

THE SILVER BULLET

BY ROAD, BY RAIL, BY SEA. WE DELIVER



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Hall's World Record Holder !

We have had some marvellous employees at Hall's over the years who have exceeded in other pursuits outside of Hall's. This group has been joined by another individual in the shape of Christine Madill (Administration Manager) who has managed to break the world record for the Women's Striped Marlin on a 60 kg line, landing a 121.91 kg fish. Christine was fishing with her father Garry Madill on the boat "Hook n Bull" when she hooked the fish during a recent holiday in the Bay of Islands.

This complements her long list of sporting achievements as a hockey player, adventurer and golf player. Well done Christine !



FROM THE CEO'S DESK

Alan Pearson
Chief Executive

All of us need to make a steep improvement with regards to our attitude and daily habits towards safety in New Zealand. The need for a safety focused culture has to date been largely left to mothers, Government and employers to champion. Unless we all change and start to take part in the safety focus, we will not improve. To illustrate, I have often observed people who work within large safety focused organisations demonstrate safe daily work behaviours while at work, yet outside of the workplace apply a lower standard. Gone is the ear protection when mowing lawns, back is the use of mobiles while driving, fishing without life vests and a multitude of other unsafe practises each reader undoubtedly also sees. So we have a situation where employers are attempting to improve the safety culture within the work environment, yet have employees and others who simply pay lip service to this while at work but disregard the fundamental message outside of work. In order for us to improve we simply have to take individual accountability and practise 24 x 7 safe living habits.

"Zero harm is a national objective and should not be limited to the work place only".

I acknowledge that within Hall's we have made tremendous improvements; having improved our safety performance by a multiple of 14x (Lost Time Injury Frequency Rate LTIFR), however we have only commenced our journey and have a long way to go. We are willing to learn off others and adopt policies, procedures and work routines that will improve our safety performance. We are certainly not shy in plagiarising or copying others who seem to have good safety ideas. We will not politicise or use safety for self promotion as some misguided people have done. Zero harm is a national objective and should not be limited to the work place only.

The world is still undergoing tremendous upheaval both socially, economically and politically. We have some signs of emerging from the great Recession of 2008, however the slowdown in Australia has rained on our parade somewhat. Jobs and opportunities have rapidly shrunk in Australia with many people making enquiries about returning home to New Zealand. This, coupled with shortages in key trades and occupations within New Zealand, should be regarded as good news, however for some of us we are not entirely benefitting thus far. We continue to have a driver shortage in New Zealand and this will only get worse given the Government's decision not to accept driver skill work visas in the future. I could understand this decision if it were based on a deliverable expectation of returning Kiwi's who have Class 5 licenses, coupled with an educational and training push for young people to enter the driving profession; but it is not. We at Hall's would prefer to employ more drivers. Our objective is difficult to meet given the acute driver shortages. This issue is not limited to Hall's but is an industry wide issue which all transport companies are lobbying Government to reconsider.

Alan Pearson, Chief Executive Officer

Project "ENTERPRISE" - ediWarehouse Management System

It was another exciting chapter in the life of Hall's Logistics at Transport Place, East Tamaki, Auckland, who recently implemented a new ediEnterprise WMS (Warehouse Management System). This is a product of CargoWise - a global software leader of supply chain management and integrated logistics solutions.

With some early prep. work, the project was officially launched on 20th May 2013 with the Project Team consisting of staff from Hall's: CK Pong, Barb Rewi, Blair Wilkinson, Sunel Davies and representing CargoWise, Shane D'Aprile (Orange Lime Consultant). It was a big challenge - a steep learning curve, computer phobias for some, training, upskilling, system migration and config. work, plus a new control tower concept. The end goal was to empower people to use technology and lift the Hall's Logistics operation to surpass industry standards.



Above: Some picture of staff in action! Just to clarify with movie buffs, staff are shown handling infrared RF guns - only for scanning bar codes !

Route & Retail to Coromandel and BOP



On 1st April (yes correct it was Easter Monday) we embarked on some new business with Route and Retail (the logistics division for Foodstuffs Auckland).

With a change in business model Route and Retail were looking for potential third party transport providers to service specific regions, and fortunately Hall's was successful in obtaining the Coromandel region.

The first of our new truck and trailer units was on the road in time, with the second unit a few weeks later. With some very impressive sign writing the units are looking sensational and are a proud addition to the Hall's fleet.

There are two runs that operate in the region, with one run heading to Thames and then up through Whitianga and around the top back down the inside of the Coromandel Peninsula. The second run heads through to Thames and then out to Whangamata and through to Waihi, then back to Auckland. On one truck is Bob Harris and on the other is Colin Perks; two very experienced operators. Each driver takes turn about on the runs so they balance their hours and get good variety. In recent weeks we have received two separate pieces of feedback from the public about the courtesy and great driving by our operators on these trucks.

The operation has been very successful and is a good start to be building a relationship with Route and Retail.



KiwiRail's New DL Locomotives

Twenty brand new locomotives are already hard at work on KiwiRail's busy North Island freight routes – just two months after arriving in the country.

"We now have 40 DL Locomotives in operation around the North Island and they have been instrumental in providing enough capacity and grunt to ensure we deliver for our customers," says KiwiRail Chief Executive, Jim Quinn.

"With the delivery of the new locomotives we are now able to move some to the Lower North Island to further improve delivery capacity for our customers in that region. This also means we can free up some locomotive power to cater for the demand in other parts of the country and begin retiring our oldest and least powerful locomotives."

KiwiRail's second generation DL Locomotives were unveiled by the Minister of Transport, Hon Gerry Brownlee, at an event in Auckland at the end of August.

Those 20 new locomotives have joined the other 20 DL's that have been hauling rail freight for almost two years in the Upper North Island.

Also on show at the event were new freight wagons and curtain-sided containers.

"Our strategy to expand our wagon and container fleet has been going on for some time. On display were examples of the latest additions to enable us to further increase capacity. We have another 150 container wagons which will increase our new container wagon fleet to number over 835."

Over the last three years freight revenue has increased by over \$100 million.

"Without these additions to the freight fleet we would not have been able to achieve this growth or deliver on the capacity our customers were asking for," he said. "All across the country we are moving more freight and we are forecasting that this level of growth will continue."

"Our customer and shareholder commitment to our 10-year investment programme for both above and below rail infrastructure and equipment has been essential in enabling us to keep growing the business and we thank them for that support."

- Alan Piper, KiwiRail Freight's General Manager Sales



Health & Safety

AED Machine

A sharp statistic is that each year over 1,000 people in New Zealand will suffer a cardiac arrest outside of a hospital. Many of these people have no warning and fewer than 5% - 8% survive.

Hall's have always taken the health and wellbeing of our employees and community seriously. To this end our two largest depots have been equipped with Automated External Defibrillators (AED). Therefore if anyone suffers a cardiac arrest within these depots or the local community; Hall's can provide assistance that could very well save a life. The AED increases a person survival rate by 40%.

Hall's are now listed on the national website and we will be putting a sign on our gate so the local community are aware we have one if needed. It is used in situations where CPR is not enough to ensure the person will survive. The AED devices are for people who have no prior medical knowledge. The defibrillator uses simple audio prompts and pictures so that anyone present at the scene can follow the correct procedure safely and effectively.

While the AED is very easy to use; key staff in Christchurch have received training so they can go with the AED should a member of our community require assistance, with Auckland staff being trained later in the month.



Health & Safety Cont'd

12 Months LTI-Free Celebrations

Further to the CEO's message on Page 2 of this issue, two companies within the Hall's Group have recently achieved a wonderful milestone in reaching 12 months LTI-free status.

Firstly, Hall's Roadways achieved this in July 2013. Roadways joined Hall's in 2010 and comprise an efficient 15 strong team based primarily in Hautapu, near Cambridge. As a token of recognition, Alan Pearson wrote an individual letter to all Hall's Roadways staff, congratulating them on this achievement. Grant Madill, General Manager - Operations, presented staff with their letters, along with a specially "engraved" thermal coffee mug which drivers find very useful to have with its sipper top to keep their coffee or soup hot and spill-free while out driving on the roads.

Since this milestone, Hall's QSR also achieved 12 months LTI-free status, which is a credit to Dallas James and his hard working team.

A big CONGRATULATIONS to the Hall's Roadways and Hall's QSR staff, and here's hoping others can follow in their footsteps by keeping safe and injury free.



Sustainability at Hall's

Ever wondered what happens to our old phones, screens, computers, cables, keyboards, laptops etc.?

Well, at Hall's we recycle them !

Recently a company in Auckland, CRTNZ, removed a whole truckload then another vanload (stacked over three pallets) of e-waste from Takanini's Head Office. Once the items are taken back to their facility, they are broken down into smaller components, then shipped overseas for recycling.

After conducting this exercise, their sister company in Christchurch, Kilmarnock Enterprises Ltd, took a load away from Hall's Christchurch Depot. See below for a photograph of some of the items from Christchurch which were picked up for recycling.



Blast from the Past

We all know or know of Rod Fisher (Roddie). Rod joined Hall's Meat Transport as a Class 5 Refrigerated Driver on 17th May 1982. When he joined there was only 5 drivers on the Payroll at that time. Back in those days he worked mainly on the Whangarei and Taumaranui runs due to the location of the freezing works. The refrigerated unit bodies were all made of alloy, not fibreglass as they are nowadays and the trucks had a maximum horsepower of 350.

If meat wasn't being transported via road, then it went on refrigerated boats, not containers. Everything was loaded on and off by hand as it was in the days before jiffy jacks, and there were only a few fork hoists around. Joe loaders (which ran on tracks) then came into operation to make things a little easier for drivers.

When Trans Pac in the South Island folded, Hall's started carting yoghurt for Country Foods all over New Zealand, with Depots based in Nelson, Christchurch and Invercargill, so the South Island network grew from there. When yoghurt was delivered to Gisborne, the trucks were then back-loaded with pet food. Hall's also started delivering New American ice cream around the country. They also got involved carting pigs to Hellabys in Auckland which were back-loaded. Trucks used to stop overnight at Sanson and due to the local hospitality, drivers often arrived late in Auckland the following day!

Rod was responsible for taking the very first load from Affco to the airport for airfreight overseas. There were no security systems in place back then, so he simply drove his truck onto the tarmac, backed it into the rear of a DC8 and unloaded the meat into the aeroplane's hold. He also towed B trains carrying pigs to Wellington. During his tenure Rod has worked for all of the companies in the Hall's Group including milk deliveries and containers.

He said that there were no such things as curtain siders back then, nor quad trailers etc. Neither were there logbooks or rules around driving hours. The Transport Manager would just send you out on a job and say "hop there, then hop over there (to another town) and when you have done that hop over to there" etc. etc. so sometimes you were away for a week, staying in small country hotels or motels as there were few sleeper cabs.

Rod remembers when Brian McKechnie joined the company; he was held in high esteem (and still is) due to his sporting achievements. He also remembers John Compton starting here.

Since the Madill's purchased the company, Hall's have just grown and grown and grown. The main differences that Rod remembers at the time were:

- New equipment
- Things became much more organised
- A different variety of work, and
- More customers

.....and the rest, so they say, is history!

Rod left Hall's several times over the past few years but was always called back to act as a relief or casual driver due to the huge amount of experience he has of New Zealand's geography and the various Hall's runs, but officially retired on 31 December 2012 at the grand age of 79. He now lives on the Hibiscus Coast north of Auckland with his wife Gwen, and they enjoy visits from their 7 children, 11 grand children and 11 great grand children. Rod follows rugby and other sports, and is pleased that his sons have continued working on farms and in the agricultural field, as well as in the trucking industry. He mentioned that you cannot drive anywhere without seeing a Hall's truck on the road.

We wish Rod all the best for a happy, long and healthy retirement.

Rod, pictured standing next to a photo of Garry Madill in his first truck.



Blast from the Past



Historic photos kindly provided by Rod Fisher - Hall's hauling over the Desert Road (left), and below - a Freightliner and an International.



Message which Craig Madill received:

Hi Craig

Helen Pollard is the last living owner of Modern Freighters, Levin. Ian Hobbs drove for them for years ex Auckland Depot. Helen called in last Friday for a cuppa.....hence the photo. Helen said she was very impressed with Hall's as in her eyes..... Halls took over from where Modern Freighters left off. I thought that was a nice compliment.

Have a good day.

Cheers, Carol & Ian Hobbs

Pictured Right: Helen with Ian Hobbs from Flinders Landing (Owner Driver)



Youth to Everest 2013 - Toby McLeod



Youth to Everest 2013 was truly a once in a lifetime experience, one that I will never forget. I have grown physically, mentally, socially and definitely spiritually, most of this I truly realised when we had reflection time on the way back down from the highest point of our trip (Pangboche). Throughout the journey I experienced a totally new country and culture which I have embraced to its full potential. With the meeting with the head lama of the Pangboche Monastery definitely being inspirational as he informed us more on how their culture thinks about the climbing of the mountains by saying you don't need to be on top of a mountain to enjoy them and once you get up you have to come back down again. This was inspirational as it gave me an insight on how their culture views life.

As the time to leave got closer and closer the more nervous I got. Then the day arrived and time ticked on down to our evening flight. Now I was really starting to get nervous as I was about to leave the comfort of my home and family to embark on a journey with a bunch of randoms to a developing country 12,000km away. Once at the airport this all changed, as we all introduced ourselves to each other and quickly began chatting. This is when I knew it was going to be an awesome trip.

The overall journey was truly one huge highlight in itself, with one of my main memories being when we reached the highest point of our journey at just over 4,100 metres in altitude at Pangboche. And another being when we went to a school and played soccer with the kids (this which was very challenging and absolutely exhausting due to the high altitude). We then gave the kids tennis balls and saw how pleased they were at receiving them - therefore we realised how happy that they got over something small like that which Kiwi kids take for granted.

I would love to go back to Nepal one day to visit base camp again. There are several reasons for this – one being the views and sites are absolutely astonishing and breath taking. Secondly, everyone over there is so kind and polite and will never say no to a quick chat on the roadside. Like when we were in Namche and having our day shopping, you would go around the little markets and the store owners would love to have a chat and ask you where you were from and they would always ask if you were going up or down. Also the Sherpa's and porters over there love to have a conversation with you no matter what it was about.

My Sherpas were Chapel and Nema. They were both awesome Sherpas and knew a lot about the culture and the environment and loved to share their knowledge with you. Something we noticed about Nema is that when we asked him what age he was, he would give us a different age every time !

I am taking several things away with me from this trip; first is an understanding of a new culture and their views on things. Second is an understanding of what it would be like to live in a developing country and how extremely lucky we are for everything that we have, for example to be able to turn the tap on and have a drink of water and not needing to treat the water, and lastly a bunch of new great friendships which were made along the way.

I would like to say thank you to John Gully, the group leaders, nurses and the Sherpa's and a special thank you to Hall's for giving me this amazing opportunity, one that I will never forget.

DRIVER'S QUIZ

How well do you know your signs



A



B



C



D



E



F



G



H



I



J

A: _____

B: _____

C: _____

D: _____

E: _____

F: _____

G: _____

H: _____

I: _____

J: _____



Which vehicle is the main hazard here?

A__ B__ C__ D__

In Refrigerated Transport the aim of pre-Chilling the unit is to remove heat from?

A: Air inside the unit

B: From the Walls, Roof and Floor

C: The Fridge motor

Whose responsibility is it to ensure a vehicle (including trailers) has a current Registration label, is up to COF or WOF standard and sufficient RUC for the trip?

A: The Company

B: The Driver

C: The Mechanic

D: The Dispatcher

Failing to come to a complete stop at a compulsory Stop Sign will incur you ____ Demerit points.

A: 10 B: 15 C: 20 D: 30

A = cable height, B = Open road speed limit, C = Curve warning, D = School or School bus, E = Hydrant, F = Gravel road, G = Right side of Road marker, H = Give way one lane bridge ahead, I = No stopping, J = Left side of road marker, Vehicle = D, Pre-chill = B, Responsibility = B, Failing to Stop = C

Operations Workshop

The operational restructure announced in May and rolled out in June of this year was kick started with an “Operations Team” Workshop held in Auckland. Operations Managers from all depots across the country, as well as the Senior Management Team, attended the Workshop on Friday 7th June in the seminar room at the new Southpac Trucks workshop and parts building in Wiri.

Presentations from Alan Pearson (CEO), Tracey Kay (National HR Manager) and Grant Madill (General Manager –Operations) covered topics such as Company strategy, could that look like”, feedback company culture, Chep

On Saturday 8th June after Depot Managers assembled building exercise where teams of two. Yeah rite!! in the same team. Rigged - in with a win - yeah possibly.



“what did the future hold and what from the operations staff survey, pallets and communication.

a bit of a late start, the Operations/ at Formula E indoor karts for a team we were selected at random into Mr Pearson and Mr Madill ended up nah!! Concerned they could breeze Moving targets?? – Absolutely !

The only rule - no contact or there would be consequences. The speed of each kart could be adjusted, so regardless of weight every team had an equal opportunity to win. Phil Lane who was carrying a large amount of ballast from the night before was immediately encouraged by this news.

In the warm up race, each team member had to complete 20 laps which would allow the controller to make the necessary adjustments to the karts so that the speeds were equal. Grid positions for the final race were determined by the fastest average lap times in the warm up race. The warm up race was fairly uneventful, the exception being Neal Watkins, who suffered from a severe bout of motion sickness, and was struggling to maintain any form of control of both his body and cart. Grant Madill, running from the front, showed he was the one to beat while team-mate Alan Pearson, trying to further improve his teams position, suffered a couple of penalties for contact with some of the more sedate drivers who “forgot” the road rules and failed to keep left.

Taking number one grid position for the grand finale was none other than “Team Pearson/Madill”. This final session proved to be a little more eventful with several “contacts” as teams tried to improve their overall position and our “motion sickness” man had to withdraw and was unable to continue on after only one slow and cautious lap. This left his team-mate Scott Brindsen having to complete the remaining 39 laps, proving to be a difficult task for the “Ford” driver. At the change over half way through the 40 lap race Team Pearson/Madill were in front, and even some serious “blocking tactics” from the other teams causing a few penalties couldn’t stop them from taking the chequered flag. While we waited for the results and the presentations, the excuses and stories flowed freely from all quarters, but Team Pearson/Madill weren’t going to have a bar of it. A thoroughly enjoyable time was had by all, and we are certainly looking forward to next year’s “Operations Team” challenge.



Pictured above are the Winning Teams: 2nd Place - Aaron Bonner & Phil Doran; 1st Place - Grant Madill & Alan Pearson; 3rd Place - Brian Bradley & Peter Elliott, plus a group shot of all the racers.

AROUND THE DEPOTS

Auckland

Takanini Depot has received letters of thanks from the South Auckland Christian Food Bank for the donation of two water urns, which they advised will come in very handy at the community and Christmas dinners that they run. Ronald McDonald House also sent a letter of thanks for the donation of meat for their Auckland facility.

Palmerston North

Scott Anderson, Fonterra's Freight & Depots Manager in Auckland, emailed various Hall's Managers, advising them that he had seen a segment on the television programme "Sunday" which featured one of Hall's Palmerston North based drivers. That driver was Darryl Burridge of Hall's Direct.

Darryl was one of 10,000 Kiwi's chosen to take part in a Happiness Survey. To watch him working hard on the road, not complaining, inter-acting with our customers etc. was fantastic to see, and his comment that "80% of your happiness comes from your job" was extremely well received by Alan Pearson, CEO, as he liked Darryl's motto that you should surround yourself with positive things.

Christchurch

Grant Rogers, a Hall's Christchurch Driver, was nominated by Countdown's Rangiora store for their annual Driver of the Year Award, which was presented at a dinner held in Auckland in September. The store advised that they nominated Grant because he is always polite and has helped them on many occasions. Whenever there has been a pallet that has been difficult to get off the truck, he always offers to assist. He is proactive with safety, telling them if he sees any problems, staff not wearing their hi-viz gear etc. Pictured right is Grant receiving his Certificate from Dave Chambers, Managing Director of Progressive Enterprises, at the dinner and roadshow. The first prize was won by a Linfox Palmerston North Driver. CONGRATULATIONS GRANT FOR MAKING IT THROUGH TO THE FINALS.



NEW STAFF



Blair Wilkinson



Blair joined Hall's Logistics from Americold where he had been for 13 years in New Zealand and Australia. In his tenure there, Blair had implemented a full RFVP (Radio Frequency Voice Pick) system in a number of warehouses. Blair joined Hall's in the role of Systems & Process Specialist.

Lance Cleeve

We extend a warm welcome to our new Group Pallet Manager, Lance Cleeve from Christchurch. Lance has an engineering background and has worked as both an automotive engineer and an aircraft engineer. He has travelled overseas with both work and holidays and lived in England for 4½ years, and enjoys sports - being actively involved in surf life saving, swimming and skiing. Married with two teenage children, he coaches two high school water polo teams in his spare time. Lance said he is looking forward to meeting and working with the staff at Hall's and also to the rather large challenge put in front of him !



Stephen Rea

Stephen recently joined Hall's Group in the newly created position of Owner-Driver Recruitment Coordinator, assisting Grant Madill, General Manager - Operations with bringing new OD's and their drivers on board, plus liaising with our current OD's. Based in Tauranga, Stephen regularly travels to Auckland to spend a few days a week in the office carrying out tasks involved with his role.

New Staff

Anniversaries

HALL'S REFRIGERATED	HALL'S REFRIGERATED	HALL'S QSR	FIVE YEARS
AUCKLAND DRIVERS	PALMERSTON NORTH OPS	Paul Chauval	Rob Bates
Gary Andrew	Tania Cameron	James Craigen	Bill Brown
Allen Autagavai	Deanne Rasmussen	Robert Creswell	Jackie Dennis
Geoffrey Bidois	WELLINGTON STORES	Robert Harris	Gillian Brereton
Daniel Collier	Paul Baker	Richard Large	Steve Hall
Peter Govenor	CHRISTCHURCH DRIVERS	Uri Pura	Steve Larsen
Kirk Paniora	Justin Alipho	Shiva Raman	Paul Martin
Glen Quin	Christopher Henderson	Paul Richards	Basil Taia
John Siret	Simon Little	Crete Rurehe	Marsden Taylor
John Tuki	Luke Wildbore	Darrell Takiaho	Ian Tully
AUCKLAND STORES	CHRISTCHURCH STORES	HALL'S DIRECT	Wayne Strongman
Montegau Katene	Ian McClure	John Burke	Willie Weaver
Neil Lauaki	Greg Parker	Nicholas Mclaughlin	
Filisi Lavulo	Michelle Ritchie	Joey Riki	TEN YEARS
Mana Wharewaka	CHRISTCHURCH OPERATIONS	Gursimrat Singh	Michael Hogg
AUCKLAND STORE OPERATIONS	Michael Aberhart	Peter Jackson	Peter Jackson
Mark Fenn	Marcia Ashton	Fone Tatola	Fone Tatola
AUCKLAND OPERATIONS	Lance Cleeve	HALL'S ROADWAYS	
Natalie Chevis	Mary Natta	Norman Hayes	FIFTEEN YEARS
Steven Coulter	Lucy Nicholson	HALL'S LOGISTICS	Shane Lawrence
Peter Elliott	Johanne Steel	Harrison Morgan	Jeannette Ross
Fiona Jensen	Aaron Turner	Blair Wilkinson	
Karla Hohaia	NELSON DRIVERS	HALL'S INTERMODAL	TWENTY YEARS
Ebony Seym	Martin Mason	Paraone Davis	John Compton
AUCKLAND HUMAN RESOURCES	INVERCARGILL DRIVERS	John Tuki	Owen Knell
Jason Kelly	Andrew Phillips	Sandra Romero	Maurice Rogers
Graham Whittaker	Christopher Van Turnhout	Nigel de Vries	
AUCKLAND ADMINISTRATION			
Gineke Bell			
Cheryl Champion			
Claire Dowling			
Stephen Rea			
Andrew Whalley			
AUCKLAND WORKSHOP			
Toby McLean			
PALMERSTON NORTH DRIVERS			
Bevan Duffy			
Gratton Layne			
David Lobb			
Clinton Melton			
Tony Opetiaia			
Alan Smith			
Gerard Tesoriero			
Callum Walker			



HALL'S REFRIGERATED

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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

The Silver Bullet is published quarterly by Hall's Ltd, P O Box 5, Takanini, Auckland. For submissions contact Hall's 09 269 1100.