

NOVEMBER / DECEMBER 2022

THE
COMMERCIAL
CONVERSATION



Harvey Norman[®]
COMMERCIAL DIVISION QLD

Welcome

FOREWORD

Welcome to the first edition of our first formal publication, *The Commercial Conversation*.

On the following pages, we discuss our latest business news; showcase a collection of exciting new products; updates from our Showrooms; and feature an insight into current design trends from our Architectural Consultants.

Last but not least, be sure to check out our event wrap-up featuring photos from recent events - you may even spot a familiar face or two.

From all the team at Harvey Norman Commercial Queensland, we thank you for your ongoing support and look forward to strengthening our partnerships in 2023.

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01
Business News

Catch up on our latest company news and meet some of our newest employees.



The Year In Review

2022 BUSINESS WRAP UP



Steve Cavalier
Director

There's no question that 2022 has certainly been a challenging year for our industry.

With the easing of COVID restrictions and government restraints at the year's outset, we were cautiously optimistic and looking forward to gaining some momentum post pandemic.

Unfortunately we couldn't have predicted the devastation the February floods would have on our southeast.

While we weren't immune to its effects, our heart goes out to those businesses and individuals who are still doing it tough.



Richard Hughes
General Manager

With the pressure of the floods only adding to the 'perfect storm', we have had to recognise that there will be disruption to orders and deliveries for some time to come.

The rising cost of materials, labour shortages and ongoing delays have all been issues businesses in our field have had to contend with.

Though we are constantly monitoring the situation and absorbing price increases where we can, one of our primary goals in the second half has been to provide increased support to our clients most affected, notably our major home builders and multi-residential developers.

As you may be aware, we've recently overhauled our delivery and warehouse system, which we expect will greatly improve our efficiency, dispatch time and long-term coordination response. So far, we're already seeing a multitude of benefits, which is great.

Another area that we've been investing heavily into is our people - not only increasing our head count, but empowering our staff and incentivising superior performance.

Moving into 2023, it's too early to predict how the year will pan out, but rest assured, one thing that won't change is our commitment to our clients.

Employee News

OUR NEW EXPERTS



Dewayne Montey
Executive Account
Manager

A small business owner for over twenty years, Dewayne joins our Gold Coast team with a wealth of knowledge in the solar and home automation space.

A Queensland native, Dewayne is looking forward to connecting and collaborating with his clients to offer end users the latest appliances and smart technology available on the market.

Best Piece of Advice
Get your order in early.

Favourite HNC Product

Miele's new Dialog Oven with M Chef technology, which can cook a frozen salmon in a block of ice to perfection without melting (*Speak to Dewayne to find out more*).

Fun Fact

Dewayne is a Gold Medalist in Surf Boat Rowing and is also a proud Father to three girls.

Pictured

Dewayne with his Frenchie 'Rocky'.



Jess Baker
Executive Account
Manager

We welcome Jess to our Gold Coast office as an Executive Account Manager in our Multi-Residential Plumbing division.

Having previously worked in property sales, Jess has a great understanding of new projects and excels in account management. In her new role, Jess is keen to grow her portfolio and support her clients to the best of her ability.

Favourite HNC Product

The Gareth Ashton tapware range from Abey.

Fun Fact

Jess enjoys spending time with her family and baby boy, who just celebrated his first birthday.

Pictured

Jess in our Gold Coast office.

A Change in Location



Kurt Cavalier
New Homes &
Regional Manager
Queensland

A special congratulations is in order for our New Homes and Regional Manager, **Kurt Cavalier** who recently relocated from the Gold Coast to the Sunshine Coast.

Having worked in our Head Office in Stapylton for a number of years, Kurt decided to embrace this great opportunity and relocate with his family.

Kurt is supported by his estimator **Kendal Pascoe**, who also made the move from our Head Office to Warana.

Kurt will be integral in further strengthening our business in the Sunshine Coast region and leading our team to success.

Celebrating Our Longest Serving Employees

WORK ANNIVERSARIES

20+ Years

Richard Hughes
General Manager
Stapylton

Troy Collins
Multi Residential Projects Manager
Stapylton

Kurt Cavalier
New Homes & Regional Manager
Warana

Mark Turner
Warehouse Manager
Stapylton

Mark Young
Estimator
Warana

15+ Years

Danny Saul
Multi Residential Projects Manager
Stapylton

Jenny Ellwood
Accounts
Stapylton

Scott Braund
Executive Sales Manager
Stapylton

Julie Caffery
Coordinator
Stapylton

Cathie Robertson
Coordinator
Stapylton

Campbell Lawrence
Warehouse
Stapylton

Dianne Wells
Estimator
Stapylton

Business Awards

2022 BUSINESS AWARDS

We celebrated a year of achievement and hard work at our 2022 Employee Business Awards. Congratulations to the following winners:

Salesperson Of The Year 2022



Danny Saul
Multi-Residential
Manager
Queensland

Award for House Lot Sales



Clinton Hardcastle
Executive Account
Manager

Award for Multi-Res Sales



Carina Mudford
Executive Account
Manager

Award for Commercial Sales



Lauren Brannigan
Executive Account
Manager



02

New Products & Showroom News

Our Selection Centres are dynamic, ever-changing spaces. Read more about our new displays and the latest products we are excited to reveal.



SHOWROOM UPDATE BERTAZZONI DISPLAY

Synonymous with tradition and innovation, Bertazzoni is a premium appliance brand from Northern Italy.

Founded in 1882 by Francesco Bertazzoni, the company is remarkably still owned and run by the same family today, making it one of the oldest kitchen appliance companies in the world.

We're proud new hosts of a Bertazzoni display in our Selection Centres, featuring their latest products in a number of colours including Stainless Steel, Copper, Zinc (Carbonio) and Matte Black (Nero).

Bertazzoni's current Australian line-up includes four different series: Professional, Modern, Master and Heritage, which each includes a range of ovens and hobs and hoods.

Combining glass and precious metals, the Modern Series Oven range is at home in any contemporary kitchen. The range features full functionality with a full high-res touch control panel that displays numerous cooking programs as well as food probe settings and steam management.

Read more about the functionality of the 60cm Electric Pyro Built-In Oven with TFT Display and total steam (F6011.MODVPTC) online at au.bertazzoni.com or contact us to find out more.

Cookout Built-In BBQs

SHOWROOM UPDATE

Cookout is an Australian made and owned company that have been designing and handcrafting high-quality stainless steel BBQ's and accessories for over 25 years.

Built to the highest standards using only the finest marine grade 316 stainless steel, their collection of built-in BBQs' are designed to be integrated (built in) to a cabinet, bench or kitchen for a look that is sleek and seamless.

One of our favourites is the Infinity Teppanyaki BBQ (SSDIE-IT) which is unique in that it is certified for both indoor and outdoor use, allowing you to serve and prepare restaurant-quality cooking in any weather.

Driven by two 1600W elements, the cooking area heats up within 5-8 minutes and retains heat exceptionally well.

Supported by a 10-year structural warranty and 12-month warranty on parts, the Infinity Teppanyaki BBQ is also suitable for marine and boat installation, making it the perfect choice for our Queensland lifestyle.

Read the reviews online at cookout.com.au/product/infinity-teppanyaki-bbq or contact us for more details.





Novas Frame Collection

NEW PRODUCT

Founded in 1996 as a manufacturer of Architectural Doorware, Novas is a second-generation family owned business making waves in design circles with their latest FRAME Collection.

The first of its kind in the Australian market, the collection includes a full suite of matching tapware, door hardware and bathroom accessories; first conceptualised after noticing that architects and interior experts were becoming

increasingly frustrated with the inability to source truly integrated fixtures and fittings.

Novas' General Manager, Paul Thornewell, believes that the unique collection will *"Raise the bar for Australian homes, creating a new and essential interior design rule, that similar simply isn't enough."*

The FRAME Collection celebrates the intricacy and precision of mechanical manufacturing and features a hero bezel that allows for a stunning interplay between parts.

Winner of the Red Dot Award for Product Design, FRAME is available in six finishes and is available through Harvey Norman Commercial Queensland.

Abey Piazza Sink Range

NEW PRODUCT

Defined by its deep bowled design and geometric, commercial style, Abey's premium Piazza Stainless Steel Sink Collection is now available in three distinct new finishes including Black Pearl, Artisan Copper and Eureka Gold.

The new luxe colours are achieved by employing a three-stage Physical Vapor Deposition (PVD) process, which Abey explain below:

"Firstly, the stainless steel used to manufacture the sinks surface is shot-peened to create a harder and more durable surface that is both scratch resistant and impact-resistant.

Once this is completed, a Titanium Oxide Coating is deposited on the surface of the sink as a pure metal coating. This process transfers the titanium at a molecule level providing an extremely hard-wearing coloured layer.

Lastly, a nano-resin layer of hydrophobic active substance provides a long lasting, ultra-thin, durable and easy-to-clean surface."

Piazza is available through Harvey Norman Commercial Queensland and is coming soon to our Selection Centres.



Smeg Galileo

NEW PRODUCT

Inspired by Galileo Galilei, the father of modern science, Smeg's new technology named in honour of the Italian astronomer is tipped to revolutionise and redefine the home cooking experience.

Galileo sees the oven cavity completely redesigned to offer the power of up to seven cooking technologies all in one appliance thanks to advanced algorithms developed by Smeg. Owners of the new range will be able to choose

up to three cooking methods (Traditional, Steam, Microwave) and toggle between five oven functions including Sousvide, Air-Fry, In-Oven BBQ and Stone-Baking.

The Smeg Galileo models also come equipped with handy functions such as 'Multi-Step', a culinary multi-tasker that prompts users through more complicated recipes and 'Sametime', a function that allows you to prepare and perfectly time cooking for multiple

foods or courses at the same time.

Smeg's Galileo multi-cooking technology is currently available in Australia on their Dolce Stil Novo and Linea collections. To experience the *crème de la crème*, their flagship 'OmniChef' model is hard to go past.





Planika Zero Emission Fireplaces

NEW PRODUCT

For over 20 years, Planika have been at the forefront of the fireplace industry, famous for their modern net-zero technology and cutting-edge designs.

Their Fire Line Automatic (FLA3) is the most intelligent and luxurious linear ethanol fireplace available on the market today. Flueless, ventless and producing no soot or ash, the FLA3 provides the warmth and elegance of a traditional fireplace, without the harmful emissions.

Requiring no walls or complicated ducting, the FLA3 can be positioned pretty much anywhere without the cost or construction challenges of most traditional fireplaces. For further customisation, download the app to control the flame, check the fuel level or set a timer or child lock.

Winner of an Australian Good Design Award, the FLA3 continues to be chosen by the world's best architects and designers in over 80 countries.

The FLA3 is available through Harvey Norman Commercial in several different lengths and finishes.



03

Latest Design & Colour Trends

Our in-house Architectural Representative, Samara Forrester, shares her insights on the latest trends in interior design, tapware and appliances, explaining why 2022 is all about Bronze.

**THE LATEST TREND
ALL ABOUT BRONZE**

In the past year, we've seen the design and fashion industry experience a huge change in colour trends, embracing warm natural tones that exude luxurious soft organic style.

Warm chocolate bronze and copper tones are a natural pairing for the subtle cream and cool tones of organic materials such as stone, timber and other gentle textures.

This new colour palette is redefining the idea of luxury and is bringing people back to the feelings

of harmony and grounding while providing an air of relaxation.

In line with this shift, we are seeing the building industry respond by producing new tapware ranges in shades of bronze and copper, and basins in rich clay and earthy shades.

Astrawalker have a number of new finishes on the market including 'Dark Bronze', 'Tuscan Bronze' and 'Aged Brass', while Parisi offer a beautiful 'Matte Bronze' finish. Streamline have a gorgeous 'Satin Copper' on the market while Argent have a new colour currently in production. We've also seen

this trend mirrored into the home appliance sector. Bertazzoni in particular is one brand that comes to mind, with their new Modern Series range of built-in ovens available in a rustic copper finish.

Personally, I'm excited to see how this trend will continue to evolve into 2023 and beyond.



Pictured Above Main Astra Walker Tuscan Bronze, **Top Right** Astra Walker Aged Brass, **Bottom** Brodware Statue Bronze
Images astrawalker.com.au, brodware.com

04

Events

We've captured and shared some of our most memorable moments with our valued clients, suppliers and community.





2022 HIA-CSR Housing, Kitchen & Bathroom Awards

Venue: The Ville Resort & Casino, Townsville
Hosts: HIA & CSR

We were proud to be a Silver Partner Sponsor of the 2022 HIA-CSR Housing, Kitchen & Bathroom Awards for Townsville, Central and North Queensland. The prestigious industry awards night recognises excellence in design, innovation and construction.



Fisher & Paykel Experience Centre

Venue: Fisher & Paykel Experience Centre, Sydney
Hosts: Fisher & Paykel

Our HNCQ experts learning a few culinary skills at the Fisher & Paykel Experience Centre. Dishes cooked to perfection with Fisher & Paykel's Minimal Series.



2022 Serving Our People Inc. Annual Gala Fundraising Event - New York Met Gala

Venue: The Star Casino, Gold Coast
Hosts: Smeg & HNCQ

Established during the global pandemic in March 2020 to serve and support those in need, 'Serving Our People' is Australia's fastest growing charity. More than 1,200 Serving Our People members support communities across Queensland's southeast and Northern NSW by delivering 'anything to anyone' in need.



YOT 75 Gold Coast Sunset Cruise

Venue: YOT 75, Gold Coast

Hosts: BSH Group & HNCQ

With Guests: Hallmark Homes, Coral Homes, Paradigm Homes, Neptune Homes, Goldengrove, Homecorp, Gallery Group, Allegra Homes, Elevation Homes, Australasian Homes & Choice Homes

We celebrated an evening onboard YOT 75, a two-level private charter yacht, with some of our fabulous Home Builders.



Ceramic Workshop Experience with Phoenix Tapware

Venue: Stone Studio, Miami
Hosts: Phoenix Tapware & HNCQ
With Guests: DBI, BDA and Rothelowman

We attended Stone Studio on the Gold Coast for a unique hand building vase workshop where we learnt some valuable pottery skills and enjoyed some great company.



2022 Gold Coast Business Excellence Awards - Monthly Award Ceremony

Venue: Gold Coast Aquatic Centre, Southport
Hosts: City of Gold Coast

We are proud to be a major sponsor of the Gold Coast Business Excellence Awards, an ongoing initiative that honours and awards business achievements across the region.



Derby Raceday at Brisbane Racing Club

Venue: Brisbane Racing Club, Eagle Farm

Host: HNCQ

With Guests: Plus Architecture, Mosaic Property Group

Our HNCQ projects team celebrated one of the most prestigious days of spring racing with our clients Plus Architecture and Mosaic Property Group.



City Winery Food & Wine Pairing Masterclass

Venue: City Winery, Fortitude Valley

Host: BSH Group & HNCQ

With Guests: Plus Architecture, nettletontribe, bureau^proberts, Conrad Gargett & Joe Adsett Architects

Enjoying a Wine & Pairing Masterclass, where we learnt all about matching wines with specific food types.



Casa Bertazzoni Melbourne

Venue: Casa Bertazzoni, Melbourne
Host: Bertazzoni

We experienced Bertazzoni's new Showroom in Melbourne, where we discovered Bertazzoni's Heritage Series and had the opportunity to taste some Italian-inspired cuisine.



Melbourne Cup Day at Brisbane Racing Club

Venue: Brisbane Racing Club, Eagle Farm
Hosts: Omega & Devcon

Our Sunshine Coast office celebrated Melbourne Cup Day in style at Brisbane's Racing Club.



Cooking Demonstration at Smeg's Brisbane HQ

Venue: Smeg Showroom, Brisbane

Hosts: Smeg

Our Gold Coast experts attended a cooking demonstration at Smeg's Brisbane Showroom with dishes created using the Line and Dolce Stil Novo Aesthetic Lines.



Franke Food Truck Gold Coast Lunch

Venue: HNCQ Gold Coast
Host: Franke

Our friends at Franke providing a Food Truck for our Gold Coast staff lunch - Waffle fries and Calamari were crowd favourites.



Lunch & Learn with Future Fitouts

Venue: Future Fitouts

Host: Future Fitouts

Tim from our Sunshine Coast Office attending a Lunch & Learn with Future Fitouts.



Parisi Food Truck Gold Coast Lunch

Venue: HNCQ Gold Coast
Host: Parisi

Our hardworking staff enjoying food from the Food Truck 'KOMA', courtesy of our friends at Parisi - the Asian-inspired cuisine went down a treat.

05

Contact Us

GOLD COAST

101 Burnside Road
Stapylton QLD 4207
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SUNSHINE COAST

12 Premier Circuit
Warana QLD 4575
(07) 5413 8800

TOWNSVILLE

70 Hervey Range Road
Kirwan QLD 4817
(07) 4755 3700