



A big "thanks" to all our staff around the country over the past 5 months for the smooth transition of the New Zealand King Salmon contract and TransOtway business

- Mark Rea

TransOtway Acquisition

As you may know Big Chill purchased the general freight business of TransOtway on 3rd September. This integration has gone well and we welcome those customers and staff who came across to our business.

Big Chill's Palmerston North Depot
(We now have 8 depots)



Snow in Christchurch during July/August 2011

New Scania

As part of our vehicle replacement programme in 2009/10 BCD undertook a thorough evaluation of what the best suited tractor model would be for our business. The key criteria were fuel efficiency, quality of service network, costs, resale value and general presentation. The Scania 480 came out a clear winner and finally the first two 'highline' 480 Tractor units have arrived. Operating on our AKL-WLG inter-island runs these tractors look fantastic and represent Big Chill well on the road. Over time all our current Volvo equipment will be replaced with Scania's.



Jason W (National Linehaul Mgr), Mark R (GM - Bus Dev) & Mike R (CEO)

Special Points of Interest:

- TransOtway Acquisition
- Christmas Planning
- New Scania's
- In-Cab Cameras
- Tatua Dairy Co-Op
- Personnel Changes
- Staff Feature
- Depot News
- Website



Radu Radulescu: AKL-WGTN Linehaul Driver



Potaua Matatahi: AKL-WGTN Linehaul Driver

"15 years in business"

1996 - 2011

Tatua Dairy Co-Op

Big Chill recently won the chilled/frozen freight contract for the Tatua Dairy factory in Tatuauui (near Waharoa) and this starts on 1st Dec 2011. We look forward to a long association with this company.

TATUA

In-Cab Cameras

Across 2011 Big Chill is installing in-cab cameras into 20 of its Linehaul tractor units. This development is being facilitated through our insurers Lumley and IVCS Ltd. Already installed in 10 tractor units, these devices are an added tool for our Linehaul Management Team that they can use to improve driver behaviour and practices. It's also of great benefit to us in terms of ensuring H&S principles are adhered to.



SPAGHETTI

A wealthy man was having an affair with an Italian woman for a few years.

One night, during one of their rendezvous, she confided in him that she was pregnant.

Not wanting to ruin his reputation or his marriage, he paid her a large sum of money if she would go to Italy to have the child. If she stayed in Italy, he would also provide child support until the child turned 18.

She agreed, but wondered how he would know when the baby was born. To keep it discrete, he told her to mail him a post card, and write "Spaghetti" on the back. He would then arrange for child support.

One day, about 9 months later, he came home to his confused wife.

"Honey," she said, "you received a very strange post card today."

"Oh, just give it to me and I'll explain it later," he said.

The wife obeyed, and watched as her husband read the card, turned white, and fainted.

On the card was written "Spaghetti, Spaghetti, Spaghetti. Two with meatballs, one without."

Personnel Changes

- Craig Pollock from our CHCH office has taken a leap over to Kabul Afghanistan
- Our Christchurch Branch Manager Brendon Rahurahu left us late October after 5 years and we wish him well in his new job.
- There are numerous additions to our staff (44), so welcome to you all and sorry there is not enough room here to list you all.

Lesley Best: Lesley joins BCD CHCH in the role of National Chep Manager with many years of experience working for CHEP both in NZ and AUS. Lesley will be visiting all branches over the next 3 months, performing audits and educating both staff and customers as she reviews our current processes.

Mob: 021 420 474



Mike Smith: Mike transitioned across to Big Chill. Mike was with TO 2 years as their Lower North Island Account Manager and also did 6 months as Auckland Operations Manager. Mike is now our BDM for the Taupo North area.

Mob: 021 279 1301



Garner Grieve: Garner started with BCD in September in the new position of Palmerston North depot Manager. Garner is a great addition to our team and joined us as part of the TransOtway acquisition. Garner has accepted the CHCH depot Manager role and will start in the new position on 21st of November.

CHCH Mob: 0275 222 974



Brian Charleston aka Joe 90: Brian Charleston started in August as the CHCH Operations Manager. Brian came to BCD from Bidvest and is well known in CHCH refrigerated freight circles by his nickname Joe 90.

Mob: 021 279 0665



Staff Feature - Kim Busch (Customer Services)

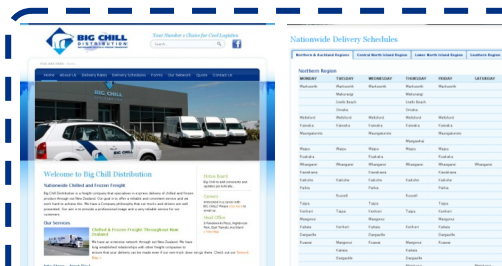
This month we are featuring a very important person, to you our customers, Kim Busch from customer services. All of the team who work in this area work under a lot of pressure and do a great job. I get numerous compliments about this team when I'm on the road. What you didn't know about Kim:

- Favourite Singer: Marvin Gaye
- Favourite TV Program: Home & Away
- RWC - Which team did you support: The "Mighty ABs"
- Favourite pastime? Reading
- Best all time movie: Shawshank Redemption
- Favourite holiday destination: Henderson Bay, Northland
- Most favourite male actor? George Clooney
- Favourite Sports person? Rene Ranger
- Favourite shop? Hannahs
- What do you most like about your job? Feeling a part of the "Big Chill Family"
- What do you dislike about your job? "Errors" fixing silly mistakes



Depot News

Due to recent growth we have decided to increase the size of Auckland's car park and the Christchurch depot will double in size in early 2012.



www.BIGCHILL.co.nz

Website

We updated this back in June this year so when you get a chance have a look. This site also has all our depot details, contact numbers/emails and service schedules.

