



# FUELLED

NEWSLETTER

OCTOBER 2017

## MARSDEN POINT TO WIRI PIPELINE RUPTURE



The impact of the rupture of the Marsden Point to Wiri pipeline was felt around the country with not only the cancellation of flights in and out of Auckland Airport but also by placing pressure on fuel supplies in Auckland, in particular. McFall Fuel drew together a plan to support BP while at the same time managing the needs of our customers. When the bridging commenced on Sunday September 17 we were averaging about 5 truck and trailer loads daily, over 4 days. From the 17th to the 25th we dedicated 4 to 5 trucks to this work and used the

trained fuel delivery drivers involved in training and planning roles to support the drivers out of Mount Maunganui and Te Awamutu. "Covering 17,500 kilometres for this 9 day period was challenging," said Paul Clampitt. "It was a great team effort that was well coordinated and saw us contribute about 20% of the volume to the fuel required to help BP out. We delivered to about 30 BP retail sites in Auckland. There is no doubt we had to pull off some creative plans and having the drivers dealing with long delays at the Wynyard Wharf in Auckland was not easy for them."

We rounded out the month having delivered over two and half million litres as our contribution to BP sites because of the impact that the pipeline rupture had, had on the supply of fuel. We are still averaging two loads a day and this may well go on for some time yet. What happened has been a reminder to us all as to why we need robust policies and procedures for our operational delivery methods that can cope when something falls outside the norm. There will no doubt be much debate about what occurred but the positive is that we were able to contribute strongly to this plan without dropping our standards and remaining clear that our customers were our first responsibility.

## THE NEED FOR HEALTH, SAFETY, AND ENVIRONMENT AUDITS

McFall Fuel have just completed a major audit of the operational approach we take as a fuel distributor. The questions and in depth research about what we do and how we do it, covered so many approaches and actions that we need to take in our day to day activities. It was a huge reminder of how much we effort we put into making sure that we look after each other, those we work with, the general public, and of course the environment.

No longer can you gain assurance by saying that we do that, it must all be clearly documented revealing the purpose, responsibilities followed plus the processes followed and the procedures adhered to.

With the questions about how we operate to meet the demands of the Health & Safety at Work Act 2015 it was a positive way to check how far we had progressed with our implementation of the policies required. The result has reinforced that we are definitely meeting the standards set but as with all policies and procedures we will need to ensure that we keep up to date and continuously improve.

## WHERE CAN I USE MCFALL FUEL, FUEL CARD?



Where can I use my McFall Fuel, Fuel Card is a frequently asked question. People are always surprised by the list — BP Connect, BP2Go, BP Truckstops, and g.a.s. The McFall Fuel, fuel card offer is really in its infancy but is beginning to gain momentum within a range of businesses as people understand that the network available is strong in both urban and rural communities. There are changes occurring as customers demand more than just fuel when they are on the road. More BP2Go stations are offering coffee and a similar food range to the BP Connect and the Wild Bean Cafes. However, it is the smaller g.a.s stations that have seen quite a makeover with Project Phoenix creating orange petrol stations that are not only beginning to become brighter and cleaner but also an effort has been put into raising the look and performance of staff. New g.a.s sites, and BP retail sites are being added to

the network to make it even more convenient for fuel card users when it comes to purchasing fuel and of course that coffee and food to go. Add into the mix the BP Truckstops and you have great coverage throughout the country, not only with fuel but food and beverage choices as well.



**g.a.s.**  
Petrol Service Stations



# What's Happening @ 0800 623 255

## TARANAKI CUSTOMERS KEEN TO LEARN



McFall Fuel has a strong customer base in Taranaki and following the merge with Rural Fuel the number of customers in the Region has increased exponentially. The customer function at Bay of Plenty Steamers versus the Taranaki Bulls match drew customers and staff together for the first time from around the Region. Todd Pelham presented the benefits of some of the Fuchs Lubricant range for those present and generated a great deal of interest in what can be achieved by using the right application in the right place when it comes to machinery.

"It was really positive for the Taranaki customers we work with to understand and hear about the commitment we make to our customers right across the North Island. The Rural Fuel customers were really pleased to meet us all and said how good it was to meet the people behind the brand that will continue to supply fuel to them to meet their business needs," said Sheryl Dawson. "Naturally, there were lots of questions about what will change and what will be on offer." The reality is there will not be many changes in approach, just a change in brand.

**REMEMBER TO PURCHASE AD BLUE TO MEET YOUR NEEDS**

## USE A TRUSTED OIL BRAND



We have a range of hydraulic oils ranging from Unilube 46 to the Renolin B. These are high quality products used as hydraulic and lubricating oil for various applications such as bearings and gear boxes, plus where a high viscosity index and a good load carrying capacity are required. They are especially recommended for applications where a low start-up viscosity at low temperatures and a higher viscosity at higher temperatures are required. These oils are also great if you have sticky controls because these will free them up making the operating of the controls a lot smoother. Acting additives guarantee a long lifetime and the highest hydraulic performance. Even at high temperatures and high loads the base oils together with the additives ensure that the system will be operated reliably during a long lifetime.

*Discuss the benefits with your Sales Representative today and learn more about the lubricants you use!*



## THE EXCITEMENT OF PUTTING TOGETHER A TELEVISION COMMERCIAL

Fuchs Australasia determined that they would like to see footage of New Zealand companies using their products in different settings. The filming is to use initially on their website and then possibly in the long term as television commercials. McFall Fuel were delighted to have the chance to have film and photographic shots of in the field activity taken in the forestry and agricultural contracting sectors. "For us this is a first with a supplier," said Allan McFall, "and it will be great to see the final outcome for the customers and our team members who were involved."



"We intend to use the stories developed about McFall Fuel over the two days of filming for our website," said Sheryl Dawson. "YBI Creative and Fuchs were keen to do this for us and Rob Sharp and the photography team were delighted with the footage they got using the drone, and the camera on the ground."

**McFALL LOYAL**

*The Complete Package*



FUEL



FUEL CARD



FUEL TANKS



LUBRICANTS



SERVICE



TANK REPAIRS & MAINTENANCE