

2018
**AWARDS OF
EXCELLENCE**



NATIONAL STORES OF THE YEAR

On Wednesday 20 February we celebrated the unique achievements and success of Independent Hardware Group stores and suppliers at our Awards Of Excellence dinner. These are the winners in each respective award category.

Winning an award takes commitment, pride and passion. These members have been chosen for leading the way in retail and trade excellence or who have reinvested through training, service and standards. Congratulations for the significant commitment you make to the industry and your customers, and the contribution made to our own Family-Village-Tribe culture.

All are worthy winners and should be extremely proud of their achievements in becoming the Best Store In Town.



2018 MITRE 10 STORE OF THE YEAR – LARGE FORMAT Johnson Bros Mitre 10, MONA VALE NSW

STATE FINALISTS:

- Diamond Valley Mitre 10 VIC
- Manjimup Mitre 10 WA
- Barossa Mitre 10, Nuriootpa SA
- Porters Mitre 10, Mackay QLD



2018 HTH STORE OF THE YEAR – OVER 1000m² TM&H Home Timber & Hardware, MOE VIC

STATE FINALISTS:

- Gubbins Home Timber & Hardware Moss Vale NSW
- Margaret River Home Timber & Hardware WA
- B & S Hardware, Alice Springs NT
- MacKenzies Home Timber & Hardware, Goondiwindi QLD



2018 MITRE 10 STORE OF THE YEAR – MEDIUM FORMAT Kincumber Mitre 10, KINCUMBER NSW

STATE FINALISTS:

- Crameri's Mitre 10, Maryborough VIC
- Dongara Mitre 10 WA
- Waikerie Mitre 10 SA
- Smith Bros Mitre 10, Longreach QLD



2018 TRADE CENTRE OF THE YEAR Provans Home Timber & Hardware, CLIFTON HILL VIC

STATE FINALISTS:

- Johnson Bros Mitre 10, Mona Vale NSW
- Thornton's Mitre 10, Denmark WA
- Barossa Mitre 10, Nuriootpa SA
- Bowen Home Timber & Hardware QLD

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2018 MITRE 10 STORE OF THE YEAR – SMALL FORMAT Sunlite Mitre 10 York Street SYDNEY NSW

STATE FINALISTS:

- Rochester Mitre 10 VIC
- Streeter & Male Mitre 10, Broome WA
- Strathalbyn Mitre 10 SA
- Byron Bay Mitre 10 QLD



2018 HTH STORE OF THE YEAR – UNDER 1000m2 Jurien Bay Hardware, JURIEN BAY WA

STATE FINALISTS:

- Blacksmiths Hardware NSW
- Pretty Sally Home & Garden, Wallan VIC
- Peterborough Hardware SA
- Killarney Co-Op Hardware QLD



2018 STORE OF THE YEAR – CONVENIENCE FORMAT Port Broughton Hardware, PORT BROUGHTON SA

STATE FINALISTS:

- Do It Yourself True Value Hardware, Bomaderry NSW
- Trafalgar True Value Hardware VIC
- Bindoon True Value Hardware WA
- Cardwell Traders True Value Hardware QLD



2018 GARDEN CENTRE OF THE YEAR McLaren Vale Mitre 10, MCLAREN VALE SA

STATE FINALISTS:

- Gubbins Home Timber & Hardware, Moss Vale NSW
- Diamond Valley Mitre 10 VIC
- Two Dogs Home Hardware, Merredin WA
- Porters Mitre 10, Mackay QLD

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NATIONAL SUPPLIERS OF THE YEAR

Congratulations to all suppliers who were recognised at IHG's 2018 Awards Of Excellence.

IHG Supplier of the Year Awards recognises key partners that have consistently delivered quality commercial outcomes for Independent Hardware Group and our members over the last twelve months. Nominees have demonstrated a long-term willingness to partner with us, loyalty to our brands and attitudes that are consistent with our core values to Build Successful Independents.

We look for business partners who have invested in product quality and innovation, who show full support to our Core Ranging strategies, and who consistency maintain a professional delivery of products or services to IHG and our members. IHG members are surveyed as part of the judging process to determine the suppliers that are customer-focused and who work hard within the IHG network to drive sales, profits and a point of difference at store level.



2018 SUPPLIER OF THE YEAR – LIVING
Husqvarna Group

FINALISTS:

- Dulux
- Evergreen Garden Care



2018 SUPPLIER OF THE YEAR – FIX
Sutton Tools

FINALISTS:

- Cowdroy
- ITW Proline
- Positec (Rockwell)
- Makita Australia



2018 SUPPLIER OF THE YEAR – BUILD
Tilling Timber

FINALISTS:

- USG Boral
- ITI Australia
- Selleys
- CSR Bradford
- Holman Industries



2018 SUPPLIER OF THE YEAR – LOGISTICS
Followmont Transport

FINALISTS:

- Cochranes Transport
- Victorian Freight Specialists



EXHIBITOR OF THE YEAR – LARGE
Bostik



EXHIBITOR OF THE YEAR – MEDIUM
Hurford Timber



EXHIBITOR OF THE YEAR – SMALL
Ox Group

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VILLAGE & INDIVIDUAL RECOGNITION

The Village award celebrates outstanding collaboration between members. This includes stores working together to drive sales, teaming up to combat the effect of competition, cluster buying and driving improvements through sharing ideas and experience.

The individual awards are a way for IHG to formally acknowledge exceptional attributes displayed by an individual of family within the Group who, by their contributions and achievements, help to support the health and growth of Australia's independent hardware industry. Examples include outstanding community contributions, strength in the face of adversity, exceptional displays of generosity and belief, courage, conviction and faith in their ability to make a positive difference to the long-term viability of independently-owned, small business



2018 VILLAGE OF THE YEAR Western Planers NSW

STATE FINALISTS:

- North East Rangers VIC
- Central Diggers SA

INDIVIDUAL RECOGNITION



2018 HALL OF FAME

Vanderkolk family
Bayswater Mitre 10
VIC



2018 CEO RECOGNITION AWARD

Peter Williams
Williams Mitre 10, NEW
NORFOLK TAS

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MIGHTY HELPFUL SERVICE AWARD

The 2018 Paul Murphy 'Mighty Helpful' Award celebrates exceptional service and advice by an individual employee within a Mitre 10, Home Timber & Hardware, True Value or Thrifty Link. It is someone who lives the brand essence of being 'Mighty Helpful' in a similar vein to the person that this award is named in honour of
– Paul Murphy from Murphys Mitre 10.

This year we had a record number of nominations submitted which just goes to show to exceptional talent and expertise we have within the Independent Hardware Group.

We congratulate all staff who were nominated for this prestigious award, and the deserving winner.

NOMINEES

- Melissa Cowan – Daylesford Home Timber & Hardware
- Dale McLeod – Drysdale Home Timber & Hardware
- Bob Arnold – Cramer's Mitre 10
- Vanessa Munday – Becks Mitre 10 Launceston
- Julie McDowall – Faggs Mitre 10 South Geelong
- Josh Pain – Margaret River Home Timber & Hardware
- Allan Brockmann – Acheson's Home Timber & Hardware
- Simon Tucker – Becks Mitre 10 Launceston
- Maria Tanner – Hedland Home Hardware & Garden
- Brenton Malthouse – Globe Home Timber & Hardware
- Katrina Knuckey – Deniliquin Mitre 10
- Ross Webb – Sunlite Mitre 10, Newtown
- Danny Reale – Better Homes Supplies

WINNER

- **Josh Paine** – Margaret River Home Timber & Hardware WA

Josh epitomises what it means to be 'Mighty Helpful'. He is famous for his tireless passion for customer service and will regularly put in many hours outside his usual roster.

He has wholeheartedly embraced the concept of Family Village Tribe, including contributing monthly content to his state's village newsletter.

He is a natural team leader and proudly mentors a special needs staff member within the store.

Located in one of the most beautiful wine regions in this country, we're thrilled to announce the very worthy winner is**JOSH PAIN** from **MARGARET RIVER HOME TIMBER & HARDWARE**.



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2018 BLUE BLOOD AWARD

The Blue Blood Award is extremely important to the culture of the Independent Hardware Group and recognises a support office staff member that has provided exceptional service. To be called a Blue Blood is one of the best compliments we can give someone internally.

A Blue Blood has a positive attitude, adds value to our members and displays behaviours aligned to our core values. We congratulate all staff who were nominated for this prestigious award, and the deserving winner.

NOMINEES

- Andrew Hollywood – Project Manager Core Range
- Jarrod Spearman – Head of Store Development Conversions
- Susi Dusting – Merchandise Planner
- Donna Jamieson – Systems Integration Specialist
- Michele Vincent – Sales Support & Marketing Officer WA
- Darren McKiernan – Business Development Manager NSW
- Sarah Hewson – Trade Marketing Specialist
- Jeremy Cassell - Loyalty Manager
- Julie Smart – Customer Service Officer The Hub
- Mick Russo – Business Development Manager SA
- Paul Haase – National Operations Development Manager
- Prathap Peter – Business Analyst

WINNER

- **Michele Vincent** – Sales Support & Marketing Officer WA

This year's Blue Blood Winner is a true quiet achiever. She tackles challenges with gusto, grace and outstanding enthusiasm, and works extremely hard to build and maintain relationships with EVERY member in the Village

She has been the key driver of a new state-wide LAM initiative in WA, gently guiding stores through the process and through meticulous attention to detail they ensure the best chance of a strong sales result for members.

She is a highly respected and valued team member for her state's VERY LARGE Village, and known for her 'gentle nudge' approach when stores are nearing deadlines. After 20 years with the business, Michele continues to fight hard for, and supports, every one of her members, every day.

