

A tsunami of relief for Samoa



Inspecting one of the containers bound for Samoa are from left; Tony Hamilton Hooker Pacific Freightling CEO, Helen Blakelock, Samoan High Commissioners wife, Lemi Isaia, Minister Fitzroy Methodist Church, Asi Blakelock, Samoan High Commissioner, Sonny Vaafusu, Samoa mo Taeao, Brian Scanlan, New Plymouth Customs, Rodney Maiden, Customer Services Hooker Pacific.

When islands in the Samoan group were ravaged by a tsunami in late September, Taranaki responded by sending up its own tsunami - of relief aid.

Home to a strong Samoan community, Taranaki individuals and companies donated so generously, that the Samoan High Commissioner, Asi Blakelock, personally visited Taranaki to thank the community and included a special visit to Hooker Pacific.

The company supported the tsunami relief effort after a request from Sonny Vaafusu who was on the "Samoa mo Taeao" (Samoa for Tomorrow) fund raising committee.

"I rang Rodney Maiden just to ask for guidance, and he said leave it to me!" says Sonny who works for Fitzroy Engineering.

"Rodney then roped in Les Magrath who coordinated transport of the collected goods from schools, pick up points and the Samoan Methodist Church Hall to a dry storage area at Hookers depot at no cost to the Samoan Committee.

The result was committee members and Fitzroy Engineering staff loaded four containers with food stuffs, building supplies, water purification units and generators.

The containers were then transported to the Ports of Auckland free of charge by Hookers, all with custom documentation provided free by Brian Scanlan.

"They were marvelous, we couldn't have done it without them," says Sonny.

Still Rocking on after 10 years

Winning the Rockgas contract in November 1999 was Hooker Pacific's first nationwide distribution contract - and the start of a dedicated Fuel Haulage Division within Hooker Pacific.

Neil Ramsay, who managed the Fuel Haulage division up until October last year at which time Andy Stanley took over the reins, says the relationship with Rockgas and its owner Contact Energy has been very good for both parties.

"Rockgas has been an excellent client - they're extremely good to work with," says Neil.

Meanwhile, Kevin Daly, Contact Energy's National Operations Manager for LPG says "We deal with a dedicated and specialised team who understand our industry and our clients."

"They have a very stable driving team who have a great safety record."



Neil Ramsay (left) with Andy Stanley



Jim Ramsay awarding Gill Hickey with a certificate in recognition of her outstanding performance and dedication to Health, Safety and Environmental matters at Hooker Pacific.

As a reflection of our HSE policies and procedures, Hooker Pacific has achieved and continued to maintain the Workplace Safety Management Practice Certification at the "Tertiary" level.



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THE KUPE GAS PROJECT - NEW ENERGY AND A NEW CONTRACT



Above: Hooker Pacific's Crude Oil Co-ordinator Geoff Tate and Fuel Haulage's HES Manager Julia Rozgon at Kupe Production Station loadout bay.

The Kupe Field in South Taranaki is a rich, new source of energy for New Zealand and is also a significant new contract for Hooker Pacific's Fuel Haulage division.

Developed by Origin Energy in a joint venture with Genesis Power Limited, New Zealand Oil and Gas Limited and Mitsui E&P Australia Pty Ltd, the field will yield approximately 253 petajoules of natural gas, as well as Liquefied Petroleum Gas (LPG) and 15 million barrels of light oil condensate.

Known as the Kupe Gas Project, it will make a significant contribution towards meeting New Zealand's gas supply for the next 15 to 20 years.

And the contract to transport the condensate to the Omata Tank farm on the outskirts of New Plymouth, and LPG to North Island centres, has been successfully tendered for by Hooker Pacific says the company's Fuel Haulage CEO, Andy Stanley.

"Origin conducted a rigorous audit of Hookers even before we were invited to tender along with other local and international carriers," reveals Andy.

"Origin were looking for a transport partner with a good HSE record, sound financial base, a modern fleet, and the versatility to handle different product volumes throughout the year."

Working 24/7, Hookers will be handling anywhere between 24 to 37 tanker loads out of the Kupe production station daily. This has meant hiring more than 30 new drivers who already have tanker experience and putting them through two weeks of intensive training.

The new contract has also meant an expansion of the Hooker Pacific tanker fleet mainly with new Iveco tractor units. All tractor and tanker units will be painted in the hi-visibility lime green livery now used for most of the company's fuel haulage clients.

"We're really pleased that as a Taranaki contract it has been won by a Taranaki company," says Andy. "We are basing the new drivers out of both our New Plymouth and the Hawera branches so the wage earnings will benefit the South and North Taranaki economies."

Check out our website www.hookers.co.nz

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Hello Readers

Well, the "Recession" continues to bite, although perhaps with a few less teeth! We are seeing signs of improvement, and any problems we might have are trifling compared to what the people of Samoa suffered in the Tsunami.

While such disasters and tragedies are not restricted to Samoa, it hits home harder when it happens to people that so many of us are associated with in one way or another.

Assistance from NZ was immediate and ongoing, and we have been happy to be able to do our bit, as you will see in this issue.

Good News - Christmas is almost here again, and we have had some lovely presents in the form of new contracts for the transport of Crude Oil, Bitumen, Refined Fuel and LPG.

The fabulous Origin Energy Kupe Project is the source of much of this additional work, and we are very proud to have been entrusted with such large volumes of work.

Chrisco, who are of course synonymous with Christmas, have also favoured us with their work, and this year our team will be the ones making sure that all the Christmas Hampers get to your local Courier Post delivery agent in time for everyone to enjoy - and if your enjoyment stretches to a bottle or so of the good stuff from Independent Liquor, then we will be getting that to where it's needed as well!

My thanks to you all for your help and support during the year, and on behalf of myself and my partners, may we wish you a very Merry Christmas and a wonderful New Year.

Enjoy it, be careful out there, and be here for next year.

Jim

Now in the mighty Mt Wellington



Grant Chambers – Business Development Manager, Mark Germann – Auckland Manager with the Auckland team, Les Banks, Robyn Randle, Scott Phillips (absent Mark Littlefair and Tony Ashton)

Hooker Pacific's Auckland depot has recently made the move from its shared Onehunga depot with TNL Freighting to the mighty Mt Wellington.

The new depot has more lay down room for the volume of container business the branch handles and allows the team to focus on FTL or Full Truck Load business, says Auckland branch manager, Mark Germann.

"We've now got plenty of yard space, a dedicated freight shed and we're handy to the main motorway junctions," says Mark.

"We still work very closely with our partners TNL and together we have nation-wide distribution capability as well as local drop off and pick up delivery fleets."

Staff numbers are now up to 27 with 20 full time drivers working back to back shifts six days a week mainly on linehaul deliveries up and down the country.

"We have a really good crew here in Auckland who have been with us for a long time," says Mark.

"The trucks don't sit idle. We mainly move containers during the day and line haul freight around the country during the night. As soon as they come in from one shift they are being loaded up for the next shift!"

The branch looks after a large number of clients whose freight requirements are many and varied.

Auckland also recently secured the National Distribution of both frozen containers and palletised dry goods for Chrisco's Hampers to various Courier Post depots.

"Having the beverage accounts means we are able to share costs for these customers. We are delivering similar loads to similar locations throughout the country and can therefore offer valuable efficiencies," explains Mark.

Hooker Pacific Auckland are also focused on their growing local container transport business.

"We are seeing a nice increase in our local container transport volumes," says Mark. "We have added additional swinglift gear to match to the opportunities that we have converted and will continue to do so as we bring more new business into the branch."



Operator Raymond Brown with the latest swinglifter in the Auckland fleet.

Developing Business

Grant Chambers works alongside Group Marketing Manager Tim Cantlon as Business Development Manager for Transport Investments Limited—the parent company for Hooker Pacific, the TNL Group, Actus Transport, Petroleum Logistics and Five Star FMCG.

Focusing on building business for Hookers and TNL in particular, Grant brings his 13 years of transport experience in courier operations and business development. Based out of his Auckland office, he looks after the companies' major accounts and is actively seeking new business.

Of Nga Puhī descent, after hours Grant is a keen sportsman having been selected to play league for both Auckland and the New Zealand Maoris. With a son mad on basketball and a daughter crazy about netball—he's also getting plenty of courtside action!



Chrisco's Christmas rush just got easier



Hooker Pacific's driver Adrian Raukawa with Chrisco's Inwards Goods Manager David Saunders and forklift operator Kini Aii.

If Santa Claus is alive and well in the 21st century, he could consider taking a leaf out of Chrisco's book and appoint Hookers for his Christmas deliveries nationwide.

Throughout November and right up until Friday, December 18, Hookers will be in its own mad Christmas rush helping to deliver Chrisco hampers to Courier Post depots for delivery to expectant homes nationwide.

While Hookers had been indirectly moving Chrisco's product for a number of years, the company decided to deal directly with a single distribution supplier in late 2008, says Chrisco's Chief Operating Officer, Graeme Cressey.

"We were well aware of service levels provided by many of the line haul operators that were being used to move our product. Hookers was one that stood out," says Graeme.

"Hookers provided us with the know how and solutions to meet our customer expectations. I must compliment Hookers on the willingness to share information and show us the most cost effective way to move freight."

Because Chrisco customers are given a date to be home to receive their hampers, timing and safe handling of the hampers is critical for Chrisco's, says Hookers' Auckland branch manager, Mark Germann.

"Chrisco has an excellent logistical operation which has no room for risk," says Mark. "It's a great new contract involving daily pick ups from Chrisco and overnight deliveries to Courier Post branches throughout the country who then make the home deliveries."

And all delivered on time – without a reindeer, sleigh, or large man in a red suit in sight!

Independent Liquor demands high standards – "and gets them"

Independent Liquor has a no-compromise attitude that has seen it successfully produce, market and distribute its products in New Zealand, Australia, Asia, Europe and North America.

Founded in 1987, Independent Liquor has been an innovator of ready to drink (RTDs) brands both in New Zealand and Australia and owns some of the largest brands in the Asian RTD market.

The company also produce and market a selection of beer, wine and spirits and prides itself on being dynamic and innovative and are always keen to explore new opportunities – one of which was recently awarding Hooker Pacific its North Island distribution contract, says Craig Leishman, National Distribution Manager for Independent Liquor.

"We were looking for a professional transport operation that could meet our high standard of KPI's, service to our customers and be able to support the growth of the Independent Liquor Group," says Craig.

"Hookers provide a modern fleet that ensures our products travel to customers without delays, breakage and they consistently deliver our full DIFOT requirements. The transport fleet that Hookers runs also meets our BRC requirements."

Hookers has a dedicated fleet of B trains to handle the high daily volumes going out of Auckland for the Central and Southern Regions, from Taranaki across to the Hawkes Bay area.

"The knowledge and depth of their dispatchers and operational staff are second to none, nothing is a problem to them," reveals Craig.



Independent Liquor storeman Leighton Elder, National Distribution Manager Craig Leishman with Hooker Pacific's driver Ruben Krishna.

"The biggest thing that has impressed me is that we have had NO customer complaints to date. We have had NO damages and everything we ask them to move they move it without delays. I like their "Can Do" attitude."