

## Many thanks

On behalf of Dynea I would like to pass on our thanks to you and the drivers for the prompt and professional service your company supplied with regard to resin deliveries to our Nelson plant at such short notice. As usual with a bit of brainstorming and a few phone calls, everything fell into place. Again thanks for your help and please pass this on to the drivers concerned.

Dynea NZ Ltd, New Plymouth – Production Supervisor David Moss.

We are really stoked with the service, quality, safety, and care of our products that your driver has provided us. We would like to commend you for this. Keep it up.

Hustler Handling Equipment, Hastings – Dispatcher Brent Currie.

We have received and unpacked the items of furniture and personal effects your company packed and sent over to us and I would like to offer my thanks and congratulations to all your personnel that were involved. I cannot fault anything that was done or the way it was handled, the people involved in packing the goods did a very professional and expert job and were very polite also. The goods were very precious and sentimental to us so I was looking for a company who appreciated our concern. Everything has arrived in perfect condition. Your company and staff were magnificent.

Richard Ansell.

## \$1 million truck investment

Hooker Pacific recently invested more than \$1 million in two purpose-built rigs for its Hawkes Bay branch. The truck and trailer combinations are solely designated to carrying huge volumes of product for Humes Pipeline Systems.

Costing around \$500,000 each to buy, set up and put on the road, they will be able to shift large products such as pipes, troughs, wing-walls and man-hole risers.

Hasting's Deakin Engineering were enlisted to equip the two trucks and trailers with Palifinger cranes and special lifting gear for the heavy Humes' concrete products.



This Iveco #3115, driven by Jonno Roessen, is one of two brand-new rigs at Hooker Pacific's Hawkes Bay branch.

## We move...

Hooker Pacific's joint venture company Multi-Trans Heavy Haul transports a 90 tonne, 24 metre-long sulphur furnace from New Plymouth's Fitzroy Engineering to Port Taranaki. The massive load, at more than 8 metres high, is destined for a nickel mining project in Western Australia.



Caption: (L - R) Multi-Trans Heavy Haul's Zac McKeany, Phil McKeany and Terry Wilson.

## Doing our bit

*We have a policy of being open to requests for sponsorship and support from the community. It's our way of saying thanks to the communities who support us as a business. Here's a selection of those we've helped along the way over the last few months.*

*St Mary's Heritage Maintenance Fund – Maintenance for historic oak tree, wall and railings*

*Cancer Society – sponsor of a bike ride from Auckland to Wellington*

*Lions Club of Manawatu – sponsor for two special needs children to the Lions Magic Show*

*Operation Cover Up to Ukraine – transport of donated goods to Auckland*

*Halberg Trust Charity Gold Tournament – sponsor*

*Community Watch Hornby – fundraising for radio/training/PC*

*The Brain Injury Association – annual sponsorship support*

*Urenui Volunteer Fire Brigade – funds to assist restoring of a 1934 Ford V8 for the brigade's 50th year anniversary*



SUMMER 2005



The first lot of concrete being poured at the new Paraité Rd site (November 10).

## WE'RE TRUCKING OFF TO A NEW HOME!

After 30 years based at New Plymouth's Smart Road, Hooker Pacific is shifting to a new home which will be a purpose-designed freight handling complex.

Plans for the move to the new site began five years ago when Hooker Pacific sold land to Harvey Norman as part of a proposed mega-retail complex, says Hookers' managing director, Jim Ramsay.

"With good foresight, the Hookers' team bought a 5-hectare site at Paraité Rd on the eastern outskirts of town," says Jim. "We saw the town moving out this way and we got in early."

With the shift happening in stages, the new warehouse and distribution centre will cost more than \$4 million and is due to be all-go by June 30, 2006.

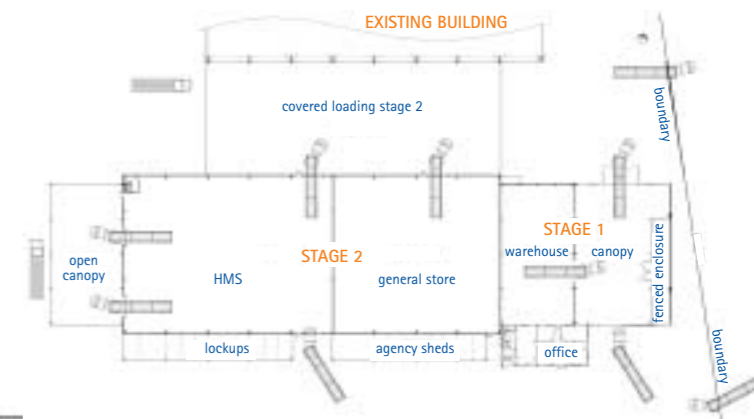
"It's a really satisfying project," Jim explains. "I'm looking forward to seeing all our operations and staff come together on one site. It's going to be good for interactions and communications between divisions – and it will mean more efficiency within freight handling areas."

The Paraité Rd hub will have a total warehousing space of 10,500sq metres and is to include a new general goods dry store, fully covered freight handling and general lay-down areas, a dedicated container storage area for around 1000 containers and truck parking.

A new office complex will also house more than 40 staff from all the company's divisions. Neighbouring tenants at Smart Rd, Turners and Growers and Coca-Cola Amatil will also be moving to the new site.

Although there's been a recent stall with the road bypass between Bell Block and New Plymouth, Jim says he's confident it will go ahead with so much development and traffic generated in the area.

The site's to be bordered by a new section of Connett Rd, planned to go between Hooker Pacific and key client Howard Wrights. On the other sides will be Paraité Rd, MCK Metals Pacific and Henwood Rd.



## Who's Who at Hookers

**Auckland Area Manager**  
Mark Germann  
Ph 09 6345269 or 0274 775626  
mark.germann@hookers.co.nz

**Shipping and Customs Director**  
Larry Stewart  
Ph 06 7597902 or 0274 433807  
larry.stewart@hookers.co.nz

**Finance and Administration Director**  
Greg Whitham  
Ph 06 758 7799 or 0274 717 120  
greg.whitham@hookers.co.nz

**Hawera Manager**  
John Parker  
Ph 06 278 0063 0274 421 590  
john.parker@hookers.co.nz

**Southern Region General Manager**  
Andy Stanley  
Ph 06 348 0064 or 0274 423427  
andy.stanley@hookers.co.nz

**Moving and Storage General Manager**  
Ross Adamson  
Ph 06 7597951 or 0274 818600  
ross.adamson@hookers.co.nz

**Taranaki Transport Division General Manager**  
Tony Hamilton  
Ph 06 7597912 or 027 2403952  
tony.hamilton@hookers.co.nz

**Wanganui Manager**  
Blaine Pritchard  
Ph 06 348 0067 or 0274 713 977  
blaine.pritchard@hookers.co.nz

**Fuel Haulage General Manager**  
Neil Ramsay  
Ph 06 759 7954 or 027 4944054  
neil.ramsay@hookers.co.nz

**Customer Services Manager**  
Rodney Maiden  
Ph 06 759 7910 or 0274 430 476  
rodney.maiden@hookers.co.nz

**Hawkes Bay & Napier Manager**  
Peter Hynes  
Ph 06 843 3858 or 0274 481 795  
peter.hynes@hookers.co.nz

**Manawatu Manager**  
Terry Puklowski  
Ph 06 353 0545 or 0274 458 421  
terry.puklowski@hookers.co.nz



**Dear Readers** – Here we go – it's Christmas time again!

Time to think of a million things:

– What to buy for your partner!

– Gifts for the kids!

– How it all started.....

– Your beliefs and what they mean to you.

– Others beliefs and how to understand and respect them.

– How to bring Peace on Earth and Goodwill to All People? (Big Call!)

– How to enjoy a few days off!

– Time to celebrate with family and friends.

– Maybe slip in a round of golf or a spot of fishing?

– Or work on your list of things to do!

Whatever Christmas means to you, enjoy the break and celebrate the season in the best possible style – and please remember to keep safe – we want to see you all in good shape for the New Year.

During this time many of our clients work right through – oilfield and exploration sites, production stations, some portside operations, factories and other producers. They just keep on getting the job done, along with the usual unsung heroes – nurses, doctors, police, emergency services, seamen, aircrew, restaurant and hotel staff to mention only a few.

A large number of our drivers also remain on duty throughout the statutory breaks to service the clients who are working and I would like to record my thanks to all those who work while we play – your day will come!

With very Best Wishes for a very Happy Christmas and a great New Year.

Jim



Howard Wright's John McKenna (right) and Hooker Pacific's Troy Adamson and Jamaine McLeod ensure the hospital beds get to Auckland.

## IT'S GREAT TO BE IN BED WITH HOWARD WRIGHTS

When Howard Wright made his first hospital bed in New Plymouth in 1956, chances are he probably never dreamed the business would expand into the world-market.

Fifty years on, the company has a warehouse and direct sales force in Australia and has distributors selling their range of patient-support products to Canada, USA, Europe and Asia.

And it's great to be working alongside a company which is growing at such an exciting rate, says Hooker Pacific Moving and Storage general manager Ross Adamson. "When we do a good job for Howard Wrights, their company grows. As their industry expands ours does too - it's that kind of relationship."

Howard Wright Ltd moved to its new purpose-built factory at Paraita Rd, Bell Block, New Plymouth one year ago and Hooker Pacific's Moving and Storage was there to help with the smooth transfer.

Having worked together for more than 15 years, Hooker Pacific is now Howard Wrights' contract carrier moving up to 1000 hospital beds a year all around New Zealand.

While they're also "fully involved" with Hooker Pacific's general freight for moving crates, the furniture removal division is vital to the movement of Howard Wrights' sensitive products, says Howard Wrights' finance manager Claire Gyde.

Howard Wrights' warehouse manager John McKenna agrees. "Ross's team shows care. The drivers know what they have to do. Each bed is worth several thousand dollars and they need to be 100% going into the hospitals," he says.

Howard Wrights' range of products include hydraulic and electric beds as well as patient, recovery and emergency stretchers, shower and concealment trolleys and pressure reducing mattresses.

The company has its own in-house design and engineering team among its 40 employees, which is always looking to create new products. It recently developed a unique shower bathing trolley which entered the domestic market last month and is destined for export markets next year.

## TRANSPORT HISTORY



Hooker Pacific arrived to a warm civic reception at Wanganui last month, carrying a special piece of history.

In 1908, Wanganui became the first New Zealand provincial town to have a tramway and Tram No 12 was part of the original fleet which trundled down its streets.

After being restored in Auckland by David Harre and 100 volunteers, it has been gifted to the City of Wanganui and transported back to its home free-of-charge by Hooker Pacific.

Tram No 12 will be housed on Taupo Quay, near the Whanganui Riverboat Centre as work continues to rebuild a tramway as part of Wanganui's heritage focus.



Hooker Pacific Moving and Storage general manager Ross Adamson and PA Teresa Fuller.

## MOVING AND STORAGE - BEEN HERE, THERE ... AND GOING EVERYWHERE

Hookers Moving and Storage has been in the game for so long, it was the first one to grab the 0800 - REMOVAL phone number when 0800 numbers were barely heard of.

More than 135 years on since the innovative young John Hooker set out on Taranaki's muddy tracks, lugging furniture around with his horses and cart, Hooker Pacific is still locally owned and moves more furniture, further than ever before.

Today the furniture removal branch of Hooker Pacific transports all sorts of domestic and corporate furniture across town, the region, New Zealand and the world.

Apart from the 0800 number which other removal businesses would love to have, Hooker Pacific Moving and Storage is outstanding particularly because of its permanent, experienced staff, says general manager Ross Adamson.

"While many other removers use contractors these days, Hookers' senior staff have been with the company for an average of 15 years - some for 25," reflects Ross.

"Knowledge of the industry is really important. People expect to know what their furniture is doing, when it's going to be there, and who's handling it."

Longstanding relationships with international contacts are also strong, he says. "We deal with these people on a daily basis. It's

often about who you know in this game."

The New Plymouth team of 16 is headed up by Ross, who's worked in removals for more than 25 years. The branch uses seven Pantech removal trucks and trailers, ranging from 11 to 100 cubic metre capacity. Meanwhile, the Central Region branch based in Wanganui is headed up by Tom Taiapa. Employing eight staff, the branch has four Pantechs on the go.

"We're so versatile that we do a vast array of work," says Ross. "We do anything from a surfboard from New Plymouth to Wellington, to a whole house-lot to Ethiopia - or anywhere you can name in the world."

About 95% of customers are "Mr and Mrs Smith" moving around New Zealand, which can amount to around 30 household removals a week.

Through keeping abreast of customers' expectations, providing a professional service and operating modern equipment, Hookers' Moving and Storage business has doubled since year 2000.

And while both branches have a storage capacity of 1200sq metres, shifting to the new Hooker Pacific complex in Bell Block, in June next year will mean an expansion to 2000sq metres and a new self-storage facility, which will further enhance our customer service.



## MAN ABOUT THE PLACE

Shane Welch is a well-known character around the New Plymouth branch and is an invaluable employee of many talents.

Shane came from the disabilities employment trust Atawhai Industries to start at Hooker Pacific as a store-hand - and 15 years later he's the Chep pallet yard supervisor - and look out anyone who messes up his yard!

Shane is well liked around the New Plymouth site as he also frequents all the different

departments delivering internal mail and stationery and apparently giving the girls a bit of cheek.

He's looking forward to the move to the new centre at Bell Block, where there'll be no dust and all fresh tar-seal.

Shane is always up for the company functions and is usually one of the last revelers to leave. Outside of work Shane says he enjoys the simple things in life...fishing, rugby and beer.