

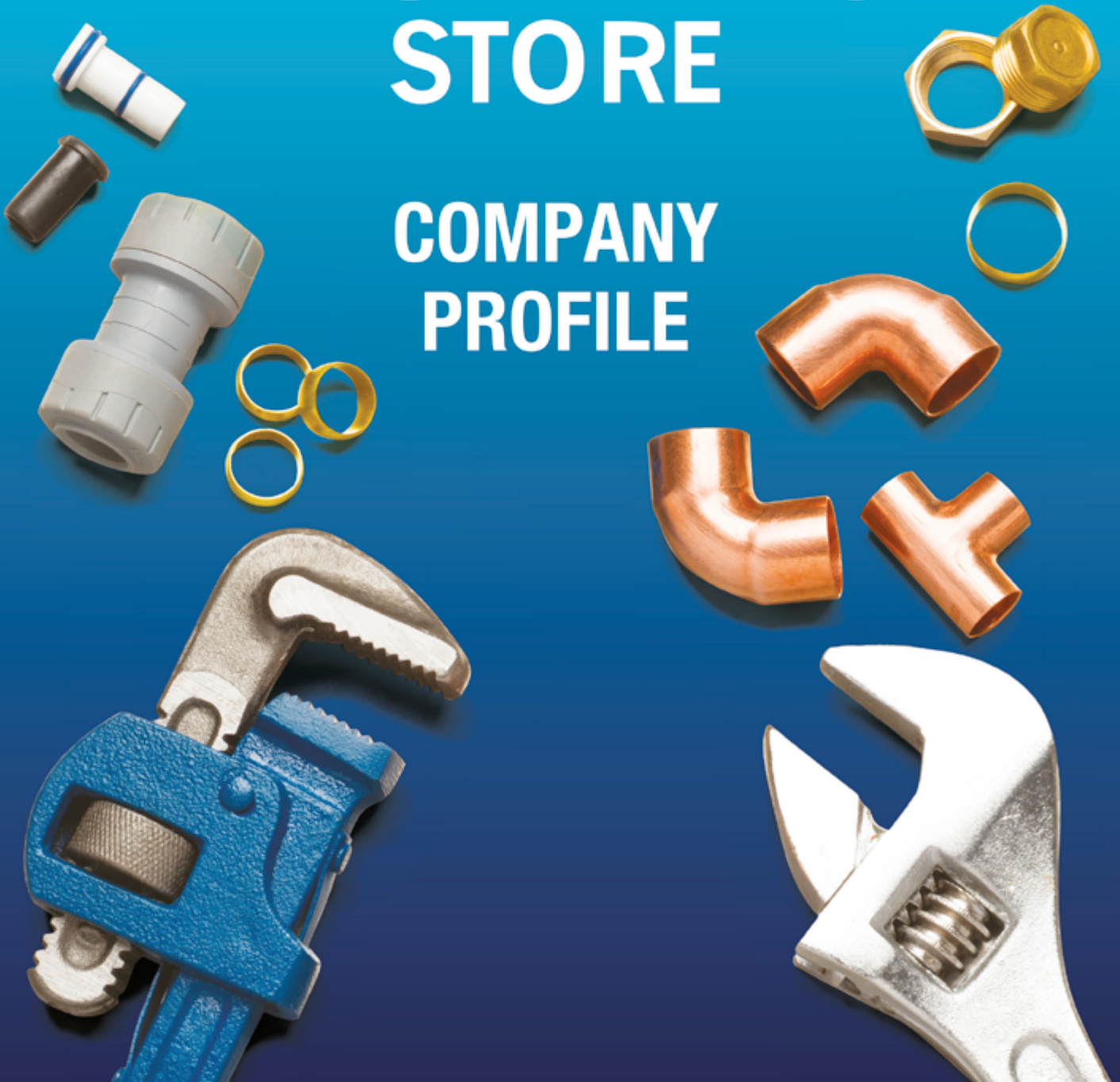


# PLUMBLINK

 Proudly  
Bidvest

## YOUR LOCAL PLUMBING STORE

### COMPANY PROFILE





# PLUMBLINK

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Plumblink is a specialist plumbing supplies, bathroom and kitchenware merchant currently operating from over 100 branches strategically situated throughout South Africa and Namibia.

More than 10,000 quality products are sourced from over 400 of the best local and international suppliers and the 'home brand' Plumline, added in 2011 continues to expand.

Plumblink has a customer base of over 5 000 loyal customers, ranging from government, commercial, industrial, housing and DIY enthusiasts.

Plumblink is your local plumbing store providing well priced quality products. Where applicable, all products are SABS approved; providing peace of mind to the consumer.

Plumblink is the accepted market leader with a solid history dating back to 1911 from a consolidation of the leading plumbing merchants across South Africa that continues to grow its network under the Plumblink banner.

Some of the original Plumblink brand names are still well-known and these include the Waud & Blackman, Border Plumbing Supplies, V&R Plumbing and Sanitary City.

July 2015 marked another milestone in the history of Plumblink, with the sale of the company to the corporate giant, Bidvest Group Limited. Less than 5 years later, in 2019, Plumblink opened its 100<sup>th</sup> branch.

**[www.plumblink.co.za](http://www.plumblink.co.za)**

**0860 plumblink.**

(0860 758 625)



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# Core Business & Services Proposition

Plumblink's values are complemented by operational performance, which is the core of the business delivery and the keystone; reliable client service. Providing value added service to each client is achieved by specialist departments and a team who offer expert service and advice.

A key aspect to doing business with Plumblink is that accounts are centralized, facilitating customer account purchases from any branch, nationally.

## The Loyalty Programmes

VIP & PCC for cash clients offer added benefits such as an annual rebate, preferential pricing and the VIP customers also stand the chance to win a R 100 000.00 holiday voucher.

Plumblink's dedicated trade website, that assists clients with quick online ordering, has the ability to check stock, generate client branded quotes, and is accessible on a 24-hour basis to Account Holders and Partners.



## PLUMBLINK HAS A SPECIALISED CONTRACTS DEPARTMENT

with dedicated account managers to create quotes and offer you product advice.

For more information, contact your closest department.

Cape Town: 087 086 3729  
Eastern Cape: 043 722 2531  
Gauteng: 011 690 2800  
Kwazulu Natal: 031 579 9600





## Exclusive Brands

In 2011, Plumblink launched its own range of exclusive, affordable, quality products branded Plumline. From the introduction of two basins, and with a quick adoption by the plumbing industry, the range was expanded to include bathroom sanitaryware, taps and mixers, solvents, sealants and universal spares.

The success of the Plumline brand can be attributed to its unwavering commitment to offering superior quality products at a reasonable price. In addition to the Plumline brand, Plumblink is also the sole distributor in Southern Africa of Genebre brassware.

These products have given Plumblink a range of quality imported products, at highly competitive prices.

# All in the effort of 3 teams...

## **1 Sales**

Plumblink prides itself on providing a professional; solutions driven service to its customers. Ensuring that stock is available at a reasonable price. Well qualified staff are always on hand to give expert advice to those instore. The highly competent contracts team strives to source stock for large developments from the extensive national stockholding. Estimating teams operate at a regional level to ensure competitive pricing of quality goods.

With the opening of over 100 branches, Plumblink ensures that a store is always easy to find.

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## **2 Insurance**

The Insurance team forms part of our Head Office and functions on a national level. The team manages several leading insurance companies' requirements, and some of their contracted plumbers. This highly organised team ensures accurate invoicing to the insurance companies, as well as maintaining of stock levels, consignment stock, and the administration and reconciliation of orders and claims.

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## **3 Distribution**

Plumblink is always striving to serve its customer base better.

To this end, the Cape Town warehouse moved to bigger more modern facilities, allowing for a larger stockholding and seamless delivery to the Western Cape stores.

In June 2017, Plumblink's head office moved out of the regional facility into new premises; including a large warehouse facility that holds Plumline and other exclusive brands.

The products are then distributed to the DCs in the other regions.

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# The Board

Exercising leadership, enterprise and sound judgement in directing the company to achieve sustained prosperity for all, while respecting the principles of our code of conduct. This is accomplished through the application of effective systems and internal controls. Board meetings are held regularly, with frequent attendance of Plumblink's management team which promotes participation, development and executive transparency.

The board and management structure provides an adequate mix of critical skills together with experience that contributes to the effective operation of the business. This also ensures that decision making is balanced and highly operationally focused at all times.

Plumblink is of the view that its board and management team operates effectively, in the best interests of the business and in accordance with its code of conduct and ethics. All its members are suitably qualified, experienced and empowered to fulfill their duties as per the Companies Act.



## Executive Management

- Oswald Abrahams (IT & Marketing Director)
- Douw Wolmarans (Financial Director)
- Ashley Roberts (Regional Manager - Western Cape)
- Craig Greenland (Regional Manager of KZN)
- Juanita Boshoff (Human Resources Director)
- Nick Craddock (Regional Manager - Eastern Cape)
- Nicci Henderson (Regional Manager – Gauteng/Inland)
- Gary Chandler (CEO)
- Luvuyo Mgidlana (Operations & Commercial Director)

# Operations

Plumblink is operational in 9 provinces of South Africa, and Namibia:

- Eastern Cape
- Free State
- Gauteng
- KwaZulu Natal
- Limpopo
- Northern Cape
- North West
- Western Cape
- Mpumalanga
- Namibia

The Plumblink brand is highly recognisable in the South African market, due to its reputation as a supplier of a wide range of branded, high quality, competitively priced products.

Plumblink operates 5 regional warehouses in South Africa, with more than 100 branches, conveniently located in most major cities. Plumblink prides itself on the width and depth of range, making it the largest supplier of plumbing products in Southern Africa.

## ALWAYS EASY TO FIND

with 100+ branches  
nationwide



# Plumblink Cares

## Empowerment

The principles of broad-based BEE, through stakeholder empowerment, have also been integrated into how Plumblink does business, and how Plumblink can assist and support clients in how they do their business. The empowerment of women and the development of skills at lower levels of the organization to facilitate career and personal growth opportunities are the particular areas that will continue to receive attention and focus.

Plumblink is committed in terms of its procurement and preferred suppliers' practices to increasing the level of procurement from BEE companies. In supporting, where possible, small entrepreneurial enterprises and economic empowerment initiatives, Plumblink believes that the benefits of transformation can be extended to all our people.

Plumblink holds a level 4 BEE score card 2017/2018.

## Sustainability

Plumblink embraces sustainability as a business imperative that is crucial for any business enterprise - big or small - to ensure that there are adequate resources to continue its operations into the foreseeable future; as well as enable it to continue to add value to its community and society in a responsible manner.

## Transformation – Social Responsibility and Investment

As a responsible and progressive corporate citizen, Plumblink has adopted an integrated and balanced approach to Corporate Social Investment (CSI), as a coordinated and aligned component of its broad-based economic empowerment programme.

Plumblink recognises that no successful and sound business can survive in isolation of the community within which it operates, and contrary to the social needs and priorities of the country as a whole. Plumblink strives to add value to the community through its involvement in various small but significant upliftment and assistance programmes. Due to the nature of Plumblink's business, and the communities and markets Plumblink interacts with, social investment initiatives are generally focused on providing expertise, direct assistance and support to selected NGOs, community projects and job creation/entrepreneurial development programmes.







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**100+ Branches | Nationwide**