Greg joined the team at Think Water Canterbury as General Manager, owners Andy and Sam knew they needed to do more work on safety and gave Greg the freedom to do this.

"When I first started we had a few documents like toolbox meeting notes. We began with developing more documents and regular safety training to get the ball rolling." Greg said.

"I had to bring the rest of the team onboard with our safety priorities, especially the field team. We emphasised the potential negative financial impact on the business, should there be a major incident" he said.

Greg made it clear to the team, that not only would the business suffer, so too would jobs, and that staff involved in an incident could potentially face significant financial penalties. Let alone the emotional toll this type of incident has on all concerned.

"Recently we invited the field team to nominate two of their peers to get involved on our safety committee, which meets regularly," said Greg.

The safety committee at Think Water Canterbury considers incidents

and specific safety issues and what improvements can be made throughout the business.

"Incidents are usually quite minor, although recently a team member had a bee sting on the job. We were not aware he had an allergy to bees! So this seemingly minor injury ended with four days away from work and some necessary medical care. Fortunately, all is ok now though. As a result of this incident we spoke to all of our team about any potential allergies and found another health issue with a team member."

"We are currently focusing on getting our Safety Procedures right and want to share this with the group to create a safety database we can all benefit from."

"We are sorting through our staff to train and sign off their competency using the equipment. Many on the team have the experience, but don't have this documented."

"I'd recommend other Members start with the basics such as hand tools and work through the list," said Greg.

According to Greg, the repetitive stuff causes the most injuries, like not using gloves and eye protection.

The Canterbury team uses both paper and digital safety systems. Simpro is the project software platform they



Think Water Canterbury practicing safe work habits while servicing a Centre Pivot

use which also covers pre and post site audits. Paper forms are used for toolbox meetings.

"It's no good trying to fill out details after an event – we use pre-starts to pick up issues before they become a problem," said Greg.

Greg also does weekly random site audits looking for additional hazards and other issues like keeping the work-site tidy. As a result the team are all on board and proactive with safety.



Phil Best
Operations Manager AU



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Recognising the Gap in Your Training

Throughout my years working with Think Water Members I have received many questions about training and upskilling teams.

The most common question is... What separates us from the large corporate up the road, the man in the van or a local competitor with minimal overheads?

It's always a tough question to answer, especially when it comes to relaying the answer to your customers, because let's be fair, the customer takes you on your word, your initial interaction and the final price.

The basic solution is to focus on the engagement, knowledge and experience of your service rather than the price. Luckily, or unluckily these days we have things like Google reviews to help us with proof of good customer engagement. However, it is promoting the value in our knowledge and experience that is the problem.

With this in mind, and the news that the new Cert III in Irrigation Technology was about to go live, a proposal was put forward to the Think Water Board to consider enrolling me in a Certificate level IV in Training and Assessment ([TAE40116](#)) at Inspire Education.

Promote the value in your knowledge and experience.

This qualification is aimed at those who need to deliver training and assessment, provide on-the-job instruction, conduct workplace skill audits, coach or mentor staff and confidently present learning.

Essentially, this is a qualification that will allow me to work with Members on specific activities such as a training gap analysis of their business and deliver relevant content to ensure any gaps are filled.

Ultimately this will upskill our Members and their teams, to provide the best customer service experience, and hence build their reputation as the most knowledgeable water systems service provider in the industry.

We will be able to identify potential career pathways for individuals within the group resulting in less staff turnover. Quite often we lose staff to suppliers or another trade, which is a real issue at Think Water and the industry in general.

I am currently going through the final stages of assessment to attain my certification and am looking forward to working with you to create a learning calendar to help upskill your staff in the coming months and years ahead. In the meantime, feel free to contact me to help you with any training needs you may have in your business.



Chris Rehm
Operations Manager AU

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MARKETING Planning for Success

When it comes to successful marketing it is important to plan ahead for the best results. Planning means several things to your business including a continual presence in the market even when you are too busy to organise it. It can open-up booking discounts and collaboration opportunities saving you time and giving you more bang for your marketing buck.

However, the task of planning out months of marketing can be overwhelming so here are five tips to make it easier.

1. Understand your customer and their needs.

Utilise previous sales records to recognise your market sales pattern. Who are your customers and where would they more likely receive your message? Who buys what products when? Do seasons affect what sells?

2. Set a realistic budget and make a plan to stick to it.

Include costs for production and placement fees. Does the investment match the Special Marketing Credits forwarded from our suppliers by the NSO. Would any other Members like to collaborate and share the cost?

A business without marketing is the best-kept secret in the world

3. Work with your team.

Discuss and recognise where the sales/project team can be involved and what training they may need. Do you need to order more stock in advance for the promotion? What questions can staff ask customers about the campaign/product? Do you need to remind staff weekly of what is going on?

4. Choose marketing channels that will get your message in front of your customer.

Research, discuss and plan what marketing channels you can utilise to suit your targeted audience. This may involve discussions with newspapers and radio stations to see rates and booking opportunities. You may also discover what channels don't fit within your budget.

5. Measure what works and what doesn't.

During the campaign, make notes about progress. Ask your staff to keep a list of responses to their questions. Recognise any areas of improvement. Work out what worked well and what didn't work.

If this has inspired you to plan out 12 months of marketing, contact me for assistance and we can get you started on your journey to successful marketing.



Natalie Kingcott
Marketing Coordinator



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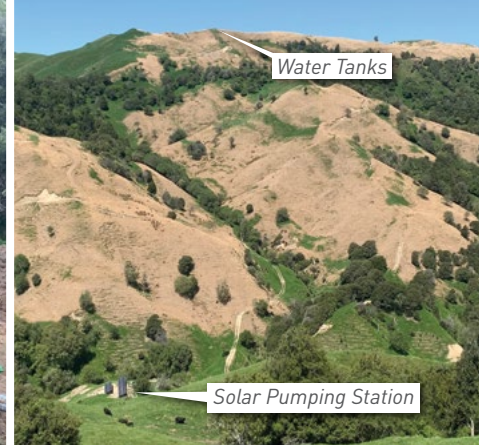
One of the best things about Think Water is their ability to draw upon innovation and deliver solutions for the impossible. It was through the use of solar-power that Think Water Gisborne achieved the impossible for Pamu Farms in Rere.

Pamu Farms contacted Think Water Gisborne with a challenging need to pump 60,000L/day of water 250 m up the hill from a creek to a series of storage tanks for the purpose of stock water.

The project had been rejected by two competing business before Think Water Gisborne accepted it. So, with many challenges the team got on with the job and started the design process.

The main challenge was the need for a custom designed solar-powered system to suit the existing wet end. An off the shelf solution doesn't exist.

A HydraCell pump was chosen for its ability to pump abrasive materials (such as pumice) present in the water, low service requirements and the ability to pump high head (250 m).



Water Tanks

Solar Pumping Station

The design required a solution that supplied a large amount of torque to get the pump turning over without using an excessive amount of solar panels. While also slowing down to 630 RPM to suit the flow and pressure limitations of the existing hydra-cell wet end pipework, which was capable of producing 850 m pressure.

The decision was made to partner with Weg/TRind NZ who assisted with the design and commissioning phases of the project. Weg/TRind NZ supplied a 10 pole motor and CFW500 variable speed drive with a solar module. This allowed us to independently control the torque by utilising the Voltage Vector Weg (VWV) regardless of the speed, allowing the pump to start on a higher torque by converting voltage to torque.

Remote site location was another challenge. Situated two hours drive from Gisborne, with the last 45 minutes of the journey across rough uneven terrain. This proved to be a challenge in getting product and equipment to the site. We had originally planned to fly everything to

site but we managed to strike it lucky with the weather and some recent farm track maintenance being done.

To assist with commissioning a remote management system from Halo was installed. This allowed the team to keep an eye on the system and show up prepared with an understanding if the changes that needed to be made to get the most out of the system.

The Halo system facilitates monitoring of volt, current and hertz data via a live feed through cloud-based software that can be accessed and programmed from any device with internet access. This allowed us to see how the pump reacted to the drive settings, and give the farmer the ability to see tank level flow and weather amongst other features.

The complete installation took place over three weeks with the use of an excavator and a lot of hard work. Think Water Gisborne are proud to say they performed what was considered impossible by other companies and delivered the project with great success.



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A Partnership from the Deep

 Think Water Bunbury

Think Water Bunbury WA, run by Mark Sanders and his family, services the coal mining region around Collie.

Having had many years of pumping experience since starting out as a trainee at Southern Cross, Mark is the expert that the mines have turned to for their dewatering needs.

Dewatering is a critical part of the mining infrastructure in this region due to the high rainfall, which needs to be kept out of the open-cut.

Back in 2008, Think Water installed a major infrastructure pipeline that included 40 bores pumping into a ring main. The bores were between 200-252 m deep and the submersible pumps 80-150 kW. Mark knew he needed to use a flexible riser that could handle the high pressures of the **Grundfos** pumps. Mark chose to work closely with **Crusader Hose** for the right hose solution.

"The Flexibore hose was relatively unknown at the time," said Mark, "but Francois Steverlynck, the MD, gave us and the customer every assurance that his hose would work. And they did."

Out of the 40 pumps, 39 were installed with Flexibore, as one bore's depth of 252 m was over the pressure safety margin. *"That one pump for which*

Flexibore could not be used with really challenged me," said Francois, "as I was unable to supply hose for large subbies over 250 m."

Crusader Hose is an innovative company with a strong culture of continuous improvement and its Engineering Team has had a recent breakthrough: an ultra-high-pressure Flexibore 300 series.

This hose is the highest pressure layflat hose in the world for mine dewatering, with a burst pressure of 900 m equalling that of fibreglass. Fibreglass pipe, however, is not the ideal solution as its bulky, expensive and cumbersome to install.

Mark re-entered into discussions with the dewatering supervisors at the mine about this new capability. *"They were pleased to hear about this development and ordered a 252 m length to replace the fibreglass column,"* he said. *"It is so much easier to pull up with a crane as it is supplied in one continuous length."*

"This is a pioneering achievement in the history of our company," said Francois. *"This development will hopefully be keenly adopted by many Australian mining companies and enable them to keep at the forefront of productivity and continuous improvement."*



FLEXIBORE

If it's a bore, think FLEXIBORE!

9 reasons we are Australia's leading manufacturer of layflat hose.

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- ✓ No internal scaling
- ✓ Totally corrosion resistant
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- ✓ Custom lengths made to order
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- ✓ All hydrostatically tested



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CONTINENTAL WATER Delivering Environmental Compliance to North Straddie

Continental Water has had a long standing partnership with Sibelco's Silica Sand manufacturing plant on North Stradbroke Island. The plant is a floating Concentrator Vessel which is 60m long by 40m wide designed specifically for sand mining.

The Concentrator processes 3,000 tons of sand a day to extract the zircon which goes towards manufacturing paints, toothpaste, sunscreen, ceramic tiles, touch phones and digital tablets.

Originally Continental Water installed an activated carbon and sand filter system to treat bore water as it was pumped from the pond to the Concentrator for general consumption and washing purposes.

However, over time various factors such as pond water chloroforms, general wear and tear and age saw a deterioration in the end water product. This led to Sibelco having to purchase and transport water onto the island at sizeable costs.



In late 2012, Sibelco again approached Continental Water to discuss how to best upgrade their water system. Bob Bell, the plants Operations Superintendent, brief was to design and install a system to meet OH&S regulations and the needs of the Concentrator's crews without environmental impacts to North Stradbroke Island.

Continental Water designed and built the system and now service the system which serves various functions such as drinking and requirements to manufacturing processes.

The system encompasses Kinetico Non-Electric Filters including a pH neutraliser, a water softener and multimedia filters to manage the 15,000 litres a day usage requirements.

Incoming water pressure drives the Kinetico system meaning the system is only in operation when water is needed; saving on power.

The entire system is housed in a 12 sqm plant and is serviced on a regular basis. The service involves salt top up as well as a general maintenance and a water quality check. Water quality is maintained in the 3,000 litre holding tank through an electric UV system.

The system now means the shift staff can confidently drink and bathe in the water overcoming the need to transport water to the pontoon and the system is in operation 24 hours a day, seven days a week.

Bob Bell highlighted that *"The system has exceeded his expectations. The team put forward an innovative solution which saves energy, is reliable and is saving Sibelco money as we no longer have to buy water."*

We also now have the added peace of mind knowing the system is maintained to exacting OH&S water requirements for the general health and well being of the employees working on the Concentrator."



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The Perfect Rural Tank Solution

 Think Water Hawke's Bay

Living rural often comes with a set of challenges that don't occur when living in the city. Water and wastewater aren't something that can be just forgotten about, extra steps need to be taken to care for them.

In this case in Ocean Beach, Waimarama the client required some water tanks to supply water to three houses on their rural property.



While space was not an issue, the tanks needed to be strong, dependable and lightweight to survive in the rugged location.

A total of four 25,000L Devan poly tanks were chosen for the project. Their superior construction qualities and 20 year warranty means they are the perfect tank for the out of the way installation and require minimal maintenance.

With a Devan tank you never have to worry about corrosion, rust or concrete cracking ever again. Devan tanks are built with super thick side walls, tubular space frames, and moulded in brass outlets as standard which means they will last for years to come. Devan tanks come in a broad selection of sizes and colours and are suitable for use with a range of liquids.



Devan have been working with Think Water for many years.

Quality suppliers working together to deliver the best.





KÄCHER AND THINK WATER

Working Collaboratively Brings Results

Kärcher's diverse range of cleaning equipment can be daunting, especially as a pump and irrigation specialist (and Kärcher agent). Generally, customers have different demands for cleaning equipment. One size does not fit all... Fear not, Kärcher's Professional Territory Reps are here to assist with Joint Calls.

Benefit's of the Joint Call service:

1. Product knowledge is passed on to your staff.
2. The enquiry may lead to other opportunities in the pump and irrigation arena.
3. Potential to open up new markets locally.
4. Sales are more easily converted, as we may know the answers to tricky questions.

We find that collaborating with Think Water Members leads to seen many successful sales. It has been an effective tool to grow not only the Kärcher side of your business, but also your overall customer portfolio.

A good example of potential market growth is industrial dairy and seafood producers that use HDS hot water units and scrubber driers as cornerstone pieces of equipment for their business. These machines increase hygiene and cleaning outcomes, whilst reducing water consumption.

Another great example of a successful Joint Call was with Ray Smith from Think Water Marlborough. Ray received an enquiry to assist with water blaster selection for the loading bay at a local supermarket. After much discussion the decision was made to purchase a Scrubber Drier

resulting in a \$10K sale. This machine helped the supermarket achieve a better result whilst using less water.

Dale Williams from Think Water Southland, says *"Working in with Dave Luff our Kärcher Rep for joint calls is a real strength for us. Providing my business with knowledge, and assistance with the demonstrations of equipment."*

"Also, earlier this year together with Kärcher NZ, we exhibited at the Southern Fieldays in Waimumu Southland, it uncovered opportunities we would not have usually come across."

"Kärcher is an integral part of my business and helps us supply a product and service crucial to this isolated region of NZ."

"The team at Kärcher are always ready to go above and beyond when we present them with an opportunity".



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A Water Tank for Every Application

As every Australian knows, rainfall falls into one of two camps: far too little, or a great deal too much. To collect and store water for the times when there is a drought or dryer times it is essential for the survival of a farming.

Bushmans Tanks is an Australian owned and operated business which was originally founded in 1989 and have their roots in rural Australia.

They have been the experts in providing quality tanks for rural, residential and industrial applications since the start of their business. Their motto – “Saving Australia’s Water” – reflects Bushmans’ understanding of the critical need of water to rural and regional Australia as well as the urban dweller.

They are experts in the tank industry, offering products and servicing customers across the agricultural, rural, residential and industrial sectors.

Chris Glenn, Managing Director at Bushman Tanks, has a personal understanding of the need of water on a farm having grown up on a mixed farming property. This background coupled with his manufacturing experience has allowed him to continuously develop Bushman Tanks with one focus in mind – to respond to their customers changing needs.

Chris says, “*Bushmans has been built over many years, and we have more experience in making larger polyethylene tanks and now steel liner tanks than anyone across the industry.*”

Rural – Bushmans Tanks started in rural Australia and have developed a comprehensive range of water tanks, agricultural products, molasses, and liquid fertiliser tanks.

Residential – with a choice of traditional round tanks and slimline water tanks for limited space.

Industrial – A Bushmans tank is perfect for industrial water treatment and water storage of large quantities, whether it be on a manufacturing site, transport facility, mine site or water treatment project. Industrial tank capacities range from 1000 Litres to 46,400 Litres, with the option of a blank or a fully fitted out plastic tank. These heavy-duty tanks are also suited to store a large range of chemicals. Bushmans Aqualine tanks are a range of steel liner tanks with sizes starting at 22,500 litres going through to 363,000 litres.

The organisation of Bushmans, together with our commitment to research and development, continuous improvement and customer service enable us to stay true to our mission, “Saving Australia’s Water”.



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WIN a UTE!

**Buy a tank to
go into the draw**

More Control & Smart Water Savings with MP Rotator Nozzles

In any irrigation system, it is important to choose the best precipitation rate for the soil and plant materials to maximise efficiency while maintaining a vibrant and healthy landscape.

Steady water application at a slow precipitation rate offers the safest solution against the hazards of runoff and excessive water use. New irrigation systems can take advantage of this benefit by implementing irrigation designs specific to low precipitation rates.

The industry-leading MP Rotator® family from Hunter Industries now offers two different precipitation rate options to balance the application of water with soil type, providing more choices for irrigation management.

For optimum efficiency, standard MP Rotator nozzles offer the lowest matched precipitation rate for pop-ups in the industry: 10 mm/hr across radius ranges of 2.5 m to 10.7 m.

This rate can be applied to almost any soil type without runoff, especially tight soils and steep slopes. Having a slow precipitation rate across a wide radius range means slower flow rates and less pressure loss through the zone, allowing more heads to run on one valve.

Pre-existing systems that require an upgrade can benefit from a slightly higher precipitation rate to avoid increasing run times. If a spray system is already divided into several zones, take advantage of the 20 mm/hr rate of MP800 nozzles, which is ideal for medium-grade soils, gentle slopes, and small spaces.

With the 1.8 m to 4.9 m radius range offered by MP800 nozzles, existing spray zones can convert to high-efficiency overhead systems without major increases in watering times. The improvement in uniformity paired with the midrange precipitation rate balances with the generally poorer coverage and high precipitation rate of the spray system for an increase in run time.

One size does not fit all when it comes to irrigation systems. Having more choices improves the performance of new system designs or retrofits applications.

Choose the slow and steady precipitation rate of standard MP Rotator nozzles for the highest efficiency, or the midrange rate of MP800 nozzles for retrofit applications and tight water windows.

Learn more about MP Rotator nozzles at hunterindustries.com.



Standard MP Rotator™

2.4 to 10.7m

- Maximum water efficiency
- Slowest precipitation rate



MP800 Series

1.8 to 4.9m

- Small spaces
- Tight water windows



MP Strips

1.5m

- Rectangular spaces
- Pair with either series

"As admirer of high quality businesses, I think TTI is up there with the best. The quality of the product is very high with obvious points of difference. Ultimately it makes it very easy for us to sell & the end user to buy!"

Adam Stockwell
Managing Director
Think Water - Virginia/Winnellie

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Protecting Fresh Water Fish

The role of instream culverts in fish passage in New Zealand

Poorly designed instream structures (including culverts, weirs and dams) are a significant contributing factor in the declining populations of New Zealand's native freshwater fish.

If these structures are not designed, installed and maintained correctly, they can disrupt fish lifecycles by creating barriers to fish passage and preventing fish moving up and downstream and to the sea.

Good fish passage design for an instream structure ensures:

- efficient and safe upstream and downstream passage of all aquatic organisms and life stages resident in a waterway with minimal delay or injury
- diversity of physical habitats and hydraulic conditions (rapids, backwaters and areas of slow flow for example)
- the structure provides no greater impediment to fish movements than adjacent stream reaches
- natural processes like the movement of sediment and debris to continue
- structures have minimal maintenance requirements and are durable.

To ensure the design meets New Zealand's Fish Passage Guidelines, any instream structure should be designed to avoid vertical drops, water that is too shallow, high water velocities, excessive turbulence, sharp corners, overhanging edges, and smooth substrates.

Simple Solution: Large Culverts

One of the simplest solutions for an instream structure that can meet the guidelines for fish passage is the installation of a large culvert that is buried to a sufficient depth so it simulates the stream environment around it in terms of the channel width, depth and slope.

With a large culvert that is buried to the right depth you can retain the bank-line inside the culvert and ensure you have the natural substrate (such as pebbles, gravel, silt or plants) present throughout the culvert too.

In using this design you are aiming to offer the same water depths, resting areas and basic habitat that is present in the rest of the river or stream to enable fish species to easily pass and complete their lifecycle.



As outlined in the New Zealand Fish Passage Guidelines it is important that any instream structures are durable and have minimal maintenance requirements.

P&F Global's EUROFLO® pipes are one option for instream structures: made from high density polyethylene (or HDPE) the pipes are maintenance and rust free, robust (they are one of the strongest plastic pipes on the market) and they come in a range of sizes up to 2100mm in diameter.

EUROFLO® CULVERT PIPE

EUROFLO®

ENGINEERED TOUGH



- Twin wall culvert pipes with a ribbed exterior for strength and smooth bore for faster flow
- Stocked in 15 sizes from 160mm to 2100mm OD
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REINKE TO PARTNER WITH CROPX

Maximising Performance by Growing More With Less

Reinke Manufacturing and CropX, have announced a partnership to empower growers with the world's finest irrigation scheduling tools.

By integrating the technologies and support of two industry leaders rooted in agriculture, growers in more than 40 countries will be able to access soil health information that will allow them to improve yields, efficiencies and profitability.

The partnership unites two groups who believe the most effective equipment and technology is built by farmers, for farmers. And with more than 80 years of combined experience in research, design and manufacturing – Reinke and CropX will bring their easy-to-use product lines to help growers maximize performance.

"We are very excited to make this strategic investment and partner with CropX as we continue to advance precision irrigation technology," says Chris Roth, president of Reinke.

"Reinke is dedicated to irrigation innovation to help growers produce more while providing them with labor savings and environmental efficiencies. We've found that same level of commitment in CropX. We are proud to provide the world's finest irrigation system and we believe this long-term relationship will strengthen both of our companies as we develop unmatched irrigation solutions to farms around the world."

"Today's producers face mounting profitability, resource availability and sustainability challenges throughout the world. Our mission is to provide affordable, scalable, best-in-class technical solutions to meet these challenges. We are looking forward to partnering with the Reinke team to offer producers a technical platform to enable them to realize the tremendous untapped profitability to be achieved through proper management of soil health and irrigation prescriptions", says John Vikupitz, president of CropX.

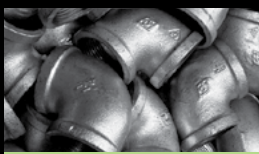
Specialising in advanced technology that provides recommendations on a variety of factors, CropX uses maps, aerial imagery, weather, modeling, user input and their patented soil sensing technology to accurately predict outcomes. Earlier this year, CropX acquired CropMetrics, adding more than 500,000 acres of soil data to their farm management platform.

Through the partnership, growers using both systems will have access to CropX's enhanced irrigation data-driven prescriptions that they can incorporate into their Reinke irrigation control system. Growers with pivots using Reinke's enhanced, web-based application ReinCloud® will see additional benefits by being able to remotely operate their irrigation while they manage CropX data through the integrated platform.

Visit www.Reinke.com/CropX to learn about all the advantages you'll have with Reinke and CropX.



A A P I N D U S T R I E S . C O M . A U



Engineering

Plumbing

Irrigation

Fire Protection

Mining

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Eighty Plasson Sensor Adaptors Installed at Water Treatment Plant

Plasson were selected to supply 80 sensor adaptors for the proposed construct of polyethylene pipework infrastructure for SA Water's Northern Adelaide Irrigation Scheme's Advanced Water Recycling Plant 20 kilometer north of Adelaide.

The \$155.6 million scheme will see new water treatment facilities built within the Bolivar precinct to increase its production of recycled irrigation water by 60 per cent.

The Plasson Sensor Saddles were used to connect instrumentation, drain valves, take off's and pH sensors to a wide range of large bore PE pipe sizes.

The project called for the installation of more than eighty Plasson Electrofusion Sensor Adaptors. The Adaptor alleviated the challenge of installing sensors in a limited space environment and negated

the requirement for large bore PE saddles and tee pieces.

Plasson Sensor Adaptors are welded to the pipe using electrofusion technology. They are a safe, fast and reliable alternative to connecting instrumentation by means of attaching take-offs with extrusion welded fittings.

The adaptor provides an innovative solution for connecting sensors, valves or gauges to PE piping system, eliminating the need to apply improvised connections with a high risk of leakage or premature failure. It also eliminates the requirement for extrusion welded fittings.

Plasson Sensor Adaptor Features and Benefits

- Compact solution for fitting multiple sensors on a pipeline
- 316 stainless steel outlet

- Designed to exceed the requirements of AS4129
- Eliminates unreliable hand-welded fittings into a system
- DN110 – DN1200 (110-400, 450-1200) pipes covered in two fittings reducing stock and increasing flexibility
- PN16 pressure rating (16 bar for water at 20 °C)
- 1/2", 3/4" and 1" outlets connect directly to most sensors meaning no bushing from larger sizes for fewer leak paths
- Can be easily fitted to a live system using the strap system
- Installation via a specialised tool: A strap or bolt holds the sensor adaptor onto the pipe during welding (installation tooling available for purchase or hire)



Plasson Sensor Adaptor

The Plasson Electrofusion Sensor Adaptor provides an innovative solution for connecting a sensor or gauge to the piping system, eliminating the need to apply improvised connections with high a risk of leakage or premature failure. Plasson's sensor adaptors enable quick and easy integration of various sensors onto a wide range of PE pipe diameters.

316 stainless steel outlet

PN16 pressure rating



www.plasson.com.au

Think Outside The Box With Tempus™ DC

Powered by Bluetooth and battery operation to rely less on connections and more on convenience, Toro is putting the best product on the market for your watering requirements.

By using the app on your device, the new battery controller is ideal for managing irrigation in areas without mains power, meaning you have full watering control from your device. With customers and contractors in mind, Toro has made irrigation easy and convenient without compromising on quality.

Tempus™ DC is simple to use with flexibility for watering preferences including four independent programs and three start times per program. It is available in 1, 2, 4 or 6 stations and comes with LCD and no LCD given the option to program the controller using the app or manually.

Toro provides innovative and reliable products that are built for contractors and homeowners alike, using waterproof and durable materials with quality that is second-to-none. The advanced features of Tempus™ DC offer more versatility than a tap timer which just operates on a single station. Your irrigation equipment will always be safe as Tempus™ DC is vandal-resistant in a valve box, while tap timers are vulnerable as they are screwed into the tap.

There's no more need to access your valve box and risk the yucky dip and deal with the crawlies. With Tempus™ DC, the power is literally in your hands with just a touch of a button or swipe of the screen.

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TORO



New Water Tank System for Macadamia Irrigation

 Think Water Northern Rivers

Macmandu Nursery is a Macadamia grower located in the Northern Rivers in NSW. The Nursery recently installed a Heritage CT80 water tank, with a capacity of 353,947L.

The tank will supply irrigation to just over three hectares of nursery, which produces Macadamia seedlings for commercial macadamia orchards.

In this closed loop system, the collection dam recovers rainfall and irrigation runoff from the nursery where the water is treated to correct pH and to neutralise plant pathogens before it is pumped into the CT80 tank for irrigation.

Greg Jones, Macmandu Nursery Manager was very pleased with the tank system, saying, "We are very happy with the quality of the tank! It's just what we needed"

Heritage Water Tanks is one of Australia's largest manufacturers of quality steel-liner water tanks in Australia, offering tanks with an Industry leading 1mm wall profile and heavy-duty Industrial grade liner, tanks range in size from 27,000L to 375,00L.

Heritage Water Tanks Company Director, Murray Tognela said that the Company was committed to



offering the community access to high quality water storage and distribution systems for the Irrigation and Agricultural Industries in Australia.

"We understand the importance of having secure and reliable access to water and are very proud to be in a position to be able to offer high quality products and services to the local community." He said.

"We are also very proud to be an innovator and trailblazer in the development of Water Harvesting Technology and are excited to have recently launched our new EvaRain next generation gutter system with a first rain flushing option."

- Catches water from your tank roof.
- Filter and flushing system protects your water quality.
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| 3. DURAL | 8. SWAN HILL |
| 4. MAREEBA | 9. GISBORNE |
| 5. ALICE SPRINGS | 10. ECHUCA |

*Stores must be operating for the full period measured, from the previous year.



SOCIAL MEDIA FOLLOWER LEADER BOARD

Congratulations to our Members with the highest growth in followers on Facebook and Instagram.
Total followers as at 20 August 2020.



1. DARWIN
2. BROOME
3. HAWKE'S BAY*
4. CALLIDE VALLEY*
5. LEETON
6. CAIRNS
7. MAREEBA*
8. MANAWATU*
9. CANTERBURY*
10. SMITHTON*



1. ADELAIDE*
2. HAWKE'S BAY*
3. BROOME
4. DURAL
5. MARLBOROUGH*
6. NOOSA*
7. ALICE SPRINGS*
8. SMITHTON
9. MANAWATU*
10. DARWIN

*Subscribes to NSO Social Media Services

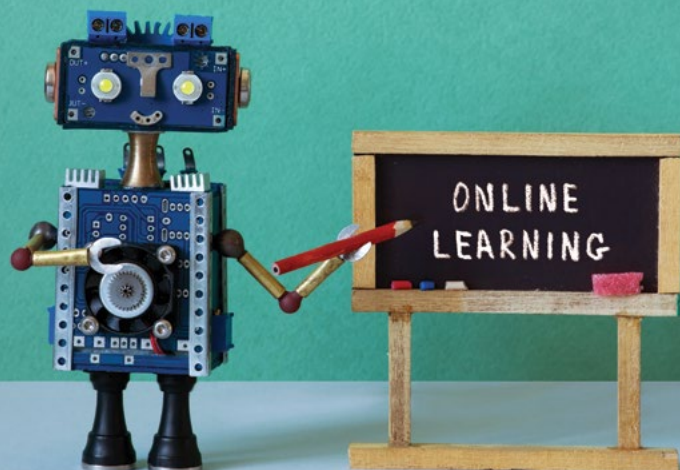


DIGITAL HUB LEADER BOARD

Think Water teams are educated and always learning. Congratulations to these teams on their ongoing professional development.

Total courses completed as at 14 September 2020.

- | | |
|----------------|-----------------|
| 1. WEST COAST | 6. ADELAIDE |
| 2. HAWKE'S BAY | 7. NEW PLYMOUTH |
| 3. TAUPU | 8. MANAWATU |
| 4. SMITHTON | 9. BROOME |
| 5. GISBORNE | 10. MAREEBA |




CELEBRATING YEARS

Congratulations to our Members celebrating 10 years with Think Water

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A Retail Space with Renewed Energy!

Think Water Gisborne transformed a derelict old gym into a stunning new retail store and yard.

“The ideas and renovation experience shared by other Think Water stores and the National Support Office was invaluable. We couldn’t have completed this project without the support and professionalism of the team during this process”

In 2019, the team got together with family members and Think Water Hawke’s Bay to take on what was labeled as a juggernaut renovation. Matt and his team nailed the project, and won the Renovation of the Year award at the 2019 Think Water awards.

– Matt Kemp | Think Water Gisborne | Director



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