



START YOUR **CAREER**

THE **PLUM** WAY



THE PLUM STORY

Many years ago in Werribee, a young local Plumber, Kyle Briggs, was growing increasingly disenchanted by how he saw customers treated in the heating and cooling sector.

Teaming up with his wife, Dana, they decided to start their own family business.

One where customers were treated with respect and given honest advice, Plum Heating and Cooling was born and thanks to its foundation of strong values, it has now grown from strength to strength, picking up industry awards along the way.

Cut to +30 years later, this company is now known as Plum Trade Services - to better reflect the increased range of services on offer.

As well as heating and cooling installations, maintenance and repairs, we now offer hot water systems and full electrical services. With further expansion on our horizons, we are on a mission to hire people who share our energy, our values and our belief in doing the job right every time.



OUR MISSION AND CORE **VALUES**



"When we promise our customer that we will do a Plum job every time, we stand by that promise. It is part of our mission to serve customers with exceptional service, the best advice, guidance and support".

... Kyle Briggs - Director

It is a promise that we take seriously because we live by our company's 6 Core Values, which has seen us build an enviable reputation for unbeatable customer service, earn a load of 5-Star Reviews on Google and honoured with many industry awards.

**WE DON'T BAIT
THE HOOK**

**WE HAVE
YOUR BACK**

**WE GROW
OUR
PEOPLE**

**WE DO A
PLUM JOB
EVERYTIME**



WHY JOIN THE PLUM **TRADES** TEAM?

This happiness extends through to our vibrant, knowledgeable field crew, who enjoy the variety that comes with being able to work across our different divisions (Heating and Cooling, Electrical and Hot Water)



And if you are an established gun, especially a gun plumber, then jump on in and join our thriving crew. Your efforts and work ethics will always be recognised, with some fabulous rewards on offer.



PLUS, we have exceptional training incentives for apprentices, so if you are new to the industry, this is a great place to spread your wings. We promote from within, provide mentoring on the job from some of the best installers/technicians in the field, and we have devised a special **“My Plum Future”** program to help fast-track your career to enviable heights.



WHAT'S IN IT FOR YOU?

Instead of asking why, we believe you should be asking yourself why not!

And that's because we invest just as much into making our 60-plus staff happy, as we do our customers. After all, you don't get happy customers without happy staff!

Here at Plum, you'll find that we create opportunities for your personal growth and you'll always be learning on the job, all backed by supporting, down-to-earth and genuinely friendly network of colleagues.

We also look after you with fantastic Plum rewards.

WE TURBO-CHARGE YOUR **CAREER** TRADES

1 PRODUCT TRAINING

Plum values the professional development of our team members and offers product training to support their career progression. Our comprehensive training programs provide the knowledge and skills needed to succeed in their roles and advance within the company. We believe that investing in our teams development is crucial to developing the highest level of service to our clients.

2 ONSITE TECHNICAL TRAINING

Plum offers onsite technical training to support the career progression of our team members. These training programs provide hands-on experience and the opportunity to learn and apply technical skills in a real-world setting. Our onsite technical training is designed to help team members develop the expertise needed to succeed in their roles and advance within the company.

3 CUSTOMER TRAINING

Plum values the professional development of our team members and offers customer training to support their career progression. Our customer training programs provide the knowledge and skills needed to deliver exceptional service to our clients. Whether through in-person or online training, we equip our team with the tools and resources they need to succeed in their roles.





"Knowledge is power and we make sure you have that power at your fingertips with some of the best training in the industry"

Kyle Briggs - Director

4 TYPE-A GAS

At Plum, we believe in empowering our team to reach their full potential. That's why we offer our team the opportunity to obtain their Type-A licence, a professional qualification that opens up a range of opportunities. Our hands-on experience provides the knowledge needed to help pass the Type-A exam and succeed in their roles. We are committed to investing in your advancement.

5 CAREER PLANNING

Plum is dedicated to supporting the career aspirations of our team members and helping them achieve their goals. We offer a range of resources and programs to help set their career paths and create a roadmap for success. From personalised coaching and mentorship to professional development training and leadership programs, we provide the tools and support needed to advance within the company.

6 STAFF SUPPORT

Plum is committed to supporting the overall well-being and success of our team members. We offer a range of resources and programs to provide staff support to help them thrive in both their personal and professional lives. From mental health and wellness initiatives to career development resources and work-life balance support, we are dedicated to helping our team succeed and reach their full potential. We believe that by investing in the happiness of our team, we can create an exceptional culture.

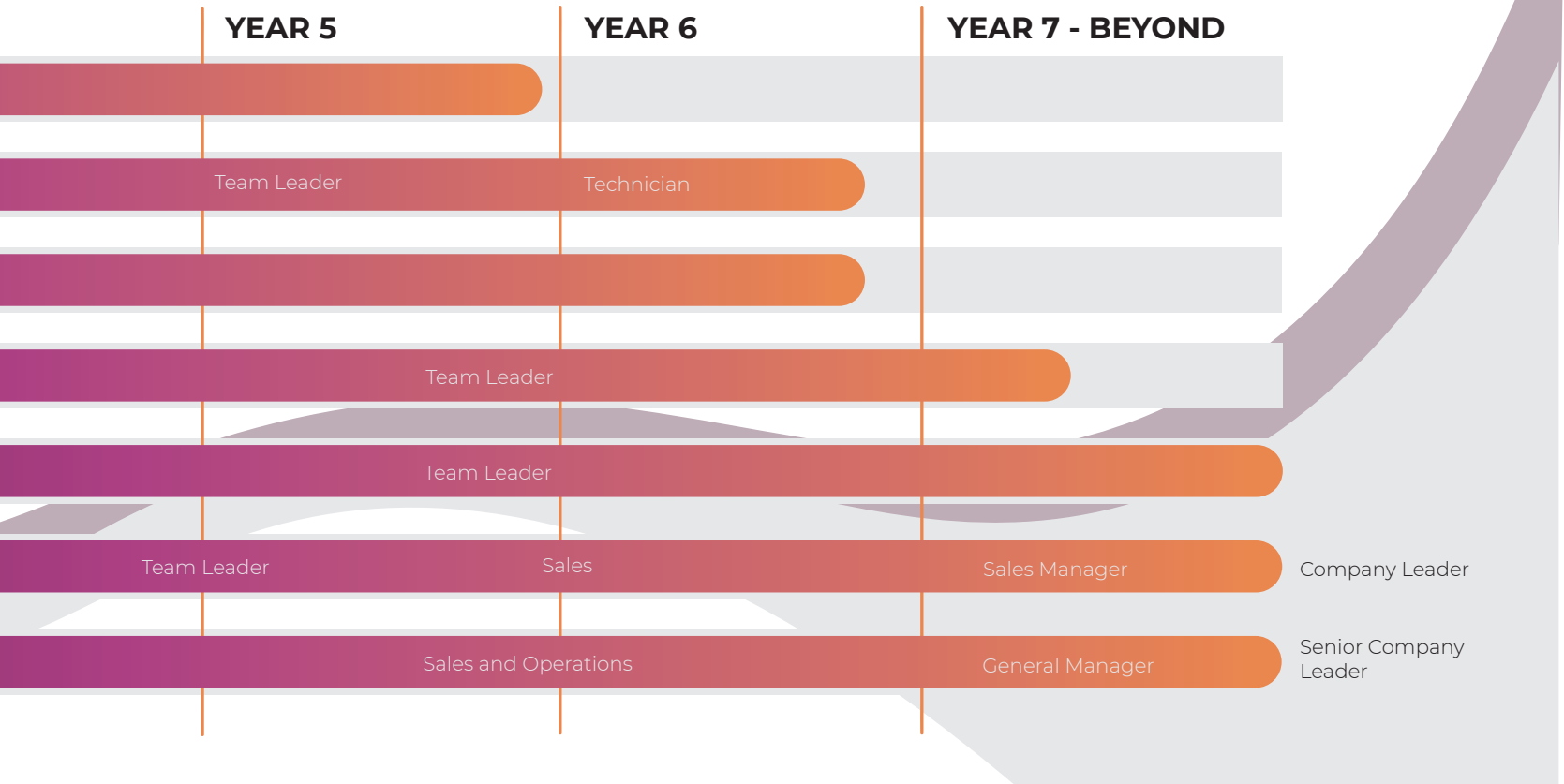
CAREER GROWTH OPPORTUNITIES TRADES



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*I have been with Plum for over 20 years and have had the opportunity to advance my career from an apprentice to the General Manager of the Company. During my time at Plum, I have consistently received support and resources for my professional development. The company culture is collaborative and dedicated to delivering high-quality service to clients. I am grateful for the opportunities for growth and advancement that Plum has provided and highly recommend the company as a place to build a career - **Andrew Hall - General Manager***

*I started with Plum straight out of high school back in 2005. I started out as an apprentice plumber, did my time, and became a Team Leader on the Installation Crew. I worked as an installer for roughly 11 years. I was then promoted to Sales Engineer as I wanted to try out something different and I'm super grateful for the opportunities that have been provided to me. After being in the role for a few years I was promoted to Sales Manager. It has been a great experience working for the company and truly love my job - **Ashley Dixon - Sales Manager***



WHAT OUR CLIENTS SAY

ABOUT US!

“ Outstanding experience from start to finish. Very polite friendly and exceptionally knowledgeable from start to finish. I highly recommend the team from Plum Heating and Cooling, they have my service from this point onwards - Jodi Tapara

When we claim to be the best in the West, we stand by it wholeheartedly. At Plum Heating and Cooling, our pride stems from our exceptional staff. With a team dedicated to excellence and armed with specialised expertise, we don't just meet expectations; we exceed them. From our meticulous training programs to our unwavering commitment to customer satisfaction, we're not just a heating and cooling company; we're a standard of quality in the industry. Trust Plum Heating and Cooling for unparalleled service and expertise that truly sets us apart in the West.

Responded quickly to my email. Very friendly and professional service. Notified about arrival time and easy and fuss-free job. Willow had an absolutely lovely phone manner, and Josh and Jacob were really cool and calm and offered great advice too!! Best trade experience I've had in a while - Angela Mavrakis

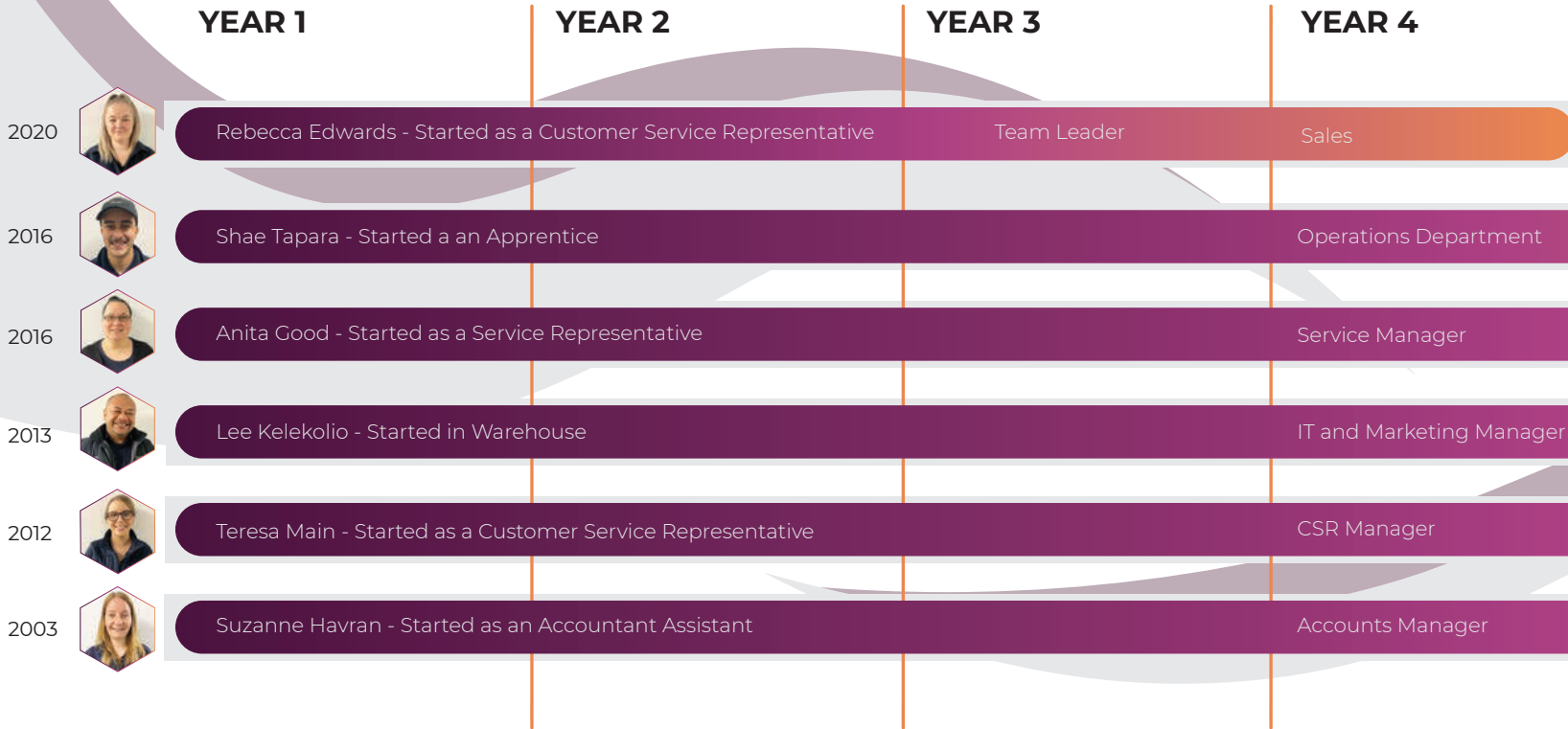




OVERVIEW OUR ADMIN PROCESS

At Plum Heating and Cooling, we pride ourselves on offering specialised training and career growth opportunities for our Customer Service Representatives and Administration Staff. Joining our team means embarking on a journey of continuous learning and development, where you'll receive comprehensive training to become a knowledgeable specialist in HVAC service. As you progress in your career, you'll have the chance to advance into leadership roles, such as Team Leader, where you'll not only showcase your expertise but also inspire others to deliver exceptional customer experience. Our commitment to providing our customers with unparalleled service is at the core of everything we do, and by joining us, you'll play a vital role in ensuring their satisfaction and loyalty.

CAREER GROWTH OPPORTUNITIES ADMIN



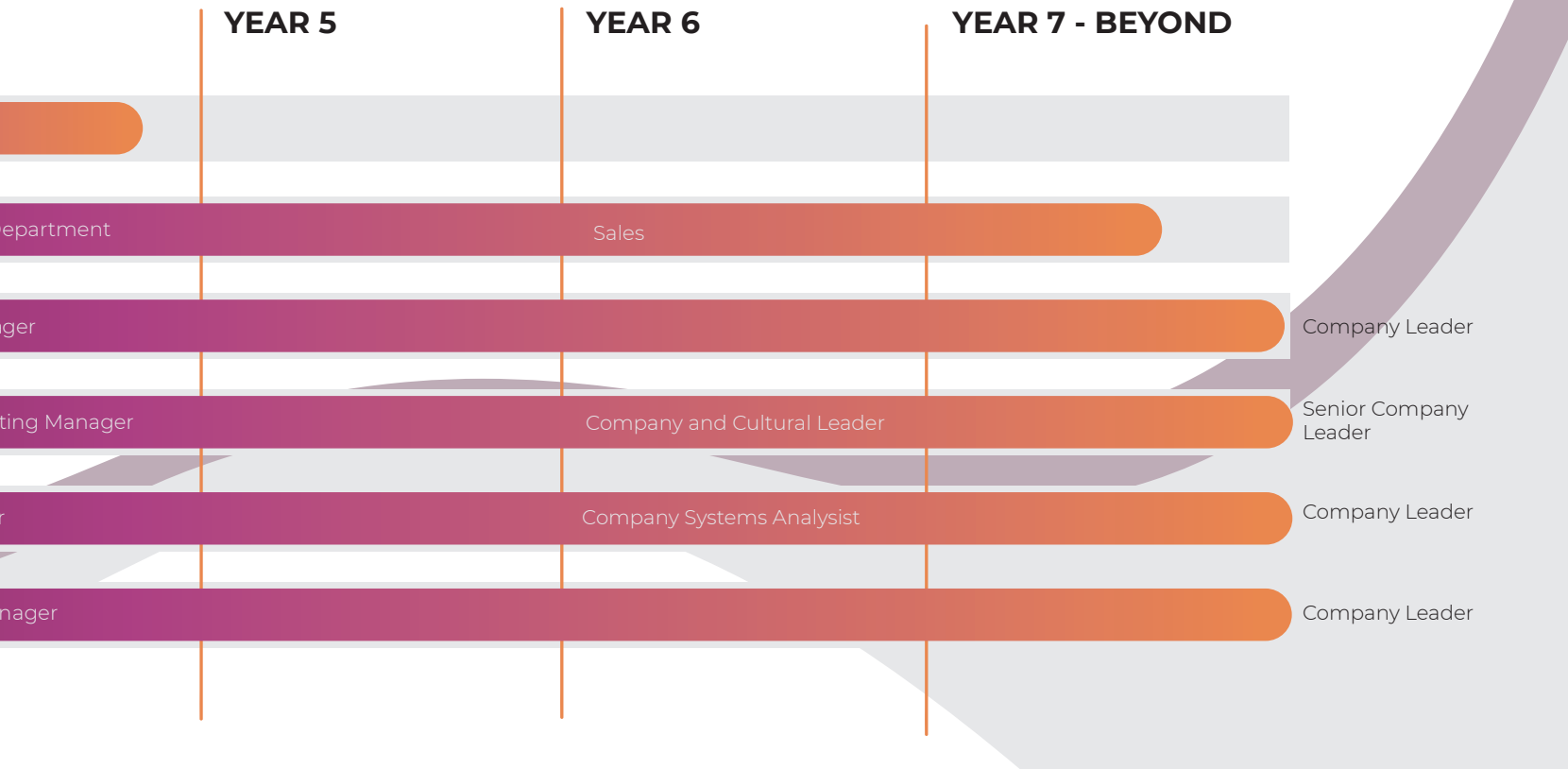
I became a member of the Plum Family 11 years ago, back in 2012, starting out on front desk reception. Approximately 12 months later, I transitioned to the Service Department, where I collaborated more closely with our technicians. Then in 2018, I earned a promotion to Office Manager, where I led our team of Customer Service Representatives and joined our Leadership Team. Since then, I've embraced a new role focused on data and compliance for the company while remaining an integral part of the Leadership Team. I am sincerely grateful for the multitude of opportunities for growth and learning that I've experienced during my time here at Plum -

Teresa Main - Company Systems Analyst

Department, responsible for completing technician reports, scheduling jobs and making appointments, filling in for Teresa during her maternity leave. Little did I know, this was just the start of an incredible ride.

By July of the same year, I was appointed as the Service Manager, a testament to Plum's belief in promoting from within. I'm grateful for the opportunities and support that Plum has provided me. From casual hire to managerial role, my journey at Plum is a testament to hard work, dedication, and a supportive workplace culture -

Anita Good - Service Manager



PLUM

TRADE SERVICES

www.plumheatcool.com.au