



BIG CHILL AMBASSADOR NOTES

Issue: 21
December 2019

No. 1 Choice for Cool Logistics



CEO's Corner

Obviously the big news for Big Chill has been the announcement of the sale to Freightways Group. This was announced in October 2019, and it is expected that the sale will be fully concluded around April 2020 (with approval from OIO).

This development is exceptionally good news for both Big Chill staff and customers. We will be able to leverage off our new parent through new state-of-the-art technology solutions, expansion into new service offerings, further develop our depot network and providing opportunities for valued staff members.

I can also report that the all-important cultural fit with the Freightways team is excellent, and collectively we are excited for the opportunities that 2020 will bring.

In the meantime our focus is on delivering a consistently high level of service to our customers across this busy 2019 Christmas/Summer season. We understand how important this time of year is for our valued customer base, and our Operational Teams put in a large amount of work planning and preparing for the inevitable increase in freight volumes.

Finally, I'd like to thank all our customers for their continued support across this year. Our teams value the customer relationships we maintain, and being an important link in your vital Supply Chain. Have a fantastic Christmas Season and break with your families.

Thanks and be safe on our roads.

Michael



Big Chill "A New Direction"

At the end of October, Big Chill was excited to announce the sale to the Freightways Group. This sale is contingent on Overseas Investment Office approval and we expect that to be achieved by April 2020. Once concluded, this sale will allow Big Chill to gain access to Freightways technology, services and network. 2020 will be an exciting year.

As the Big Chill depot infrastructure continues to develop we anticipate adding further value to our customers through a stronger network, and greater use of state of the art technology in transport management.

The 3PL business continues to grow with the development of the new Auckland warehouse of 9,500 pallets for storage, pick and pack. Big Chill is now growing the strength of a true temperature controlled Supply Chain Solution that will allow our customers to grow.

All our customers will still have the great Big Chill experience with our team that you currently enjoy, and we will ensure that we keep you up to date with progress of the ownership change.

To Staff and Contractors at Big Chill Distribution

Freightways

**GREAT TO BE
WELCOMING YOU
TO FREIGHTWAYS**



"...we are thrilled to welcome staff and contractors from Big Chill to Freightways – it is great to have the leader in the express delivery of chilled and frozen products joining our team..."

It is a pleasure to welcome the nationwide crew from Big Chill to Freightways.

Freightways is an organisation with good, hard working people who care about each other – and from when we first started discussing the possibility of working together, it was clear the team from Big Chill would fit well as a key business in the Freightways family.

Freightways will become the primary shareholder of Big Chill Distribution. Freightways is a Kiwi company, listed on the New Zealand Stock Exchange and has businesses in New Zealand and Australia.

Big Chill will continue to operate independently, with the same high performing management team in place – we believe that the current nationwide team at Big Chill will continue to grow the business and take the best care of your customers now, and into the future.

We feel that Big Chill's expertise in temperature controlled transport complements Freightways business expertise in express transport logistics. The New Zealand market continues to demand the 'high quality services' that we know the team at Big Chill can deliver.

As part of Freightways, you join a straight talking business with a team who enjoy what they do and respect each other. Most of our businesses are highly operational and we have staff and contractors who have worked for us for a long time – our number one priority is that our people return home safe and well to their families after a good day's work.

We welcome you – and look forward to working with you.

Best regards



Mark Troughar
CEO Freightways



Big Chill Nation-Wide

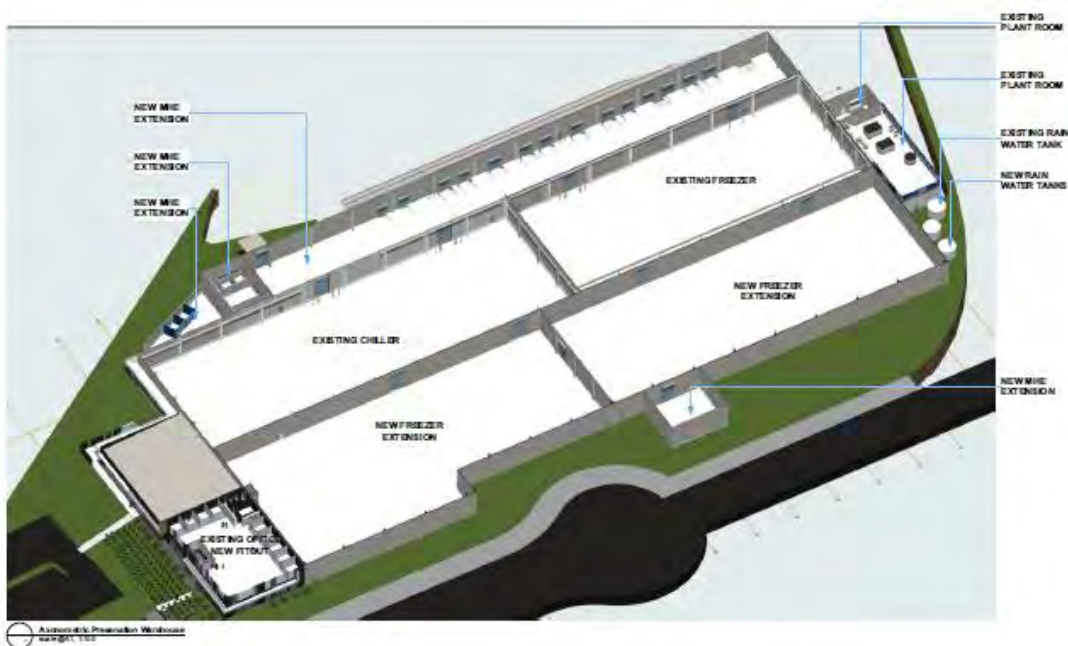
At Big Chill, we have a strong belief that the depot network is vitally important in providing a quality service offering to our customers. Developing the network as we grow ensures that customers have confidence that we can add value to their Supply Chain.



Jason Ogden

Auckland

The extension to the Auckland site is well underway and the progress is looking amazing. The new facility will be able to house 9,500 pallets of frozen and / or chilled products for our customers. There will be two rooms that form part of the extension each of equal size.



As there has been limited temperature controlled 3PL storage capacity developed in the past 10 years. It will be exciting to have the new facility operational in late March 2020 to offer our customers an ability to grow their businesses. With a well-established Warehouse Management System, the 3PL and Transport solutions that Big Chill provide our customers, will be integrated.





Hastings

We are pleased to announce that we are extending the Hastings depot by one additional dock, an expansion of the ELA loading and unloading area. The extension maximizes the capacity we have on the site and allows the team to cater for our growing volumes. The extension will be completed by June 2020.

Wellington

With extensive growth in the Wellington region we have embarked on a significant extension of the depot. Currently our depot operates 4 docks with a freezer and chiller for cross docking freight. The extension will double the size of the operation to a 9 dock facility and larger freezers and chillers to cater for the large volumes. The build is underway with an expected completion date of June 2020.

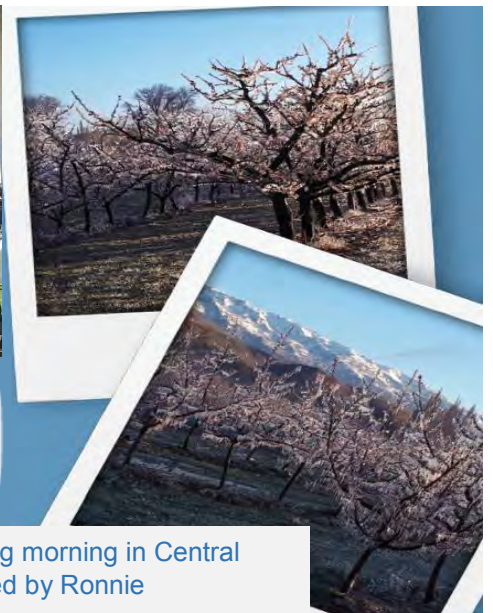


Race Day at Ellerslie Auckland

On the first Tuesday in November the Melbourne Cup is run. Big Chill and a few customers took to the Ellerslie Racecourse to enjoy the festivities, and what a day it was. We had temperatures in the mid 20's and a pure blue sky, not to mention a few lucky wins! Great Team Effort!



CENTRAL OTAGO



Beautiful Spring morning in Central Otago, captured by Ronnie



The Big Chill Team

This page is dedicated to all our hard working staff and their achievements, as well as sponsorships and promotions which Big Chill are a part of.

**TEAMWORK
MAKES THE
DREAM
WORK**

Supporting Prostate Cancer Auckland

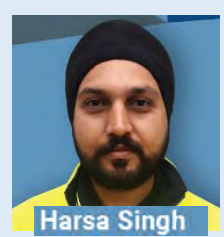
Auckland Admin staff supporting prostate cancer through having a blue morning tea. Thanks Sally for organizing BLUE DO. We raised \$170 – well done team



The Devro Sausage Awards

It was a pleasure again for Big Chill to assist with sponsorship at the Devro Sausage Awards, and see all the wonderful contestants obtaining recognition for their quality products. We saw many of the Big Chill customers achieve some great results.

Mark Rea's farewell feast. – Those who work together, feast together



Harsa Singh

Well done to Harsa for receiving excellent feedback from a cyclist who complimented his excellent driving skills.

Supervisor's Training Workshop 2019

10 Year Champions 2019

- John MacMillan**
-Auckland Driver Trainer
- Don Gillian**
-Dunedin Depot Manager
- Richard Wadsworth**
-Dunedin Driver
- Tumu Tokerangi**
-Auckland Linehaul Driver

On behalf of the Team here at Big Chill, we want to Thank-You for your on-going support. Have a safe and wonderful Christmas and we'll do this all again next year! **BRING ON 2020!!**

Merry Christmas

**BE COOL
THINK
SAFE!**



Hellers - The **NEW** 2019 Bowling Champions!!



CHRISTMAS / NEW YEARS LINEHAUL & DELIVERY PLAN 2019/2020

Fri 20th December

- Normal services.

Sat 21st December

- Normal Saturday services.

Sun 22nd December

- Normal Sunday services.

Mon 23rd December

- Normal services.

Tue 24th December (Xmas Eve)

- Full delivery and pick-up service in all areas.
- **No** Linehaul services operate.

Wed 25th December (Xmas Day)

- **No** delivery or pick-up services operate.
- **No** Line haul services operate.

Thu 26th December (Boxing Day)

- **No** deliveries nationwide.
- Pre-arranged pick-ups only.
- Line haul services operate as normal (early departure).

Fri 27th December

- Full delivery and pick-up service in all areas.

Sat 28th December

- Normal Saturday services.

Sun 29th December

- Normal Sunday services.

Mon 30th December 2019 (New Year's Eve)

- Normal services.

Tue 31st December 2019 (New Year's Eve)

- Full delivery and pick-up service in all areas.
- **No** Linehaul services operate.





Wed 1st January 2020 (New Year's Day)

- **No** deliveries nationwide.
- Pre-arranged pick-ups only.
- Line haul services operate as normal (early departure).

Thu 2nd January 2020 (New Year's Holiday)

- **No** deliveries nationwide.
- Pre-arranged pick-ups only.
- Line haul services operate as normal (early departure).

Fri 3rd January

- Full delivery and pick-up service in all areas.

Sat 4th January

- Return to normal services.

To arrange & confirm special pick-ups on Stat Holidays and Weekends through Xmas and New Year, please contact your local Depot Manager at least 1 week in advance of the applicable holiday. Do not assume that pick-ups will happen without being pre-arranged. Contact details below:

PICK-UP REQUESTS to:

Stacy Gibson (Auckland) 021-279-0104 or StacyG@bigchill.co.nz
Michael Aitken (Putaruru) 027-448-8096 or MichaelA@bigchill.co.nz
Jon Oldridge (Hastings) 027-522-2975 or JonO@bigchill.co.nz
Garner Grieve (Palmerston North) 021-279-1553 or GarnerG@bigchill.co.nz
Carl Voullaire (Wellington) 027-258-0255 or CarlV@bigchill.co.nz
Louise Fissenden (Blenheim) 021-406-323 or LouiseF@bigchill.co.nz
Nathan Hyde (Christchurch) 027-522-2974 or NathanH@bigchill.co.nz
Don Gillan (Dunedin) 027-433-1104 or DonaldG@bigchill.co.nz
Ronnie Thompson (Cromwell) 027-808-5553 or RonnieT@bigchill.co.nz

