

BIG CHILL

AMBASSADOR NOTES

Big Chill in Central Otago

Issue: 22

NOVEMBER 2020



CEO's Corner

Well what a year! A change of ownership for Big Chill, a global pandemic to deal with, and two key elections (in NZ and the US).

At a local level the change of ownership to Freightways has gone smoothly and I believe our customers are already seeing benefits. The real challenge for Big Chill this year has been navigating the impact of Covid-19, both in terms of protecting our staff, but also in ensuring our services were protected and maintained. I'm incredibly proud of all our staff in how they worked quickly in a fast-changing year, where we dealt with a challenge where we had no experience.

The focus is now on ensuring we deliver a consistently excellent service to customers across this busy summer. Global Supply Chains are continue to be disrupted, and we are seeing delays in getting the right products and ingredients into and around NZ on time. We envisage these challenges to continue into Christmas, and the Big Chill team is prepared to assist our customers.

Finally, I'd like to take this opportunity to extend our condolences and positive thoughts to the team at Original Foods in Christchurch after the passing of co-owner Jane Mayell. Original Foods is a long standing customer of Big Chill's, and we've had the privilege of witnessing their growth across more than two-decades. Jane was an outstanding, strong business-woman, who focused on building a culture of quality and success at Original Foods. We know her passing will only spur on the team there to focus on future success and delivering innovative and amazing products to NZ, Australia and the Pacific.

To all our customers, staff and suppliers I wish you a safe and happy holiday season.





Big Chill & Freightways

While New Zealand was in the midst of the COVID19 impact on April 1st the formal handover to Freightways was completed and Big Chill became part of the Freightways Group.

With a challenging first 6 months of COVID19 ups and downs and a focus on keeping our teams fully operational, the Big Chill business began the process of aligning itself with Freightways. Big Chill continues to operate day to day as we did previously, and are now working with the Freightways team to develop initiatives on how we can leverage combined benefits for our customers in 2021 and beyond.

Big Chill Nation-Wide

2020 has been a big year for Big Chill in property development and the expansion of our depot network.

AUCKLAND

The expansion of the Auckland site was completed in March 2020 just as the country headed into lockdown. The new facility has 2 rooms that are both operating as freezers with the temperature set at -25 degrees. Along with the challenges in the supply chain due to COVID19, and the demands from our customers to provide quality 3PL services, we have quickly filled the capacity and are fully operational.

With the two new Crown TSP units operating the team are able to work in the freezers longer as they are in heated sealed cabins. The efficiencies gained from the use of narrow aisles in sections of the facility along with increased safety the new units are working to our expectations and proving invaluable.

New team members have been employed into the 3PL team and the benefits of our state of the art warehouse management system are now coming to fruition allowing customers full visibility to their stock on hand and order completion. Customers are seeing the benefits of Big Chill providing a true supply chain solution in temperature control logistics.





HASTINGS

In August the works began on the extension of the Hastings depot. An additional dock, freezer and the extension of the ELA is anticipated to be complete and operational this month. The team in Napier have seen growth in volumes and the extension to the site will be just in time for the volume peaks leading into Christmas.



WELLINGTON

The development of the Wellington depot has been extensive, and with COVID19 there were challenges in getting this completed. In September the site was completed with a doubling in size of this depot. There are now 10 operational docks, with an additional freezer and chiller and a new extensive ELA. Growth in the Wellington region and the lead up to Christmas will mean our Wellington team have a great facility to meet the needs of our customers.





The Great New Zealand Sausage Awards

Big Chill was again a sponsor of the sausage awards. Due to COVID19 the awards dinner had to be completed virtually, and unfortunately everyone was unable to get together. We again saw great success from Big Chill customers, and were proud to see a large participation. We look forward to again being part of the awards in 2021.

THE BIG CHILL TEAM

**TEAMWORK
MAKES THE
DREAM
WORK**

Auckland Office Celebrations

The Auckland office celebrated the arrival of spring by wearing bright colours and decorating their desks with a spring flavor. There were spot prizes - well done Ankita (for best dressed), Jackie & Rita (for best desk) and Sara (runner up for best desk).





Mental Health & Wellbeing Week

In September the Freightways companies celebrated Mental Health Awareness week by raising awareness and putting the spotlight in the workplace to boost wellbeing. This year we were encouraged to remember the challenges we faced together, and how important it is to embrace the simple things we can do each day to strengthen our wellbeing. Spending time with whanau, going for a short walk or preparing healthy meals are all simple things we can do to uplift our personal wellbeing.



Christmas & New Year Schedules

With Christmas quickly approaching please make sure that you are familiar with the planned schedules over the short weeks. With Christmas day and New Years day falling on a Friday it is critical that orders are planned to ensure your customers receive their orders on time. With the New Zealand economy recovering we are expecting large volumes leading into the holiday season.



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 it all again next year!

BRING ON 2021!!



Christmas & New Year Schedules

Please note, there are limited Inter-island sailings through the Xmas and New Year weekends. We strongly recommend customers send urgent Inter-island freight as early as possible. Inter-island freight dispatched from Northland and Lower South Island on Wed the 23rd Dec and Wed the 30th Dec, will not be delivered until the following Tue.

Tue 22nd December

- Normal delivery and pick-up services.
- Line haul services operate as normal.
- **Last day to dispatch Inter-island freight from Northland, and Lower South Island for Saturday delivery.**

Wed 23rd December

- Normal delivery and pick-up services.
- Line haul services operate as normal.
- **Last day to dispatch all other Interisland Saturday delivery freight.**

Thu 24th December (Xmas Eve)

- Full delivery and pick-up service in all areas.
- Line haul services operate as normal.
- **Inter-island freight collected will be delivered Tuesday 29th Dec.**

Fri 25th December (Xmas Day)

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

Sat 26th December

- Full Friday delivery service.
- Pre-arranged pick-ups only.
- Inter-island Line haul services operate.

Sun 27th December

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

Mon 28th December (Boxing Day observed)

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

Tue 29th December

- Normal delivery and pick-up services.
- Line haul services operate as normal.
- **Last day to dispatch Inter-island freight from Northland, and Lower South Island for Saturday delivery.**

Wed 30th December 2020

- Normal delivery and pick-up services.
- Line haul services operate as normal.
- **Last day to dispatch all other Interisland Saturday delivery freight.**

Thu 31st December 2020 (New Year's Eve)

- Full delivery and pick-up service in all areas.
- Line haul services operate as normal.
- **Interisland freight collected will be delivered Tue 5th Dec.**



Continued...

Fri 1st January 2021 (New Year's Day)

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

Sat 2nd January 2021

- Full Friday delivery service.
- Pre-arranged pick-ups only.
- Interisland Line haul services operate.

Sun 3rd January

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

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

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

Tue 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

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