



**BIG CHILL**  
DISTRIBUTION  
NATIONWIDE CHILLED & FROZEN TRANSPORT

# Ambassadors Notes

## Issue 9

### August 2014

## Editors Notes

Trust you are well. Well 8 months down for the year with 4 very busy months to go. Winter conditions haven't been too harsh on us yet with only a few ferry cancellations and snow related issues out of Dunedin. New depot in Hawkes Bay and extensions in Putaruru will help leading into Xmas and I'm sure the staff in those areas will welcome these changes. Just a friendly reminder to our customers that we receive stock on a Friday for both Sat and Monday delivery so we need the stock you want delivered on a Saturday to be clearly marked and labelled as such. A good idea is to use a colour label if using white all week.

Thank you for your custom- MARK REA



## DEPOT UPDATES



Putaruru: Our depot is almost completed and looking good.

Hastings: Depot is not far from completion now and will have four loading docks.

## CEO'S CORNER



With Spring now on the horizon we are commencing our plans around what will be a another busy Summer period. All necessary equipment has been ordered and staff recruitment will shortly commence. As an industry we continue to deal with a driver shortage which, at times, has impacted on our ability to grow the business. For that reason we need to commence recruiting team members for Summer well in advance and invest in their training.

Our Driver Training & Performance Programme, headed up by the experienced Allan Henderson, is now underway and this will greatly assist us in attracting and retaining great drivers. The whole business looks forward to seeing this part of our business flourish.

We have seen the benefit of being part of the Crusaders Rugby sponsorship family in 2014. Mark Rea organised some memorable events with staff and customers in Christchurch, and we are confident we can build on this in 2015. Even though the team missed out on a Championship win in Sydney, it was a great game of rugby and makes for an exciting 2015 season.

From the building perspective this month will see us move into our new Hastings facility. This operation looks great, and Jon Oldridge and his team will really enjoy the benefits this new purpose-built facility will bring to making depot operations more efficient. Our Putaruru operation is also in the final stages of their expansion, and on-track for a late-August completion. This larger base in the Waikato/BOP region will also allow us to maximise our opportunities in this growing freight market.

Thanks also to all our team members as they've worked hard to maintain service levels through an unpredictable winter

# DRIVER TRAINING PROGRAMME

August 2014

Recently Big Chill Senior Management made an important decision to invest more time and resource into training our staff and creating efficiencies. This will be achieved by the implementation of a New Business Performance Team. We welcome the following staff to their new roles within that team.

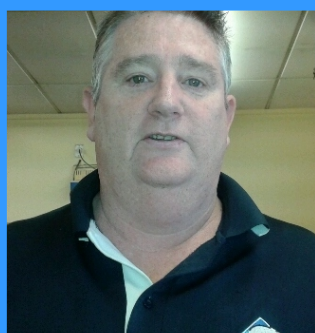
Allan Henderson (Business Performance Manager) – Allan was recently promoted to this new role from his previous position of Wellington Regional Manager. He is responsible for driving the Business Performance Team and improving our staff training, wellbeing and Business efficiencies.

Grant Kingon (Business Performance Data Analyst) – Grant comes to Big Chill with a good amount of experience in our sector and previously worked for AF Logistics. He will be working closely alongside Allan to provide accurate data on all aspects of the Business Performance Programme.

Ian Rountree (Driver Trainer AKL based) – Ian was recently promoted to this new role from his Previous Line Haul driver position. Ian has been with Big Chill since 2011 and he will be responsible for training the drivers in the mid to upper North Island.

Phil Kauika (Driver Trainer WGT based) – Phil was recently promoted to this new role from his previous position as the Palmerston North depot 2IC. Phil has been with Big Chill since 2008 and will be responsible for training drivers in the lower North Island and South Island.

Congratulations guys on your new appointments, we all look forward to seeing the positive results of your hard work.



Allan Henderson

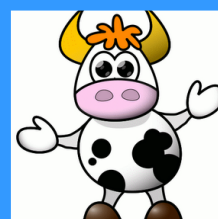


Grant Kingon



Ian Rountree

Just a reminder to customers that all meat must be properly boxed



## SKILLS AND DRILLS

On the 11th of July we had a Crusaders skills and drills session with 35 children. This was well received by children and parents who attended. Was great to see the enthusiasm with many bringing along swords and rugby gear for the guys to sign. We also gave away prizes with Callum Bremner taking away the ball signed by the rugby team. Thanks to the Crusaders who came along and made this a special day. We look forward to doing this again next year.



Callum Bremner, Matt Todd and his prize.

Crusaders from left to right: Sam Whitelock, Matt Todd, Adam Whitelock, and Nafi Tuitavake





## CUSTOMER FEATURE



life health food

we are proudly 100% nz owned. we offer a collection of unique food brands that share the same vision of enriching lifestyles through fresh, innovative and healthy cuisine.



LHF is the abbreviation for the full company name: Life Health Foods.

LHF came into being when the owners of Sanitarium and their top management decided they needed to set up a new business to develop a range of quality fresh foods for the chilled section of the supermarket.

LHF carefully selected and purchased a number of leading small innovative NZ food companies such as Lisa's Hummus, Bean Supreme, Naked, and Kato.

LHF products are available nationwide and they have continued to refine the number of transport operators and distributors, to gain efficiency and reduce complexity.

Paul Johnston from LHF states that "We pride ourselves on treating our distributors & freight providers as partners, over nearly 25 years Big Chill have grown with us and continue to carry all our retail & food service parcel business, plus the majority of our line haul freight nationwide."

We continue to invest & innovate within all these brands, now dispatching some 80,000 ctns per month locally, employing 130 staff on site with another 30 indirectly working for us as distributors or produce growers.

## Joke of the week

A husband went to the Remuera police station to file a "missing person" report for his missing wife

Husband: I lost my wife. She went shopping in Newmarket & still hasn't arrived home yet.

Constable: What is her height?

Husband: I never noticed.

Constable: Light, medium or heavy build?

Husband: Not sure, maybe all three.....

Constable: Colour of eyes?

Husband: Never noticed.

Constable: Colour of hair?

Husband: Changes according to the season.

Constable: What was she wearing?

Husband: Pants and shirt, maybe a dress or something ..... I don't remember exactly.

Constable: Did she go in a car???

Husband: Yes!!!

Constable: Can you tell me the number, name & colour of the car?

Husband: Black Audi 2013 A8 Reg: HNL638, with supercharged 3.0

litre V6 engine generating 333 horse power teamed with an eight-speed tiptronic automatic transmission with manual mode, with premium sound system upgrade, and LED headlights as well as the optional air conditioned and massaging pearl nappa leather seats with red contrasting stitching.... and has a very thin scratch on the front left door, and the front left mag wheel has been kerbed by my wife. At this point the husband started crying...

Constable: Don't worry sir, we will find your car.....



Spotted recently on a manifest. Done by a Big Chill Driver/artist.

Reads "Why follow the rest when we're the best."

As a business we very rarely make a public statement around matters in the public domain.

However, on behalf of Big Chill I feel compelled to offer comment around the circumstances and sentencing of the Freightlines contracted driver who was involved in the accident at Foxton on January 8th of this year, in which two innocent road users were killed, and a fully loaded Big Chill truck/trailer destroyed.

In the drivers sentencing (refer to the stuff article published) this month the following was revealed:

1. The driver had previous convictions for careless driving, falsifying his log books and exceeding 14-hours work.
2. At the time of the accident the driver had cannabis in his system. In fact the level of THC in his blood was consistent with him having smoked a cannabis cigarette between one and seven hours before the crash.
3. The drivers log book had been falsified on the night of the accident, and he should have been on a compulsory break at the time of the accident.
4. The trucks internal speed limiter had been tampered with to allow him to speed.
5. On the night of the accident the truck had travelled at an average speed of 95kph, when the speed limit for that kind of truck was 90kph.
6. The driver had slept only 4-hours the night before commencing work that evening.

The driver was found guilty on two charges of careless driving causing death.

His punishment by the Court?

1. 220 hours of community service.
2. The NZTA has disqualified him from driving heavy vehicles for eight (8) years.
3. He has also been disqualified from driving any vehicle for 14-months.
4. An order to pay \$6000 emotional harm reparation to his victims' families.

Given the above actions on behalf of the driver it is surprising and concerning that a custodial sentence was not imposed. The New Zealand legal system had a golden opportunity in this instance to send a strong message to other 'cowboys' in the transport industry. This sentence does not do that, if anything it lessens the perception of the seriousness of what occurred to the public and transport industry.

To ensure we operate safely and responsibly Big Chill invests heavily every year in driver and risk management. Linehaul trucks are maintained by manufacturer only approved agents, they are equipped with the latest incab Drivecams, GPS and DDU units. Across the country all staff & management are subject to a heavy on-going regime of drug & alcohol testing. In 2014 we have also gone further through the investment in a team of three driver-trainers who not only train, but also measure/audit the performance of all drivers.

As a responsible and proud transport operator it is therefore dis-heartening & frustrating to see that people like the driver concerned are still able to gain entry into our industry. As an industry we have an obligation to ourselves, our customers and other road users to continue the job of driving such drivers out of the industry. Let's hope that the Justice system in NZ starts to take the same approach.

-MICHAEL ROBERTS

CHIEF EXECUTIVE OFFICER

