

# THE SILVER BULLET

BY ROAD, BY RAIL, BY SEA. WE DELIVER



## Hall's and Icepak Update



Hall's Group completed the full ownership of Icepak and associated companies in May 2016 thus bringing to a closure the work associated with this acquisition.

The Silver Bullet spoke with Hall's Managing Director Alan Pearson about the Icepak acquisition and what this will mean for the Hall's Group. Mr. Pearson replied

"On behalf of the company, Board and Shareholders we are extremely pleased to conclude this acquisition which commenced in June 2015. I would like to thank quite a few people and organisations who contributed to the successful acquisition. I would like to welcome all Icepak employees into the Hall's family."

The Silver Bullet asked Alan where to from here for Icepak? "We have already taken a number of positive steps with regard to consolidating Icepak within the Hall's Group. The first move was to confirm the appointment of Sara Ross as Executive General Manager - Icepak to lead the new Hall's Division reporting through to myself. In addition we have taken the former Cold Store business branded as Hall's Logistics (formerly known as Easy Logistics) and consolidated this within Icepak. The retention of the Icepak brand is important to Hall's and henceforth this new division will be named Icepak and market and brand itself accordingly.

"In July 2016 we open our new Cold Store in Waharoa. Last month we sold the old Tamahere site that was the location of the tragic death and injury to firemen back in 2009. The sale of this land was one of our first moves as we wanted closure on this tragic event in order to allow the local community, fire services and the new Icepak to move on and form a positive and fresh beginning. We wish all parties peace and a positive outcome for the future of the site."

The Silver Bullet also wishes the best for the Icepak people and customers where we now have an expanded readership.

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# FROM THE MD'S DESK

ALAN PEARSON  
MANAGING DIRECTOR

"I want you to go  
home every day  
safe"

Safety.....so what does this actually mean? According to one dictionary definition (Cambridge) it is "a state in which or a place where you are safe and not in danger or at risk." Whether you are at home, work, holidays, out visiting, sport, play or any other activity people need to ensure that they protect themselves, their loved ones, their friends and even other people in the vicinity and ensure that they feel and are safe from injury.

This is no different within the work area at Hall's. The challenge is we are bringing into our workplace attitudes not only from 750 employees but also thousands of other visitors to our 26 sites and also onto the 36 million miles of road we travel each year and over 10,000 customer pick up & drop off sites we visit every day. As you can see the challenge for us is enormous.

To be fair I passionately believe that all accidents are preventable. To reach our goal of "zero harm" not only do we need to have a solid safety Programme (we do "Our Road to Zero"), we need to have an adequate and efficient safety governance structure (we do "National/ Regional/ Site Safety Committees) and a Culture that supports our objective of being safe.

A strong safety culture does not start and finish at the Hall's gate. If this is the best we can do then we will fail. A strong safety culture is a national objective which permeates throughout the entire nation and takes hold within our homes and locations in NZ. It is how we play our sport, it is how we drive our cars, it is how we visit beaches, it is how we prepare and conduct ourselves at sea while fishing, it is how we conduct ourselves everywhere and not just at work.

With over 200 deaths every year on our roads and growing numbers of drownings and boat accidents we are not improving. We have a common practise of taking short cuts, being careless and taking our macho image from old rugby days into every facet of everyday life. I was reminded of this fact recently when I heard Eric Rush speak at an event which reminded me of the time he helped me at Pacific Steel after we had fatalities at work. Eric's powerful message at the time to over 300 Steel Workers was that being an All Black you think you are expected to be tough, durable and bullet proof. You find that you're not. You need to care for each other and we don't do that, especially the men.

We need to change and start caring about each other and stop taking unnecessary risks. Our safety performance will only be as strong as the weakest link in our chain and the weakest link may not even be a Hall's employee.

I was both pleased and saddened by the recent decision by WorkSafe not to prosecute Hall's for the fatality on the GVI Christchurch site in December last year. Pleased that our driver was found not to have done anything wrong and also pleased that Hall's inductions, training, work instructions, vehicle condition, delivery protocols, Log books and several other things examined were found to be adequate. At the end of the day we still had someone die and for that we all need to reflect on what are the lessons and what we can do about it to prevent it happening again.

So what can you do? For a start you can share this with your family and talk about the hazards in your daily lives and what changes you need to make as an individual and family in order to create a strong safety culture. If you do this at home you can do this everywhere. I then suggest you talk about this with your friends and wider family and ensure this includes your work friends as well. I want you to bring this attitude into work each and every day and make it your goal to complete your work and make sure you, your work colleagues and people whose path you may cross every day are kept safe because you care. I want you to go home every day safe. If we achieve this zero accidents will follow...

Alan Pearson, Managing Director



## Palmerston North Big Rigs 4 Child Cancer

In our last issue we shared a story about the Palmerston North Big Rigs 4 Child Cancer Event which was organised by a dedicated committee led by our very own Greg Wenman.

The final amount raised was \$49,506.74 which was recently presented to Tiana Gray on behalf of CCF Manawatu in the form of a massive cheque.



Hall's Driver Robbie Ututaonga presents the cheque to Tiana Gray

## New Cold Store – Icepak Waharoa



As many of our North Island drivers who travel Highway 27 would have seen our new store is progressing well in Waharoa. We have a number of tradies working tirelessly on site to get the store finished in time for the upcoming dairy season. Cheese continues to be the first production option for some of our customers.

Our first 2 rooms are planned to be commissioned 19th July. The new store will have the latest shuttle systems imported from Italy. These are being supplied through local provider Southwoods Racking. The store will hold approximately 7500 pallets with temperatures ranging from -20 to +20. Our local dairy customers will benefit from the innovation by reduced handling and high speed put aways.

We are looking forward to the improved operation and the future opportunities this will bring to our group of stores.



# TECHNOLOGY



*Out in front with Murph*

Greg Murphy

## Tablets Update

In the December Silver Bullet we announced we had implemented tablets throughout Hall's. Since then, training of the majority of HRT Auckland and HRT Christchurch drivers has been completed. During this time feedback was given and a number of updates have been made to the Job Master software (for manifests and consignment notes).



The updates include:

- The ability to bulk offload when arriving at a depot rather than having to unload job by job on the tablet
- New functionality to allow swaps for linehaul
- Better temperature recording for pickup and delivery
- Additional functions to incorporate tasks required in other Hall's Group business units

Along with Job Master, tablets will continue to run EROAD's electronic log book; email; a camera and Google Maps. Some Websites are also available, including the employee self-service portal through to payroll, traffic and weather conditions and information relating to the operation of HPMV's.

The deployment of the tablets has enabled us to get data into our transport management system much faster than before, as well as reducing manual processing. This will in turn enable better reporting and an ability to react faster to information being captured by staff as they collect and deliver freight.

Now that these changes have been made, we look forward to bringing this technology to the remaining HRT depots, as well as Hall's Direct, Hall's QSR and Roadways over the coming months.

## New Fleet Maintenance System

We're pleased to announce on 1st July Hall's Workshop Team started using a new Fleet Maintenance Management Programme from TMW. The system provides us with increased visibility of our running costs, fleet efficiency, parts and vendor costs. It has a Parts Inventory System and will be integrated with EROAD, Cooltrax and Euroscan, which will give us more accurate data.



I just processed 160 pages of RUCORs in six minutes. The old way of verifying then printing 160 pages would have taken me at least three hours, then probably another day to date and sign. 160 pages. Now it's just a click of a button and they're submitted.

I love it! It's made my life so much easier.

Annalese McNaughton, Workshop Admin Supervisor, Hall's Group Ltd

[www.eroad.co.nz](http://www.eroad.co.nz) 0800 4 EROAD (37623)

Hey everyone,

Technology is something that is impacting us all every single day and the speed at which it continues to evolve is actually quite scary. For most of us, trying to keep up with the latest advances is impossible - the best way to try and understand some of it is to ask our kids for a lesson, which can be embarrassing when they are 8 years old.

A lot of technology these days introduced into businesses is there to create efficiency, increase productivity and reduce costs and of course technology is helping to improve safety in many areas. Vehicle manufacturers have invested billions of dollars into improving every facet of safety in the cars and trucks we drive, a lot of these safety features are designed to fill the void that exists because of the lack of skills most drivers have on our roads. Air Bags, ABS Braking Systems, Electronic Stability Control, Lane Departure Warning Systems and Automatic Braking Systems are just a few technologies that are readily available on many vehicles now in the hope that they will save lives after it's all gone horribly wrong. And this is the challenge, making sure that we are always doing the things to minimise where you don't have control anymore.

None of us ever stop learning and if there is technology available to help improve performance and reduce risk, then we need to embrace it, no matter what or how we have done things in the past. Your tablets are a perfect example of this. They offer several helpful tools but one in particular that will be helpful to both drivers and office staff is the EROAD Electronic Logbook. It offers Hall's the ability to remove the requirement for paper Timesheets which will allow for easier payroll monitoring, plus it gives us the ability to monitor idling times, over-speeds and fuel use.

Being able to remotely monitor and track every Truck's total performance may not sit well with everyone and will take some adjustment for some of you, but this is a tool that can be incredibly useful in providing information that can help you all perform your jobs at the highest level while maintaining the best practices in Safety. I've talked before about routines and how complacency can easily become an issue without even knowing. Being able to monitor certain habits that have inadvertently crept into your daily routine and then eliminate them through awareness is a very useful tool.

Make sure you discuss and understand the features your tablet and the EROAD Electronic Logbook offer you with your Dispatcher or the Driver Trainer Team and use it to your advantage.

Cheers Murph





# ENVIRONMENTAL UPDATE

## Sustainability – The Trouble with Plastic

There is no escaping plastic in this day and age - we need to think about the effects of plastic, what we all can do and decisions that we can make to help control the use of plastics.

Plastic is not-so-fantastic → why is it so bad?

### 1. It doesn't breakdown

Plastic is non-biodegradable which means it is very difficult to breakdown in the environment; some plastics may never breakdown at all

### 2. Full of toxins

For the plastics that do breakdown; phthalates, BPA and flame retardants are the main toxins released during the process. BPA has been linked to serious health concerns relating to; cancers, immune disorders, obesity and diabetes.

### 3. There is a lot of it

Plastics are a mass produced, cheap commodity that are commonly used.

Fact: 1 million sea birds and 100,000 marine mammals are killed every year from plastic debris in our oceans.

How can we do our bit?

- Avoid using plastics altogether
  - Swap plastic shopping bags for a reusable cloth bag.
  - Swap takeaway cups for travel mugs.
  - Swap zip-lock bags for reusable lunchboxes.
  - Swap plastic bottles for cardboard boxes.
  - Swap plastic lighters for matches.
  - Swap packaged food for bulk-bin products.
- Reuse the plastic that you already have.
- Recycle – choose PETE and HDPE plastics; these are the preferred products for recycling.
- Don't be afraid to be a tidy kiwi- pick up that litter!
- Talk about it – enlighten the people around you about the consequence of plastic usage

Think about the future - our children and our families are important.



Average length of time to breakdown	
Vegetables	5 days –1 month
Paper	2–5 months
Aluminium cans	80–100 years
Glass bottles	1 million years
Styrofoam cup	500 years to forever
Plastic bags	500 years to forever

# Health and Safety



## Safer winter driving

If you want a safer and more enjoyable trip this winter, now is a good time to consider some tips on how to prepare for and drive to the conditions before you're on an icy, wet or snowbound road.



### What will I find on the road?

As well as other drivers, there could be winter maintenance vehicles on the highway helping to keep the road open. If you do come across any of these vehicles, stay a safe distance behind them and **do not pass** unless you're instructed to.

The winter maintenance crews constantly update highway conditions as closures occur and conditions change. They have the most up-to-date information and experienced knowledge of their region, so please follow their instructions and advice at all times.



### What about ice and snow?

- Look out for shaded areas caused by high banks and tall trees where roads freeze sooner and ice may not thaw during the day.
- Bridges could also stay slippery longer than other road surfaces, so slow down when crossing.
- Frost is more severe at daybreak so be prepared for this after it becomes light. While it may not be frosty at 6am, it could be an hour or two later.



### What do I need to consider?

- Plan your journey.
- Consider if you really need to travel, especially if the weather is poor.
- Always check the weather forecast and road conditions.
- Think about where you're going and what route you should take – choose safety over convenience.

If you need an updated road report or additional information, call **0800 44 44 49** or go to [www.highwayinfo.govt.nz](http://www.highwayinfo.govt.nz).



### What should I do on the road?

Drive slower than you normally would – it only takes a split second to lose control in wet or icy conditions. Avoid sudden braking or turning movements that could cause you to skid. Accelerate smoothly and brake gently, and use your highest gear when travelling uphill and your lowest downhill.

For vehicles without anti-skid braking systems, pump the brake pedal in short rapid bursts rather than pressing long and hard to avoid skidding or sliding.

Drive at a safe travelling distance because it takes longer to stop on slippery roads. In winter, especially in poor weather, double the two-second rule and leave a safe distance between you and the car you're following.

When travelling in fog, rain or snow, drive with your lights dipped for increased safety.



For road travellers, winter (usually between June and August) can be the most dangerous time of year.

Motor vehicle accidents involving wet weather, fog, ice and snow can have serious consequences, and these conditions can hit anywhere at any time during winter. Snow can be unpredictable, occurring suddenly in areas like the central North Island and alpine passes in the South Island. It only takes a little bit of snow in mild climates to make roads treacherous.

The following winter driving tips will help you stay safe on the road.

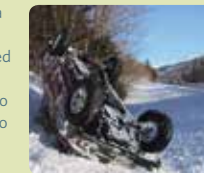
### Always remember

- Drive to the conditions.
- Allow greater following distances on frosty and wet days.
- Obey emergency road closed signs and barriers.
- Follow the directions of any road patrol or police officer.
- Avoid towing in icy conditions.
- Road closures and restrictions are put in place for the safety of road users like you and the staff who work on them. It is against the law to drive on a closed highway. If you choose to ignore closures or restrictions, you do so at your own risk, and it voids your insurance.



### If things go wrong

- In the event of an emergency, dial 111.
- For mechanical breakdowns, contact your breakdown service provider.
- If you want to report or check current road conditions on the state highway:
  - call **0800 4 HIGHWAYS** (0800 44 44 49)
  - check online at [www.highwayinfo.govt.nz](http://www.highwayinfo.govt.nz).
- If you do get stuck, stay with the vehicle and keep everyone warm until help arrives.
- If you are involved in a crash, tell the police even if no one is injured – this type of information helps us to make improvements to the road where necessary.



Source: [www.nzta.govt.nz](http://www.nzta.govt.nz)



# STAFF NEWS

## Hall's Welcomes New General Manager – Human Resources & Safety



Tony Macfarlane

Hall's is delighted to announce that Tony Macfarlane has started as our General Manager for Human Resources & Safety.

Tony is a Southern man, having lived in Christchurch, Nelson and more recently Timaru. He is passionate about the outdoors, touring, water sports, tramping and gets a lengthy walk in daily.

Tony has broad human resources and health and safety experience across a range of industries including civil engineering, dairy manufacturing, agriculture and energy.

Hall's currently has a number of employee growth, development and training initiatives in progress, and Tony will lead these. And with the recent introduction of the Health and Safety at Work Act, H&S will continue to be a huge focus at Hall's.

## Multiple PCBU's on one Site - What??

A PCBU is a Person in Charge of a Business Unit. If you see PCBU – read Company.

So – if we have more than one Company operating on a site along with Hall's – each PCBU (Company) is required to:

"so far as reasonably practicable, consult, co-operate and coordinate activities with all other PCBU's" who work on the site".

This means (as with all Health and Safety matters) there is **mutual accountability** for Safety on site by all parties and we must work and communicate with all users of the site.

So make sure we are consulting and meeting with other PCBU's and that there are processes and procedures in place that ensure we are meeting our lawful requirement of managing our Health and Safety aspects on a multi PCBU site.



HEALTH & SAFETY  
AT WORK ACT



## Congratulations to the following Drivers:

- Sukhvinder Gill from Roadways gained his Class 5
- Matt Palusa who was a Hall's Logistics Storeman joined our Cadet Program and has now moved up to Class 2
- Toby Mclean is halfway through his cadetship and has moved up to Class 4



Sukhvinder (Vicky) Gill – Roadways

## Need to talk?

The OCP Counselling Service is completely confidential and available free to all Hall's staff

**WHAT IS OCP?**  
An organisational counselling programme (OCP) provides the ability for your employees to access support and guidance to enhance work performance and improve home life and personal wellbeing.

**OCP NATIONAL SUPPORT**  
As part of your organisation's health and safety policy, you have support available for issues relating to, but not limited to the following:

Anxiety & Depression	Career Programmes
Personal Relationships	Retirement Concerns
Family & Children Concerns	Eldercare Issues
Alcohol & Drugs	Grief & Trauma
Stress Management	Personal Legal Advice
Financial Concerns	Work Issues

**CALL 0800 377 990**  
FOR PERSONAL OR WORK RELATED ISSUES

**OCP**  
WE CARE, LISTEN & RESPOND

GET TO KNOW US - WATCH OUR VIDEO ONLINE  
**WWW.OCP.CO.NZ**  
ORGANISATIONAL COUNSELLING PROGRAMMES  
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## Big Anniversaries



Christine Madill presenting Shelley Mcleod with her 15 year Long Service Award



Phil Lane presenting Jim Burke with his 10 year Long Service Award

# DRIVER'S QUIZ

1	Benefits of the E-Road technology installed in the Halls fleet include: <ul style="list-style-type: none"><li>• Providing an 'easy to use' Road User Charges update system</li><li>• An option to utilise electronic logbooks</li><li>• Excessive engine idling reports</li><li>• Vehicle location and tracking</li><li>• Reports when a vehicle exceeds posted speed limits. i.e, 55 in a 50 kph area</li></ul>	True	
		False	
2	In Winter time, frost is more severe at ...	a	Dusk
		b	Midnight
		c	Daybreak
		d	Midday
3	When travelling in low light conditions such as fog, rain or snow, drive with your lights on _____ for increased safety.	a	Full
		b	Dip
		c	Sidelights
		d	Markers
4	As well as other drivers, perhaps unfamiliar with winter driving conditions, there could be maintenance crews on the roads to keep them open. If you come across any of these vehicles you must stay a safe distance behind them and do not pass until _____.	a	It has stopped snowing
		b	You have 50m of visibility
		c	You have 100m of visibility
		d	The crew instructed you to do so
5	Wear your seatbelt! If a vehicle hits something at 90kph the driver has to slow from 90 – 0 very quickly. A force like the driver catching 3 times their body weight. For a 100kg person that's like catching ____ dozen cans of beverage all at once.	a	30
		b	50
		c	70
		d	90
6	If an operator turns on full lock while the forklift is travelling forward at 4 kph, the rear end will swing around at _____ kph and compromise the machines stability.	a	12
		b	10
		c	8
7	A) A heavy trailer fitted with ABS/EBS can only be towed by prime mover with ABS/EBS.	True / False	
	B) Drivecam may be utilised to identify unsafe driving actions of other drivers.	True / False	
	C) Reversing cameras eliminate all blind spots while reversing.	True / False	
8	When a diesel engine idles unnecessarily, incomplete combustion can occur causing over fuelling. This can allow combustion gasses and fuel to enter the crankcase, cause deterioration of the oil and eventually cause premature engine damage.	True	
		False	
9	Good cornering skills will have all speed reduction completed before entering a corner or turn, the entry point of any corner is that point where the driver _____.	a	Sees the turn
		b	Takes a big breath
		c	Turns the wheel
10	When operating on customers sites you must report to reception, comply with Personal Protective Equipment requirements and _____.	a	Comply with all speed limits
		b	Park vehicle appropriately
		c	Comply with all other requirements
		d	All the above

## New Staff & Anniversaries

HALL'S REFRIGERATED	ICEPAK	ANNIVERSARIES
AUCKLAND OPERATIONS	CHRISTCHURCH STORES	5 YEARS
Charley Kirkman	Andrew Murphy	Bronwyn Taka
Deon Venter	EAST TAMAKI DRIVERS	Les Goodman
AUCKLAND DRIVERS	Anthon Zhou	
Stu Maylin		15 YEARS
Scott Bird	HALL'S DIRECT	Shelley Mcleod
Sandeep Sharma	DRIVERS	
AUCKLAND STORES	Brett Wilson	
Jamie Tulloch-Walsh	Wayne Cutress	
PALMERSTON NORTH OPERATIONS		
Glenn Reed	OSR	
PALMERSTON NORTH DRIVERS	DRIVERS	
Nathan Dyer	Maninder Singh	
Timothy Reynolds	Ratu Vakaruru	
NAPIER STORES		
Rex Ginn		
HALL'S GROUP		
MARKETING & GROWTH		
Shaun Reed		
HUMAN RESOURCES & SAFETY		
Tony Macfarlane		
SALES SUPPORT		
Tracy Wilson		
Maria Pham		

## STAFF COMPETITION CALENDAR PHOTOS

Don't forget photos must be emailed to  
danielle.imms@halls.co.nz by 5PM 31<sup>ST</sup> July 2016





## HALL'S GROUP HEAD OFFICE

1 Spartan Road, Takanini 2105  
PO Box 5, Takanini 2245  
Tel 09 269 1100  
Fax 09 269 1251 (Head Office)  
09 269 4277 (Accounts)

### Auckland Workshop

1 Rawson Way, Takanini 2105  
Tel 09 266 9075

## HALL'S REFRIGERATED

### NORTH ISLAND

#### Auckland Head Office

1 Spartan Road, Takanini 2105  
Tel 09 269 1100  
Fax 09 268 1450

#### Te Puke

Station Road, Te Puke 3119  
Tel 07 573 0225  
Fax 07 573 8351

#### Napier

16 – 18 Turner Place, Napier 4110  
Tel 06 842 0653  
Fax 06 842 0658

#### Palmerston North

Cnr Rangitikei Street and Tremaine  
Avenue, Palmerston North 4410  
PO Box 4358, Manawatu  
Mail Centre 4442  
Tel 06 356 8910  
Fax 06 358 9286

#### Wellington

21 Cashew Street, Grenada North  
Wellington 5028  
Tel 04 232 7408  
Fax 04 238 2410

### SOUTH ISLAND

#### Blenheim

Goulard Road, Spring Creek,  
Blenheim 7202  
Tel 03 570 5081

### Christchurch

632 Main South Road,  
Christchurch 8042  
PO Box 11223, Sockburn  
Christchurch 8443  
Tel 03 344 0586  
Fax 03 344 2634 (Administration)  
Fax 03 349 5641 (Operations)

### Dunedin

572 Kaikorai Valley Road  
South Dunedin 9011  
PO Box 2297, South Dunedin 9044  
Tel 03 488 5553  
Fax 03 488 5560

### Invercargill

235 Mersey Street, Invercargill 9801  
PO Box 1523, Invercargill 9840  
Tel 03 214 9370  
Fax 03 214 9371

## HALL'S INTERMODAL

### Auckland

58 Spartan Road, Takanini 2105  
Tel 09 268 8169  
Fax 09 268 8171

### Hastings

75 Rangitane Road, Whakatu  
Hastings 4172  
Tel 06 870 4923  
Fax 06 870 4922

## HALL'S QSR

58 Spartan Road, Takanini 2105  
Tel 09 268 8169  
Fax 09 268 8171

## HALL'S DIRECT

131 Portage Road, Otahuhu  
Auckland 1060  
Tel 09 269 1100  
Fax 09 269 1074

## ROADWAYS

51 Allwill Drive, RD 1 Hautapu  
Cambridge 3493  
PO Box 33, Hautapu 3451  
Tel 07 850 9990  
Fax 07 850 9991

## ICEPAK

### NORTH ISLAND

#### Auckland

1 Spartan Road, Takanini 2105  
Tel 09 269 1100

#### Auckland

10 Transport Place, East Tamaki  
Auckland 2013  
Tel 09 273 1888  
Fax 09 273 1891

#### Waharoa

Factory Rd, Waharoa 3401  
PO Box 7, Waharoa 3441  
Tel 07 280 6541

#### Wanganui Coldstorage Ltd

1-11 Gilbert St, Castlecliff  
Whanganui 4501  
PO Box 301, Wanganui 4540  
Tel 06 349 0109

#### Icepak Logistics Ltd

89 Kawakawa Road, Feilding  
PO Box 14053, Longburn 4866  
Tel 06 354 1845

#### Icepak Logistics Ltd

Works Road, Longburn, Palmerston North  
PO Box 14053, Longburn 4866  
Tel 06 354 1845

#### Icepak Logistics Ltd

Oringi Road, Oringi  
PO Box 14053, Longburn 4866  
Tel 06 354 1845

### SOUTH ISLAND

#### Christchurch

632 Main South Road, Islington  
Christchurch  
Tel 03 344 0586



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