



# FUELLED

NEWSLETTER

MAY 2018

## TANK AUDITS ACHIEVING POSITIVE OUTCOMES

McFall Fuel decided that the time had come to commence an audit of the two thousand plus tanks it has with customers. "It is important that we deliver to compliant tanks and sites so that we are acting as responsible employers in terms of primary duty of care. The assessment checklists were developed for farm and forestry. Home heat, and commercial tanks will follow. Site assessments are generally completed when customers sign up and when changes are made to sites. Fuel delivery drivers are also expected to make assessments as they enter customer sites not only to meet customer requirements but also to ensure that the standards that they adhere to can be met throughout the delivery process. The project is well underway in the farming and forestry sectors and the results around tanks in particular have been extremely positive. "It is apparent that some crews do take pride in looking after their tanks and our oldest tanks with a long term customer were still in good condition," said Project Coordinator Rick Williams. "In fact, in general, we have been surprised with how well the tanks have been looked after. Half of the farm tanks meet requirements and for those that do not meet the them a third of the farm tanks require Hazard stickers to be applied."



## TRUST CONTINUES TO FEATURE AS A TALKING POINT

The barometer used to measure trust levels in New Zealand remains low. There has been a significant drop in trust towards all institutions and in businesses it fell 14% from 2017. In order to raise trust levels New Zealanders are now looking for a much longer term commitment from businesses more than ever before. Previously financial sustainability, the privacy protections, and ensuring health and safety at work were seen as important to trust levels.

Building a long term commitment requires a strong questioning culture where the tough questions are asked and not answered defensively. At the same time it is essential that the questions are not made personal or offensive so that people are able to give their views on important matters so that ultimately the best decisions are made for the long term future. Expectations need to be shared and understood in a professional and respectful way so that mutual trust is achieved.



## THE STATS SHOW OUR WORKFORCE IS AGEING

There has been much discussion of late about our ageing national workforce and the need to begin looking at what we do now. Not only is the population ageing, we have a low birthrate, a labour shortage, a skills deficit, and the way we work is changing at a rate many are struggling to comprehend. In New Zealand we will see over 65's double in 20 years from 650,000 to 1.3 million. With the low birth rate there will be less younger workers coming through for employers. Therefore, businesses will need to consider how they are going to prepare for an ageing workforce which is quite a challenge. This also means we will be competing for people from around the world to fill the labour shortages that are beginning to grow year on year . New Zealand will need to be seen as a desirable place to live and work competing against other western societies who are facing the same work force challenges.



The average age of people working for McFall Fuel is 48 with 13 of the 140 staff 65 or over. It seems not that long ago that people were happy to retire at 60 and have time to enjoy their lives. This is not the case in 2018 and is even less likely in the future.

# What's Happening @ McFall Fuel

## GROWING COMMUNITY INVOLVEMENT



The Palmerston North Boys High School Relay Team completed the Te Araroa Challenge raising \$25,000 for Ronald McDonald House. McFall Fuel supported this fantastic endeavour by supplying the fuel for the vans that went from the lighthouse at Cape Reinga to Island Bay in Wellington. "We so enjoyed spotting McFall Fuel tankers as we travelled through the countryside and I am sure that many of the fuel delivery drivers will

think we are a mad bunch," said Rachel Wenham. The challenge saw the young men run in relay teams, supporting each other, and taking time to learn some of New Zealand's history along the way. "We were really pleased to support the schools endeavour to raise funds for Ronald McDonald House. We are looking forward to cooking our first dinner for the families in the House in Auckland," said Allan McFall.



## SITE ASSESSMENTS

As winter approaches it is time to ensure that we keep access ways safe for fuel delivery vehicles entering sites and properties all across the North Island. Safe site access is an on-going maintenance issue and we are keen to see our fuel delivery drivers taking their loads on safe roads sealed or unsealed.

Our site assessments begin from the public road and end at the delivery site. Ideally the tanker driver should be able to enter and exit your property or site with a clear view of traffic and be able to reach the tank without any obstructions in the road. Safe access is essential in all weather conditions. It is important that customers keep trees and gardens trimmed to the minimum clearance requirements of 3 metres across and 4 metres high.

## REMEMBER TO PURCHASE YOUR LUBRICANTS & ADBLUE

### KEEPING IN TOUCH WITH MCFALL FUEL

Over the coming months it is important that customers are aware that as we go through the changes that reaching us is as easy as it always has been.

#### PHONE NUMBERS

0800 383 582 (Palmerston North)

0800 623 255 (Mount Maunganui)

Emails for the Palmerston North Office [fuelcard@ruralfuel.co.nz](mailto:fuelcard@ruralfuel.co.nz) and [enquire@ruralfuel.co.nz](mailto:enquire@ruralfuel.co.nz)

Emails for Mount Maunganui Office [fuel@mcfallfuel.co.nz](mailto:fuel@mcfallfuel.co.nz) and [accountspayable@mcfallfuel.co.nz](mailto:accountspayable@mcfallfuel.co.nz)

[www.mcfallfuel.co.nz](http://www.mcfallfuel.co.nz)

### AN OPPORTUNITY FOR CUSTOMERS

Over the coming months please send pictures of your garden to [enquire@ruralfuel.co.nz](mailto:enquire@ruralfuel.co.nz)

We are looking to choose the best for our annual calendar produced in November.



## The Complete Package



BULK FUEL



FUEL CARD



FUEL TANKS



LUBRICANTS



SERVICE



TANK REPAIRS & MAINTENANCE