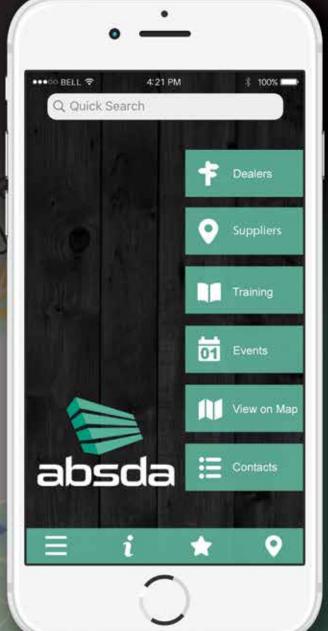
Building Supply

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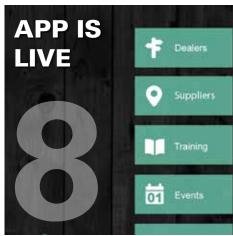
It will come as no surprise ABSDA currently has over 550 active Member Retail Building Supply and Associate Supplier Members.

ABSDA is the collective voice and liaison for the independent Building Supply and Home Improvement Industry.

Since 1955 this Association has focused on industry specific needs to our Members.

HR INSIGHTS

features



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Industry News

The ABSDA Building Supply News is the official magazine of the Atlantic Building Supply Dealers Association and is published in February, May, July, September and December. The Atlantic Building Supply News is distributed to all ABSDA Dealer and Associate Members.

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rill

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Boards of Directors Keep the Momentum Going



While I have never professed to be a writer, I will do my best to piece together a few coherent sentences and paragraphs.....

On behalf of the ABSDA Board of Directors, I would like to express our heartfelt best wishes to everyone affected by the recent wildfires in our region. A special thanks to firefighters, first responders, police, EHS and everyone who lent a hand in fighting these fires. I have witnessed ABSDA members offer accommodations to those displaced from their homes, others have offered cash and gift card donations and others have saved displaced wildlife. While I can't imagine losing my home to a wildfire, I am confident we will get through this in true Atlantic Canadian fashion, with the support of our communities, and offering support to those that need it most.

As Denis Melanson has stated in recent communications, we are moving into ABSDA 2.0, buckle up and hold on. These are indeed exciting times, and the association is excited to provide a broader range of enhanced services to our membership.

I would also like to thank the two great men who offered me an opportunity to enter this industry in September of 1994. My father-in-law Earle McCutcheon and his partner Sid Smith. While, as a recent university graduate, I knew little about this industry, they took the time to explain Award, Castle, Home, DH Howden and all of the other great members in our industry.

pwl-insurance.ca P 519.747.3324 / 800.265.2178 Both were ardent supporters of ABSDA and always encouraged their employees to get involved with ABSDA. I am indebted to both of them for their leadership, mentorship and friendship.

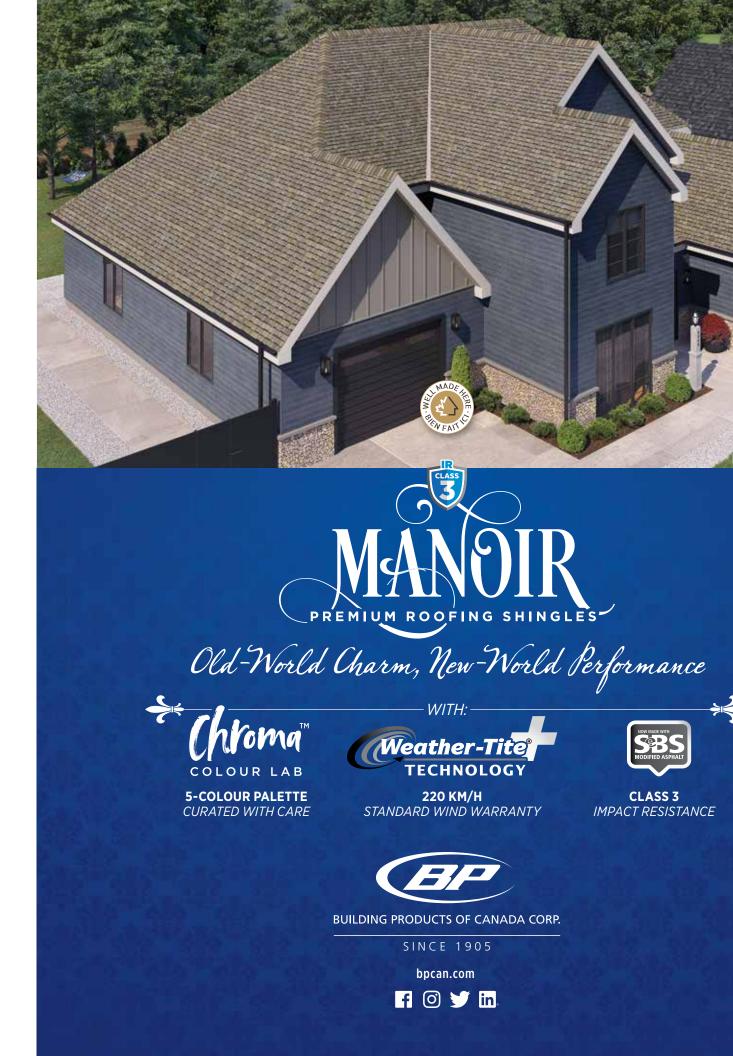
I am extremely honored, privileged and humbled to be Chair of the Board of ABSDA for the next 12 months. Thank you to Steve Foran and Guy LeGresley for having lead our Association through the past 3 years. While Covid created a number of unforeseen challenges, ABSDA and our members have flourished during this time, and we are well positioned to carry this momentum forward for the foreseeable future.

As Steve Foran highlighted in the May edition of this publication, the past 12 months have been outstanding for ABSDA. We now need to keep this momentum going, and embrace all of the positive changes and enhancements happening within our association.

The leadership team at the ABSDA office is there to support our members. Patrick Goguen and Terry LeBlanc are recent additions to our Leadership team, and I encourage you to reach out to them if you haven't done so already. Contacting them is very easy, through the contact section of the new ABSDA App. If you haven't downloaded or used the app, I strongly suggest that you give it a try, and also make all of your staff members aware of the app. Dealers and vendors should make the app part of your onboarding process for new employees. Students and young employees will navigate the app with the greatest of ease, and the contact sections are a great resource for both dealers and associate member employees.

As Denis Melanson has stated in recent communications, we are moving into ABSDA 2.0, buckle up and hold on. These are indeed exciting times, and the association is excited to provide a broader range of enhanced services to our membership. To the members of ABSDA, I would encourage you to take advantage of ABSDA 2.0. This might be as simple as adding a profile within the ABSDA App, enhancing your profile with more detailed contact information, or registering for some of the upcoming training/ events that I am sure will be highlighted further on in this publication. ABDSA is a member driven association. Please let us know how we can help you, as we continue the momentum over the next 12 months.

Peter Merrill Chair



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Back to the plan



Prior to the global pandemic ABSDA had launched its 5-year strategic plan to the membership. Between the global pandemic and one of our key employees retiring, the plan was put on the shelf. Now that the plan has moved on and things are moving at full force again, it's time to get back to the plan!

A strategic plan is the process for determining and aligning a business's vision with its goals and objectives, which includes the development of a strategic plan. Thankfully our strategic plan objectives are still very relevant and are well aligned with our long-term goals.

The strategic goals of our plan focus on the following four outcomes:

Enhance the Member Value Proposition Revenue Sustainability Brand Recognition Connecting Our Members

To help us achieve our goals you will see in the issue of our publication that the Association has made two strategic new hires to compliment our team! Terry and Patrick will be key contributors to helping us grow the Association.

We want to achieve these strategic pillars by focusing on the following activities:

Education Leadership – Become the Industry Leaders in the development and delivery of education and training programs.

Human Resources- Develop tools and training to help Members become employers of choice.

Increase Member Engagement- Develop tools and mechanisms to dive down deeper in the membership employee layers to increase Association Awareness.

ABSDA Marketplace – Improve Member connectivity through the use of technology.

Career Awareness- Develop a strategy to promote building supply industry careers to attract and retain employees.

We're looking forward to the coming months to begin putting our focus on the strategic goals.

If your organization doesn't have a plan or one that's outdated, I strongly suggest you get at it. Lots has changed in our world. The retail and supply chain landscape has changed dramatically.

Many new threats and opportunities have surfaced so it's time to look at the industry and think of ways you can address challenges to your business and take a proactive approach to finding solutions instead of living in the constant reactionary world.

"By failing to prepare, you are preparing to fail" – Benjamin Franklin.

Denis MelansonPresident





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The ABSDA Digital APP is now LIVE!

In the past decade, mobile app usage has exploded all around the world. By the end of 2020 there were about 3.5 billion smartphone users worldwide. As a result, there is increased demand for mobile apps among most organizations.

ABSDA is happy to announce the launch of our Association App! Our new App puts the power of our Association into the palm of your hand. The new App gives Members a SEARCH ENGINE to find everything ABSDA, including a searchable database of our members, and their products and services.

This new productivity tool will help connect our Dealer network and the Supplier network on a simple platform that can be kept up to date.

No more guessing who sells what, and who works where! The extensive search capabilities in the App will allow you to find many answers to your questions with a simple search.

Dealers

GPS mapping capabilities will allow our traveling salespeople to find their way to Member locations with ease saving lots of time and frustration getting lost in the

The ability to create and Bookmark your contacts will be a great feature to once again save time and keep accurate information on your clients and partners.

One of our supplier sales managers sent us a note saying, "I wish I had this tool when I first started"!

The new ABSDA App will allow our members to keep up to date with upcoming events, training opportunities and much more.

Another beautiful feature of the App will be the ability to use your phone to do professional development or onboard new employees. That's right our entire library of 70 training videos from our Distance Learning Program are all on the App.

URLs

VIEWS & INTERACTIONS

01

Events

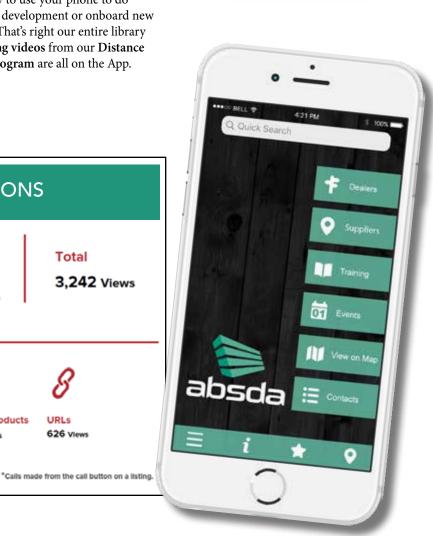
We have many plans to continue to improve the App so stay tuned for future updates.

Be sure to share the news with work colleagues and employees.

If you have any ideas or feedback for the App make sure to send us a note. We're always open to feedback from our members.

Next step is DOWNLOAD the App and get started. Scan the QR code to get the APP!







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Meet Patrick Goguen



We are delighted to introduce you to Patrick Goguen. Some of you will recognize him from last year's HR Conference where he shared some key insights on the importance of the candidate experience in the recruitment & selection process (aka The rejection process).

With a wealth of experience in business mentoring, human resources consulting, and workforce development, Patrick brings a dynamic and entrepreneurial mindset to our organization. His extensive

background in building collaborative infrastructures and driving positive change will pave the way for new and exciting programs in the near future.

As a seasoned Human Resources professional, Patrick is all about fostering workplace cultures that inspire and engage employees. He possesses extensive experience in leading multicultural teams, developing human centered strategies focused on embracing organizational change, inclusion, and diversity, as well as implementing successful recruitment strategies for both domestic and international talent.

Beyond his professional achievements, Patrick is known for his active involvement in the community. He serves as the President of the Board of Directors for Crossroads for Women; an organisation helping women and children victim of family violence transition from crisis to empowerment by providing safe housing, education, counselling, and support.

As an avid weekend warrior, Patrick loves to go backpacking, mountain biking, and canoeing. He competes in Observed Motorcycle Trials in the Maritime and Quebec championships, and he always makes time to visit all the indoor climbing gyms everywhere he goes.



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Meet Terry LeBlanc



We are excited to announce that Terry LeBlanc has joined ABSDA as the Manager, Marketing and Communications. Terry will play a vital role in developing and executing comprehensive marketing strategies that align with the goals and

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objectives of the association. With a proven track record in the field of marketing and communications spanning over 25 years, Terry brings a dynamic skill set that will undoubtedly contribute to the growth and success of ABSDA.

In his previous roles as Marketing Manager, he successfully developed retail marketing strategies, store merchandising programs, branding, packaging and design initiatives, and product research and development. His contributions have resulted in increased market presence and growth for the companies he has worked with. Moreover, Terry's strong personal abilities to foster collaborative relationships make him a natural fit for this role. Additionally, Terry's adeptness in managing tradeshows and developing

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impactful presentations will play a contributing role within the ABSDA team.

In his spare time, Terry loves to golf (more than golf loves him), enjoys the outdoors, mountain biking, staying active and occasionally binge-watching Ted Lasso, Shrinking, and similar shows.

Please join us in extending a warm welcome to Terry. We are confident that his expertise and dedication will contribute significantly to the association's continued growth and success in the dynamic building supply dealers industry.

And reach out to Terry with any event news, stories, anniversaries, milestones or industry highlights within your company that we can share within our association and its members.

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HR Insights

Building better workplaces together

Welcome to the inaugural edition of HR Insights, your go-to column for valuable insights into human resources and organizational management trends and best practices.



In today's competitive job market, all industries face challenges with recruiting and attracting top talent. However, amidst these challenges, it is crucial for your leadership team to prioritize employee retention. Investing in employee retention strategies not only saves costs associated with recruitment and training but also fosters a stable and engaged workforce. By creating a positive work environment, providing growth opportunities, recognizing employee contributions, and promoting work-life balance, your organization can boost employee engagement and loyalty.

In this edition, we delve into the critical relationship between employee engagement and employee retention. As your organization strives to create a positive work environment and retain top talent, understanding how engagement impacts retention is vital. I invite you to share your feedback and suggestions on this and future articles.

The Power of Employee Engagement: 2. Increased Job Satisfaction and **Driving Employee Retention**

Employee engagement refers to the emotional and intellectual commitment of employees to their work and the organization. It plays a crucial role in organizational success, and one of its most significant impacts lies in fostering employee retention. When employees are engaged, motivated, connected to their work and aligned with the organization's values, they are more likely to stay for the long term.

1. Building a Sense of Belonging and Purpose: Engaged employees feel a sense of belonging and purpose within the organization. When employees are actively involved in the company's goals, and are aligned with the company's values, and mission, they develop a stronger commitment and emotional attachment. They understand how their individual actions and behaviours contribute to the larger picture, leading to a deeper connection and a sense of purpose. This sense of belonging fosters loyalty and reduces the likelihood of employees seeking opportunities elsewhere. A strong Onboarding experience is critical to creating an early sense of belonging and purpose in the workplace.

Happiness: Employee engagement is

contagious and positively influences job satisfaction and happiness. Engaged employees experience a higher level of job satisfaction as they find meaning and fulfillment in their work. They feel recognized and appreciated for their efforts, leading to a greater sense of happiness and contentment. Satisfied employees are less likely to actively seek alternative employment options, thus contributing to higher employee retention rates.

- 3. Enhanced Employee Development and **Growth Opportunities:** Organizations that prioritize employee engagement often provide ample training, professional development, and growth opportunities. Engaged employees are encouraged to expand their skills, take on new challenges, and progress within the organization. When employees see a clear path for advancement and feel that their development is valued, they are more likely to remain committed to the organization, knowing that their professional growth is supported.
- 4. Improved Work-Life Balance and Well-being: Organizations that value their employees' well-being create an environment where individuals can effectively manage their personal and

professional lives. This emphasis on work-life balance reduces employee stress, prevents burnout, and enhances overall satisfaction. Engaged employees who feel supported and balanced are more likely to stay with the organization.

5. Leading through Engagement:

Employee engagement is an ongoing process that requires consistent effort, openness, and commitment from management. Employee engagement exercises help the leadership team keep a finger on the pulse of the workforce, identify strengths and opportunities for improvement, and spot potential issues. Employee engagement exercises, such as employee engagement surveys, should only be administered if there is an authentic commitment to the process, transparency of the results and implementation of the action plans.

Employee engagement is a powerful driver of employee retention. By fostering a sense of belonging, increasing job satisfaction, providing growth opportunities, and supporting work-life balance, organizations can create an environment where employees feel motivated, connected, and committed for the long term. Investing in employee engagement not only contributes to higher retention rates but also leads to a stronger workplace culture. (continued on page16)



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HR Insights

Building better workplaces together (continued)

Here are a few ways you can improve employee engagement in your workplace:

- **Lead by example!** Probably the most important contributor to employee engagement, Leaders at all levels must set a positive example through their engagement; by demonstrating enthusiasm, integrity, and a strong work ethic. Show appreciation for employees' contributions, listen to their ideas, and actively engage with them.
- Create a supportive and inclusive workplace culture where employees feel valued, respected, and motivated to perform their best.
- Provide clear communication to ensure that employees are wellinformed about company updates, policies, and goals.
- Recognize and reward: Implement a comprehensive recognition and reward program to acknowledge employees' efforts, accomplishments, milestones, advancement, and skills development.

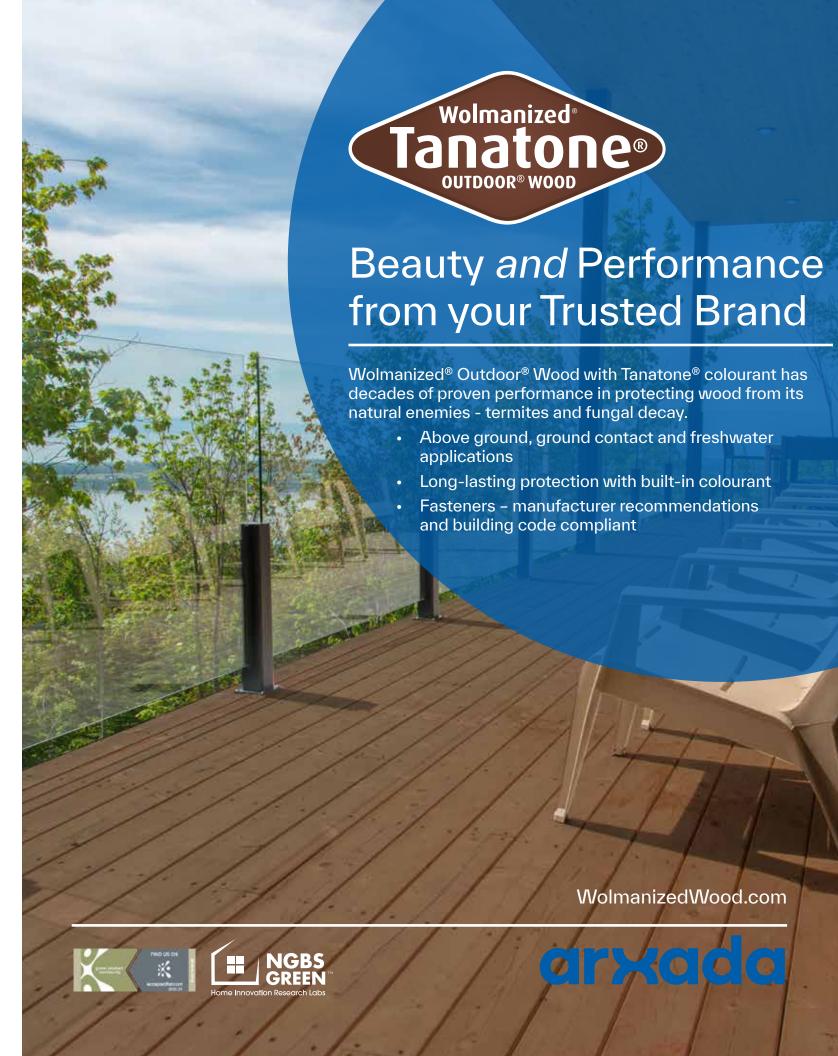
- Encourage teamwork and collaboration where employees can work together, share ideas, and solve problems as a team. Encourage cross-departmental collaboration to enhance engagement and build strong working relationships.
- Offer growth and development opportunities, invest in employee training and development programs. Provide opportunities for career advancement, skills and knowledge development, and personal growth, such as workshops, seminars, or mentoring programs.
- Encourage autonomy and empower employees to make decisions within their roles. Provide them with the necessary resources, tools, and authority to excel in their jobs and take ownership of their work.

- Solicit and act on feedback. Regularly seek feedback from employees through surveys, suggestion boxes, or informal conversations. Act on the feedback received, address concerns, and make improvements based on their input.
- Promote health and wellness. Prioritize employee well-being by offering wellness programs, health benefits, and promoting a healthy lifestyle. Provide resources for stress management, exercise, and mental health support.

I look forward to seeing many of you at the upcoming **HR** conference on November 16 in Halifax. Start thinking about the "people leaders" in your organization that should be attending and make sure they save the date! Registrations for the HR Conference will be opening in early September 2023.











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Industry News

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New appointments or retirements: new aquisitions or expansions, anything that's important to you

New appointments or retirements; new aquisitions or expansions, anything that's important to you is probably important to our Members. Pictures are always great too. Email Terry at leblanc@absda.ca.

SAINT-GOBAIN ANNOUNCES ACQUISITION OF BP CANADA

Saint-Gobain, the parent company of CertainTeed, has entered into a definitive agreement to buy Building Products of Canada Corp., the privately owned roofing manufacturer. The deal is worth \$1.33 billion in cash. BP Canada had EBITDA of \$111 million in 2022, with operations in Montreal, Edmonton, and in Pont-Rouge, Que.

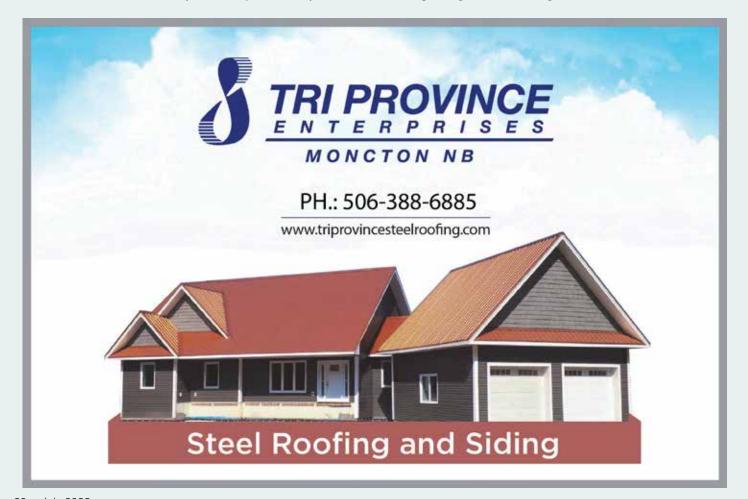
With this acquisition, Saint-Gobain, based in France and considered the largest building products company in the world, "will reinforce its leadership in light and sustainable construction products in the Canadian market," according to a release. Last year, Saint-Gobain purchased siding manufacturer Kaycan.

INDUSTRY GREW 4.6 PERCENT TO \$61.1 BILLION IN 2022

After posting gains of 14.8 percent in 2020 and 7.9 percent in 2021, the Canadian home improvement retail industry plateaued in 2022. This was to be expected. The consumer frenzy for hardware and building supply products was dampened by multiple interest rate increases and declining commodity prices. Plus, the opening up of other places for customers to spend their money as pandemic restrictions lifted, slowed sales.

Hardlines estimates our industry grew 4.6 percent to \$61.135 billion, while the Consumer Price Index was up nationally 6.8 percent. So, the industry experienced a 2.2 percent decline in real terms, after inflation.

Source: Hardlines Dealer News, a free monthly newsletter for owners and managers https://hardlines.ca/publications/dealernews/







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Industry News (cont'd)

RONA INC. ANNOUNCES NEW STRUCTURE TO STRENGTHEN ITS POSITION ON THE MARKET

RONA inc., one of Canada's leading home improvement retailers operating or servicing some 425 corporate and affiliated stores under different banners, has decided to simplify its organizational structure to strengthen its position on the market and be more efficient.

In light of the current economic downturn, RONA, like other organizations that recently announced restructurings, needed to adapt to reflect new market realities. The organization firmly believes that its transition plan aimed at positioning RONA as the leader of the Canadian home improvement industry will support its viability and benefit stakeholders in the long run.

CASTLE CONTINUES TO GROW IN THE MARITIMES

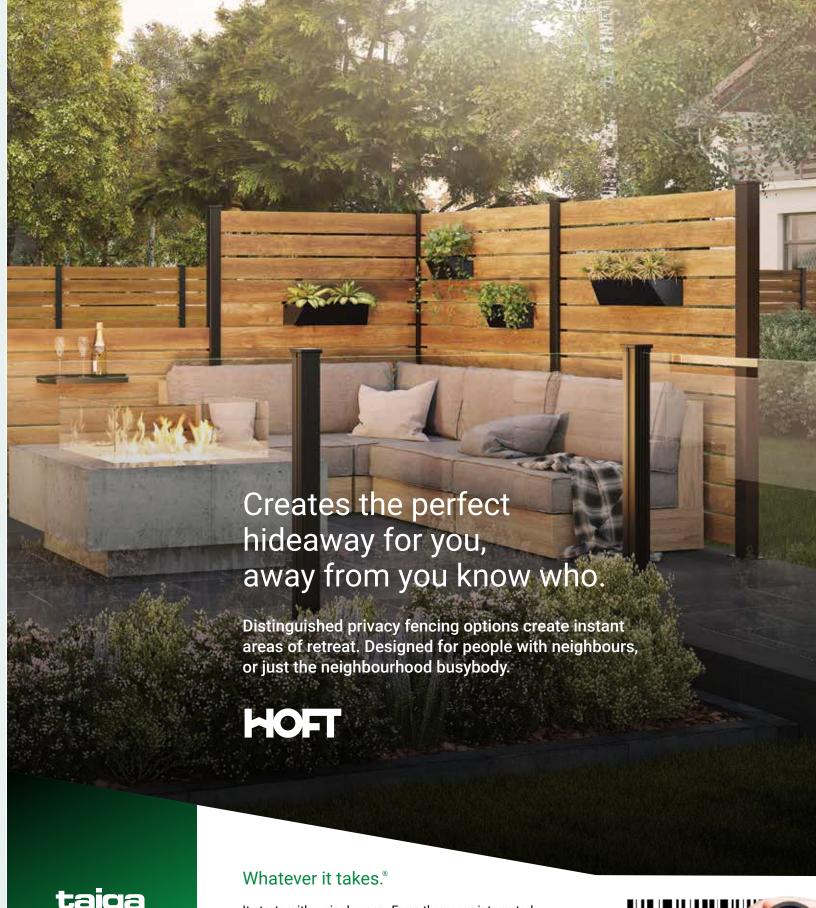
Castle announced today that a new store location will be opening this Spring on Prince Edward Island. Brudenell Building Centre in Montague is the latest expansion for long-time Castle member, and 2022 Kensington Chamber of Commerce Entrepreneur of Year, Mike James.

Mike, owner of Spring Valley Building Centre and O'Leary Building Centre in PEI, is expanding his business to a third location. Mike and his new partner Adam Baird are excited to launch the newest Castle Building Centre in PEI on the east side of the island.



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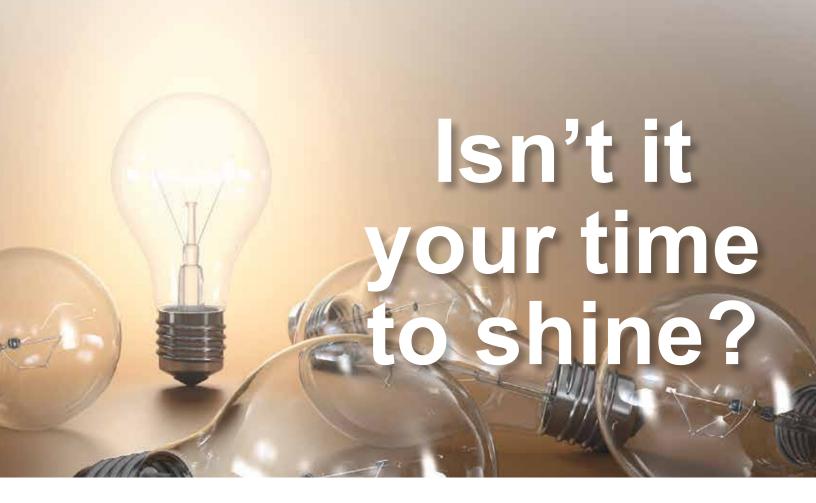


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