

THE

# SILVER BULLET

HALL'S QUARTERLY NEWSLETTER

ISSUE 22 • DECEMBER 2010

BY ROAD, BY RAIL, BY SEA. WE DELIVER



## Canterbury Heroes

Everyone in the country was affected in some way by the Canterbury Earthquake that hit the region on the 4th September 2010. Through the media there has been countless stories written and told about the absence of death and serious injury which can only be described as a miracle and for that we should all be thankful.

The people at Hall's, like so many other Cantabrian's were affected by the shocks and although our two depots were not severely damaged the post-quake repercussions resonated throughout the business for the next four months and continues to this day.

There have been countless heroes among the community. People who have gone that extra mile and/or done that bit extra to help their community or other people. The Hall's Executive believe that our employees and suppliers within Hall's Christchurch equally qualify as they have had to work extensive hours over a prolonged period in order to address the loss of Distribution Centres and damage to infrastructure in order to restock the region with food. Some people have worked 6 to 7 days a week sometimes up to 14 hours a day in order to address the size of the logistics problem in the aftermath of the natural disaster. On behalf of the Board I would like to thank each and every one of you for your effort, dedication and commitment as it was vital that Canterbury had the basic essentials of food and

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# FROM THE CEO'S DESK

ALAN PEARSON  
CHIEF EXECUTIVE

2011 has to be a better year for us in New Zealand given that it will hopefully be free from some of the natural disasters and tragedies that we experienced in 2010.

**On behalf of the Hall's Board and Executive team I would like to wish every reader a safe and happy Christmas and New Year. 2011 has to be a better year for us in New Zealand given that it will hopefully be free from some of the natural disasters and tragedies that we experienced in 2010. The fact that it is the year of the Rugby World Cup should also lift our spirits and dear I say encourage us to look forward to winter.**

I don't know what words can express the empathy and compassion that all of us at Hall's feel for those miners who were killed in the Pike River tragedy and therefore I will simply pass on our condolences and best wishes to their families in New Zealand, Australia, Scotland and South Africa. May they rest in peace.

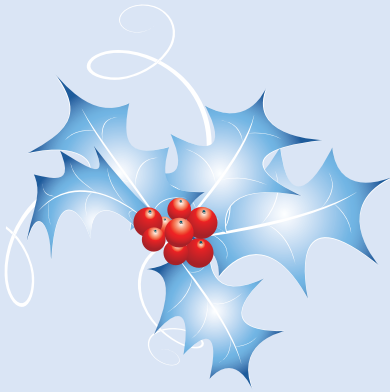


The Canterbury earthquakes were, and still are, a significant natural disaster that affected our people and our customers across the whole country. Whether it was those who suffered damage to their homes or people outside the region who worked extended periods of time to help with getting the region back up and running. What was achieved given the damage and circumstances is a credit to New Zealand.

Hall's was lucky that our two Christchurch depots were largely unaffected and we were able to use these facilities to help in the food replenishment of the city given the damage to a number of primary distribution centres. This was not an easy task as our facilities were not designed to cater for the volume that needed to pass through, yet this was what was done. For those who made this happen thank you.

**Alan Pearson**, Chief Executive Officer

# Christmas Wishes from the Directors



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 and Mark Bellas



ALAN PEARSON  
CHIEF EXECUTIVE

**Project Back 2 Basics continues to maintain the momentum established three years ago by driving the business into a customer service driven organisation focused on doing it right the first time and eliminating all forms of waste and inefficiency.**

Waste comes in many forms and includes not doing the job right the first time then having to repeat it, therefore consuming additional resources over and above what should have been consumed. This includes letting the truck needlessly idle while parked. I am sure the readers can think of hundreds of other examples of waste.

The empty running of trucks is a major waste within our industry given the variable cost associated with running trucks. In an ideal world all our trailers will be 100% full every time they leave a customer pickup area and therefore maximize the tonnage shipped for the resources consumed. To Hall's this is our daily key objective.

Our focus on investigating claims attached to missing product has resulted in significant improvements over the years as we simply do not accept "we don't know what happened". Investigations have resulted with changes within Hall's, customers and other third party suppliers and as a result we have not had any major missing claims for the past two years.

Claims associated with temperature are the most challenging area to completely eliminate as human error still plays a significant part despite the CoolTrack © technology. The challenge for Project B2B will be the elimination of human error. We look forward to the ideas on this one!

## COVER STORY

shelter immediately. Our customers needed our service in order to cater for the needs of the community and despite many major challenges it would be fair to say that our customers' product got through.

There are many individual stories of people and their experiences however none better than Craig Madill being woken up by the earthquake while staying on the 20th floor of the Grand Chancellor to find the building swinging violently from one side to the other. The ceiling tiles had collapsed, the furniture was tipped over and he was being pushed about by invisible and violent forces while in complete darkness. A decision to move was the only choice, so Craig along with all other guests made their way down the stairwell in the darkness while water pipes and other pipes spilled their content down upon them. They eventually emerged out on the street in various stage of dress. Although Craig was fully dressed some others did not have time, however the enormity of the situation overshadowed any feelings of modesty or embarrassment. People helped each other, as they had too, as it was a cold and scary early morning.

The 2010 Canterbury earthquake will stand in history alongside all our other natural disasters however it should be remembered as the time the people of the region pulled together and were assisted by all other kiwis in New Zealand.



## Western Star stars at Hall's

**Hall's and Western Star trucks have entered into a supply agreement which will result in approximately 50 tractor units arriving into the Hall's fleet in 2011. Craig Madill, General Manager Strategy & Resources and Intermodal stated that "the Western Star trucks represented a change in fleet configuration for the traditional Hall's Kenworth fleet which has served Hall's very well over the past few years, however we are very confident in the Western Star product proving to be just as reliable and dependable."**

The decision to purchase Western Stars as opposed to other brands was a pragmatic decision according to Hall's CEO Alan Pearson. The finer commercial details are obviously confidential, however suffice to say that the Western Star proposal was the superior offer received after a very comprehensive and exhaustive RFP and review process which also included factory visits to Australia, USA and Germany and also included attendance at the bi-annual Hannover Truck show.

There will be four tractor configurations supplied by Western Star. These will be 6x4 and 8x4 Tractor units with either day or sleeper cab configurations. The units will be powered by Detroit Diesels and have top of the line drive trains and axles.

CEO Alan Pearson stated that Hall's appreciated the submissions and proposals received from various truck manufacturers invited to submit as each proposal was professional and competitive.

# Hannover Truck Show



Hall's representatives Craig Madill and Alan Pearson recently attended the bi-annual International truck show in Hannover. The feedback received from both gentlemen was that the show once again proved to be very worthwhile and valuable as it allowed Hall's to assess the emerging truck, trailer and safety technologies that are a current focus within Hall's.

The Hannover Truck show is an event held every two years in Germany and is recognised as the transport industries international show piece of new and emerging transport related technologies. In the past attendance at this show has assisted the Hall's Executive and Board to assess and decide on a number of technologies that provide a commercial return for the investment made. The show in 2010 was no exception with the output from the show and related truck plant visits, assisting in the decision making process on what tractor units Hall's needed to purchase as part of its on-going truck replacement program (see separate article).

Hall's CEO Alan Pearson stated "that attendance at shows like Hannover are often avoided or shrugged off as being an extravagance because of time and cost. I believe that the intelligence gained and the relationships made or fostered has assisted Hall's in keeping abreast of technologies and therefore enables us to satisfy the growing needs of our customers. My focus at this show was not only on the truck replacement program but also the emerging technologies that will enhance Hall's safety performance and improve productivity. To illustrate; the decision to invest in the CoolTrax trailer GPS monitoring technology was made after attending the show in 2008 and we are more than satisfied with this decision and its outcome. This technology is now coupled with Drive Cam, proximity and lane controls and EBS and Stability control within Hall's".

The emerging trends in transport still centre upon fuel efficiency and the flow on reduction in carbon emission. Engine development will see a convergence of both SCR and ECR technologies with better filtration systems that reduce emissions. Truck designs that reduce wind drag will be a focus, however designers will need to address the trade-off between maximising length and the superior aerodynamics associated with sleeker and nose complete tractor units. It would not be too much of a stretch of the imagination to foresee a tractor unit with a retractable nose cone similar to the concord jet that extends on the open highway when truck speeds reach 80km/hr and the 5th wheel moves closer to the tractor unit in order to reduce the air space between tractor and trailer unit, thus reducing drag and improving fuel economy. Composite materials in trailers will grow in order to reduce weight and improve payload capacity.

You will have to stay tuned on what investments Hall's will make as a result of the 2010 show.



## Kiwi Rail gets new Locomotives

The first six of KiwiRail's new locomotives are expected to be running between Auckland, Hamilton and Tauranga before Christmas. They will be used on the Auckland-Hamilton-Tauranga "golden triangle" freight route and the Bay of Plenty forestry routes. The remaining 14 new locos are due early next year and will also be deployed around the North Island. The new double-cab locomotives will be more fuel efficient. The locomotives have been built by Dalian Locomotive – to recognise this, all locomotives will be a DL class.

# HEALTH AND SAFETY

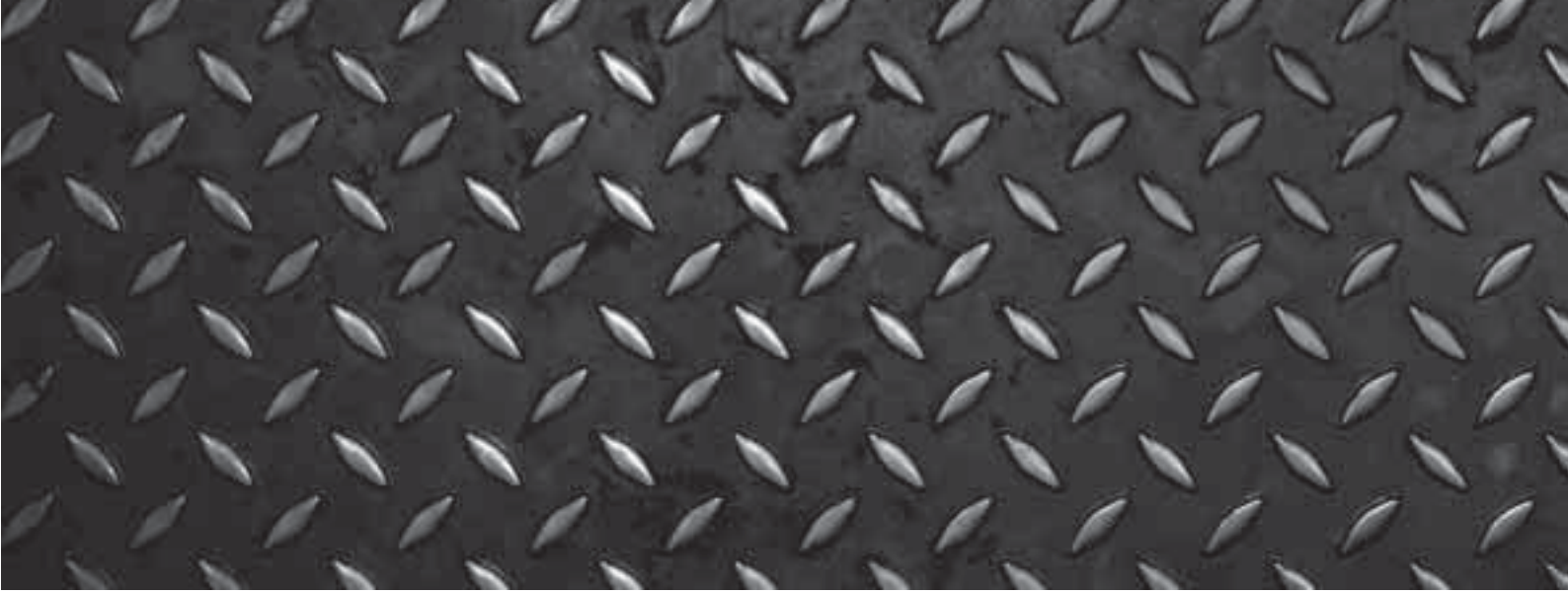
**Over the past 3 years Hall's has invested in a number of technologies in order to assist our company drive to have zero injuries and create a completely safe environment for all our employees and stakeholders . Some of these technologies are Drive Cam, CoolTrax®, Lane control cameras, Proximity radar and braking application. These technologies were combined with a 90km/hour speed restriction placed on Hall's trucks and the introduction of 3 permanent Driver trainers to assist Hall's drivers to become better drivers.**

"It's all about **attitude** and creating a **culture of caring** for each other and about yourself."

Hall's General Manager Operations, Roadways and Direct Grant Madill believes that the introduction of these technologies, resources and policies has assisted Hall's becoming safer. The issue is that we still fall short on where we want to be and that is zero incidents on and off the road. When the Silver Bullet asked Hall's CEO Alan Pearson what can Hall's do to become a safer place and eliminate all unsafe events he replied " it's all about attitude and creating a culture of caring for each other and about yourself. You have to believe that all accidents are avoidable and drop the mind-set that there will always be accidents. People need to adopt a belief that its cool to care! There is no room for shortcuts at home, work or play."

National HR & Safety Manager Tracey Kay believes that Hall's has improved its safety performance in terms of lost time injury frequency however we need to do more. Mrs Kay stated "we are on a journey that commenced some years ago and still has some years in front of us in order to reach our target of zero injuries, zero incidents and create a strong safe work culture. The challenge is that we have 250 trucks on the road and with a road safety statistic of far too many New Zealanders being killed and maimed annually, we need to be extra vigilant and as one the larger transport companies we need to be a leader in Safety on the roads. Although our drivers are in big and heavy trucks which affords them some protection, they are still at significant risk if they do not adopt safe practises such as consistently wearing seat belts, driving to the conditions and recognising the early signs of fatigue."

Recently Hall's attended a Government led forum to discuss the high number of accidents along the Kaikoura Coast and what industry and Government can do to reduce this statistic. An industry wide initiative to reduce speed by 10kms/hr below the recommended speed on signposts was accepted and Hall's will communicate this to all our drivers that this is now policy along this stretch of road.



## Keep Your Cool

**More caution is required when out on the road as traffic volumes increase over the holiday period – be patient and go with the flow.**

Be courteous – let others merge into traffic and indicate before turning or changing lanes.

- Keep left unless passing.
- If you're a slower driver, pull over when you can to let others pass.
- Be patient and don't be provoked by other drivers' aggressive behaviour.
- Remember that trucks and towing vehicles have lower speed limits. Wait for a passing lane or until you can see clear road ahead of you and enough space to overtake safely. Remember, you're sharing the road.
- At this time of year we can all feel the pressures of the silly season, as always taking the required worktime break is as important as ever.
- Staying refreshed and alert out on the road is your aim – staying hydrated with water and eating healthy snacks helps with concentration and alertness.

If you feel the effects of fatigue, recognise it and do something about it straight away – power naps save lives.

## Logbook and Worktime

- Checking weights on our units and making required adjustments is as important now as it ever has been.
- Please take time to observe correct loading practices, axle weights and regulation.
- The axle weight guide is still in the back page of Worktime Log Books. Please refer to this if needed.

**TEAM UP FOR SAFETY**

## Man Charged With Manslaughter After Opening Car Door on Cyclist

### Safety Tip

When 'getting out from behind the wheel' use your left arm to open the door! That way you are forced to turn your body which makes you automatically look over your shoulder before opening the door. Looking in the rear view mirror is not enough. Be it at the side of the road or in the supermarket car park this action will go a long way in preventing incidents with cyclists and with the likes of mobility scooters, pedestrians and shopping trolleys etc. Likewise your passengers should use the 'inside arm' when opening their doors. (Right arm if sitting on the left side – left arm if sitting on the right)

If you feel the effects of fatigue, recognise it and do something about it straight away – power naps save lives



**Keep it  
10  
below**

*and get  
home safely*



**Truck rollovers at  
advisory corners  
are no accident.**

**Important:** From 10 Jan 2011, if you are involved in a driver at fault crash, be aware that **all** owner drivers and employee drivers under that company brand will be more frequently stopped and audited for a period of time after that crash as deemed necessary by NZTA. This compliance audit will include but not be limited to: worktime, logbooks, load, vehicle and trailers being at COF standard.

Ultimately bad driving will result in targeted attention and potential enforcement for you and your colleagues. Make sure your mate's actions don't make you the centre of attention.

Don't compromise yourself and others - be a team player and make sure everyone gets home safely.

**For more details call the NZTA: 03 964 2866**

# QUICK QUIZ

1

**Before reversing your vehicle the best way to check for hazards is to?**

- A Look in the rear vision mirrors B Walk around the vehicle C Look over you shoulder

2

**A nap can be a helpful aid in managing fatigue. To avoid going into a deep sleep and suffering sleep inertia however, it should be for no longer than:**

- A 20 minutes B 40 minutes C 60 minutes

3

**What is the maximum allowable weight for this quad axle set? (No Permit) \* SL = Single large-tyred axle**



- A 24000 kg B 23000 kg C 22000 kg D 20000 kg

4

**You may pass another vehicle on the left at an intersection if?**

- A It's a truck and it is signalling a left turn C You guess there is enough room  
B The vehicle ahead is going too slow D The vehicle is signalling a right turn

5

**When driving, at any time that a driver cannot see clearly a person or vehicle 100 metres away – eg. Bad weather, fog, and night – the driver must?**

- A Change into a lower gear C Turn the headlights on  
B Speed up to reduce the time on the road D Get glasses

6

**To prevent injuries when getting out of truck drivers, and any passengers, should?**

- A Jump out and try landing on both feet C Climb out and down backwards  
B Scramble down facing forwards D Dive out head first

7

**The gross mass of a B-train when the tractor unit has only one motor driven axle must not exceed?**

- A 39 tonne B 42 tonne C 44 tonne D 45.5 tonne

8

**The road surface can affect a vehicles handling. Match the road surface type to a description**

- A Asphalt i It has a rough appearance when in good condition, but may wear smooth with age and frequent use.  
B Chip-seal ii Can move under your wheels, it offers very low skid resistance. When dry, dust may reduce your visibility.  
C Gravel iii Often used on busy roads as it stands up well to wear. Good overall grip, but has reduced skid resistance when wet.

9

**Which Forklift is travelling safely?**



10

**The maximum Gross Mass for a rigid vehicle and one semi trailer is 39 tonnes, unless it has at least two motor-driven axles in the rear set of the rigid vehicle. True / false**

# HALL'S INTERMODAL



**It is that time of the year again when the export season of avocados is in full swing.**

Hall's Intermodal we are being kept very busy moving container loads from the Northland region to the Port of Auckland. The avocados are destined for the Australian and Japanese markets. We understand that the growing season so far is going very well, which the producers will be happy about as they have had some poor seasons over the past few years.

So that the product arrives at its destination in prime condition, precise temperature control is required at all times during transit. The drivers that are moving these containers have therefore been trained in the procedures to maintain correct temperatures and air-flow.

The avocado season runs through until about the end of February.

## STAFF PROFILE

**MIKE CORCORAN**  
HALL'S INTERMODAL MANAGER

Having worked in the transport industry for twenty years plus, along with a strong background in supply chain, international freight, shipping and logistics, I am looking forward to a very positive 2011 with Hall's Intermodal ( The blue team )



# HALL'S STAFF



## ANNIVERSARIES

15 YEARS		5 YEARS	
Grant Madill	Christine Madill	Nigel de Vries	
	Harold McLean	Colleen Van der Meer	
	Bill Hori	Greg Wenman	

## STAFF PROFILE



Hi my name is Martin Hyde and I'm the Operations Manager for Hall's Direct Ltd., looking after the Progressive Enterprises FoodCap contract delivering fresh meat and seafood into all of the Progressive stores in the North Island. I've been involved in the transport industry for 22 years, starting off as a driver through to

operations and senior management level with companies in the UK and Europe. I moved to New Zealand from the UK with my wife and children in October 2009 and we are settling in very well to life in New Zealand, but still find it very hard adjusting to Christmas in the summer.

## NEW STAFF

HALL'S REFRIGERATED - AUCKLAND					
DRIVERS	STORE STAFF	OPERATIONS	WORKSHOP	FINANCE	HR
Lenard Allport	Faizel Ali	Manjinder Singh trsf to Milkflow	Brad Butler trsf from Intermodal	Alison Baker	Anthony Tangye Driver Trainer
James Andrew	Stephen Baird	Nigel Burkhart		Rober Hovenden	
Michael Faithful				Vladimir Uhlar	
David Kopara					
Robyn Law					
Mark Luke trsf from Intermodal					
Daniel Mills					
Hemi Tocker					
Grant Tucker					
John Tuki					

HALL'S REFRIGERATED			
NAPIER OPERATIONS	LOWER NORTH ISLAND OPERATIONS	CHRISTCHURCH DRIVERS	BLenheim STORE STAFF
Jack Morunga	Aaron Bonner	Nigel Fahey	Tony Opetai

HALL'S INTERMODAL			HALL'S DIRECT	
DRIVERS	OPERATIONS	ADMIN	OPERATIONS MANAGER	DRIVERS
Geoff Millard	Mike Corcoran Manager	Charmaine Pillay	Martin Hyde	Paul Shepherd
John Hutching - trsf from Refrig	Jessie Wright			Grafton Layne

## HALL'S DIRECTORY



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#### Auckland Head Office

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Fax 04 238 2410

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Fax 03 348 5743

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Fax 03 349 7861

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Fax 03 488 5560

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Fax 03 214 9371

# AROUND THE DEPOTS

## Christchurch

The earthquake that hit Christchurch on the 4th September has had a large and telling impact on the operation and the staff located in this area.. Many staff had personal issues to deal with following the "shake" in order to get their homes and families back into some form of order. There was also the need to completely change the way in which we operated as a business, as many of our customers also had varying levels of damage to their facilities, meaning a significant increase in our workload and operating hours just to enable the operation to stay on top of the extra demands being placed on us in order to keep freight flowing into Christchurch and the rest of the South Island from alternative distribution points that had been set up by our customers.

We are still experiencing regular "afterquakes", that are disrupting people life patterns, we are looking forward to life in Christchurch getting back to normal at some stage. The city has many changes in and around it now, and simple things like driving and delivering freight, is now a lot more demanding on everyone due to road closures in and around the city.

The Christchurch staff have not only showed tremendous character to be able to manage their own lives through this period, but have also applied themselves extremely well to the business and worked through everything that has been thrown at them. It is greatly appreciated by the business and our customers alike.

Christchurch depot has taken on a new warehousing contract in recent times, the La Bonne Cuisine opportunity is now up and running, and we have recruited **Kyle Davidson** to oversee this "pick and pack" operation.

**Darren Seyb** has joined the Christchurch team in the Operations Office, Darren will join the Dispatch crew, and we welcome him and wish him all the best while he is settling in.

## Auckland

Congratulations to Grant and Karyn Madill on the birth of their daughter, Amber Rose, on 10 December 2010.



### 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 [gayleen@halls.co.nz](mailto:gayleen@halls.co.nz).

BY ROAD, BY RAIL, BY SEA. WE DELIVER



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