

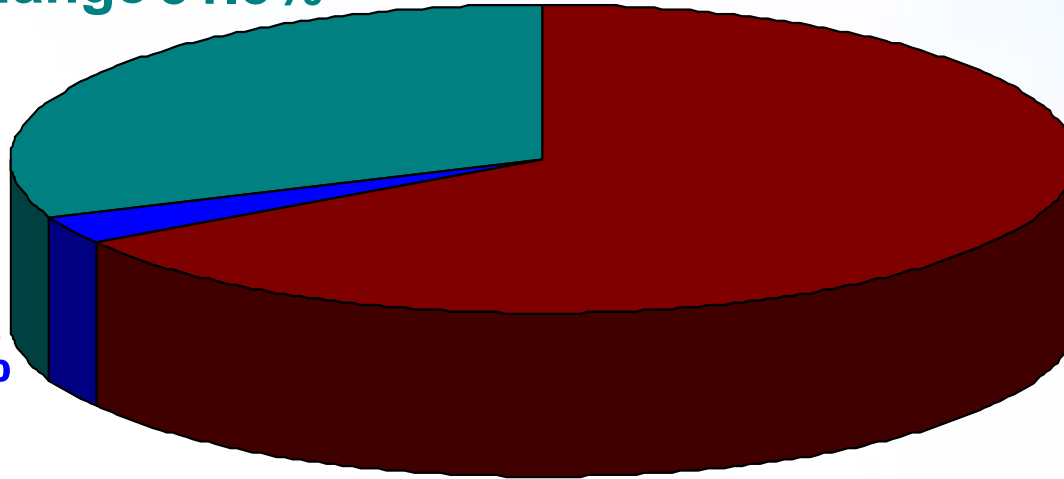
# What are your hiring plans for 2011?

## Results from Wholesalers

(32/95 responses, 33.7% response rate)

No change 31.3%

Possible layoffs 3.1%



Will hire more workers 65.6%

### Comments:

- I am expecting a stable year after going from 13-16 in the preceding year.
- Current staff levels are high, however we will not make any reduction till after the summer, if it's required.



CANADIAN INSTITUTE OF PLUMBING & HEATING  
L'INSTITUT CANADIEN DE PLOMBERIE ET DE CHAUFFAGE

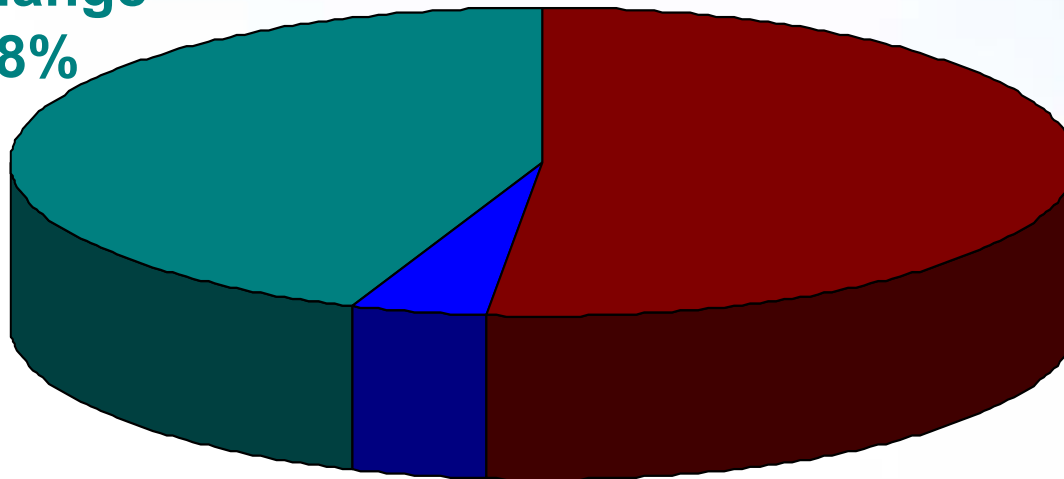
CIPH EconoLink

# What are your hiring plans for 2011?

## Results from Manufacturers & Master Distributors

(48/149 responses, 32.2% response rate)

No change  
43.8%



Will hire  
more workers  
52.1%

Possible layoffs 4.1%

### Comments:

- Continued operating expense drops as the economy weakens. Wholesalers keeping less inventory.
- We already hired 3 people from Dec 2010.
- Hired our candidate at the end of February, 2011. No plans for further hires after that.
- Too much import.



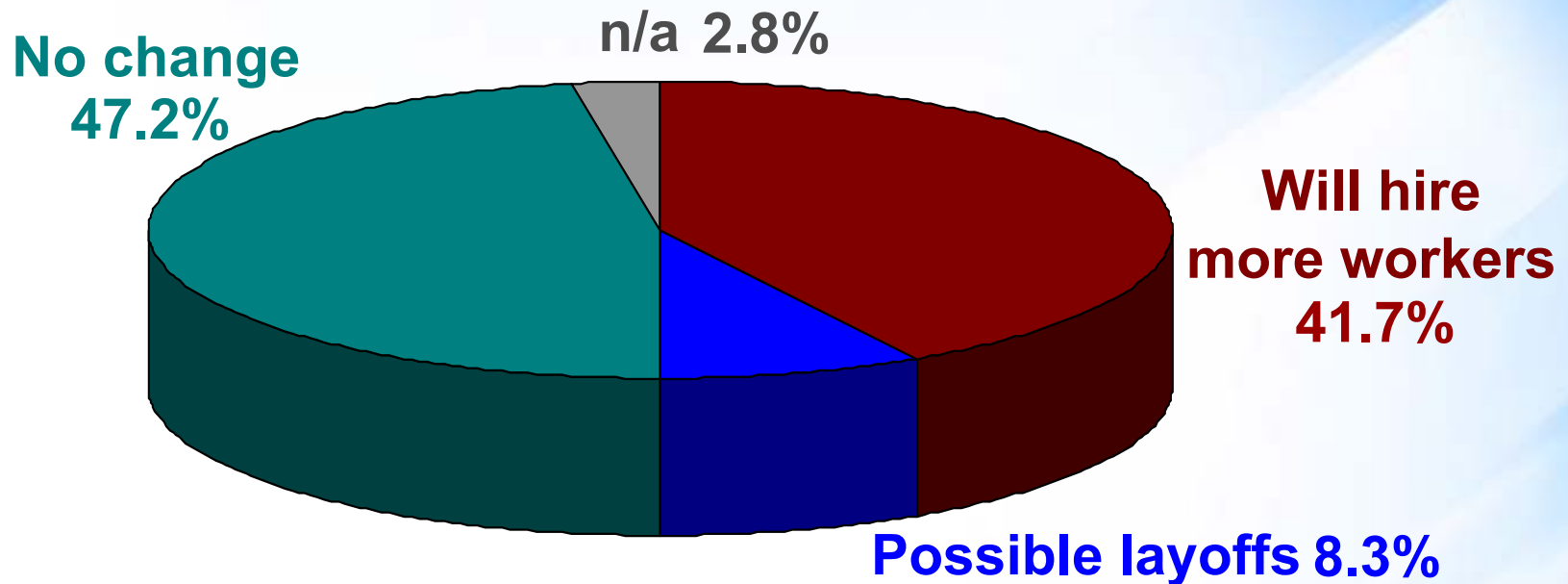
CANADIAN INSTITUTE OF PLUMBING & HEATING  
L'INSTITUT CANADIEN DE PLOMBERIE ET DE CHAUFFAGE

CIPH EconoLink

# What are your hiring plans for 2011?

## Results from Agents

(36/102 responses, 35.3% response rate)



### Comments:

- Tough to find qualified people (2).
- Current plans include hiring one salesperson in Q2



CANADIAN INSTITUTE OF PLUMBING & HEATING  
L'INSTITUT CANADIEN DE PLOMBERIE ET DE CHAUFFAGE

CIPH EconoLink