

SILVER BULLET

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BY ROAD, BY RAIL, BY SEA. WE DELIVER



Marc Peterson, Supervisor

Intermodal and Fonterra DTL in a new venture

Dairy Transport Logistics Ltd (DTL) have recently signed a 2 year agreement with Hall's Intermodal Ltd for the storage and distribution of Pharmaceutical Grade Lactose, along with other Fonterra Packaging and Ingredient products.

The bulk of the product to be stored at the Neales Road, East Tamaki site, will be Pharmaceutical grade lactose product for DFE Pharma. DFE Pharma is a joint venture between two leading global dairy co-operatives: Royal Friesland Campina (Netherlands) and Fonterra (New Zealand). The head office for DFE Pharma is based in Goch, Germany, and the major production facilities are located in Germany, Netherlands and Kapuni, New Zealand.

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FROM THE CEO'S DESK

ALAN PEARSON
CHIEF EXECUTIVE

"There is no
Hall's without
our customers."

As 2012 draws to a close I find myself reflecting on some of the events that occurred throughout the year. 2012 gave many positive moments for New Zealand. The afterglow of the All Black's Rugby World Cup success continued and arguably improved over the season. National pride in sporting prowess was further boosted as the Olympic team did a magnificent job in finishing in the top 15 of participating countries, and the excellent sporting contributions from the Breakers Basketball team, the Silver Ferns and other sports men and women. It is always satisfying to see cheats exposed and the real champions awarded for their honest sportsmanship. Valerie Adams was denied a chance to stand on the Olympic podium but her post event gold medal award did resonate across the world that honesty and integrity will eventually win out.

The world however has struggled with the economic gloom in Europe. While the United States has managed to dodge the effects of a double dip recession by printing money, its ability to simply print money seemingly without side effects [at this stage] is a reflection of the size and dominance of their economy and of the US dollar as the world currency standard. Historically other countries who have attempted this, such as Zimbabwe, Argentina and Germany, have met with disastrous consequences which resulted in inflation reaching in excess of 1000%. A wheelbarrow filled with cash to buy a single loaf of bread remains an iconic image depicting the economic woes of post WWI Germany and the hyperinflation that followed its decision to print money as a means to rescue its economy. Such images are a solemn reminder of the failure of printing money as a lifebuoy strategy and are behind Germany's reluctance to do so in these times. Based on this I am nervous about a demonstrably unproven economic strategy that the Green Party is advocating as they push for the New Zealand Government to print money. There are no easy solutions for hard economic times. On a personal level for us all, the basics of work hard, earn, repay borrowings, develop products or services overseas customers want and construct a family budget to adhere to, are what we should try and achieve. There are no quick "get rich" or "lose weight" programmes that truly work long term. Printing money is just another such scheme.

For Hall's, 2012 has seen a solid year achieving most strategic targets and objectives. We have secured 100% of Easy Logistics, now renamed Hall's Logistics (see separate article) and completed a range of tenders and other projects. I am also delighted in the purchase of trucks and trailers (see separate article) which will further reduce the average age of the Hall's fleet.

2013 will be an exciting year as we have many things to achieve and investigate as we continue our growth aspirations. The Board, bank and major suppliers are supportive of Hall's past performance and future plans and hopefully our customers will continue to support Hall's well into the future. As a team I urge every employee, owner driver and other stakeholders to remember that there is no Hall's without our customers. We will deliver on our service promise professionally and in a manner consistent with our values.

To every reader, I wish you a very joyful Christmas and safe and prosperous New Year. I thank each and every one of our employees for their efforts throughout the year and also extend this to all suppliers. To our customers, I sincerely thank you for your business and make a commitment that Hall's will strive to be even better in 2013.

Alan Pearson, Chief Executive Officer

DFE Pharma develop and produce market excipients for oral solid dose and dry powder inhalation formations. These high grade products are sold to pharmaceutical companies who use it in their manufacturing process for development of medicines. Being a pharmaceutical grade product, there is a major emphasis on quality, and this is evident in the number of processes and procedures required for receipting product into the store, as well as the containerisation of product for export orders. DTL have been working with Hall's Intermodal to ensure that all of the certifications and procedures are in place for the receipt of this product into store, and this has all been organised within a very tight window to get it up and operational.

The standards and emphasis on quality is no more clearly reflected than in the vision of DFE Pharma.

The first loads of product ex the manufacturing site in Kapuni started moving through to the new store back in the first week of October, and the first DFE export container left the store on 23rd October.

Tony Smith (Acting CEO) states that "Hall's Intermodal Manager, Mike Corcoran, has done a great job in getting the store up to the specifications required to gain the certifications from MPINZ. Along the way Mike has provided DTL with innovative solutions such as the external container dock, which not only allows for an increased footprint inside the store, but also ensures that export containers are loaded in a controlled atmosphere".

Tony and Mike have worked closely through the implementation and setup. Tony has ensured a smooth transition by placing one of his team (Clive Bulpin) on site for the first month. The critical nature of maintaining high standards with the DFE product has been at the forefront of the procedures and training.

Along with DFE Pharma product, DTL will also be working with a number of suppliers to Fonterra to provide a DC Hub for Packaging and Ingredient products destined for Fonterra manufacturing sites, which complements the DFE Pharma exports.

The transition to the new facility for DTL has been very smooth and a reflection of good systems and a quality team leading the implementation. The future for the Hall's / DTL relationship looks prosperous and Hall's is looking forward to strengthening and developing this into the future across all the Logistic requirements.

Hall's CEO Alan Pearson added "Hall's will continue to explore opportunities with our customers on enhancing their supply chains. Fonterra is a NZ success story who are leading our export drive to greater prosperity for our country and Hall's has been a part of this for many years and hopefully for many years in the future. We [Hall's] understand and appreciate the importance of an efficient and cost effective supply chain to all our customers and this is particularly true for exporters like Fonterra and DFE".

The Silver Bullet wishes DTL and DFE all success in the future.

Christmas Wishes from the Board

It is unbelievable how quickly the year rolls past and before we know it Christmas has arrived. For Hall's this hopefully means lots of activity and work as our customers cater for the Christmas and holiday demands of New Zealand. Fun and family time is what makes Christmas special and for that the Board and Executive Team of Hall's would like to wish all our readers a very special Christmas and Happy New Year. Lets hope it is a safe one.

All our very best

David Bone – Chairman, Garry Madill, Mark Bellas and Paul Connell

DAF/Western Star Purchases

Hall's have announced the investment in a further 50 DAF trucks and 37 Western Star units to arrive during the period January to August 2013. Director and General Manager - Strategy & Resources, Craig Madill stated that "there was a lengthy period of review which included visits to the USA and Europe before the final decision was made, however we are pleased to enhance the existing strong relationships with the PACCAR and Daimler organisations". Mr Madill, when questioned on the benefits of both makes, limited his comment due to commercial sensitivity, however stated that "the general public will soon recognise that the Western Star product is a bonneted nose tractor unit while the DAF is a cab over unit. In the past we [Hall's] have been well served by both makes and this, coupled with other commercially sensitive considerations, swayed the decision accordingly."



New Western Star

There is little doubt both units are an attractive truck when married up with a Hall's refrigerated trailer, and investment in new equipment ultimately refreshes the NZ national fleet as Hall's retires older gear into the second hand market. Mr Madill stated that "there was not a one for one swap as a consequence of the investment as some new units were either for growth, replacement of rental units or simply to improve Hall's average fleet age with some older units falling out of the bottom. There will be some very well conditioned units available for sale, however given their known history and capability we might just decide to keep them as most still have factory warranties attached."



New DAF

Hanover Truck Show

The International Truck and Trailer Show is an event held in Hanover Germany every two years. In 2012 Hall's executives attended the show and were interviewed by the Silver Bullet [SB] as to the key aspects of this year's event. Hall's CEO Alan Pearson was asked what were the key features of the International Truck and Trailer Show in 2012 and he replied "The International Truck and Trailer Show is a convenient event for Hall's to attend every two years as you literally have in one single 3-4 day show all the major international manufacturers displaying their products and emerging technologies. At this year's event each truck manufacturer launched their Euro 6 engines. These engines are to begin manufacture in 2013 and will comply with the new European standard that is compulsory in Europe from January 2014. In addition to new engines, there were some very interesting trailer developments in terms of technological advancements in wind drag design, composite materials, refrigerant technologies and skeletal trailer design."



For the benefit of the reader the SB asked Mr Pearson what were the key features of the Euro 6 engine technology? Mr Pearson replied "that the best person within Hall's to direct this question to would be Craig Madill, however without trying to dodge the question, I will provide a real layman's explanation. The Euro 6 standard is not about fuel efficiency and therefore also not about carbon emissions, as the reader should note that carbon emission is a direct result of diesel fuel burn. It is a given that the most fuel efficient diesel motors are those produced under the Euro 3 standard. Subsequent Euro standard advancements have been about other noxious emissions emitted by a diesel motor such as solid particles and NOX emissions. I believe all citizens will agree that we no longer see the black soot that was previously associated with past truck engines exhaust fumes. This is particularly true within Europe and New Zealand is on a slower

catch-up path given that we are currently on Euro 4 standard. At Hall's we have adopted a Euro 5 standard well before the change in standard in New Zealand.

Over the successive engine developments by the European producers, they have all had to reach a lower and lower emission standard. In order to do so there have been two competing technologies. One mainly favoured by the Europeans which was based on a post ignition exhaust chemical treatment process called selective catalytic reduction (commonly referred to as SCR), and one favoured by the American engine manufacturers based on exhaust gas recirculation (commonly referred as EGR). Both technologies have their advantages and disadvantages. SCR required the consumption and expense of another liquid called Add Blue, while EGR resulted in the use of more diesel in order to burn the exhaust gas. Both technologies were successful in meeting Euro 4 and Euro 5 standards. With the introduction of Euro 6, it was interesting to note that all European engine manufacturers, other than Iveco, launched their new engines based on a dual platform that utilized both technologies. Furthermore, so did Cummins and Detroit out of the USA, albeit there was a cross continent development approach by Detroit due to their Daimler ownership. With this in mind the Hanover show was the launch pad for all European truck manufacturers".

The SB asked Mr Pearson what was Hall's perception and view on the new technologies? "The jury is still out in Europe among the few transport operators we visited and benchmarked with. There is concern about the new Euro engines now having the combined cost of fuel burn (EGR) and "Add Blue" (SCR) and the ability to pass this onto customers in the current tight economic conditions. There is, however, little doubt the evolution of diesel engine technology has advanced at a meteoric rate and the community has benefitted from this technological step improvement. Euro 6 is the next stage in this path. We, in New Zealand, do not need to be at the leading edge of this technological development or, as some will say, Bleeding edge. The Europeans will advance and develop the technology and ultimately we will follow at some stage."

Trailers were another area of development at the show according to Mr Pearson. "The future trailer design will have more aerofoil apparatus and rear drag reduction attachments in order to improve fuel efficiency. The stated goal by trailer manufacturers is a 5% improvement in fuel economy which, if universally adopted, will result in significant savings for New Zealand. In order to exploit the benefits, however, New Zealand road rules will need to make amendments to allow for any additional length to exclude fuel reduction aerofoils."

Hall's strives to be at the forefront of the commercialisation of value adding technologies that ultimately add value for their customers. Not all technologies have a commercial benefit despite their sexy nature. Conversely, not all commercially beneficial technologies are high tech and expensive to implement. Mr Pearson believes that identifying the best value adding technologies is the challenge for logistics companies and at Hall's we are comfortable in our technology investment plans in the past and also in the future".

Hall's Cadets



Stephen Wall recently joined Hall's under the Cadet Programme. We have worked with Stephen and he now has a full Class 2 licence. He has been exposed to Storeman duties in the cool store at Takanini and also at QSR work delivering temperature controlled product and dry goods. Stephen has also spent time at Easy Logistics being exposed to curtain sider type work delivering palletized dry goods (sometimes hand unloads to bakeries). We welcome Stephen on-board and look forward to working with him through the licence and on-job training process.



David Whittaker joined the Hall's Group as a Cadet Truck Driver five months ago holding a full Class 2 licence. David comes from a trucking background with his father Graham also being involved with the Hall's brand.

With loads of coaching and assistance from the Hall's training team, David achieved a full Class 5 licence in mid September. The internal licence process means that David was also exposed to most of the Divisions within the Hall's Group. Many thanks to the staff and drivers who took David under their wing for the time he was with you – it was greatly appreciated.

David is Hall's first Cadet to go through this process. He has been committed, showing plenty of enthusiasm with both the theory and practical parts of this process. He has a real passion for trucking and is well on his way to great things within the transport industry.

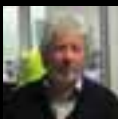
Drivers Meeting

During the past few weeks Hall's executive team members Grant Madill and Alan Pearson have been holding meetings with Drivers throughout the North Island. The topics covered at these meetings included safety, customer service, pallet management, road safety statistics and the Vision and Mission of the company, complete with a refresh of Hall's values.

Hall's Grant Madill commented that these events are a very important part of our calendar and they are always rewarding despite the effort and resources that need to go into their preparation and delivery. Our intention is to complete the South Island by Christmas which will involve a week of traveling and several driver meetings at times that suit the Drivers schedules and without interrupting customer service. Apart from the topics covered, it is a good opportunity to catch up with various staff and to discuss what's happening within their local region. We have depots from Invercargill to Whangarei and we are attempting to cover 325 Employee Drivers and Owner Drivers who are largely on the road at all times.

The SB asked Hall's CEO Alan Pearson what he gained from the meetings? "It is obviously a time where I can present myself in person to a group of fellow employees and simply state what is important to the company and also get feedback on what issues they may have. Given our breadth, size and now separate business units spread across New Zealand, it is difficult to have daily or weekly contact and therefore you largely rely on the chain of command. To support this, holding sessions like these are important." The objective of the Silver Bullet is to also support this effort by communicating stories and reports on important Hall's events. Hopefully we are maintaining solid lines off communication with all employees.

STAFF PROFILES



Bruce Edmunds

Warehouse Manager, Christchurch

Bruce has recently joined the company and is settling in well at the HRT site in Christchurch.

Bruce is responsible for the cross docking and pick pack operations within the Christchurch Warehouse and ELA.

Prior to joining Hall's, Bruce was the South Island Logistics Manager for a division of Goodman Fielder for approximately 3 years, and before that had spent 18 years within the Lion Nathan logistics group, and was their National Distribution Manager for a large portion of that time.



Madhukar Sharma

General Manager, Easy Logistics

We would like extend a very warm welcome to Madhukar Sharma in the role of General Manager of Easy Logistics. Madhukar came from Fonterra Brands and brings with him a wealth of knowledge and expertise within the areas of 3PL and Logistics.

In his spare time, Madhukar is a keen DIY-er and enjoys pottering about the home working on various projects. He supports the Auckland and Counties Manukau rugby franchises, as well as their respective players in the Super 15 competition. Madhukar also enjoys spending time with his wife Sangita and their two daughters.

HEALTH AND SAFETY



Kaikoura Coast Awareness

The spring/summer months have traditionally seen a spike in rollovers... the weather is warmer, the days are longer and perhaps more activity by the driver outside of work with sport or family commitments which can, in some cases, lead to an increase in fatigue or inattention related issues.

It is noteworthy that 80% of rollovers occur in dry 'driver friendly' conditions - possibly because a dry fast track can

perhaps promote an over-confidence in how the vehicle will negotiate those advisory corners at speed.

A high risk exists during this time for all heavy motor vehicle drivers and we ask that all drivers remember to Keep It 10 Below the speed advisory signs.

Hall's and the New Zealand Transport Agency are committed to safety of drivers, and while this message from the NZTA is particularly targeted to those drivers who drive the Kaikoura Coast, this is a significant safety reminder for all drivers.

Drive Safe and always "Keep It 10 Below".

New General Manager Hall's Logistics

(EASY LOGISTICS)

Dean Martin has decided to leave Auckland and resettle in Wanganui and as a consequence Hall's Logistics needed to find a replacement General Manager. After a comprehensive search and selection process Madhukar Sharma was appointed to the role and commenced on the 26th November.

Madhukar is no stranger to Hall's as he was formerly the Supply Chain Manager at Fonterra Brands which is one of Hall's oldest, dearest and largest customers. The SB quizzed Hall's CEO Alan Pearson about the selection of a senior manager from one of Hall's largest customers and how this was managed. Mr Pearson replied "We were well acquainted with Madhukar and respected his professional approach to business in the many years we have been dealing with him. His application for the role did cause us both delight and some concern given where he was working. There was no doubt that Madhukar's skills, knowledge and experience was what we were looking for, however the situation was obviously sensitive. Given this, the only way we considered was to approach and deal with this was to be consistent with Hall's values and therefore to be perfectly up front with all parties. After following this path we were rewarded with a new manager who leaves Fonterra with their full blessing."

Mr Pearson went on to thank Dean for his contribution to Hall's in the relatively short time he spent at Easy Logistics; "Dean has demonstrably improved the Easy Logistics business over the past 12 months. His work ethic and strong management skills were noticed and respected by all staff and I am sure I am joined by everyone within the company and customers in wishing Dean the best for the future." We are pleased to advise that Hall's have been able to retain Dean as the new Lower North Island Regional Manager for Hall's Refrigerated.

Branding

Hall's have announced that they have refreshed their organisational brands within the Hall's Holdings companies and are therefore pleased to inform the reader that the following brand changes will be effective from the 1st January 2013. In the future the parent company Hall's Holdings will be known as Hall's Group in order to capture the diversified portfolio of business units within the Hall's family. Hall's Group CEO Alan Pearson stated that "In the past we were Hall's Refrigerated Transport and although we are proud of this history, over the years we have expanded into general freight and storage and these two other business pursuits need to be recognised within our brand structure. In July 2012 Hall's purchased the remaining shares of Easy Logistics and given that the name of this business has its roots with the Goodfellow family-owned Easy Factors Finance Company, it is time to change this name. Therefore the new name for Easy Logistics is Hall's Logistics. Hall's Logistics will continue to offer both temperature controlled and ambient storage in addition to a complete suite of other container and product handling services."

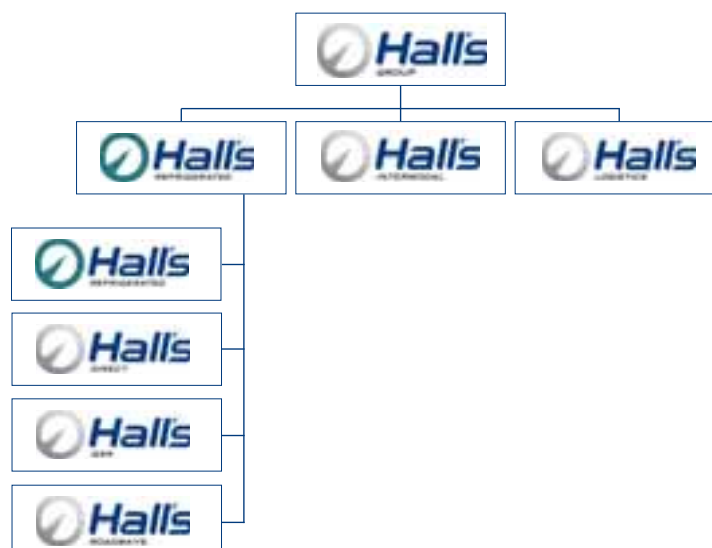
Mr Pearson added "Hall's has reached a point where we needed to recognise that we were no longer simply a refrigerated transport company and we are now much broader than this. In the future the Hall's Group would comprise three divisions – Hall's Refrigerated, Hall's Intermodal and Hall's Logistics. Each division would represent business units that were clearly focused on (a) refrigerated transport, (b) general freight and containers, and (c) cold and ambient storage and product handling services.

In addition to the above changes, there has been tremendous debate and discussion about the Roadways brand and its future. There is little doubt that Roadways has a proud history and prior to Hall's purchasing the business in 2010, competed with Hall's Refrigerated Transport in the North Island based on a narrow point-to-point service offer; owing to the fact that Roadways had no cold storage transshipping assets or capability. This limited capability still exists with other competitors of Hall's and Roadways to this day. Roadways has a very strong and loyal customer base and Hall's did not wish to disturb this, however the branding was sometimes getting confused with silver trucks pulling Roadways trailers and vice versa. In order to address this Roadways will be renamed "Hall's Roadways" and have a silver base colour and be one of four business units within the Hall's Refrigerated Division, with the other business units being Hall's Refrigerated Transport, Hall's Direct and Hall's QSR. Other than this, the business will remain as is, located in the heart of the Waikato at Cambridge and have the same management structure".

Prior to launching the new brands, the Silver Bullet understands that a Customer Survey was completed by Hall's and the feedback from this was fed into the brand refresh. Mr Pearson said that it was obvious that customers saw a lot of strength in the Hall's name given its 42 year history, and felt that business units such as Easy Logistics and Roadways would benefit from a clearer association with the Hall's name."

There were customer comments about Hall's Intermodal's name which were put to Mr Pearson to comment upon. "Hall's Intermodal" is now nearly four years old and when we created the name there was some comment about what was Intermodal. It is a commonly used term within KiwiRail and overseas rail companies meaning a containerised unit capable of travelling by road, rail or sea. In fact, Hall's Refrigerated uses the term to refer to their TRC Intermodal rail units today for this reason. The intention was for Hall's Intermodal not to be limited on how it was viewed by its customers in terms of mode of transport. Also, alternative words like "Transport" or "General Carrier" simply did not appeal. We also wanted the name to cater for the future and be unique. We are confident that Hall's Intermodal has become synonymous with a high level of service for container work, Reefers, general freight and curtain-sided work among its customer base, and we believe the name is catchy and different. From our perspective, the important thing is the name Hall's and the word Intermodal helps position it in the unique markets it operates within.

With the growth Hall's has undergone over the past several years, the Silver Bullet would not be surprised if Hall's was adding other business units to its structure.



Driver of the Year Awards



Recently Countdown Logistics carried out their annual Driver of the Year Awards, and Barry Wilson from Christchurch was nominated for this National award. In recognition of this nomination, the Countdown South Island Management team presented Barry with a certificate of appreciation for his outstanding customer service to their business.

Well done Barry, truly deserved and something all other drivers could strive to achieve.

Pictured from L-R and presenting Barry with his certificate and a gift from Hall's Management are - John Austin and Denva Galloway from Countdown Logistics, Barry Wilson and Peter Fiddes from Hall's.

Foundation for Youth Development

(FYD) UPDATE

The recent Foundation for Youth Development pilot run at Manurewa High School gained National awareness as Foundation for Youth Development's CEO Marion Short appeared on the TVNZ Breakfast morning show.

Hall's participation in the pilot has been an enlightening and rewarding experience and one we intend to continue to be a major contributor to.

The Principal of Manurewa High School wrote:

I have been part of many initiatives. Some have made little difference, some have been significant. Experience has given me the ability to gain a sense of what is making a difference to the students in my school.

I have never in these 25 years seen such a significant impact on students as I witnessed with the two Foundation for Youth Development career navigation days.

I and the students are very appreciative of the time, the energy, the wise council and the expertise you brought to the two days. I am aware that the world of business is very competitive and for you to find the space to spend a day with our students is most appreciated.

S V Gargiulo, Principal

As part of the initiative we have been able to offer a student of Manurewa High School an opportunity to join our storage and warehousing arm of the business, Hall's Logistics, based at East Tamaki. This opportunity is for a Logistics and Distribution Trainee and the new General Manager for Hall's Logistics, Madhukar Sharma, and Tracey Kay, National Human Resources Manager, have been working on drawing the role together and working with the school to find the right person. The Logistics and Distribution Trainee role will grow and develop the individual in all aspects of Distribution Management, including Warehousing, Customer Service, Transport, Compliance, Export and Project Management and we are excited at being able to offer this opportunity. The Logistics and Distribution Trainee will commence in the New Year and we will look forward to introducing him or her to you in the next issue of the Silver Bullet.

Youth to Everest Scholarship 2013

Hall's is pleased to announce that the winner of the Youth to Everest Trip Scholarship 2013 is Tobi McLeod. Tobi is the son of Shelley McLeod. Shelley works in the Auckland Administration team. Well done Tobi – we look forward to reading all about your exciting adventure after your return.

A DRIVER'S TRIP

1

Joe is a driver for Hall's. After checking in with his Dispatcher at 5.00 am, he carries out a thorough pre-trip check of his semi unit and is ready to roll by 5.15 am. Joe finds the checklist in the Hall's Logbook is a good guide but he also checks that the fridge unit is functioning properly and the trailer interior for cleanliness. With no faults to report, does he need to sign this checklist?

2

139,000 is the max RUC licence reading for the tractor, its Hubo is reading 138,421. On the trailer unit the readings are: 46,000 max RUC and 45,385 Hubo. Today's run usually covers around 180km, does he have sufficient RUC to complete it?

3

Vehicle sorted, he reverses the vehicle onto his allocated dock. After receiving his loading instructions, Manifest, Consignment Notes and a brief discussion with the Forklift Operator, they start loading, checking that the paper work matches the freight. If it doesn't match, what must Joe do?

4

At his first stop he delivers goods on 3 CHEP pallets. To complete the 1-4-1 swap, the Storeman offers 2 CHEP and 1 LOSCAM pallets. Is this an acceptable exchange?

5

How should Joe fill in the pallet portion of the Consignment Note?

Notes	PALLET PICKUP			PALLET SET DOWN			TOTAL PERFORMANCE		SIGNATURE
	CHEP	LOSCAM	OTHER	CHEP	LOSCAM	OTHER	UNDER	OVER	
PICKUP POINT	3			3			✓	OVER	/ J.T. 1/11
SET DOWN POINT							UNDER	OVER	

6

Joe arrives at his second stop at 6.30 am. However there are five other trucks waiting to be unloaded and he doesn't get unloaded until 7.10 am. For the items to be set down here, what time does Joe write on the proof of delivery portion (POD) of the Consignment Notes as the delivery time?

7

Along with the time, what are the other three key bits of information required for POD?

8

No hold ups at his third delivery, however after checking the Consignment Note off against the load, the shop owner signs it but then takes it into his Office. Joe follows and politely requests his copies. What penalty could a Driver face for not obtaining a POD for each delivery?

9

On this occasion the reason the owner went into his Office was to find the paperwork for a pallet of freight that he wants returned. Joe has not been told about this, who must he contact before accepting it?

10

Permission obtained, as the pallet is loaded Joe notes that it is not a CHEP or LOSCAM pallet. What must be written across the pallet boxes of the Consignment Note?

BONUS QUESTIONS

11

Fill in the gaps using the words provided. **client invoice claim POD**

It is important to obtain a _____ for every delivery to avoid a _____ for non-delivered product, for _____ performance reporting and to _____ whoever is paying for the freight to be transported.

12

Fill in the gaps using the words provided. **paid end result hand**

Drivers must complete and _____ in their Daily Time Sheets at the _____ of each shift as failure to do so may _____ in not being _____.

Answers on Page 12

HALL'S STAFF

NEW STAFF

HALL'S REFRIGERATED				
AUCKLAND DRIVERS	AUCKLAND STORES	AUCKLAND OPERATIONS	AUCKLAND ADMIN	WANGANUI DRIVERS
Christopher Smythe	Monty Katene	Angela Davies	Angeline Bishop	Shane Hapurona
Anand Kanji	Andrew Lavea	Fiona Wood	Cheryl Bishop	Robert McConnell
Robert McKinlay	Toby McLean	Michael Donnelly	Sandra Kelly	David McEwen
Anthony Hagger		Veeanne Thomas		
Frank Hohaia				
Ralph Morunga				
Stephen Wall				
PALMERSTON NORTH STORE STAFF	CHRISTCHURCH DRIVERS	CHRISTCHURCH STORE STAFF	CHRISTCHURCH OPERATIONS	CHRISTCHURCH STORE OPERATIONS
Rob McCoy	Erno Francsics	Glyn Buchner	Brendon Crowe	Bruce Edmunds
	Ronald Leathley	Ethan Carrington	Jennifer Kenworthy	
	Brett McDonald	Timoti Filipo		
	Samuel McConnell	David Natta		
	Anton Schiebusch	Richard Waikato		
	Michael Andrews	Jerry Williams		
	Blair Dal Din			
	Blair McKay			
	Rik Cowan			
INVERCARGILL DRIVERS	DIRECT DRIVERS	DIRECT OPERATIONS	DIRECT ADMIN	INTERMODAL DRIVERS
Michael Ladbrook	Glyn Hanford	David Neill	Dallas James	Derek Carroll
Benjamin Howie	Sean Mason	Mark Richards		
	Mark McKinney			
	Ross Simpson			
	Peta Sinclair			
INTERMODAL ADMIN	HALL'S QSR	HALL'S LOGISTICS OPERATIONS	HALL'S LOGISTICS DRIVERS	WELLINGTON DRIVERS
Jessica Wright	Colin Perks	Madhukar Sharma	Shingai Mhanya	Richard Murray
Kaye Kitson	Simon Little			
Marc Peterson	Haua Tata-Adams			
	David Kopara			
	Graham Whittaker			



HALL'S REFRIGERATED

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Fax 09 266 1407

Te Puke

Station Road, Te Puke

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Fax 07 573 8351

Wanganui

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Tel 06 344 6631

Fax 06 344 4005

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Blenheim

Goulard Road, Spring Creek,

Blenheim 7202

Tel 03 570 5081

Fax 03 570 2094

Christchurch

632 Main South Road, Christchurch

PO Box 11223, Sockburn, Christchurch

Tel 03 344 0586

Fax 03 344 2634 (Admin)

Fax 03 349 5641 (Ops)

Dunedin

572 Kaikorai Valley Road,

South Dunedin 9011

PO Box 2297, South Dunedin

Tel 03 488 5553

Fax 03 488 5560

Invercargill

235 Mersey Street, Invercargill 9801

PO Box 1523, Invercargill

Tel 03 214 9370

Fax 03 214 9371

HALL'S INTERMODAL / HALL'S QSR

58 Spartan Road, Takanini 2245

PO Box 5, Takanini 2245

Tel 09 268 8169

Fax 09 268 8171

HALL'S DIRECT

Tel 09 269 1100

Fax 09 269 1074

HALL'S ROADWAYS

Allwill Drive, Hautapu

P O Box 33 Hautapu

Tel 07 850 9990

Fax 07 850 9991

HALL'S LOGISTICS

10 Transport Place

East Tamaki

Tel 09 273 1888

Fax 09 273 1891

ANSWERS FOR QUIZ: 1. No 2. Yes 3. Despatch 4. No 5.

NAME	1	2	3	4	5	6	7	8	9	10	11	12
NAME												
SCORE												

6. 7.10 am 7. Date, Name & Signature 8. Formal Disciplinary Warning 9. Despatch 10. NON CHEP/LOSCAM

11. It is important to obtain a **POD** for every delivery to avoid a **claim** for non-delivered product, for **client** performance reporting and to **invoice** whoever is paying for the freight to be transported.

12. Drivers must complete and **hand** in their Daily Time Sheets at the **end** of each shift as failure to do so may **result** in not being **paid**.

BY ROAD, BY RAIL, BY SEA. WE DELIVER



How Would You Like to Receive the Silver Bullet?

As part of our Sustainability initiatives, our customers and suppliers can now receive the Silver Bullet Newsletter by email. If you would like to be included on our email list, please send an email to sandra.kelly@halls.co.nz