



# Promote yourself.

How you can build a career with [Reece](#).

**reece**™

Our people  
make the

**difference**

Reece is different. We're a successful company that doesn't like to make a fuss of our success. We're a big business that works hard to retain the great things from when we were a small business. We value common sense as highly as a university degree. We encourage people to have a go and don't mind if they fail. We promote people based on performance, not age. Reece is a place where people make a real difference. **And that's the secret to our success – having the right people, with the right attitude in the right roles.** We're looking for the right people now. People who like people. People who like to talk but also like to listen. People who like to perform. People who can recognise an opportunity and seize it. People who are prepared to promote themselves.

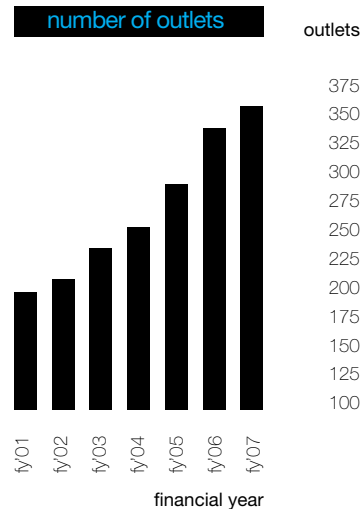
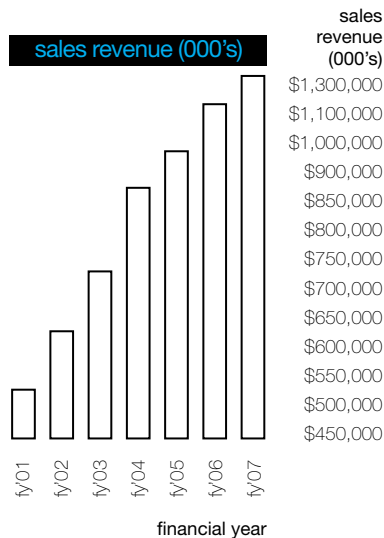
**Read on. You will quickly discover whether you might be the right person, and whether we might be the right place for your career.**

# Enjoy options and opportunity

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Reece is Australia's leading supplier of bathroom and plumbing products with stores in all states as well as in New Zealand. In our long history, there has not been a more exciting time than right now. We are growing rapidly in a number of customer and geographic markets and for our people that means one thing – opportunity.

Type of company	public, ASX listed
Start date	1919
Number of stores	over 370
Number of staff	over 3000



Most people know that Reece is big in bathrooms and plumbing products. You've probably seen our television advertising campaign that lets people know that we are 'part of every great Australian bathroom.' And there's a fair chance you've see our iconic t-shirt worn proudly by thousands of plumbers around Australia everyday.

But what a lot of people are surprised to discover is that Reece also has a large number of specialty businesses across the plumbing and bathroom markets. These have been established to meet the specialised needs of our customers in dedicated markets. For our staff, these speciality businesses offer variety, an opportunity to develop specialised knowledge in some very interesting and technical areas, as well as the chance to be involved in some of the industry's most challenging and high profile projects.

**Plumbing** Our core business is supplying products and services to plumbers.

**Reece Irrigation** services the landscape and agricultural supply industries. As well as supplying a huge range of irrigation products, our stores also offer a design consulting service on both domestic and commercial irrigation systems that is provided by our IAA certified designers.

**Reece HVAC-R** provides a specialised service supporting plumbers, mechanical services contractors, mechanical engineers and design consultants involved in large commercial projects such as multi-storey developments, retail complexes and hospitals.

**Reece Refrigeration** provides specialist support and technical expertise for refrigeration plumbers and maintenance contractors nationally.

**Reece Civil** caters for the specific needs of public utilities, plumbers and civil contractors in the water, gas and telecommunications sectors.

**Bathroom** With over 300 showrooms and a huge range of brands from around the world, we're helping Australian's to create the perfect bathroom whatever their lifestyle.

**Reece bathroom life™** is an exciting new retail concept from Reece. Complimenting Reece's 250 stores nationally, these flagship stores offer the ultimate retail experience for those seeking fresh ideas, innovative products and design inspiration.

**Reece Projects** has been established to help specifiers select the right bathroom, kitchen and laundry products for larger residential and commercial developments including apartment blocks, townhouses, multiple units hotels, hospitals, aged care facilities and major sporting complexes.

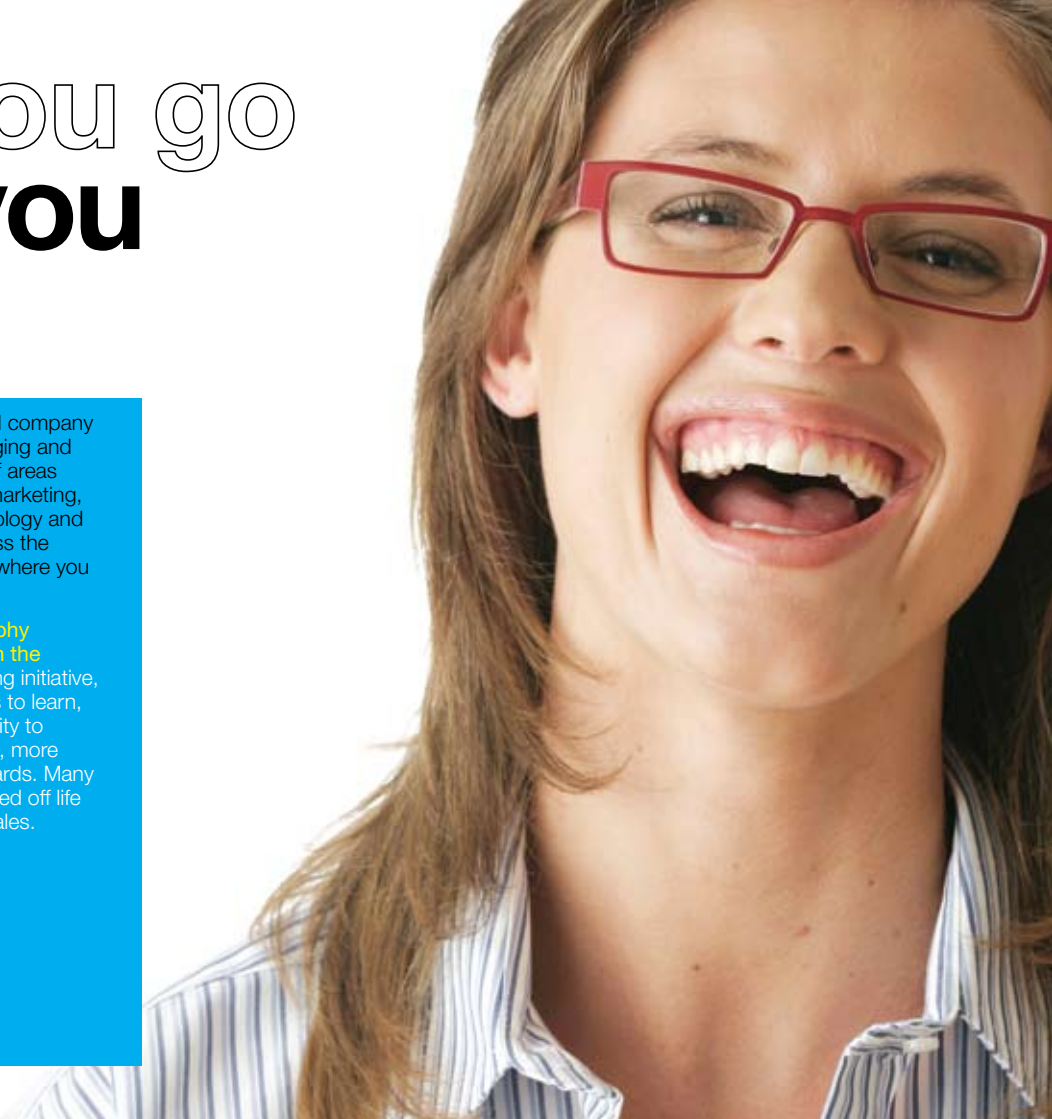
**Reece Onsite** is a new specialty business catering for the unique requirements of large domestic home builders.

# Where you go is up to you

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Reece is a large, multi-faceted company that can offer diverse, challenging and fulfilling careers in a number of areas including customer service, marketing, finance, administration, technology and logistics and in locations across the country. Where you start and where you end up is in your hands.

**At Reece, we have a philosophy of promoting staff from within the organisation.** By demonstrating initiative, ability, integrity and willingness to learn, you will be given the opportunity to enjoy a range of different roles, more responsibility and greater rewards. Many of our regional managers started off life with us in plumbing counter sales.



# Why Wait?

## The Reece Graduate Program

The Reece Graduate Program aims to attract, develop and retain talented individuals who want to embark on a challenging career.

At Reece, we are focused on developing future leaders to manage an area or areas of Australia's largest plumbing supplies company. With more than 350 branches, seven specialist divisions (Reece Irrigation, Reece HVAC-R, Reece Refrigeration, reece projects, Reece Civil Works, reece onsite, and reece bathroom life) and a range of diverse products, we are looking to hire a small number of talented, highly motivated individuals with the potential to become our leaders of tomorrow.

### How does it work?

At Reece, we are looking to compliment our existing team of support, technical and managerial staff with fresh new talent. We need people whose dedication, creativity and attitude are backed up by tertiary qualifications, and whose ambition to make a difference burns brightly.

All our graduates will participate in a 6-12 month rotation program within the business which will encourage creativity, continuous improvement, innovation and entrepreneurialism.

You will have the opportunity to advance your understanding, knowledge and skills across a range of business units within the Reece organisation. You will also learn by working side by side with some of the best in the business.

This 6-12 month rotation program will deliver designated outcomes and provides excellent opportunities and may lead into a management role within some of the specialty businesses or business units.

Once you've completed the program, your learning doesn't end there.

You will benefit from on going learning and development programs that are relevant, focused and practical.

### Your Opportunity

At Reece, our graduates come from different disciplines, from different universities and tases, and have different views and thoughts.

It's this diversity that keeps Reece ahead of it's competition.

[The areas of opportunity for our graduates are in:](#)

Retail, Services and Operations, Management, Marketing, Information Technology (IT), Finance/Accounting, Human Resources, and Logistics.

### The Benefits of a Career at Reece

In a word, opportunity!

The opportunity to learn from one of Australia's humble business success stories, to join a company that fosters training, development and on-the-job experience, and of course, the opportunity to get your start with a team of people who know what it takes to succeed.

With a philosophy built around training and developing our staff to become key players in the business, and a focus on a culture of great service, Reece is a great place to start your career.

### Our Values

At Reece, we have 10 core values that allow us to be the best by constantly improving the service we provide our customers.

These core values are known as **'The Reece Way'**.

[For more information on "The Reece Way", see page 09.](#)

# We'll help you get there

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At Reece, we're looking for motivated people who aren't afraid to promote themselves. But we will also give you plenty of direction and support to help you get there. We invest in our people with some of the most comprehensive and innovative training programs in the industry. From your first day induction and at all stages of development, you will have the opportunity to advance your knowledge and skills across a range of areas that will improve your performance and help take you to the next level. From product training, systems and information technology courses, right through to leadership and management training, you will benefit from on-going learning and development programs that are relevant, focussed and practical. As well as formal training, you will also learn by working side by side with some of the best in the business.

Our training programs include areas like:

- Basic Induction
- OH&S
- Computers
- Stock Management
- Delivery & Logistics
- Products
- Sales
- Leadership & Management
- Certificate III Transport & Distribution

An ideal launching pad -  
Australian School based Apprenticeships

Reece, in conjunction with Murray Mallee Training Co. Ltd, a Registered Training Organisation, and the support of State Vocational Educational Consultants, has undertaken the initiative of Australian School Based Apprenticeships (ASbA) to provide Years 11 & 12 students the opportunity to complete a nationally recognised Certificate in either Retail or Transport & Distribution.

This national program, which is also promoted and supported by State and Commonwealth Governments, provides the opportunity for students to combine their studies with part time work at local Reece stores during years 11 & 12.

At the completion of the Certificate, Reece will consider all participants for a full time position which may launch their career with Reece.

For the terms and conditions of the ASbA program in your state please contact Murray Mallee Training Co. Ltd by email: [asba@reece.com.au](mailto:asba@reece.com.au) or visit: [www.mmtco.com.au](http://www.mmtco.com.au)



# Have you got what it takes?

08

By now you will have a pretty good idea of what Reece is about, what we do and the types of employment opportunities we can offer. But what are we looking for? We mentioned at the outset that we were looking for the right people. Well, we're looking for people who want to build a career rather than just 'get a job'. We're looking for people who are prepared to work hard and have a go. Someone with an entrepreneurial spirit. We're looking for people who are good with people. We value attitude over education and performance over duration.

We believe we have a very special culture that has been created and continues to thrive because of the right people. To help us preserve that culture we have identified a set of values that define how we want to work together and with our customers. These values also help us choose and reward the right people. These values form part of what we call The Reece Way.



# The Reece Way

## Our Goal

To be the best by continually improving the service we provide our customers.

### R1 Customer Focus

Listen to your customers and build relationships so you can understand their needs and provide them with the very best customised service.

### R2 People Development

Take advantage of opportunities to learn and grow and support others in their development. Encourage people to be the best they can be. Our success depends on having the right people in the right positions with the right attitude.

### R3 Continuous Improvement (CIP)

Continually look at ways of doing things better and more efficiently. Aim to do it right the first time. Be positive and open to new ideas. Listening to others, sharing ideas and measuring progress always leads to better results.

### R4 Hard Work & Performance

Be persistent, always 'have a go' and make things happen. Implement ideas and produce results. If you promise something, do it. Enthusiasm, commitment and performance will be rewarded. Enjoy what you do.

### R5 Lead by Example & Take Responsibility

Always lead by example and set the highest standards. Take responsibility for your actions and results. Don't blame other people or events when things go wrong.

### R6 Teamwork & Respect

Work together and never let your team mates down. Show respect for all points of view and understand all the facts before passing judgement. Support majority decisions.

### R7 Be Entrepreneurial

Use your initiative and be creative to grow the business. Think of the business as your own.

### R8 Keep it Simple

Keep it simple, use your common sense and move quickly. Embrace our 'single systems' approach.

### R9 Honesty & Integrity

Be honest. Behave ethically. Act with integrity. Make your word your bond.

### R10 Be Humble

Be humble when we enjoy success and recognise the efforts of those who have contributed to it.

# 09

If you like the sound of these values and are interested in a career with Reece, test yourself. Spend a few minutes and complete the snapshot questionnaire on the next page. You might surprise yourself. And it might be your first great career move.

# Test Yourself

For each of the following 10 questions simply select the answer that most accurately reflects how you would act. Then using the scoring system on the opposite page, see if you've got what it takes to build a career with Reece.

1\_ You have friends over and they ask for a drink. Do you:

- A\_ Offer them water.
- B\_ Tell them to get their own drink.
- C\_ Offer them a selection of drink options.
- D\_ Ask them if they brought their own.

2\_ You're out hiking with some friends when you come to the base of a hill with a sign that reads "500m steep climb to see the most beautiful view ever". Do you:

- A\_ Give it a go but if it gets too hard walk back down.
- B\_ Pretend you're scared of heights and wait for your friends to come back.
- C\_ Do it because it really could be great and you wouldn't want to miss the opportunity.
- D\_ Wait at the base of the hill and ask one of your friends to take a photo of the view.

3\_ You've been given the job to organise a dinner with your friends. Do you:

- A\_ Order pizzas because that's what you always do and everyone will be happy.
- B\_ Ask around and see what other suggestions your friends have, then order the pizzas.
- C\_ Look up a food guide and try something new and different.
- D\_ Ring one of your friends and get them to do it.

4\_ You're performing in an amateur play (yep, that's right a play) and after all the rehearsals it's opening night. Do you:

- A\_ Throw up and run out of the theatre, never to return.
- B\_ Put your nerves aside, remember all the hard work you put in and go for it.
- C\_ Tell your understudy that they're much better and should replace you.
- D\_ Go on stage having not learnt your lines and instead quote from songs you know.

5\_ You're the captain of a sporting team and you have just lost a key game which could cost you the finals. Do you:

- A\_ Scream and cry and blame everyone for the loss, including the spectators.
- B\_ Say the umpire was bias and has always had it in for you, even though he's your father.
- C\_ Pick out a player and tell everyone that their one mistake cost the game.
- D\_ Sit down and work out what everyone, including you, could be doing better or differently.

6\_ You have remained captain of your team and this time you've won and are in the finals. Do you:

- A\_ Describe, blow by blow, how your goal in the first five minutes won the game.
- B\_ Congratulate the whole team on the win and highlight people who put in an extra effort.
- C\_ Acknowledge that the decision by everyone to have an extra training session really paid off.
- D\_ Ask the crowd if they want you to sign anything.

7\_ You notice how much your friends love the biscuits your mum makes. Do you:

- A\_ Tell your mum to stop making them because your friends keep bugging you for them.
- B\_ Package them by the dozen and sell them giving your mum a share of the profits.
- C\_ Try cutting your mum out of the profits and make them yourself.
- D\_ Create a rewards card that gives repeat customers the opportunity to get a free chocolate cake.

8\_ A person approaches you in the street and asks you for directions. Do you:

- A\_ Pretend you can't understand them and walk away.
- B\_ Give clear and simple instructions, telling them the most direct and hassle free route you know.
- C\_ Make up the directions because you're embarrassed that you don't know your own city.
- D\_ Give them directions and then ask for a tip.

9\_ You see a person drop \$50 in the street. Do you:

- A\_ Pick it up and have a nice lunch.
- B\_ Pick it up and return it to them.
- C\_ Pick it up, return it to them and ask for a reward.
- D\_ Leave the money where it was in case it was part of some whacky TV show stunt.

10\_ You receive an award for your outstanding performance in the play mentioned earlier in the questionnaire. Do you:

- A\_ Thank everyone for the honour and acknowledge your fellow actors.
- B\_ Say it was about time and walk off.
- C\_ Act out one of the scenes as part of your acceptance speech (playing all three parts).
- D\_ Explain that the play's success or failure was based solely on your performance.

Now it's time to see how you went. Using the scoring system below simply add all the numbers from each question and see if you've got what it takes.

#### Your Score

Q1	A=3	B=2	C=4	D=1	_____
Q2	A=3	B=1	C=4	D=2	_____
Q3	A=3	B=2	C=4	D=1	_____
Q4	A=1	B=4	C=3	D=2	_____
Q5	A=2	B=3	C=1	D=4	_____
Q6	A=1	B=4	C=3	D=2	_____
Q7	A=2	B=3	C=1	D=4	_____
Q8	A=3	B=4	C=2	D=1	_____
Q9	A=1	B=4	C=3	D=2	_____
Q10	A=4	B=1	C=3	D=2	_____

#### Total Score

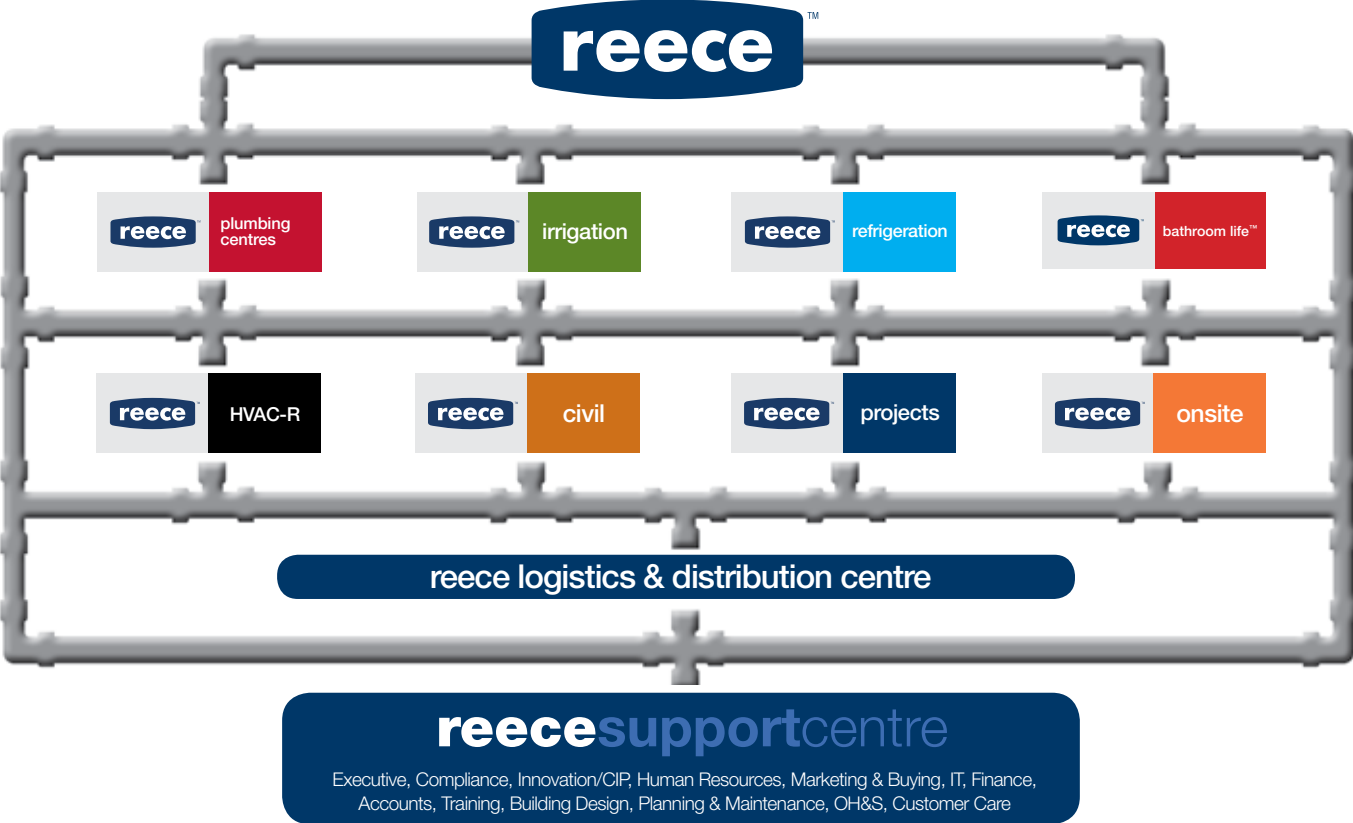
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If you got 30-40 you sound like a real Reece person and we'd love to talk to you.

If you got 20-29 let's have a chat about what's important to you in a career and see where it leads.

If you got less than 19 maybe look at the career in amateur theatre.

Once you're in the pipeline, your career at Reece can take you anywhere



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work for your career. Visit:

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