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Transporting
NEW ZEALAND**

Transporting News

December 2023



**CONROY
REMOVALS:
A MOVING STORY**

**STEVEN JOYCE
ON ROADS**

CHALLENGES & CHANGE

THE HIGHLIGHTS AND HARDSHIPS OF 2023



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BRIDGESTONE



2023 has been quite a year, with floods, a cyclone, and political change all on the agenda.

This month, we review the main events of the year, including positive achievements such as the Diversity Toolbox to encourage more people to join the road transport industry, and our successful conference in Lower Hutt.

Also in this issue, Conroy Removals South Island operations manager, Mark Carter, discusses the highlights of the moving business, and we feature an excerpt from former Transport Minister Steven Joyce's autobiography, *On The Record*, about building new roading infrastructure.

Transporting News will return in February 2024. We'll bring you an in-depth analysis of what changes the new government is likely to bring in.

Also, starting in our February issue, Transporting News will be featuring new products and services in the road freight sector.

Wishing all members and their families a very happy and relaxing holiday season!

Ngā mihi nui,

David Killick
Editor

Transporting News

About us

La Ara Aotearoa Transporting New Zealand is the central point of communication for the road freight transport industry. Visit the Transporting New Zealand website [here](https://transporting.nz) to keep up to date on media releases, chief executive blog, submissions, and advisories.

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Transporting New Zealand interim chief executive Dom Kalasih meets with Conroy Removals South Island operations manager, Mark Carter, in Christchurch.



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We review 2023, from devastating weather events to positive industry achievements.

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Former Transport Minister Steven Joyce describes how building new roads made a vast improvement to infrastructure in his book, *On The Record*.

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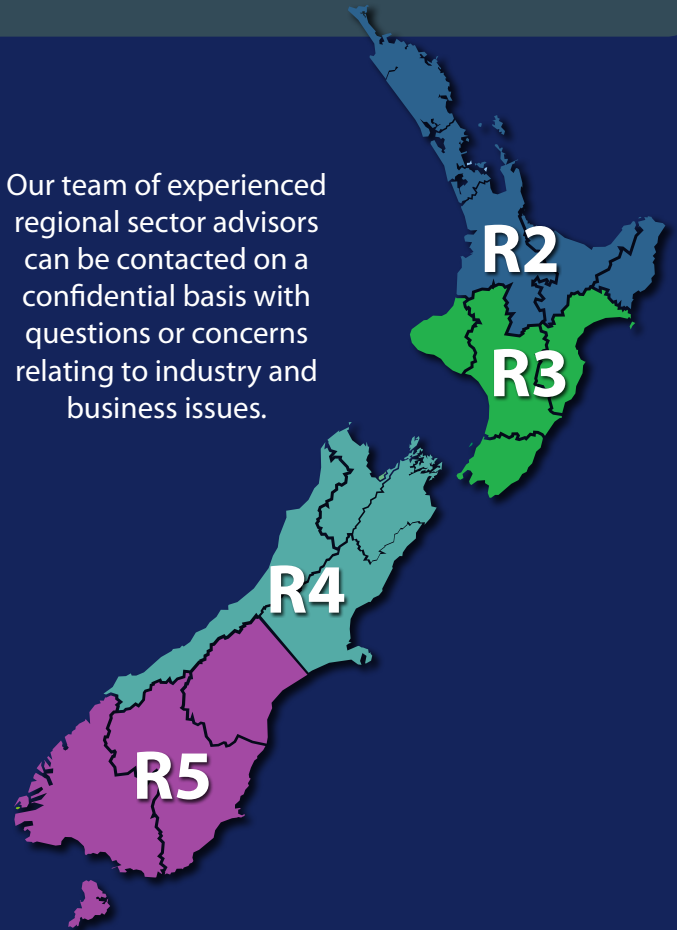


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Our team of experienced regional sector advisors can be contacted on a confidential basis with questions or concerns relating to industry and business issues.



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Chief executive



*Transporting New Zealand
interim chief executive Dom
Kalasih at the Diversity
Toolbox launch.*

They say change is the only constant and we have seen that in spades this year. In the space of less than a year, we have seen three prime ministers, experienced a cyclone and severe flooding, and battled to recover from the restrictions of the pandemic and forge ahead amid a continuing cost of living crisis.

We highlight the changes and challenges that have characterised 2023 in our cover story in this magazine – and we also celebrate some of the positive achievements and progress we have made.

Many businesses up and down the country are doing it hard and we realise life is tough for many of our members and their families. At the same time, our industry has consistently proved itself to be tough and resilient and I am confident it will continue to weather the storms, both literal and figurative.

However, make no mistake: Transporting New Zealand will continue to push for better roads, which are the lifeblood of the nation's economy, and for increased recognition and support for the road transport

■ By Dom Kalasih

CHANGE AHEAD AFTER A CHALLENGING YEAR

industry, as a crucial component and driving force of economic and social wellbeing. We have promised members we will hold the incoming government and the new minister to account.

We welcome the appointment of Simeon Brown as the new Minister of Transport. We met the minister at our conference in June and we were very impressed with his grasp of the sector and what needs to be done.

In our meetings to date, the new minister indicated a keen willingness to respond to our concerns. While we agree with his long-term view of beefing up the roading network that they talked about at conference, we appreciate that's a long-term commitment which will take years to achieve.

It's widely acknowledged that the land transport rules, which ultimately the minister owns, are a major barrier to our sector being able to work with the degree of flexibility and agility needed to respond to the challenges our members face every day. Whether that's access to the road network, responding to workforce demands with international licensing, flexibility

with rest breaks, or introducing technology that can help reduce our impact on the climate, in today's modern world we can't accept that it needs to take several years for a minister to change the rules. It hasn't always taken that long and there's no good reason it needs to take that long now.

In the meantime, we have a couple of suggestions for quick wins. National had promised a swift repeal of the legislation regarding the setting of speed limits so we anticipate that's a good example where government can get some early runs on the board.

The minister has signaled clear intent to the Ministry and Waka Kotahi that he wants to get things moving. That should also help getting zero-emission vehicles on the road to deliver groceries. Because they have got quite heavy batteries in them, this pushes them over the weight limit for being able to be driven with a simple car licence to being Class 2, which takes time and money to get.

The trucks are actually no bigger, and of course they are cleaner to operate, so with a slight change in weight

allowance, everyone would benefit.

Helping change and understanding success

Among the positive events this year was the launch of the Diversity Toolbox, held at the Alexander Group's base in Hamilton in November.

I very much enjoyed listening to keynote speaker, former Black Sticks hockey star and Olympian Brooke Neal. Brooke spoke about success and being focused on the goal. That's all very important, she said, but she warned that the obsession with achieving a big goal can consume you, with massive consequences for mental health. The big question that we should all consider, is this: What does success look like? Brooke called for all of us to spend some more time reflecting on this question.

The Diversity Toolbox is the latest element of the Driving Change Diversity Programme, part of the road freight industry's Te ara ki tua Road to success programme, and it is supported by Teletrac Navman. It is freely available to any transport operators and supported by all three transport advocacy groups.

Transporting New Zealand interim chief executive Dom Kalasih and former chairman Ian Emmerson at the Diversity Toolbox launch.



Attracting talent is one of our five strategic pillars and, regardless of some recent softening in workforce demand, there is no doubt that like many other sectors, the needs and wants of our future workforce have changed over time.

The Diversity Toolbox is one way of helping welcome and manage not only new people, but also existing people in the industry.

Technology convergence and the future

“Reimagining the future of heavy vehicles” was the theme of Technology Convergence 2023, a conference that I participated in last month in Brisbane. The international scientific conference is jointly organised by the International Society for Weigh

in Motion (ISWIM) and the Heavy Vehicle Transport and Technology Forum (HVTTF). The latter is an international group I have been closely involved with for over two decades.

Much has changed over the last 20 years. This year’s programme included 72 papers, most of them quite technical in nature. Together, they demonstrate the significant investment the sector is making and how seriously it is committed to managing the impact of road transport on climate.

As one speaker said, the challenges we now face transcend traditional thinking on transport management. These thoughts resonated with me and I was left wondering whether we are doing enough in New Zealand to recognise the pace of change and move with it, or are

we still stuck in our traditional thinking, lagging several years or even decades behind what other jurisdictions have already done?

Also last month, the Institute of Road Transport Engineers held its annual conference in Hamilton. It was great to get an update on HWR’s groundbreaking hydrogen-diesel fuel project. In my view, HWR’s approach enables decarbonisation to happen with current diesel ICE vehicles, which will remain our fleet for some time to come. Going after stuff to make a difference now is the only way we have any chance of meeting our climate targets.

I was also impressed with Reliance’s Project Shift. As well as switching its fleet to electric where it makes sense, Reliance also plans to produce its own power on site. This would enable a massive reduction in energy



cost from diesel to electric. It would also be a quantum shift reducing the operator's normal risks associated with fuel supply: namely supply and cost.

Nemanja Miletic, from SAF Holland, gave a fascinating talk on how powered axles could change vehicles, which went well with the talk by Waka Kotahi's Riccardo Areosa's on innovative vehicles that have been approved in the last couple of years.

In summary, it sounds like there is going to be a lot more innovation coming up, and it is important that our regulatory bodies keep up with the changes to make sure we can all make the most of this new gear.

I would like to conclude by wishing all members and their families a very happy and safe festive season and a successful 2024!

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LITERAL AND
FIGURATIVE."**



Dom Kalasih.



Odette Geyer



Rhonda McDowell

NEW STAFF MEMBERS JOIN TRANSPORTING NEW ZEALAND

A couple of great new staff members have started at Transporting New Zealand.

Odette Geyer and Rhonda McDowell joined the Wellington team in late November and will be working with members across the country as needed.

Interim CEO Dom Kalasih says Odette and Rhonda will be great additions, particularly in terms of further building our capability with managing our members and new business development.

"They will also add more diversity, which is important in managing our changing world," Dom says.

Odette is from South Africa where she says she grew up fishing, camping, and playing sport.

"I studied sports management and graduated from Varsity College Durban in 2007. In 2010, I started working for Berkit Manufacturing/Otto Marketing as a customer account manager and worked there for nine years.

"My little family and I immigrated to New Zealand in 2019 where I spent almost four years as a primary care practice assistant at Peninsula Medical Centre in Miramar.

"I have two beautiful little girls and a wonderful husband. I am very excited to start this new

journey with a fantastic team."

Rhonda is from Lower Hutt where she is mum – and friend – to her two adult children.

"I'm someone who likes to have a laugh, life is too short! As a people person, I enjoy meeting people from all walks of life. I find it both rewarding and educational.

"I'm coming from a sales account management role which took me around the lower North Island, meeting some lovely people across a broad sector.

"Outside of work I like to DIY around my house, tinker with restoration projects, and let my creative side flow."



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TRANSPORT 'MOVER AND SHAKER' HONoured

One of the movers and shakers of road transport was honoured with life membership of the Institute of Road Transport Engineers of New Zealand at its recent conference.

Don Hutchinson is Waka Kotahi NZ Transport Agency's principal engineer and has been a member of IRTENZ since 1995.

The official presentation speech was made at the conference this month but Don couldn't make it, so IRTENZ immediate past-president and Transporting New Zealand

interim CEO, Dom Kalasih, popped in to see Don and present him with his Life Member certificate at his home in Raumati.

In fact, there were two awards, with Don also getting the IRTENZ Outstanding Industry Service Award.

Dom knows Don well.

"I actually worked with Don when I joined NZTA back in 1996 and I sat next to him on the Safer Roads and Rail team, which was when I started to appreciate his giant brain!"

In fact, Don has always been

a transport guy. He joined the Ministry of Transport's Traffic Engineering Branch back in 1980, which in those days meant you got a free university education but were also bonded to stay there a few years. Luckily, he didn't mind as he always found traffic engineering a very interesting area.

"I think he liked it was always hard to predict outcomes, given the general nature of humans to be wildly unpredictable," Dom says.

Don was a pioneer in using Performance Based Standards in the industry and helped introduce legislation to do with the Vehicle Dimension and Mass Rule.

"His involvement in further development and improvement in vehicle size and weight didn't stop there and he has been instrumental in introducing the recent HPMV scheme," Dom said in his speech.

Don was also responsible for writing the Truck Loading Code, parts of the road code, and myriads of other heavy vehicle safety initiatives.

At a mid-career point, Don moved into senior management roles and worked closely with the other ministries and ministers to improve the rule set for New Zealand vehicles.

Dom says more recently Don returned to a practitioner's role where he plans to stay, albeit for



Don Hutchinson receives his certificate for life membership of the Institute of Road Transport Engineers of New Zealand from IRTENZ immediate past-president and Transporting New Zealand interim CEO, Dom Kalasih. Don's achievements were also recognised with the IRTENZ Outstanding Industry Service Award.



fewer hours, before easing into retirement.

Don is very well respected across the heavy transport industry – he has worked closely with a number of industry associations including Transporting New Zealand, National Road Carriers, Log Transport Safety Council, NZ Truck-Trailer Manufacturers

Federation, Motor Industry Association, and of course IRTENZ.

“What’s really made Don a pleasure to work with is that he is in the business of finding solutions and ways to enhance road transport, rather than putting up obstacles.

“His strength lies in leveraging his large network to make

informed decisions that prioritise safety and productivity. In those 40 plus years he has helped all these groups get numerous industry initiatives across the line.”

For his part, Don says: “It’s been a great industry to work with and I feel very honoured to receive the award and the life membership.”



Attendees at the Diversity Toolbox launch.

Transporting New Zealand policy advisor Billy Clemens is positive about the difference the Diversity Toolbox can make.



CELEBRATING DIVERSE TRUCK DRIVING TALENT

■ By Billy Clemens

Transporting New Zealand and Alexander Group co-hosted the launch of the Diversity Toolbox in Hamilton last month, featuring a presentation from Olympic medallist Brooke Neal. It was great to have several of our Diversity Champions and Regional Association Presidents attending, recognising the industry's commitment to inclusion and wellbeing.

Brooke Neal's keynote speech focused on the importance of maintaining your personal wellbeing when operating in high pressure,

high performance environments. It wasn't until Brooke started prioritising her mental health and practicing mindfulness that she was able to achieve her goal of becoming the Black Stick's best defender, leading onto Commonwealth and Olympic medals. Brooke's speech was a good reminder of the importance of good diversity and inclusion practices to employee wellbeing and a positive mindset.

When job applicants and staff feel uncomfortable or marginalised in a workplace due to their gender identity, culture, sexual



Presenters at the Diversity Toolbox launch, from left: Transporting New Zealand interim chief executive Dom Kalasih, Transporting New Zealand policy advisor Billy Clemens, Olympian medallist Brooke Neal, and Hayley Alexander, chief executive, Alexander Group.

orientation or age, their performance and mindset is going to suffer. This is where the Diversity Toolbox comes in. It's full of helpful resources and tips, starting with how to write a job ad that appeals to a wide pool of candidates. The "Speaking Up" workplace posters and accompanying pamphlet can be used by businesses of all sizes. Just add the details of a relevant manager or HR rep and they're ready to go up in the smoko room.

Finally, the "Supporting Your Employees" booklet is a helpful go-to for all managers and supervisors in transport businesses. It's a pocket guide to helping employees living with neurodiversity (everything from

ADHD to dyslexia), handling bullying and harassment allegations promptly and sensitively, and managing mental health and wellbeing challenges.

As well as promoting the resources available in the Toolbox, I particularly enjoyed getting to meet some of the next generation of truck drivers and industry leaders. Brianna and Alexa travelled up from Methven, where they both work as class five drivers for Philip Wareing Ltd, a family owned and managed company with a long standing commitment to inclusion and staff wellbeing. Naomi from Alexander Group had recently qualified with her Class 5 license. It was also fantastic to have two female business leaders – Hayley

Alexander, CEO of Alexander Group, and Jax Smith, managing director and co-owner of Renwick Transport, taking part.

Hearing the three young drivers talk about their future plans in the industry was a great demonstration of what the Diversity Toolbox is all about – offering people sustainable and rewarding careers in road transport. A big thanks to Teletrac Navman for supporting the Diversity Toolbox and the wider Driving Change Diversity Programme.

You can head to the [Diversity Toolbox website](#) and give the Toolbox a try today.



Olympic medallist and Black Sticks defender Brooke Neal gave the keynote speech focusing on the importance of prioritising mental health.

“WHEN JOB APPLICANTS AND STAFF FEEL UNCOMFORTABLE OR MARGINALISED IN A WORKPLACE... THEIR PERFORMANCE AND MINDSET IS GOING TO SUFFER.”



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2023 Review



A BUSY AND CHALLENGING YEAR

■ **By David Killick**

2023 was challenging for members on a variety of fronts. Here are some of the main events.

January

The year got off to an interesting start when prime minister Jacinda Ardern announced that she no longer had enough “gas in the tank” and she was stepping down. New PM Chris Hipkins heeded the advice of Transporting New Zealand to continue the transport support package – which included fuel discounts, half-price public transport, and road user charge (RUC) discounts – until June 30.

Disaster struck in Auckland on January 27, Anniversary Weekend, when severe flooding devastated parts of the city. A state of emergency was declared and this was later extended to Waikato, Northland, and Thames-Coromandel.

As has been the case with other major disasters, recovery is still ongoing nearly a year later.

February

Yet another severe weather event caused havoc in the North Island. Severe Tropical Cyclone Gabrielle made landfall on February 12, striking the north and east coast of the North Island. According to official figures, it was the costliest tropical cyclone on record in the southern hemisphere, and one of the deadliest, killing 11 people in New Zealand. Major highways and bridges were severed. Nevertheless, road transport operators swung in to action, pulling out all the stops to keep freight moving wherever they could.

At the end of the month, Transporting New Zealand launched its Green Compact, spelling out how the industry can decarbonise by 2050. The



Severe Tropical Cyclone Gabrielle wreaked havoc in the North island in February. Recovery is ongoing.

compact was endorsed by then Transport Minister Michael Wood, Bridgestone New Zealand, and EECA, the Energy Efficiency Conservation Authority.

March

Transporting New Zealand's Road to success Qualification Pathway programmes, developed alongside other organisations, continued to achieve good results. We profiled Road to success graduate Mackenzie Lintern, 20, who was contracted to Mackley Carriers, in Auckland, as a driver. "I'm absolutely loving it," said Mackenzie.

April

Leading transport company HW Richardson launched its dual-fuel hydrogen-diesel truck in Invercargill. The innovative truck can run an average of 384km, eliminating 200kg of carbon emissions per day. If all New Zealand's fleet were to transition to dual-fuel, millions of kilograms of carbon emissions would be cut each year.

HWR chief executive Anthony Jones said the dual-fuel project would make a big difference to the road transport industry. "For us it's all about how do we make a meaningful difference today. This truck does that without payload degradation, without range anxiety, and the ability to lead the industry. The big benefit is it's zero carbon, using 40 to 50 per cent hydrogen... We're excited by it. We see it as the only solution for heavy mass at the moment. We're proud of what part this will play in the industry showing it's possible to change."



Road to success graduate Mackenzie Lintern was contracted to Mackley Carriers, in Auckland. "I'm absolutely loving it," she said.



HW Richardson launched its dual-fuel hydrogen-diesel truck in Invercargill. HWR chief executive Anthony Jones said the dual-fuel project would make a big difference to the road transport industry.

May

Nick Leggett, who joined what was then the Road Transport Forum in December 2019 and was instrumental in the transition to la Ara Aotearoa Transporting New Zealand in 2021, signed off as chief executive. Dom Kalasih, who took over as interim chief executive, said Nick would be a hard act to follow and left big shoes to fill, but the organisation would press on with programmes and initiatives to benefit the industry and make its voice heard.

June

This was an action-packed month for your association. We released our Road Transport Industry Platform for the 2023 General Election, focusing on five main areas: people, productivity, safety, decarbonisation, and resilience.

We also launched a new Cost Model tool to help give members a better understanding of their costs, which can then be used to set pricing and remain successful as businesses.

Bill O'Byrne signed on in the communications space and covered the 2023 Transporting New Zealand conference, *A Changing World*, held at the Lower Hutt Events Centre.

The political panel discussion was the hot-ticket item with all the major parties turning up to pitch for transport votes. Economist Cameron Bagrie sounded a warning, saying the next couple of years would be tough. The Diversity and Sustainability panels hosted by Transporting New Zealand's Billy Clemens, discussed how to achieve positive outcomes.



The political panel discussion was the hot-ticket item at the 2023 Transporting New Zealand conference, A Changing World, held at the Lower Hutt Events Centre in June. National's Simeon Brown, second from left, was named the new Minister of Transport on November 24 following the general election on October 14.



Members converged on Wellington for the 2023 Transporting New Zealand conference, A Changing World.



Finally, the transport support package, as expected, concluded at the end of the month.

July

Potholes were in the news again with calls by New Plymouth mayor, Neil Holdom, for a public referendum. We commented that it was great to see the deteriorating quality of our roads getting political attention in the media. Interim chief executive Dom Kalasih said success in road funding should not be measured by whether or not the allocated NLTP budget for repair and maintenance has been spent, but that it would be much better to take an outcome-based approach, and in particular, invest what's needed so the network is not deteriorating.

August

We reported on the Ministry for Primary Industries (MPI)'s investigation into stock crate standards and animal welfare. Transporting New Zealand's Jim Crouchley, who attended a meeting organised by MPI in Ashburton, said the focus on animal welfare was being driven by European markets keen to keep their customers happy about the treatment of animals along the whole supply chain.

September

The draft GPS (Government Policy Statement) proposed a 34 per cent increase in National Land Transport Funding. We noted that while Transporting New Zealand was pleased to see a good-sized funding increase, we would be pushing to get road network resilience made the key strategic priority.



Potholes and the poor state of New Zealand roads came under increasing scrutiny.



Constable Ken Terry and Andrew Cleland, fleet supervisor, Canterbury Waste Services, hosted a successful road safety awareness programme around heavy trucks at Woodend, primary school, in North Canterbury. The sessions are supported by Transporting New Zealand.



The road transport industry was poorer for the passing of Rachel Lehen, from Fit for Duty, an expert in sleep and fatigue who was involved with many heavy transport safety initiatives.

October

New Zealand Road Transport Association Region 2 and Central Area Road Transport Association Region 3 held their North Island Summit at the Novotel in Rotorua on October 7, featuring a range of speakers.

AGMs were held for the various associations with all agreeing to go ahead with having a draft national constitution drawn up by Ford Sumner lawyers.

On October 14, the general election took place. Labour's election loss was not unexpected and it was clear there was a strong mood for change. However, the deadline for special votes to be counted and the realities of the MMP system meant we would have to wait for over a month for the exact make-up of the new government to be announced.

On October 27, we officially launched Transporting New Zealand's Diversity Toolbox at the Alexander Group premises, in Hautapu, outside Hamilton. The Toolbox, supported by Teletrac Navman New Zealand, is part of the Driving Change Diversity Programme of Te ara ki tua Road to success. It's a practical resource kit for operators and helps businesses develop a diverse and well-supported workforce in order to ensure their long-term success.

November

Interim chief executive Dom Kalasih attended Technology Convergence 2023 in Brisbane.

"Reimagining the future of heavy vehicles" was the theme of the international scientific conference, jointly organised by the International Society for Weigh in Motion (ISWIM)



Transporting New Zealand's Diversity Toolbox was launched at the Alexander Group premises, in Hamilton, in October.



Transporting New Zealand's John Bond accompanied the team from McNeilly Heavy Haulage Ltd, for part of the journey transporting a Lockheed P-3K2 Orion to the Air Force Museum of New Zealand, in Wigram, Christchurch.



The team from NZI offer some tasty BBQ treats at a series of Truckie Rest Events, held across the country from late August to October.

and the Heavy Vehicle Transport and Technology Forum (HVTTF).

Dom presented a paper, Performance-based Heavy Vehicle Driver Fatigue Management Trial, which was done with Boyd Peacock and the late Rachel Lehen.

While some of the subject matter was technical, it has a significant impact on the industry, Dom said. Some of the international presenters attended the IRTENZ conference in Hamilton the following week.

Finally, the new

government was announced, with National's Christopher Luxon as prime minister in a three-way coalition with ACT and New Zealand First. Simeon Brown was named as the incoming Transport Minister.

December

As the shape and policies of the new National-led government became clearer, Transporting New Zealand planned to brief the incoming transport minister on the priorities facing our industry for the year ahead.



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NOVEMBER THE RISKIEST MONTH FOR DRIVER FATIGUE

Did you know the highest number of fatigue-related events is recorded in November?

AI-powered tech company Seeing Machines has released its inaugural 2022-23 Guardian Insights Report for the 12-month period to September 30, 2023, highlighting November as having the highest number of driver fatigue-related events in New Zealand and Australia.

Using Guardian technology to monitor driver fatigue and distraction, the report captured a staggering 653,048 risky driving events from fleets on both sides of the Tasman. This included 131,806 confirmed fatigue events and more than 520,000 distracted driving events, with almost 10 per cent attributed to mobile phone use.

The report confirms this is equivalent to almost 60 driver distraction events per hour.

Charles Dawson, CEO of Autosense, the New Zealand distributor of Guardian by Seeing Machines, says the report is designed for road users to understand driver and fleet behaviour better.

"This is the first time Guardian has leveraged its driving data to pinpoint and address the trends surrounding risky driving habits. The de-identified data is drawn from 25,202 vehicles across 2,585 fleets in Australia and

New Zealand. This data has been processed through Seeing Machines Guardian Live platform and verified by human analysts in the Guardian Centre, enabling the technology to unpack the realities of driving heavy vehicles on our roads.

"We're seeing that our NZ-specific data directly correlates to this report. Our local data points to more than 159,000 instances of high-risk driving recorded in New Zealand fleet vehicles, including nearly 31,000 events involving drivers using their mobile phones."

Dawson says Tuesdays are the riskiest days on New Zealand roads, and November is the highest-risk month for Australian and Kiwi drivers to share the road with fleet vehicles.

"Microsleeps, where a driver appears to be in a state of sleep, are a genuine concern for us all, with more than 68 events a day recorded in New Zealand, and November shows the worst month for fatigue events.

"Early mornings between 5:00am and 7:00am are also the worst time for fatigue."

Dawson says he is not surprised by these numbers. "While this is the first time we have released this data, we've seen these trends increase over the past five years and align with what we see across the Tasman.

"What is positive is that utilising the Guardian technology means we can

identify issues with drivers and provide education and training to mitigate these risks. As a company, we are committed to making roads safer for all road users, and by shedding light on the insights and performance data that influence driver behaviour."

Dawson says that while November is typically one of the busiest months for transport operators, other factors contribute to the 11th month being singled out.

"Fatigue in vehicles and the workplace is mostly about not getting enough sleep before starting work. Stress, heat, and light also make it more difficult to get a good night's sleep, and November typically has high daylight hours," he says.

"In the transport industry, Tuesday is the busiest day of the week, so it's no surprise that it is also the riskiest. We encourage all drivers to learn about fatigue, sleep and wellness. Businesses have a vital role in educating their drivers about the causes of fatigue and how they can prepare better for a busy day on the road."

Dawson says the Guardian by Seeing Machines system is installed in almost 5,000 fleet vehicles in New Zealand and is designed to vibrate and "shake awake" drivers when a microsleep event is detected. The technology is proven to reduce fatigue-related events by up to 90 per cent.

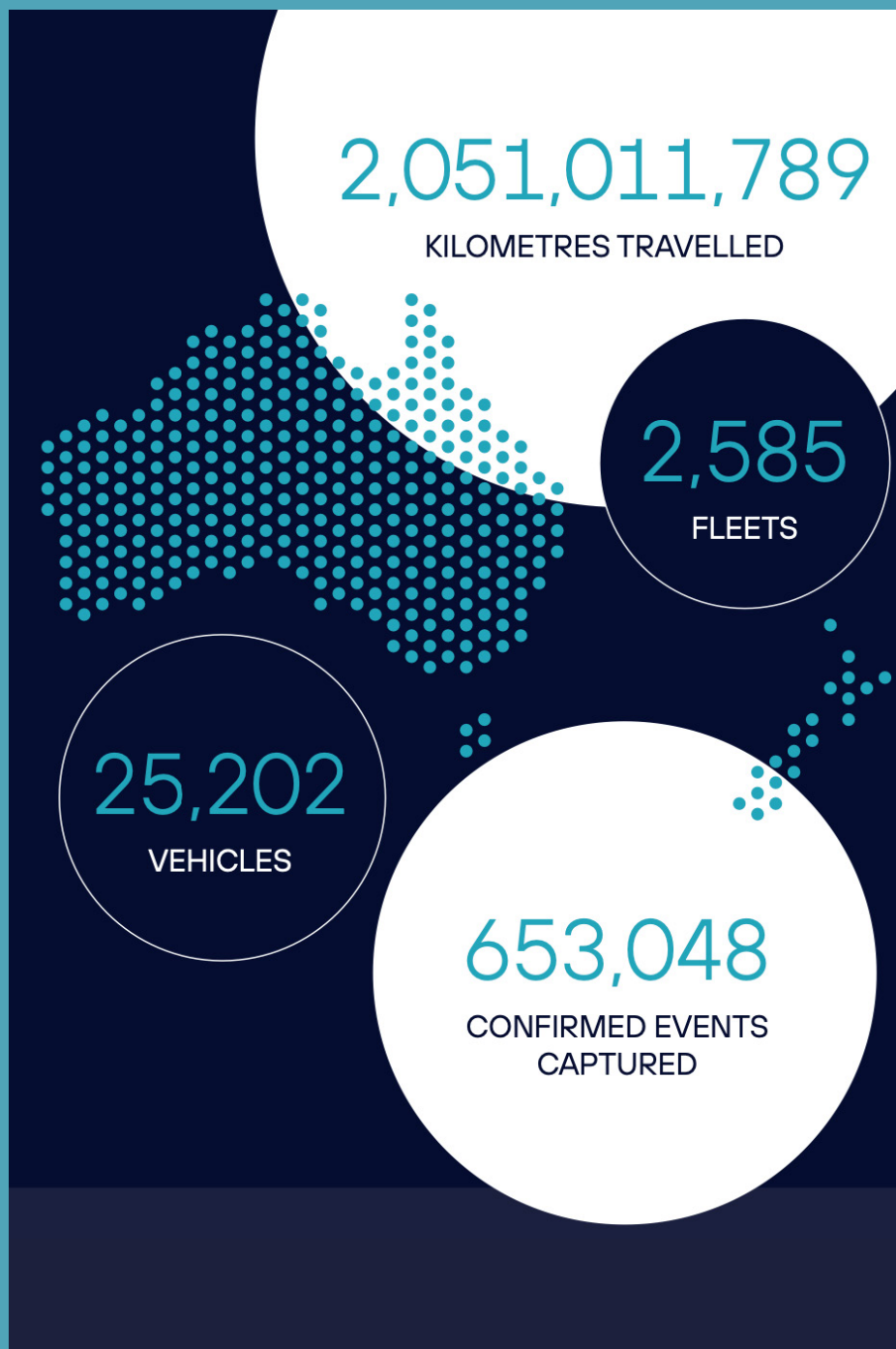
For drivers without access to

**“MICROSLEEPS,
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” – CHARLES DAWSON,
CEO, AUTONSENSE**

the technology, Dawson suggests companies try to educate their drivers to be aware of the signs of fatigue and then, like all drivers who are feeling fatigued, find somewhere safe to stop for a quick nap.

“NASA discovered that a 26-minute nap provides up to three hours of improved consciousness. It can save lives.”

The full report is a resource for fleet operators to inform safety policies and can be downloaded [here](#).



131,806

FATIGUE EVENTS



521,242

DISTRACTED
DRIVING EVENTS

INCLUDING



55,260

INSTANCES OF MOBILE
PHONE USE ¹



ON THE

Nowhere is too out of the way for Conroy Removals – in fact, the company loves a challenge.

■ **By David Killick**

Picture the scene: the top of the Remarkables, jagged snowy peaks, a winding narrow gravel access road, and Queenstown and Lake Wakatipu spread out far below. And a grand piano.

The piano was for composer and entrepreneur

Kevin Carlin, who was recording a CD. "The boys had to take it up there, assemble it, spend the day there, then disassemble it and take it back down," explains Conroy Removals South Island operations manager, Mark Carter.

The move was definitely one of the most unusual



THE MOVE

jobs the nationwide removals company, which also has branches in Australia, has undertaken, but nowhere is too out of the way, says Mark.

"We've done a number of river crossings, one at the top of the headwaters of the Wilberforce river, into a station up there.

That required a dozer and a tractor to tow us across the river. We also had Lilybank station, at the top of Lake Tekapo, and we were escorted in through the river. That was pretty cool.

"Nothing is out of this world. We did three stints in Antarctica where we flew people in to move

"YOU HAVE A FRIEND FOR LIFE. YOU ARE DEALING WITH THEIR PERSONAL EFFECTS AND YOU LEARN SO MUCH ABOUT A PERSON, ESPECIALLY WITH THE BIG JOBS."

“NOTHING IS OUT OF THIS WORLD...WE CAN GO ANYWHERE.



furniture in and out of the dorms. They had a two week stint there each time. The Americans shipped containers of goods in and, pretty much when everybody was off the ice, we were there refitting the dorms. We re-stowed all the old furniture back into the containers so it was ready to

go back out in February. It shows we can go anywhere.”

Another interesting job was putting four trucks onto a barge at Havelock to D’Urville Island, in the Marlborough Sounds. “You’ve got to work around the tides as well, because when you get to D’Urville, you’ve got to have the right

tides or you don’t get the trucks off,” says Mark.

Conroys also accompanied a valuable artwork to the States. “One of our people flew over with the artwork, stayed there, then flew back 24 hours later with the artwork again.”

Established in 1972 by David Conroy, the company

is one of Australasia’s leading moving and storage companies, with six branches in New Zealand and five in Australia.

A lot of people are moving within New Zealand or across the Tasman at any time. Mark reckons Kiwis move house or premises, on average, every four to six years.



B trains are among the broad range of different trucks Conroy Removals operates



Conroy Removals prides itself on going anywhere, no matter how rugged, such as the top end of Lake Coleridge, in Canterbury. "It's not just State Highway 1 for us," says Mark Carter.

everything is spick and span and neatly stacked. A household's contents are all wrapped and ready to go next to a large Fuso semi. You can spot appliances, furniture, a pile of boxes, and a tricycle. The wrapping process has changed, too, and is now far more environmentally friendly, says Mark.

"In the day, we were wrapping something three times: You'd have craft paper, poly bubble, and coro [corrugated layer]. Now, you are pretty much wrapping it in a one-stop bubble – it's got a tissue on it, bubble and a protective layer on it. It all comes as one piece, so that has certainly increased productivity.

"And now we have an outlet to recycle it into Future Post fence posts. That's a massive game changer." (See sidebar.)

"I think also people don't buy the knickknacks so

"I have a bit of a saying, if you capture that client, you have a friend for life. You are dealing with their personal effects and you learn so much about a person, especially with the big jobs when you are two or three days in their house."

The economy changes things. At the moment,

people haven't got excess money and with the high interest rates, the property market has slowed a little (although it may now be picking up again). With Covid, there was a huge increase in people moving from north to south.

"I feel Covid has taught business owners that you

can have staff anywhere. A huge lot coming out of Auckland because of living costs. If you can't afford to live there, yes, you might be paid well, but are you actually saving any money? No, you're not."

Look around Conroys' spacious Islington premises in Christchurch, and



A line-up of Conroy Removals Ltd vehicles.



Household effects are packed up neatly and stacked ready for loading in the Islington warehouse.

much, so there's probably a little less packing these days. Our items have become throwaway items in some cases. If you are moving to Australia, and you don't have a full container, you tend to take your personal effects and in a lot of cases, buy furniture when you get there.

"We've got to keep an eye on what the trends are and keep in with the trends."

That might require using a curtainsider or a B-train. "Funny, 10 years ago if you had said to us, furniture removals would be running B trains, we would have laughed at you.

"The container side of our business is about dollars and cents, it's about handling something once, delivering it once. If suddenly the site's not ready, we can park that container and just charge storage to the customer. If we had loaded it onto a trailer, we would've had to have handled it a couple of times. We still have semi-trailers that hold 110 cubic metres; they are there for

big jobs. It makes sense to have it on one of those trailers."

You will also see smaller, rigid class 2 trucks. Mark says these are really helpful for training drivers. "The little trucks are good to bring people through. They are huge in training, unlike the big vans. A little box body is going to teach someone if they want to get that next licence and drive that next truck."

Mark is a strong believer in helping young people join the industry, and says Conroy's is prepared to go the extra yards. The firm has two students who have been doing work experience in the Islington premises all year, and two more will sign on over the school holidays. They can then be signed on as casual employees.

"We've had good success with the juniors coming through. I believe we are doing it for the industry, not just for ourselves. Once they finish school, they know they've got a job. Both have got restricted licenses

WE'VE HAD GOOD SUCCESS WITH THE JUNIORS COMING THROUGH. I BELIEVE WE ARE DOING IT FOR THE INDUSTRY, NOT JUST FOR OURSELVES. ONCE THEY FINISH SCHOOL, THEY KNOW THEY'VE GOT A JOB."

Conroy Removals Ltd South Island operations manager Mark Carter, left, meets with Transporting New Zealand interim chief executive Dom Kalasih at the company's premises in Islington, Christchurch.





Rolleston College students get a close-up look at a Conroy Removals truck at a careers morning. Looking on are Rolleston College careers advisers Rachel Best, left, and Jo Ager.

currently. Whatever they choose in life, they will end here with an HT licence, whether it be somewhere between 2 and 5."

Mark says technology has helped Conroy's plan jobs more efficiently. And although some technology can seem overwhelming to old hands, young people love it, such as Robbie who produced a company video.

"What a fantastic video! He did it when he was 14 years old, and we now use it as a careers promotional. Robbie has been with us for four years now, he's still at school, but every opportunity he



Conroy Removals visits Rolleston College in Canterbury. Mark Carter believes encouraging students to find out more about trucking will help them build long-term careers and also help boost the road transport industry.

had, he texted me, have you got work? He has just been accepted for an apprenticeship at Caterpillar. We got him into the industry by just encouraging him along. Some businesses would go, it's just not worth bringing him in today but we would support them, it gets a job in the long term and it helps the industry in

the future. One hundred per cent."

Mark has been with Conroys in Islington and Christchurch for 32 years. So, what does he still like about it? "My joke was always the day I struggle to get out of bed is the day I need to look for a new job. I get out of bed at 3:30am in the morning. And I've never

struggled. The longevity is really down to David Conroy. He works hard; all he asks is us to follow. I just asked staff to follow, I don't want them to be me, because being me is not that healthy, but following and coming for the ride, it's a pretty cool ride.

"It still seems like yesterday I can remember

the phone call – there were no cell phones – from Derek, who 35 years later I still work with, we are great mates. Did I want a day's work? I was given an address and I can still take you to that very first property I went to. I biked there. I've never forgotten that day and some of these things I can talk to kids about on my school visits. We were D.J. McGregors Furniture Removals New Zealand-wide then. We had an 1418 Merc we loaded in Christchurch for Northland.

"About three years after that, Conroy Removals brought the South Island branch of D.J. McGregors and again I still remember the handshake with David Conroy in the middle of the carpark confirming I had a job."

The reason for the company's success?

"I think it was just good people, a family business. Every day you have a challenge, whether it be staff or vehicles or customers, whatever, but it's a challenge, it's not a negative.

"I'm passionate about the transport industry. Because 32 years ago, I got a chance to be part of it. I look at the whole industry. I hear different operators go, 'We invested in that person and then they disappeared, we didn't get our money's worth.' Well, it's not about that, investment is about the whole industry and New Zealand. The more we do within the industry, the more we benefit New Zealand, and the more we benefit everybody."



FUTURE POST THE ECO-FRIENDLY SOLUTION TO PLASTIC WASTE

Plastic bags and packaging materials are everywhere – and they are an environmental disaster. A lot of plastic is single-use, which means it just gets thrown into the rubbish and ends up in landfill. Plastic takes decades, or even centuries to break down. It can also end up in waterways as microplastics.

To make it worse, many kinds of plastic can't be recycled in your council bin.

There's an alternative – you can take soft plastics to designated recycling centres, including The Warehouse and Countdown supermarkets (see website below for more). Or, you can

send it to Future Post to be crushed up and transformed into sturdy, eco-friendly fence posts. (See website below for contact details.)

Mark Carter, South Island operations manager for Conroy Removals, which has partnered with Future Post along with a growing number of leading Kiwi companies such as Fonterra, says it's the ideal solution to re-using plastic packaging and bubble wrap.

"It's manufactured and used in New Zealand; it's not exporting something to a country where we have no idea what it is being turned into."

Northland fencer and farmer Jerome Wenzlick was fencing around

a former rubbish dump when he found the wooden fenceposts were breaking. The reason was all the buried waste plastic in the ground. So, he came up with a bright idea: If he could build a stronger fencepost from waste plastic, he would also help solve a bigger environmental problem.

Jerome set up a company to do just that, with two plants now operating out of Waiuku, near Auckland, and Blenheim. Future Post received a Fieldays Innovation Award in 2019 as well as other environmental ticks, and is now being exported to Australia, the Pacific, Japan, and the UK.

Jerome says the posts are produced using carbon black to withstand New

Zealand's strong UV light. They are "as strong as timber, won't split, rot or crack and can be re-recycled so will last for generations."

They also replace chemically-treated wooden posts and there is no risk of leaching of copper, chromium and arsenic into soil or water. Should a post break, it can be recycled again.

Posts can be used for agriculture, viticulture, horticulture, equine, marine, lifestyle (veggie beds), and in the wider community.

Future Post says New Zealanders dump an estimated 380,000 tonnes of plastic every year and we rank poorly against other western countries on a per capita basis.

"Each Future Post contains over 19 kilograms of plastics waste and comprises the equivalent of approximately 250 milk bottles and 1,100 plastic bread bags."

So far, 4706 tonnes of plastic have been recycled, which equals 100 million milk bottles, and 672 million plastic bags.

"Considering that the domestic market for wooden posts exceeds 200,000 tonnes per annum, Future Post has the potential to make a huge impact on New Zealand's plastic waste problem."

To find out more, and how you can contribute, see: <https://www.futurepost.co.nz>.

"EACH FUTURE POST CONTAINS OVER 19 KILOGRAMS OF PLASTICS WASTE AND COMPRISES THE EQUIVALENT OF APPROXIMATELY 250 MILK BOTTLES AND 1,100 PLASTIC BREAD BAGS."



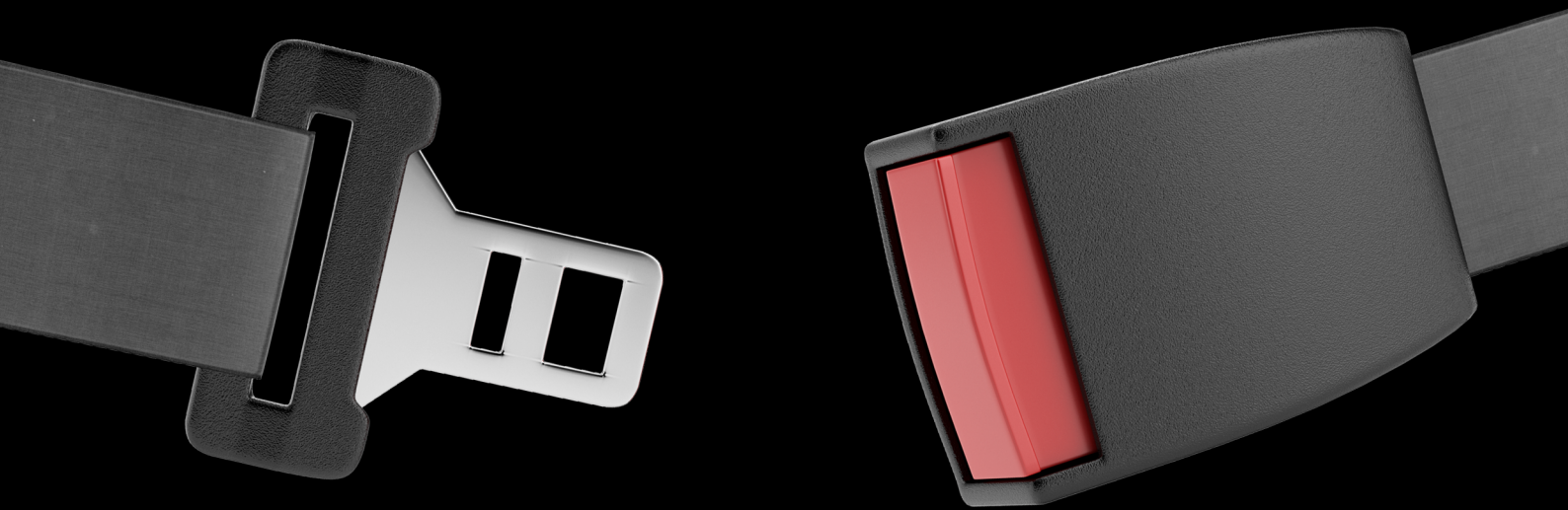
Mark Carter, South Island operations manager for Conroy Removals, with packaging waste and a ready-to-go Future Post.



Future Post recycles plastic waste, transforming it into environmentally-friendly fence posts.

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Technology

POTHOLE PRO ANSWERS PRAYERS TO NZ'S POTHOLE-MAGGEDON PROBLEM



For the first time in New Zealand, an all-in-one pothole repairing machine has arrived that is revolutionising pothole repairs worldwide.

The Pothole Pro repairs potholes in a fraction of the time and cost of current manual labour methods. It also means fewer orange road cones and fewer frustrated motorists. Did we mention the road cones!

There is nothing similar to the Pothole Pro in the world and the first one has just landed in New Zealand.

The machine, which is designed and manufactured by JCB Construction in the UK since 2021, has the following benefits:

- cuts, crops, and cleans potholes with one machine (just add asphalt);
- is up to six times faster compared with two manual labourers (eight minutes per pothole compared with approximately 50 minutes for two workers);
- delivers consistently higher quality results than manual repairs;
- improves safety by minimising time and the need for workers being exposed to on-road repairs;
- carries out all conventional



The JCB Pothole Pro, which was designed and manufactured by JCB Construction in the UK, has now arrived in New Zealand. The machine significantly improves the speed and efficiency of pothole repairs.

excavator tasks like digging, trenching, loading; and lifting.

JCB Construction sales manager, Tony Hennessy, says the Pothole Pro also delivers additional significant benefits and efficiencies.


"One of the great features of the Pothole Pro is that it doesn't need to be transported to site on the back of another truck or carrier – it can be driven directly to the pothole locations, saving even more time and freeing up more labour

and logistics."

The JCB Pothole Pro is distributed through Power Farming's nationwide network of retail branches,

which can give demonstrations to roading-contractor potential clients.





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MAKING IT FAIRER TO LOOK AFTER ANIMAL WELFARE

There's a couple of things Nationwide Stock Crates' Nigel Gordon says the transport industry needs to do to stop stock being rubbed the wrong way when being transported.

Plan A would be smaller animals, he says, as they just keep being bred bigger. In the likely event New Zealand's farmers aren't in favour of that, Plan B is to lift all the infrastructure around the country to allow at least another 200mm in height to be added to stock crate designs.

Nigel, who runs Nationwide Stock Crates, says the growing size of animals is a key issue in animal welfare. But there are other things that need sorting. He took part in this year's MPI roadshow about the welfare issue and says the consensus is there are no easy answers – although he does believe rules need to be tightened so every player is held to the same level.

"Stock crate manufacturers and the transport operators are spending an absolute fortune trying to get things right, and

it's not an even playing field. You can have a farmer with a stock crate on the back of his truck and it might be old as the hills but he doesn't get penalised. But that's what we've been trying to change for years – if you go into the freezing works you must have an audited crate. If it's good enough for one, it's good enough for all."

A key reason for looking at animal welfare is that a lot of New Zealand's overseas customers are doing just that. Nigel says large UK chains such as Sainsbury's and Tesco are focusing on animal welfare as their customers demand high standards of care. He says it's good these supermarkets are checking on how New Zealand's system is working, and that's good news for the honest players in the industry.

"The thing that grates me more than anything else is that there's all these rules and regulations that come out...[but] there's no government agency that takes authority for it all, and there's nobody that actually polices it.

"They want to change the

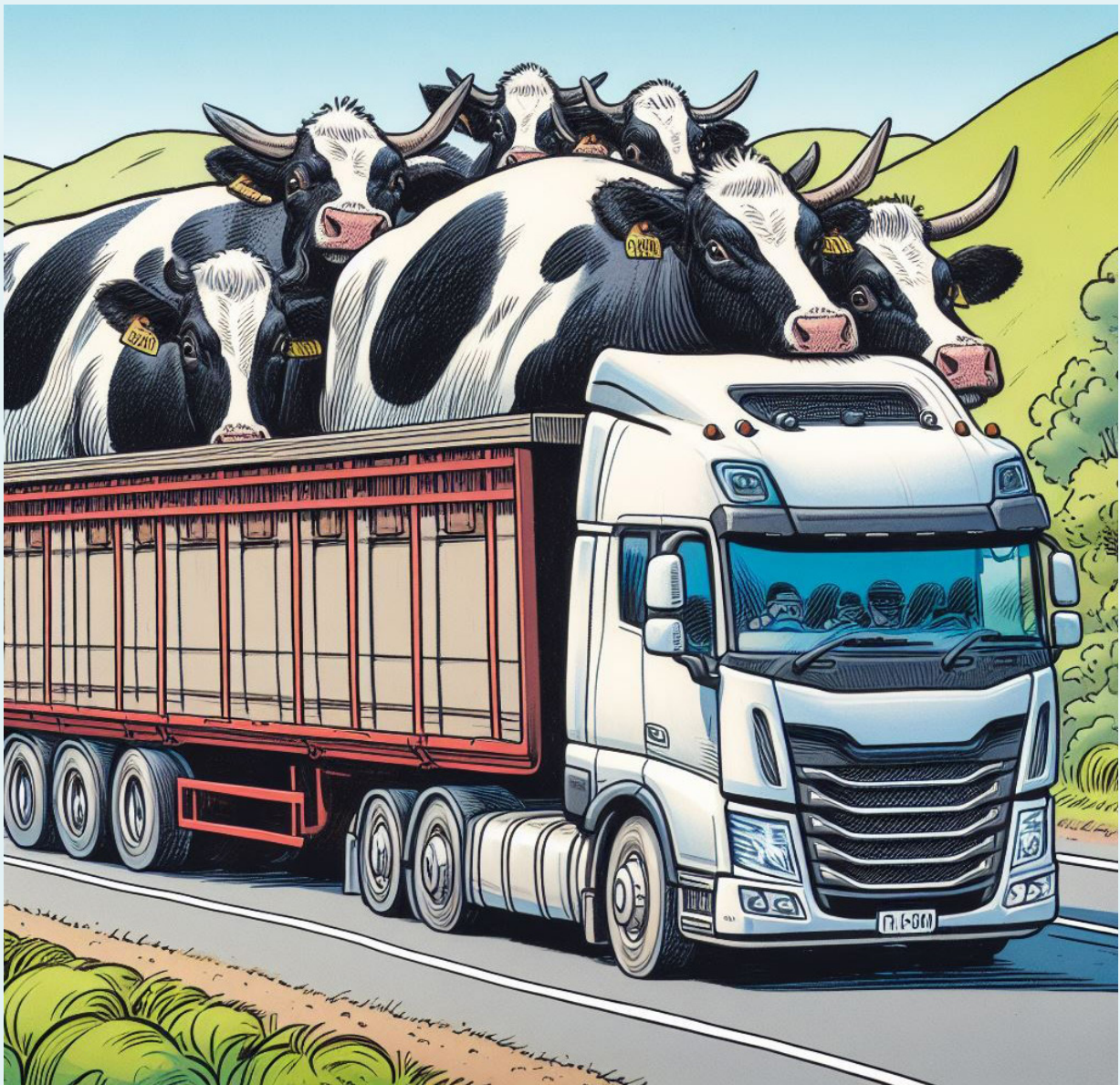
crates but they don't go to the farms to check, people don't change the races or the height of them and all the rest of it, but they're happy to persecute the transport company all the time and also the stock crate manufacturers."

Nigel says he wants the government to enforce tougher laws. "Otherwise, it is just people writing on a piece of paper and nobody's doing anything about it."

Nigel is big on animal welfare, and says a lot of that needs to be handled by the farmers. He had a dispute with an MPI official about the deaths of some dairy cows on the way to the works. The MPI official said it was the result of driver abuse. Nigel said it wasn't.

"The MPI person said: 'They all have a lack of calcium.' I said there should be a rule and regulation for dairy cows that are going to the works to stand down for a month so they've got some strength in them. Because they've been drained of calcium and all the other minerals in their bodies for milk.

"STOCK CRATE MANUFACTURERS AND THE TRANSPORT OPERATORS ARE SPENDING AN ABSOLUTE FORTUNE TRYING TO GET THINGS RIGHT, AND IT'S NOT AN EVEN PLAYING FIELD."



Transport operators, not farmers, are being held responsible for animal welfare although animals keep being bred bigger, contends Nigel Gordon, of Nationwide Stock Crates. He says rules need to be tightened so every player is held to the same level.

"People are happy to get rid of stock that aren't wanted anymore and off they go. And, of course, the transport operator is responsible for that animal and if it dies on the truck, the operator's the one who gets charged.

"All I am saying is that everyone wants to talk about animal welfare. Well, an animal's got a right to have a good life. The rules are wrong and there's no accountability in the farming sector."

Another option for reducing transport injuries is one-deck cattle crates, and three-deck

sheep crates. However, every option comes with a cost.

"For people to have a leg of lamb or a steak, you don't want to pay big gold for it. Therefore, if you're going to cart one-deck cattle, or three-deck sheep, then the price of meat is going to go up.

"The other aspect is that you're trying to stop emissions and if you're putting one-deck cattle on the road then you're going to have two trucks doing the same load."

Nigel would like to see work done on infrastructure to be able to have higher loads – 200mm

would be good.

"If the animals are going to get bigger, and we're getting backrub and tail-rub now, instead of 4.25m we're now pushing to 4.3m under the VDAM (Vehicle Dimension and Mass) rule. We build a 4.27m to allow for the covers to sit on top so they're not sitting inside the pen. So, the only other way to go is to maybe put a 100mm at each end, top and bottom.

"People have to be open to the idea that something has to change and the wheels should be put in motion sooner rather than later."

WHAT TO DO WHEN RESPONDING TO COMPLAINTS

■ By Amanda Douglas

I have just received a complaint from a client about the way one of my employees has acted at its premises. How do I deal with this, and not fall foul of employment law requirements?

A tricky aspect of employment law is how to deal with complaints that are received from clients, and any disciplinary processes that might be required. Often, we find that employers will have genuine reasons for warning, suspending, or dismissing an employee, which can be triggered from an outside complaint.

Regardless of where a complaint originates from, employers are required to follow a fair process before reaching any outcome. If an employer fails to conduct a fair disciplinary process, including putting the substance of the complaint to the employee, it risks the employee raising a valid personal

grievance claim against it. This can result in the employer having to pay a significant amount to settle the matter or being forced to go to the Employment Relations Authority to defend the employee's claim, which can also be costly and time-consuming.

An important first step when you receive a complaint from a client is to assess its validity and communicate with the complainant to acknowledge it. This is especially important in maintaining client relationships. Employers will then need to conduct a disciplinary process if the complaint warrants it. In doing that, an employer should review all relevant employment documents. The most important of these will be the employee's

employment agreement and any internal policies that the business may have in place. Any possible breaches of those documents (as they relate to the complaint) may also be part of the grounds for a disciplinary process.

It is fairly common for either an employment agreement and/ or the employer's policies and procedures to have provisions that deal with disciplinary processes. However, even if the documentation does not specifically address these matters, employers and employees are still required to deal in good faith with each other under the Employment Relations Act 2000. This good faith obligation extends to disciplinary processes.



A general rule for employers to follow when conducting disciplinary processes is that they comply with natural justice. This means ensuring that employees are aware of any allegations that have been made against them (including complaints), and that they have a chance to respond to those before any decisions are made.

Three helpful things for employers to keep in mind while conducting disciplinary processes include:

- a) avoid showing any predetermination about the outcome of the disciplinary process, including while investigating any complaint against the employee – for instance, make sure

your language is not predetermined;

- b) inform the employee about their right to seek legal advice and to be represented at any disciplinary meeting that they are required to attend; and
- c) allow the employee to “have their say”. This generally is done through a formal meeting and written feedback, depending on the circumstances.

It is important to keep in mind that the right course of action for an employer to undertake during a disciplinary process will not always be the same; it will depend on the specific circumstances that it is faced with. An example of this is provided below.

“REGARDLESS OF WHERE A COMPLAINT ORIGINATES FROM, EMPLOYERS ARE REQUIRED TO FOLLOW A FAIR PROCESS BEFORE REACHING ANY OUTCOME.”



Two of my employees had a physical fight the other day, and it isn't clear what happened or how it started. Both have raised complaints about the other. What do I do in this situation?

In a situation where employee-on-employee physical behaviour may have occurred, and each employee blames the other, an employer may need to conduct separate disciplinary processes for each employee. When investigating the employees' complaints about each other, the employer should be careful to avoid any appearance of favouritism and should conduct independent processes in relation to each complaint. In instances where it is not clear what has happened, video surveillance and

witness statements can be helpful evidence and serve as a good starting point, or to corroborate an employee's version of events. It is important to treat this evidence appropriately.

In addition to its obligations under employment law when conducting disciplinary processes, the employer also has obligations under the Health and Safety at Work Act 2015 (HSW Act) as a person conducting a business or undertaking. The employer must take reasonably practicable steps to ensure the health

and safety of its workers while they are at work. If violence has occurred, then the possibility of another violent incident occurring between the workers is a hazard that the employer will need to take steps to prevent, such as keeping the two employees apart, if that is possible.

Employment processes can be tricky. If you are concerned about your business's ability to undertake a correct disciplinary process when complex situations arise, please feel free to contact a member of our team.

If you are a member of Ia Ara Aotearoa Transporting New Zealand and would like to discuss this article, or have an employment, health and safety related or other legal question, please submit it to Amanda Douglas at Wynn Williams amanda.douglas@wynnwilliams.co.nz with the subject line: Transporting NZ Ask a Lawyer.

Feel free to also make use of Wynn Williams' Legal Helpline, in which the first 15 minutes are free for Transporting NZ members, by calling Amanda on (03) 379 7622.

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WAIKATO EXPRESSWAY AN INFRASTRUCTURE SUCCESS STORY

■ By Steven Joyce

Steven Joyce is a former Transport, Infrastructure, and Finance Minister under the National government led by Sir John Key from 2008 to 2017. In this extract from his autobiography, *On the Record*, Joyce discusses the decision to build more roads.



In March 2009, John Key and I announced a major realignment in transport funding. Our changes to the National Land Transport Fund, together with a \$250 million sweetener from [Finance Minister] Bill [English] and the Treasury to pay for some Wellington commuter-rail investment outside the fund, allowed us to announce a total of \$1 billion in extra investment in the state-highway network over the next three years, taking the total up to \$3 billion for highway-building.

Importantly the new Government Policy Statement signalled some \$11 billion in

total for highway construction over the ten years to 2019, just under 50 per cent more than the previous government had projected. That signalling was important. I knew that if we were going to build a decent number of roads then we needed to increase the contractor workforce. That would only happen if companies could see a big pipeline of forward work and had the confidence to invest in the equipment and people they would need. Too often it was easier to grow their businesses in Australia, where the pipeline of big projects was more reliable.

I was thrilled at being able to secure this funding commitment so early in our time in office, and against the fiscal challenges of the time. I was lucky that the bulk of transport funding came from petrol and road-user taxes already hypothecated to the portfolio. Other ministers didn't have that privilege. Now I had to confirm the building plan.

At first glance it wasn't easy. New Zealand has some 11,000 kilometres of state highways, and a case can be made for doing some sort of work on most of them. However, most didn't need big capacity improvements of the type that



Part of the Waikato Expressway under construction. (Photo: Waka Kotahi)

would mean a new alignment and two lanes in each direction. With the Roads of National Significance programme, we needed to prioritise the roads which would have the greatest economic and safety impact for the country as a whole.

Within the state-highway network there are a small proportion of highways that carry most of the traffic and most of the freight. NZTA identified 700 kilometres of state highway they called “high-volume highways”. These roads comprise just 6.5 per cent of the state highways and less than 1 per cent of the total roading network but carry nearly 20 per

cent of the traffic and 20 per cent of freight across the whole country. We focused on those. My view was that if we could make material improvements to those highways over a 20- to 30-year period, they would bring both significant economic benefits and a material reduction in the road toll.

Not surprisingly, the high-volume highways linked our largest centres with their regional hinterlands. From Auckland up to Wellsford, down to Taupo and across to and east of Tauranga, from Wellington to Levin and to the Hutt Valley, between Napier and Hastings, and the roads north and south

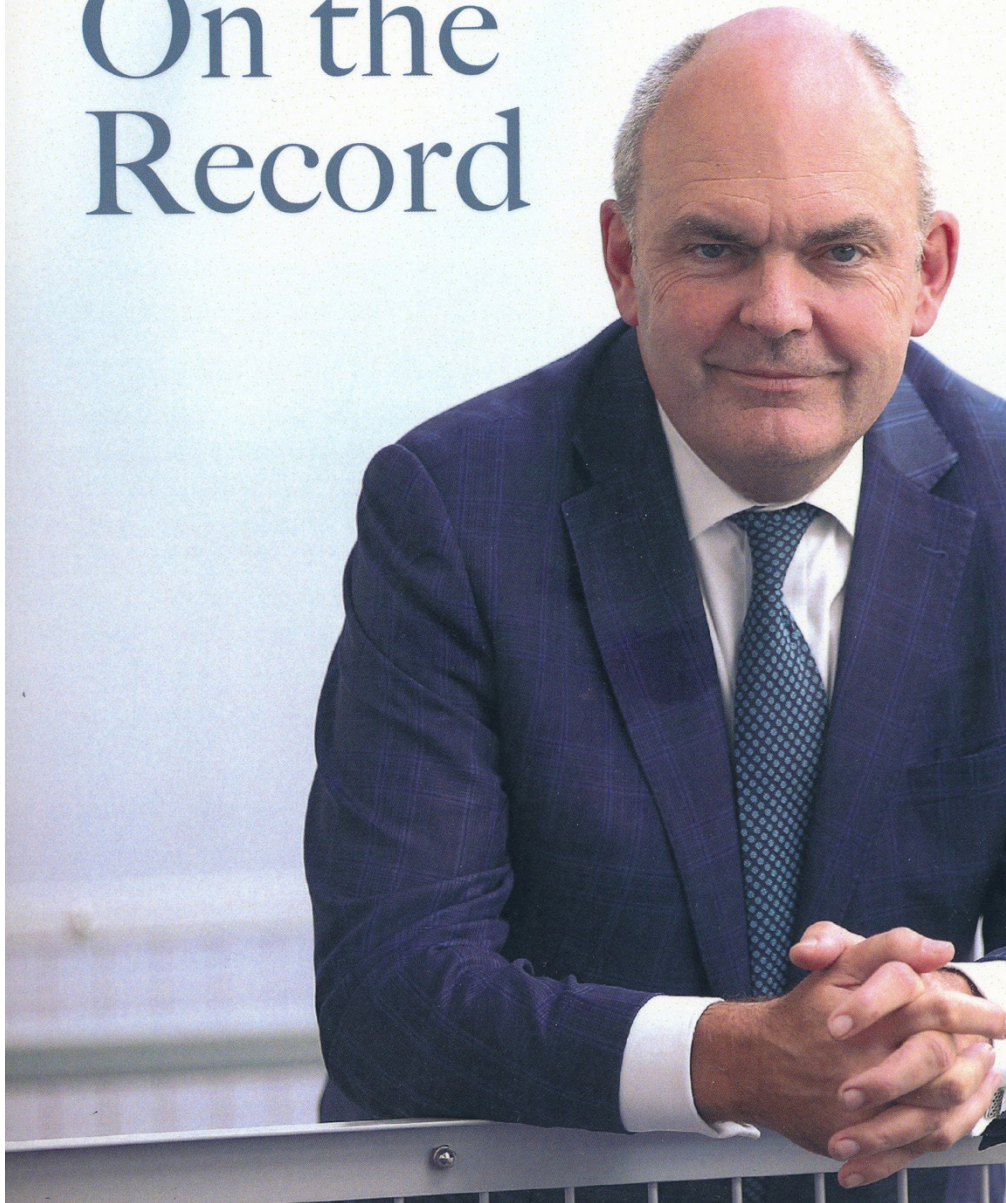
of Christchurch. We then reviewed the work that needed to be done in each area, and prioritised an initial programme of seven Roads of National Significance.

The first cab off the rank was the Waikato Expressway, the long-talked-about plan to run a four-lane expressway from the end of the Auckland motorway at the Bombay Hills right through to Cambridge, 100 kilometres to the south.

I remember first hearing about it when I moved to Hamilton in the early 1990s, around the time the first Bombay to Mercer section was being built. At that stage the

Steven Joyce On the Record

‘Few ministers
have such influence
... Steven was the
guy who got stuff done.’
— SIR JOHN KEY



expressway was expected to be finished within ten years. Since then the pace of construction had been painfully slow. Eighteen kilometres of the road was built during the time of the Clark government, namely

a bypass at Ohinewai and a section from Mercer to Hampton Downs. At that rate of progress it would take another 40 years to build the remaining 80-odd kilometres.

No wonder it had been

such an election issue. Our commitment to complete the expressway within ten years was very well received by voters across the Waikato. It also made absolute sense. The Waikato is the biggest regional hinterland of the

Auckland economy, and an economic driver in its own right. It forms part of the golden triangle, along with the Bay of Plenty and Auckland.

The expressway was also hugely important from a safety perspective. The poor quality of the highways through the Waikato, coupled with the huge volume of traffic generated by Auckland, meant the region had long had one of the poorest road-safety records in the country. The expressway would take the pressure off north-south rat runs like the one through Matamata, which people had been taking to avoid the snail-like progress on the main road.

I received an early briefing from the officials. There were seven sections of expressway still to be built: Longswamp, Rangiriri, the Huntly bypass, the Ngāruawāhia bypass, Te Rapa, the Hamilton bypass and the Cambridge bypass. They took me on a helicopter survey up the route from Hamilton to Mercer. The most intriguing bit was the Huntly bypass, which was planned to head up the eastern side of the Taupiri ranges, in a whole new alignment through some pretty rugged country.

To get all seven sections built within a decade would be a huge challenge, particularly given the small amount of work done on some of them to date. A few were designed and consented, but several weren't much more than lines on a map — as it had been anticipated they wouldn't be built for decades. Engineering work needed to be done,

consents obtained and properties purchased.

To get things rolling, NZTA and I agreed they would provide funding for the first two sections immediately, while officials did the work preparing the other five. Construction commenced on the Te Rapa bypass in 2010, while Ngāruawāhia started in 2011. The combined cost was just over \$300 million.

There was some debate about the order of the remaining sections. Hamilton City Council and Tainui wanted the Hamilton bypass built first, Tainui because of the big logistics hub they were planning in Ruakura. I knew both the Huntly bypass and the Rangiriri sections would be more contentious, as they

affected iwi land around Taupiri mountain and the pā at Rangiriri. I wanted the design and consenting for those sections agreed, including with Tainui, before we went ahead with Hamilton.

NZTA allocated design funding for Huntly in 2010, and for Hamilton in 2011. By then we had a full plan for building the expressway. According to our plan, the Hamilton bypass would open in 2020, one year after our 2019 commitment. Eighty kilometres of Waikato Expressway would be completed in eleven years.

Construction of the road proceeded at pace. The Ngāruawāhia bypass opened in 2013, Cambridge in 2015 and Huntly in 2020. The final Hamilton section

was opened in 2022 after the Ardern government closed down roading construction for long periods during the Covid-19 pandemic. Completion of the expressway was one hell of a milestone to achieve, and a real testament to what can be done if a secure line of funding is in place. The Waikato Expressway proved that big infrastructure projects can be built in New Zealand, on budget and (pandemics aside) on time.

Extracted from *On the Record* by Steven Joyce. RRP\$37.99. Published by Allen & Unwin NZ. Available now in bookstores nationwide.

“WITH THE ROADS OF NATIONAL SIGNIFICANCE PROGRAMME, WE NEEDED TO PRIORITISE THE ROADS WHICH WOULD HAVE THE GREATEST ECONOMIC AND SAFETY IMPACT FOR THE COUNTRY AS A WHOLE.”



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For more information contact
Jenny Murray at jenny@transporting.nz

PRESSURE RISING IN THE WORKPLACE

Highlights from a talk by Charlaine Barnfather, human resources consultant for Safe Business Solutions, speaking at the Road Freight Summit in Rotorua in October.

■ By Charlaine Barnfather

There are four major trends in employment relations behaviours and they all have an impact on the workplace; some personal, some economic. In my experience working with different industries, some of these challenges reflect changes in society and others are generational.

Before we go into the challenges, and some of

the solutions, here are a few observations after catching up with truckies.

Some said how trucking runs in families: Young drivers travelled with their dads and grandads in the truck and the passion for the industry was often imparted that way.

Trucking companies visiting schools captured hearts and minds with the message that driving is a cool job, the money

is good, the tech is cutting edge, and people are awesome.

Older drivers mentoring younger ones and building a trust relationship added value, with young men in particular, while shared meals were another way of bringing people together by giving them a chance to talk about their day.

The underpinning principle is interaction and camaraderie – people want to feel valued and





they want to belong, so give them a reason to!

Here are four industry challenges and solutions.

Confidence in business and the economy

As a society, we are going through an irritable phase with agitation and rising employee restlessness; employee insecurity and the possibility of restructuring weighing on people's minds; and financial pressures for employers and employees.

All these often lead to more tense relationships between bosses and workers as well as elevated aggression in the

workplace, more than ever before.

Employee wellbeing

Pressures are leading to a rise in drug and alcohol issues; more people are feeling burnt out and overwhelmed; and more people are looking at their personal and professional lives and asking: "Is this it? Is this my life?"

Statistics show that one in three New Zealanders are experiencing poor mental health and poor emotional wellbeing. They're also more likely to bring their home issues to work, such as childcare, anger issues, and relationship

breakdowns.

To deal with some of these, workers are setting boundaries with their work-life balance and weighing up what's important to them. They often want their workplaces to reflect their own values, and they want a voice in their organisation.

Career plans

There is some friction between older workers, zoomers (aged 11-26), and millennials (27-42). "Is it worth it?" forms a big part of their work-life outlook: Is it worth getting up for work at 3:00am? Is it worth it for the wages? Is it worth it if I don't like my job?

"STATISTICS SHOW THAT ONE IN THREE NEW ZEALANDERS ARE EXPERIENCING POOR MENTAL HEALTH AND POOR EMOTIONAL WELLBEING."



Intergenerational issues in the workplace

This is the first time in New Zealand's history where there are four generations in the workplace. This leads to challenges, and opportunities.

Younger generations have expectations. They want work "toys" such as a car and a phone, but also often focus on sustainable practices. They might also want to know the company's position on things such as environmental practices. Many younger workers have a requirement for regular affirmation and validation instead of "constructive feedback". Meanwhile, older employees might think they are trying to, as the saying goes, "negotiate with a drunken toddler".

Fixing the issues

There are many ways to smooth over inter-generational issues and build a company culture that works for everyone.

Good culture is the best retention strategy

- Be clear on your company's values – what you stand for and what you don't;
- Build a solid reputation for fairness, reward, wellbeing, and community;
- Develop good conversations to stay in tune with your people;
- Employer branding and reputation;
- Employee learning, development, and allowing moves to acquire new skills is the next most desired benefit after fair pay;
- A "well" workplace is a productive workplace, so offer mental health support such as drug and

alcohol counselling and anger management.

The culture of a company eats strategy for breakfast, every time. Ask yourself, do you think your drivers feel valued? Would you stay with a company if you didn't feel valued?

A Code of Conduct is essential, along with individual employment agreements, as they set out the boundaries and expectations of staff.

The secret is communication and acknowledging the challenges of the transport industry.

A good company asks good questions and really listens to the responses – employers don't have a monopoly on good ideas.

In workplace engagement surveys, learning and development and growth opportunities typically feature in the top four of

employees' wants.

Retention hot tips

- Happy employees are employees who stay. Ways to keep employees happy include:
- giving staff great experiences and training;
- building a company with good leadership, fair pay, and meaningful work;
- providing a decent coffee machine goes a long way – and healthy lunch boxes for drivers;
- acknowledging people: a simple handshake, Prezzy Cards, or a box of chocolate fish for the team to recognise good work if you have a small budget. Do it in public for extra bonus points;
- Creating reasons to connect the team. Any meeting, party, or BBQ will do.

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CONFRONTING PSYCHOSOCIAL HAZARDS

**WORK
LOAD**



Across all occupations, there is widespread acknowledgement that psychosocial hazards are an important health risk for workers. However, in many workplaces, the focus remains on physical hazards.

Following global trends, the New Zealand government now recognises that psychosocial hazards must be minimised within our workplaces and, furthermore, that there is a requirement for workplace interventions to reduce psychological harm and promote mental health for all New Zealand workers.

Physical hazards in the workplace are often easy to identify. However, psychological hazards aren't always that easy to spot.

The employer has a duty to protect their workers from risks in the workplace which includes psychological health risks.

What are psychosocial hazards?

Psychosocial hazards are factors in the workplace that can

cause a worker psychological or physical harm. Every workplace has a different set of psychosocial factors that they should be aware of; however, the factors below are the most common:

- excessive job demands;
- low job control;
- poor support;
- lack of role clarity;
- poor organisational change management;
- inadequate reward and recognition;
- poor organisational justice;
- fatigue;
- traumatic events or material;
- remote or isolated work;
- poor physical environment;
- violence and aggression;
- bullying;
- harassment, including sexual harassment, and
- conflict or poor workplace relationships and interactions.

Exposure to psychosocial hazards is associated with stress, burnout, anxiety, depression, or generally poor mental health.

A single psychosocial hazard may not be a risk on its own.

When enough hazards occur simultaneously, the risk of injury increases substantially. The likelihood of harm based on exposure to hazard(s) requires organisations to identify and understand the most prominent psychosocial hazards in their specific workplace.

Identify psychosocial hazards

Employers and workers should work together to understand what their workplace psychosocial hazards are and how these risks can be eliminated or minimised as much as possible. This can be achieved by using the same risk assessment process you would use to manage physical risks within the workplace.

Assess the risks: Understand how the hazard can cause harm, how serious it could be, and how likely the harm is to happen.

Control risks: Aim to eliminate or to mitigate the risk and ensure the control measures remain effective over time.



"I've been under a lot of stress at work."



Review control measures: Check to ensure control measures that have been implemented work as planned and make changes and improvements if necessary.

Communication with workers is important in reducing the likelihood of psychosocial incidents occurring in the workplace. Genuinely engage with workers, listen to their concerns, and assure them their perspectives

are welcome and will be considered without retaliation. Care should be taken as these conversations are generally of a sensitive nature.

How do you know if your workers are being affected by one or more psychosocial risks?

There are several indicators, both behavioural and organisational, that may

indicate there is an issue with an individual or group of workers. Incidents of psychological or physical harm in the workplace can include:

- a reduction in the quality of work being performed;
- increased frequency of incidents or errors;
- changes in worker behaviour, including lack of engagement at work, avoiding working with others on a team, and frequent conflicts with

- others;
- increased absenteeism;
- social isolation, neglecting personal well-being;
- a general increase in staff turnover.

For more information, see www.managecompany.co.nz, email info@managecompany.co.nz, or call 0800 747 569.

“EXPOSURE TO PSYCHOSOCIAL HAZARDS IS ASSOCIATED WITH STRESS, BURNOUT, ANXIETY, DEPRESSION, OR GENERALLY POOR MENTAL HEALTH.”

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If you want to know more about Transporting New Zealand membership benefits, contact: members@transporting.nz.

THE IMPORTANCE OF REPORTING FOR 2024: TRUCKING IS A NUMBERS GAME



Ever tried to navigate your way to a new destination without a map? A good sense of direction might get you close, but won't get you to the exact spot you need to be.

Think of your business goals as a new destination. Knowing the destination is great, but you need information to help get you there – aka, a map. Your map will be made up of different things, but arguably most importantly, reporting.

Reports are more than just a way to keep track of kms, fuel use, and other expenditures. They are vital to your day-to-day operations and can provide you with the information and data you need to steer your decision-making to the right destination.

MyTrucking reporting is quick and simple. An efficient Transport Management Software will save you time and money on data entry and reduce double handling of job data.

We've put together information on the importance of reporting and how you can do custom reporting with MyTrucking.

Why do I need reporting?

Simply, knowledge is power. Reporting equips you with the information you need to track your journey from Point A to Point B, from tracking your expenses and revenue to finding out where you can make savings, to analysing statistics for a particular customer and even keeping track of your vehicle miles. All of this information can help you make informed decisions about your business and steer it in the right direction.

By tracking data in your business you can:

- adopt the best practices;
- keep your trucks in the best condition;
- reduce idling time (for trucks and drivers);
- ensure you are using the latest technology;
- keep track of spending;
- save time and money;
- increase profit.

It can also help you become more aware of the intricacies of your business.

Tracking different elements of your business through reporting may seem

daunting, but it will be the best thing you can do to ensure its success. By tracking things like business expenses, vehicles, products, and customer statistics, you provide yourself with a benchmark of sorts to assess what's working, what's not, where savings can be made, where opportunities are, and where dead weight can be unloaded.

Honing in on the important figures

As the main pricing measurement for trucking is the kilometre, it is crucial that businesses understand their vehicle cost per km. It provides an easier way to match operating expenses with pricing decisions.

Travel cost per km is used to calculate the profit margin on each load, making price planning for future shipments more accurate and helping to increase profits through load planning.

It's not just all about the dollars and cents

When we say reporting, people often automatically jump to financial reports,



but you can run other reports on other data sets within your business that are vital, too. View the full spectrum of trends in your business, look at vehicle maintenance schedules, and driver hours – if you collect the data, you can collate a report on it.

Something as simple as running a report specific to drivers could help you optimise and save time and create changes to improve driver wellbeing and morale, and make their jobs easier.

Custom reporting with MyTrucking

Say goodbye to hundreds of spreadsheets you can never find when you want, and say hello to custom reporting.

MyTrucking was designed by truckers for truckers, so of course we've got you covered for your reporting needs. Need to send a report to a subcontractor without your pricing information? Easy: Create a custom report, tick the boxes you need, save it, label it, and boom, you're done.

MyTrucking's custom reporting

feature allows you to create customised reports specific to your business that you can save and use over and over again. Easily group and filter the information you want to report on so you can get key insights into different areas of your business.

Authorised Xero add-on partner

We designed the Xero integration to make it super simple to get your invoices from MyTrucking into Xero. All required job information is captured automatically by MyTrucking as the job is being carried out. With the click of a button, all invoices are pushed through to Xero with meaningful invoice descriptions that your customers require.

GL (General Ledger) and tracking categories mean you can do profit and loss reports by vehicle in your Xero. Simply add all your vehicles in Xero as tracking categories, and the vehicle will go across from MyTrucking automatically against each job, and profit and loss reports by vehicle are

produced for you.

Eroad integration

Knowing your income per km/hour is essential for every trucking business, no matter the size. Yet many small to medium businesses don't know this information.

The EROAD-MyTrucking integration pulls the kms in at midnight each day, and automatically calculates per km and per hour rates in real time.

Ready to get your roadmap together and get your business to its next destination? Enjoy a two-week free trial or book a demo to see how MyTrucking can get the wheels in motion.

MyTrucking was thrilled to win the Innovation Award at WBS Wairarapa Awards this year.

For more information, contact [MyTrucking](#).

CROMBIE LOCKWOOD BECOMES GALLAGHER INSURANCE

Leading insurance broker Crombie Lockwood is welcoming the opportunity to provide its clients with increased global insurance options under its new name Gallagher Insurance.

The company has been part of the global insurance broking company Gallagher since 2014. Steve Lockwood, managing director for the Gallagher Asia Pacific region, says now is the right time to adopt the Gallagher brand in New Zealand.

"The current New Zealand insurance market has challenges with capacity, coverage, terms, and pricing and we need to look further

afield for options and solutions for our clients. We can do that more effectively operating under the globally recognised Gallagher brand."

Gallagher is one of the top three insurance brokerage and risk management companies in the world, with a network that provides services in more than 130 countries. Gallagher is led by Pat Gallagher, the grandson of the company's founder. In New Zealand, Gallagher Insurance will remain under the guidance of long-standing Crombie Lockwood CEO, Carl O'Shea.

Gallagher has been helping Kiwis with their insurance needs for more than 45 years. Clients

are supported by teams of 900 broking professionals in more than 30 offices around the country.

"With deep roots in the communities in which we live and work, our brokers combine regional understanding with the resources and backing of a global organisation. Our characteristic blend of local expertise and global reach means we can support our clients wherever they do business."

Contact your Gallagher broker or visit the [transport webpage](#) for more information.



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MAKE THE MOST OF YOUR FUEL SPEND

With fuel prices shooting up faster than a Rocket Lab space launch, it is vital people keep an eye on what they are paying.

That's where our membership advisor Vicki Harris comes in. As our fuel scheme specialist, Vicki can have a look at a firm's current fuel spend, and see which deal we have that can save some decent money.

Transporting New Zealand has fuel partnerships with Mobil, Z Energy, Allied Petroleum, and BP. Vicki is in

constant contact with the companies so she knows what works, where, and how.

For instance, below is an analysis Vicki did for an associate member who didn't even operate trucks. As you can see, the savings even when just using diesel vehicles was big.

For the fuel analysis, Vicki looks at the location, the product, the price, and quantity of an existing deal a company might be using, and compares it against the Transporting NZ scheme.

Comparison of an actual

analysis showing a user's existing plan compared with Transporting New Zealand one

This is a fuel price analysis based on the invoice provided compared with the current Fuel Scheme price for the same period. All prices shown are GST inclusive.

Fuel supplier invoice:

Diesel price paid based on the invoice provided: \$1,570

What you would have paid at a Truck Stop on the Transporting NZ BP Fuel Scheme: \$1,271

This would represent a

monthly saving of: \$298

Approximate annual Transporting NZ fuel scheme savings (assuming the same monthly volume and price) \$3,581

Vicki says every business is different and individual results may vary. Many fuel analyses have been done that have saved members thousands of dollars.

The first step is to talk to Vicki, let her see any current plan you are on, and she will work her magic.

**Call Transporting New Zealand membership advisor
Vicki Harris on 027 5343848 or email: Vicki@transporting.nz**

SAVING MONEY WITH THE FUEL SCHEME



For many years, I have owned and operated a small business, which means I don't have the buying power compared with larger businesses.

About a year ago, I saw that I could save on my fuel costs through the Transporting New Zealand

fuel scheme, so I got hold of Vicki to find out more.

I found her very helpful and informative, and it soon became very apparent that if I joined the Transporting New Zealand fuel scheme, I was going to save money on my fuel. The process was easy and if I had any

questions, Vicki was there to help steer me in the right direction.

I would definitely recommend that members get in touch to see if they are also getting the best deal for their fuel. As our business is expanding and we are bringing in more

vehicles, these savings will certainly continue to make a difference financially going forward.

Thank you, Vicki, for educating us around the concept of fuel savings!

Alistair Morrison, Safety Deck Systems – Canterbury Hire



“AS OUR BUSINESS IS EXPANDING AND WE ARE BRINGING IN MORE VEHICLES, THESE SAVINGS WILL CERTAINLY CONTINUE TO MAKE A DIFFERENCE FINANCIALLY GOING FORWARD.”

COST MODEL TOOL HELPS CONTROL COSTS



The Transporting New Zealand team has developed a new Cost Model to help businesses understand their costs and where they need to be pricing to be sustainable and profitable.

This Cost Model is designed for you, the road transport operator. It will help you to assess the profitability of your operation using financial information from your own accounts.

The model uses the data from your most recent annual Profit & Loss statement (P&L) and the most recent actual costs incurred when operating your business. These costs should be updated at least quarterly so the information provided by the model remains current and gives you the

most complete view of the financial performance of the road transport part of your business.

Access to the Cost Model

As a member of Transporting New Zealand, you will be given access to the model as of right. Building your financial knowledge and capability will pay off in the long run. The Regional Sector Team are just a phone call or email away and can help guide you in how to get the model up and running for you.

Find out more about the Cost Model on our website [here](#).

For further information, email: info@transporting.nz.



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- Discount off Diesel and Petrol at Truckstops and retail sites

INSURANCE

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Gallagher offer an exclusive insurance package to Transporting New Zealand members with increased benefits. They also provide yearly assessments to best evaluate your insurance needs and to assist you with a structured cover and policy to meet all your transport operator insurance requirements.

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If you want to know more about Transporting New Zealand membership benefits, contact: members@transporting.nz.