

Ambassador Notes



Big Chill Distribution Ltd

Issue: 18

Date: June 2018

Editors Notes

Well I can't believe its June already and next minute we will start talking Christmas 2018 plans. Was a real warm summer and a real thanks to our operations team for making Xmas 2017 such a smooth one. As you can see from the next pages our Christchurch depot is having a real facelift and a big welcome to our new team members.

I will advise as soon as we have someone on the ground in sales. Well here is to a quick winter and no doubt I will see you on my rounds.



Your New Sales Contacts



JOHN DAY

Business Development
Manager AKL and BOP
Joined Big Chill January 2018
A little bit about John...

Moved over from the UK in 2007 and been involved in domestic, international freight and courier sales for over 29 years. I have been married 28 years and have 2 boys. A hobby of mine is owning and riding my Indian Motorcycle and taking my dog for walks. Things you did not know about me, I was on MasterChef NZ and last job in UK working for 2 Iranian airlines selling freight space.

SINA SOTH

Sales Support
Joined Big Chill February 2018
A little bit about Sina...



I am a NZ born Cambodian and has been in working in the Freight and Logistics industry for nearly 10 years. I have a Staffy dog named Rebel and enjoy travelling to new places. I'm not as famous as John who's been on MasterChef, but I do enjoy eating!

Check out our new Freight Rules coming soon!!

CEO'S CORNER

Welcome everyone to this latest edition of The Ambassadors Notes. After a successful and busy Summer season we enter the equally challenging Winter period.



Whilst we know this period of the year comes with the inevitable weather disruptions, we are encouraged to see SH1/Kaikoura opening on a 24/7 basis. Our operation is transitioning runs back to this road, however, the transport industry as a whole is taking a cautious approach to opening up runs on this road. NZTA have warned of regular on-going closures, and our own observations show that the transit times are slower, with numerous one-way sections and stop-go delays. In many parts it is still very much a work-in-progress scenario, and we do not anticipate the road being fully reliable & resilient and up to pre-earthquake standard until late 2018. As such to ensure services and customer transit times are maintained, we are left with no option to keep a significant amount of equipment and people resources in place.

The expansion of our Christchurch operations is well underway. The new purpose built truck park, adjacent to our existing transport hub, is now open. The large expansion of our existing transport hub is well underway and will be completed in September 2018. This will see a large new freezer built, with an expanded ELA with four additional docks. The office area also doubles in size. This is a big investment designed to ensure increasing S.I. freight volumes transit CHC efficiently, whilst maintained the important cold-chain.

This year sees us double-down our efforts around staff recruitment and training. As with the rest of the transport industry, the recruitment and retention of staff in all areas nationally only gets harder (and will continue to do so under the current Government). As such we need to look at new and different strategies in these areas, and dramatically increase our focus on our HR/People Strategy. Both from a time invested and financial sense. I'm really looking forward to seeing the benefits this brings to our business and teams across 2018.

We genuinely thank our customers for their on-going support, and we value your custom. Stay safe on the roads everyone – **Michael Roberts**

CHRISTCHURCH Expansion



Exciting times for our Christchurch branch with the new expansion underway. This will see Christchurch depot have 10-docks, an expanded chiller and an entirely new/additional freezer. The offices are also being virtually doubled in size and redesigned.

We will have the new truck park completed across the road from the existing depot by April 2018. This area is large enough to accommodate the current fleet+.

Exciting times and much work for Dave E & Nathan H as they manage the project. However, the outcome will be well worth it for our staff and customers.



WATCH THIS SPACE!





Big Chill CS, Bookings & POD Team!



From left to right: Moana Salelesi, Pretesh Lad, Stacy McCabe, Joanna Brizell, Liz Pilmer, Jane Mose, J-Louise Wichman-Poko (Missing: Sally)



Pictured Right: Michael Gorham
Wellington Branch Manager
New to the Big Chill Family

We've had so many new faces join the team since our last Ambassadors notes back in November 2017.

Here is an introduction to some of our Team Members that play a vital part to how we operate.

It's always good to be able to put a face to the name!

Big Chill Manifesting Ladies!



Khalid Ahmed
Auckland Operations Manager
Back with the Big Chill Family



From left to right: Rosalia Mose, Pania Taylor, Mekika Taouma, Ellen Ngaluage, Selina Smith (Missing: Vai Nofoaiga)



Mike Smith (Above) our Fonterra Account Manager standing proud next to our Big Chill unit. Angelina McKillop (Right) is our go to Fonterra Customer Support – Well Done Team!



Well, it has now been 1 year since Big Chill successfully and smoothly implemented the mammoth rollout of the Fonterra transport model. This was a huge undertaking and special thanks goes to my predecessor, Scott Barnard along with the support from the Senior Exec team, Managers, QA, Supervisors, Drivers, Store men, Operational, Admin & Support staff (Angelina) throughout Big Chill – your combined efforts and dedication day in and day out really do make a difference. The service is comprised of a mixture of mainly dedicated runs from Auckland, Palmerston North & Christchurch that transport all temperature controlled Fonterra finished products from milk, cream, butter, cheese & yoghurt through to ice cream. I've had the pleasure of visiting and meeting with a number of Fonterra Franchisees that Big Chill services throughout NZ along with the personnel on the ground at the various Fonterra sites for finished goods – Big Chill is a true extension of & partner to the wider Fonterra business on many levels. My focus now is on refinement and ensuring we build on the great, collaborative work that's been achieved to date.

-Mike Smith.



BIG CHILL DRIVER OF THE YEAR 2018

Colin Hill – Linehaul

Mark James – Palmerston North

Harprett Singh – BPM of The Year Award



Look out for our new website coming late June!