

BIG CHILL DISTRIBUTION

AMBASSADOR NOTES 10TH DECEMBER 2021



CEO'S CORNER



As 2021 comes to a close, at Big Chill we reflect on what has been another challenging year. Operationally as a result of the ongoing Covid-19 pandemic. With no part of our business avoiding being impacted, I'd like to thank our teams across NZ for their dedication, great work and patience. Especially our Auckland staff who have endured a long lockdown and associated safety protocols.

Despite the challenges, there was also much to reflect on positively in 2021. Some of my highlights:

25th Anniversary: This year saw us celebrate Big Chills 25th Anniversary. In July we were fortunate to be able to visit every depot in the network to celebrate this milestone, and share with our staff cake (lots of cake!) and a commemorative gift.

Network Anniversaries: Across the year we were also able to celebrate with staff our 15th Anniversary in Putaruru, and 10th Anniversary in Wellington and Palmerston North. These were each memorable events. In 2022 we will join with our Cromwell team, who celebrate their 5th Anniversary.

Continued growth of 3PL: In early 2020 we opened our Stage-2 3PL expansion in Auckland. Since then, with solid work from our Sales Team and Thomas Steel, we have grown existing relationships and attracted new 3PL customers and have a full warehouse. We are now well advanced on planning our next building which will allow for further growth in 3PL services, but also enhance our Transport network. Watch this space in 2022!

Produce Pronto: In November Produce Pronto joined the Freightways / Big Chill family. With a wide road and air distribution network around NZ, this business enhances Big Chill's ability to further grow in the fast food & fresh convenience sector.

We look forward to a more normal 2022, where global/domestic Supply Chains stabilise and New Zealand's vital food distribution and hospitality sector fully recovers. Finally, to all our valued customers, staff and suppliers we hope you get a break over Summer, and we look forward to seeing you all in the New Year.

25 YEARS OF BIG CHILL

It has been an extraordinary 25 years.

From the inception of the Polar Bear logo on a truck in 1996, transporting pies from Tauranga to Auckland, the Big Chill brand and fleet are now seen all across New Zealand. Founder Colin Neal and subsequent partner Mark Shapland have grown the Big Chill business to now be a cornerstone of the national refrigerated supply chain. Big Chill these days is part of the Freightways group and has developed the service offering to include not only transport services but also 3PL solutions.



Despite the impact of Covid19 lockdowns it was important that Big Chill celebrated the 25-year milestone. Each of the 9 Big Chill depots received a visit from the Big Chill Senior Managers to celebrate the milestone, and extend their congratulations.

It is a very proud milestone to achieve 25 years in business, and it is important not to forget the journey. It has been a result of hard work, fantastic customers and dedicated people that have got us to here.

Onwards and upwards for the next 25 years.



Dealing with COVID

2021 has been a year of ups and downs when dealing with Covid. For the first half of the year, New Zealand was operating free and open with most New Zealand businesses moving forward. As we embarked onto the second half of 2021, the Delta strain of Covid arrived in New Zealand and the country moved back into the alert system. It has been a very challenging period for most businesses and we reinstated the procedures and policies we had in place from our 2020 Covid experiences. As an essential business, delivering food to the New Zealand population it was all hands to the pump at Big Chill. Keeping our staff and customers safe was, and remains, our number one priority. There are many measures that Big Chill takes including temperature checks at the depot gates, full PPE for all staff and drivers, testing regimes for the team crossing the Auckland boundary, and operating contactless deliveries.

As the vaccine became available to New Zealanders, we focussed on allowing our teams the opportunity to get vaccinated and provided incentives to have our teams fully protected. As we move towards the end of the year, we are confident of reaching our targeted vaccination rate in January 2022.

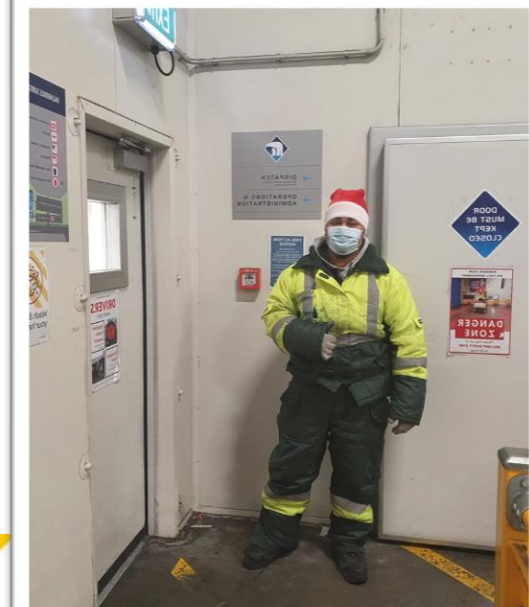


Unite
against
COVID-19



Mask Up!!

The Auckland team recently had a fun day creating the best mask decoration. With all staff at Big Chill depots wearing masks for the protection of others it was important that we had some fun. There were some very creative thoughts put into these designs by the team. Well done to all.



Unite
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COVID-19

New Fleet

It's been a long wait, but new trucks and trailers are arriving!

Big Chill operates a structured fleet replacement program along with adding new fleet for growth. This year in March we placed orders for 58 new trucks and trailers.

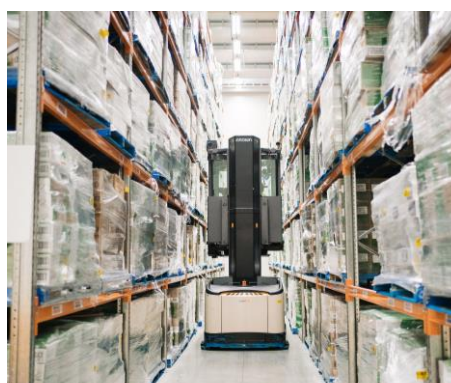
With the effects of Covid19 to Supply Chains, there have been significant delays in the arrival of this fleet, however by the end of Q1 2022 they will all be on the road.

This year we have remained with Volvo for the new tractor units, but have made a change to Mitsubishi Fuso for rigid trucks. There are some excellent developments in safety systems from Mitsubishi, and this will assist our drivers in their daily tasks. Technology and reduced emissions are key in the purchasing of new equipment, and the latest fridge units provide improved fuel



3PL

With the impact of Covid-19 being fully felt on Supply Chains, we have seen a large increase in customers requiring storage of frozen goods. The extension to the Auckland facility that was completed in 2020 has now been fully utilised, and the team are busy providing our customers with a full 3PL solution in pick and pack, date labelling, tempering and order consolidation.



Mike Smith – Freightways Lead Program



Being part of the Freightways Group has provided the opportunity for one of the Big Chill team to join the Freightways Lead Management training program. There is a very selective process to choose participants for the program from across the Freightways Group. Mike Smith (North Island Business Development) has been with Big Chill for 10 years and is a key member of the Big Chill team. Mike has been successful in joining the Lead Program. The program was developed to identify and develop leadership potential and succession planning within the Freightways Group.

NZ King Salmon 10 Year Anniversary



Strong relationships are essential to Big Chill, and with 10 years providing services to New Zealand King Salmon it was important that we celebrate the occasion. Meeting in Nelson, the Big Chill and NZKS teams met to review the 10-year relationship and celebrate with a dinner. Big Chill presented a traditional Maori "Hoe" (Paddle) to NZKS to commemorate the occasion. We look forward to the next 10 years and beyond as a key partner to such an iconic New Zealand company.



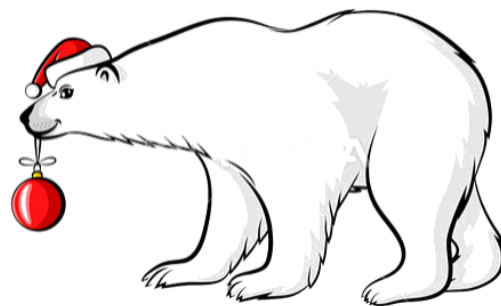
Produce Pronto Joins the Team

On the 6th of October 2021 Produce Pronto became part of the Freightways and Big Chill team.

Produce Pronto provides 24/7 same day fresh and frozen delivery via tri-temperature zoned vehicles to service stations, alongside fresh produce deliveries to businesses across Auckland. The team at Produce Pronto has built a very efficient same-day business model, with facilities in Auckland, Wellington and Christchurch.

Mark Troughear (CEO of Freightways) states that "The addition of Produce Pronto will build on our niche in the temperature controlled express delivery space giving us the ability to service the fast-growing fast food (QSR), fresh food convenience food category"

Founders of Produce Pronto, Jason Brennan and Josh Bartley-Smith will continue to lead the business.



Staff Updates

Celebrating our long serving staff is important to Big Chill, and there have been some great milestones achieved recently.



Sandeep Singh	Auckland	29/11/2006
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Sarabjeet Kaur	Auckland	5/07/2011
Mike Smith	Auckland	5/09/2011
Rosalia Mose	Auckland	24/08/2011
Lesley Segetin	Wellington	7/11/2011
Garner Grieve	Palmerston Nth	3/09/2011
Leslie Cook	Palmerston Nth	3/09/2011
Michael Schou	Palmerston Nth	5/09/2011
Shane Tauri	Palmerston Nth	3/09/2011
Bruce Carey	Dunedin	29/08/2011



Junior Nitika	Auckland	6/12/2016
Semo Tuua	Auckland	25/10/2016
Parvinder Sudan	Auckland	23/12/2016
Patrick Tekira	Wellington	26/09/2016
Nathan Hyde	Christchurch	29/08/2016
Samsher Ali	Auckland	7/12/2016
Victor Wakefield	Auckland	12/12/2016

On behalf of the Big Chill Team, **Thank You** for your continued support throughout 2021 and looking forward to 2022!! Hope Everyone has a safe and wonderful Christmas and New Year.



Pre-Covid Celebrations





Christmas / New Year Linehaul & Delivery Plan 2021/22

Thu 23rd December

- Normal delivery and pick-up services.
- Line haul services operate as normal.

Fri 24th December (Xmas Eve)

- Normal delivery and pick-up services.
- Line haul services operate as normal.

Sat 25th December (Xmas Day)

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

Sun 26th December

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

Mon 27th December (Xmas Day observed)

- Normal Monday delivery service operates.
- Pre-arranged pick-ups only.
- Inter-island Line Haul services operate (early departure).

Tue 28th December (Boxing Day observed)

- **No** deliveries nationwide.
- Pre-arranged pick-ups only in Auckland, Hastings, Palm Nth, Wellington and Christchurch.
- Line haul services operate (early

Wed 29th December

- Normal delivery and pick-up services.
- Line haul services operate as normal.

Thu 30th December

- Normal delivery and pick-up services.
- Line haul services operate as normal.

Fri 31st December 2021 (New Year's Eve)

- Normal delivery and pick-up services.
- Line haul services operate as normal.

Continued..



Sat 1st January 2022 (New Year's Day)

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

Sun 2nd January 2022

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

Mon 3rd January (New Year's Day observed)

- Normal Monday delivery service operates.
- Pre-arranged pick-ups only.
- Inter-island Line Haul services operate (early departure).

Tue 4th January (New Year's Holiday observed)

- **No** deliveries nationwide.
- Pre-arranged pick-ups only in Auckland, Hastings, Palm Nth, Wellington and Christchurch.
- Line haul services operate (early departure).

Wed 5th 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

Jason Wolferstan (Putaruru) 027-448-8096 or JasonW@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

Shane Steer (Wellington) 027-258-0255 or ShaneS@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