

THE SILVER BULLET

BY ROAD, BY RAIL, BY SEA. WE DELIVER



Restaurant Brands links with Hall's

Hall's Group and the NZX-listed company Restaurant Brands have entered into a services supply contract effective from 1st April 2014. Restaurant Brands operates the New Zealand outlets of some of the world's most famous food brands, including KFC, Pizza Hut, Starbucks and Carl's Jr.

Hall's CEO Alan Pearson has stated that Restaurant Brands will be an "extremely important" client, and the contract is a result of "many months of hard work" from both companies.

"The business will be managed through Hall's Logistics as the services required are product handling, storage, picking, and de-vanning in conjunction with transport to Restaurant Brand stores across New Zealand."

The Silver Bullet understands that Hall's was chosen for the advanced technology of its fleet and professional reputation.

Alan said there will be a "tremendous amount" of new technologies and systems being deployed across Hall's Logistics in preparation for March, including a fully integrated Warehouse Management System, RF and voice-picking technology.

"Hall's has invested in new Dexion racking and new double height pick-up carts and forklifts specifically chosen to service a high velocity, multi-site customer such as Restaurant Brands."

Trucks and trailers with CoolTrax® temperature monitoring, Eroad® technology and DriveCam®, all with GPS tracking, are on order. In addition, Hall's has recently purchased DAF trucks from Europe – some of the safest, most environmentally-friendly and technically advanced trucks in the market.

There is no doubt Restaurant Brands will allow Hall's to fully leverage and showcase the capabilities of its national network of refrigerated transport vehicles and benefit from its extensive experience in the industry.

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Well its good to see Christmas has come early for those within Hall's Logistics and this represents a very bright beginning for 2014. So Happy New Year to all involved from the SB.





FROM THE CEO'S DESK

Alan Pearson
Chief Executive

Is Christmas here already? I don't know whether I am getting old or are the years just flying by? To all readers, I would like to wish you and your families a very safe, happy and relaxing Christmas and New Year. 2013 has been another great year for Hall's. Our successes are based on the loyalty and support of our customers, the hard work and dedication of our employees and the gold service from our suppliers.

In drawing 2013 to a close, I must make special mention of the Groups success in securing the transport and logistics service for Restaurant Brands. This is a significant achievement for Hall's and extends Hall's capabilities. Hall's now offers a complete logistics service, including storage and picking, container handling and devanning, transport across all temperature zones (ambient, chilled, frozen) and all transport modes (road, rail, sea) across New Zealand. This makes us pretty unique as there is no other company in New Zealand who has this national capability. There are very good companies who specialize in a portion of this logistics capability such as ambient transport and storage only, or a range of other combinations; however Hall's is the only company that can confidently offer the complete service across New Zealand utilizing its internal capabilities and resources.

With the successes we are also facing challenges associated with our market segment; limited storage capacity and a shortage of drivers to name a few. We have limited storage capacity; as do all companies, and therefore there is a need to increase capacity in certain service functions in the future. On this front we have previously declared Hall's intentions to build frozen storage capacity in Auckland in order to cater for customer demand. To this end we have commenced this process, however do not expect to have this capacity available until 2015.

The shortage of drivers has reached acute levels due to a range of reasons. The standout reason is likely to be the demands of the Christchurch rebuild. Building materials companies have a need for drivers as does the transport industry in general. These pressures are of course exacerbated by normal seasonal factors. Stories abound about equipment being parked up due to a shortage of drivers thus hampering and constricting economic activity. This fact seems to have been missed by Government, as evidenced through its recent policy reversal on "working permits" for professional drivers. This, coupled with a lack of any noticeable achievement by Government Training Organisations to increase the driver pool, has a double 'whammy' effect. The shortage of drivers will restrict New Zealand's economic growth. We as a country across all business, Government and community sectors should be alarmed about this; however we appear not to be.

No one in New Zealand other than a minority of cowboy transport operators wants to see drivers work past the statutory limit. I believe the industry is already up at these limits and therefore, with the growth of transport requirements (both now and into the future), cannot be relied upon as a panacea for the transport service shortage. Nor can rail or coastal due to related capacity constraints. What will assist is the long awaited increased mass and weights, however this has been bogged down in Government red tape, with several go live dates already missed.

The opportunity is upon us for New Zealand to flourish economically if the shortage of key trades and professions are addressed. On this front we at Hall's would like to see improved leadership and action from all Government departments working in unison and collaboratively in order to achieve national objectives. Multi-party support would also be helpful and therefore encouraged, as there has been an absence of any policy positions from the opposition parties on this issue. Matter of fact, the aspirations of Labour and their partner, The Greens, is to build more houses....so who delivers the additional building materials if the industry cannot cater for existing demand?

Hopefully common sense will prevail and a solution found to this situation as, simply put; it needs to be.

Alan Pearson, Chief Executive Officer

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DTL Shed and Transport

We are leading up to the busy Christmas period and the business we do with DTL is no exception.

At Hall's Logistics, Mark and the team have been preparing for what is going to be a busy December and stock build into the early 2014 year. Containers are at a daily peak with each week operating at a maximum. Stock is building up and the demands to meet the quality required still remain high. November, whilst quieter than normal, was very successful with zero damages on site for the month within all operations; a result for the team to be proud of. The Combi Lift is operating well and allowing the team to have a flexible operating schedule.



With the milk powder season well underway there are large volumes moving throughout the DTL network and the team is fully employed operating throughout the country. Hall's have been successful in extending our relationship with DTL and have an additional three units adding to the dedicated fleet in the early part of 2014. Watch out for the new truck photos to come.



Photo Competition Winners

You may remember that in the May issue of Silver Bullet, we ran a competition to select photos for inclusion in the Hall's 2014 Calendar.

Congratulations to Chris Mallet of HRT, Auckland, for his submission right, and also to Bob Harris of Hall's QSR for the photo below.



Health & Safety

As we head towards Christmas, it is timely to remind everyone to be safe at home and at work. In recent weeks we have had some unfortunate incidents occur which tells me as the pressure of the Christmas period comes closer, we are going to need a concerted effort to keep ourselves and our workmates safe and uninjured at work. Stop and give consideration to what you are about to do before you do it. Remember the signs of Fatigue and take action before something happens; keep hydrated and take breaks.

Over the coming months I will be working with Managers to get an improved result from our incident investigations and, in particular, the corrective actions that result from these.

As we continue towards our Road to Zero Harm, it is interesting to note that a number of incidents would not have occurred had we taken a moment to look around and think about the task before doing it. Those of you that have had manual handling training have been shown the correct way to lift, yet unfortunately we still have incidents that result in staff off work or on alternate duties due to injured backs.

12 weeks of Christmas – each week over the next twelve weeks we will be distributing a poster that has some key

safety messages. Keep an eye out for these and remember - safety is just as important at home as it is at work. If there is a safety message you would like to see on a poster, let me know.

We have had two recent major vehicle accidents where in-cab distractions have resulted in serious accidents. Remember, if you need to use a cell phone or want to get something out of your bag – wait until it is safe to pull-over - then carry out these activities safely stopped.

You are the ones who can keep yourself safe at work by thinking about what you are doing before you do it.

Remember to report all incidents, accidents and near misses to your Manager whether an injury has occurred or not. It will be investigated, we will look at ways of removing the risk and also work with you to reduce risky behaviours.

Keep an eye out for your mates at work and at home and if you see them doing something you know to be risky or unsafe....say something.

Have a Safe Christmas and an even Safer New Year, and I look forward to meeting you all over the coming months.

Greg Hughes
Health, Safety & Environment Manager

Hall's Supports Starship



Hall's donates to a range of charities with the companies focus being charities in New Zealand that offer support for the basic essentials of life (food, shelter and health) or improve Driver training and attraction to young people as a career. The Silver Bullet met with Hall's CEO Alan Pearson and asked what were the reasons for this focus as opposed to other charitable pursuits? "Our focus on charities that are connected with the basics of life and vocational advancement was a decision we made when I first came on board in 2008. At the time our donations were scattered and did not follow any master plan or structure and at that time it was felt that the basics of life were the focus area Hall's could channel its efforts. Add to this the need for driving to be promoted as a career allowed us to establish donation guidelines that assists us decide which charities to support and which we will leave to other companies too. This was not a judgement on other charitable pursuits as the majority of charities are well intentioned and effective. It was a judgement on our charitable donation being focused and therefore more effective."

Over the years Hall's has supported City Mission, Salvation Army, Starship Hospital, Ronald McDonald House,



Pictured left are Christine Madill (Administration Manager) and Alan Pearson (CEO) at the recent Starship Hospital Charity Ball where Hall's sponsored a table of 10.

Christchurch Earthquake appeal, Surgeons for Elective Surgery, Canteen, Foundation for Youth Development and a range of other charities.

The SB asked Mr Pearson was this focus the long term plan with Mr Pearson replying "it is at the moment because it is hard to see us or any other country emerging out of the need to provide for some of our people with regard to food, shelter and health despite the best efforts of Government."



Outward Bound

Congratulations to Ethan Watkins on being selected to attend Outward Bound's 21 day Mind, Body and Soul Experience for 16 to 18 year olds, which is being held at their Anakiwa facility in January 2014.

Ethan attends Tuakau College and will start Year 13 next year. In his spare time, his interests include motorcross, playing hockey and he also enjoys farming - owning Freisan bulls and black-white faced Herefords.

We look forward to reading about Ethan's adventures in a future issue of Silver Bullet.

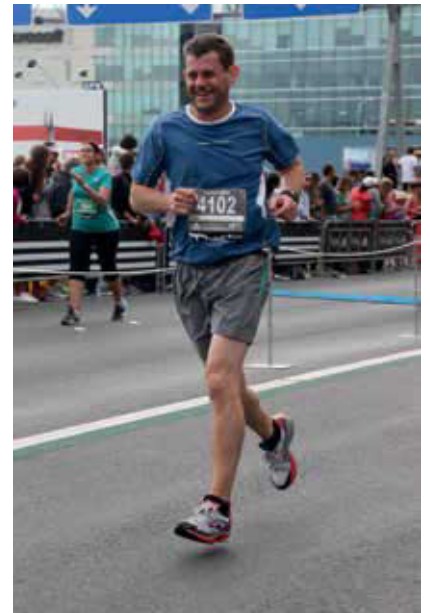
STAFF NEWS

Marathon Men

Hall's CFO Andrew Williamson successfully completed his first marathon recently through his participation in the Auckland Marathon on Sunday 3rd November. Andrew has been a keen sportsman all his life; having played a range of sports throughout school and University, however the personal challenge of completing a marathon alluded him until this event.

When asked what the marathon was like Andrew replied it was hard work and judging by the photos taken throughout the event, in particular closer to the finish line, we believe him. There is a lot of training that needs to go into one single event and Andrew's completion is testament of this dedication to his training regime. When asked will he go again next year, the answer was a definite no as he has other mountains to climb. Based on this Hall's has submitted entry to climb K2 on Andrew's behalf. Well done Andrew on behalf of all our readers. Andrew is pictured at the start of the event.

Also competing in the same event running the Half Marathon was Maurice Rogers of Hall's Workshop, Takanini. Well done Maurice.



Sculpt 6 Km

Early on Sunday morning 17th November, ladies from Hall's Auckland including staff from Operations, Administration, Shared Services and Hall's Logistics participated in the Sculpt 6 Km Walk/Run which consisted of a two lap course around the Britomart area in Auckland City. Thanks to Hall's for paying the entry fees to kick start our summer fitness regime !



Courteous Driver

Grant Madill, GM - Operations, received an email from Ruth Efford in Thames commending Bob Harris, Hall's QSR driver, for his courteous driving on the Coromandel to Thames Highway 25 at midday on Labour Day Monday, advising that Bob had pulled his truck and trailer over to the side of the road to allow a long queue of traffic pass. She added that the back-up of traffic was not the driver's fault (but the city folk going to the beach for the long weekend) and commended Bob on his safe driving practices. She saw Bob again in Thames and stopped to ask him his name and thanked him for his pleasant attitude to such a lot of vehicles on the busy Coast Road. Ruth added that she knew the road very well and was pleasantly surprised that he was able to pull over so soon considering there were few safe places to do so. She is also a professional driver for emergency services and was pleased to see other drivers show patience to the holiday traffic, adding that this was rarely done on the Thames Coast Road due to "tight timetables" for big trucks. CONGRATULATIONS BOB - YOU ARE A CREDIT TO HALL'S.

DRIVER'S QUIZ

1	What is the maximum speed on the open road for a vehicle towing a semi-trailer or semi-trailers?	A	80 km/h
		B	85 km/h
		C	90 km/h
		D	100 km/h
2	You start driving at 9.00 pm and drive continuously. What is the latest time that you must stop driving and rest?	A	2.00 am
		B	2.30 am
		C	3.00 am
		D	3.30 am
3	What does a blue reflector (cats eye) placed on the road mean?	A	The left side of the road
		B	No passing
		C	A fire hydrant
		D	The far right side of the road
4	In wet or frosty conditions, what rule should you use to judge a safe following distance?	A	1 second rule
		B	2 second rule
		C	3 second rule
		D	4 second rule
5	What aspect of a Vehicle's load has a direct bearing on its Static Roll Threshold (SRT)?	A	Number of tie downs used
		B	Number of packages
		C	Its centre of gravity
		D	RUC weight
6	Where would you find the SRT details for a particular trailer?	A	Certificate of fitness
		B	Road user licence
		C	Licence label
		D	Certificate of loading
7	If you are going 'straight' through at a roundabout you must:	A	Not indicate on approach then indicate left when exiting
		B	Indicate right before entering the roundabout
		C	Indicate left before the exit you wish to take
		D	Switch on the hazard warning lights before entering
8	What is the best way to check for hazards before reversing your vehicle?	A	Walk around the vehicle before reversing
		B	Turning to look over you shoulder
		C	Relying only on the inside mirror
		D	Relying only on your outside mirrors
9	Sun-strike can occur at sunrise and sunset, when the sun's rays hit your windscreen at a low angle, making it difficult/impossible to see. Should you experience sun-strike you should:	A	Keep your windscreen clean
		B	Wear Sunglasses and use the sun visors
		C	If necessary, stop and wait a few minutes until your eyes adjust
		D	All of the above
10	Whose responsibility is it to ensure that the vehicle is up to WOF/COF standard before driving it?	A	The company
		B	The driver
		C	The yard foreman
		D	The owner of the load

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New Staff

Anniversaries

[illegible]

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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

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