



THE POHUTUKAWA'S IN FLOWER SIGNAL END TO 2018



The Pohutukawa Trees in flower is the signal that 2018 is all but over. As we reflect back over the year we have faced the vagaries of the weather; fuel prices reaching an all time price high; mycoplasma bovis impacting on deliveries to the farm market; and the Auckland Regional Fuel Tax.

For McFall Fuel in amongst these and other challenges it has been an exciting year with the majority of our new customers being new businesses that have just been set up across the North Island. A number of these new businesses no longer fit our traditional sector thinking, reflecting the fast paced world in which we live. This group of customers have enjoyed the innovative solutions that we have suggested to meet their individual and specialist business needs. "We pride ourselves on our service and there have been so many notes of

appreciation and congratulations for fuel and lubricant delivery drivers, office staff, tank maintenance personnel, and the Sales Representatives," said CEO Sheryl Dawson. "Our very loyal customer base is something we are all very proud of and it is often one of our loyal customers who refer other customers to us because we have been willing to work with them to find a first class solution. We certainly appreciate feedback from customers because it is this that continues to help us deliver a better service."

WORKPLACE BULLYING IS FRONT & CENTRE AT PRESENT

McFall Fuel like many New Zealand workplaces is made up of people drawn from many different walks of life and a variety of ethnic backgrounds. So when bullying is discussed the question that inevitably arises is what is and how do we define bullying.

WorkSafe have outlined what are to be seen as the characteristics of bullying in their guide *Preventing and Responding to Bullying at Work*. The characteristics are about repeated, unreasonable, and targeted behaviours which lead to physical or psychological harm.



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WorkSafe have also described bullying as a hazard, however, recognizing this hazard is challenging regardless of whether it is overt or covert. The lawyers will use the reasonable person test but what is reasonable in one culture or from one organization to another may not be the same. Assessing this hazard in an objective way is very difficult. To keep things simple and to avoid the complexities of identifying and managing the hazard, it appears that the best way forward is to ensure that we all focus on treating people with dignity and respect. If these basic values permeate the culture of the organization and are expected and understood by all then the hazard is minimized.

THE CHALLENGES OF FILLING A SMALL CRUISE SHIP



A recent request to deliver fuel to a small cruise ship at the Port of Tauranga proved to be an interesting delivery for three drivers and two ground staff. The Caledonian Sky was the first multiple drop delivery using the mobile portable transfer trailer. The key to success was making sure that seven truck and trailer deliveries needed for the ship were coordinated effectively so that there was no down time. The process took nine continuous

hours for Mike Crandon, the McFall Fuel Training and Safety Manager, along with Tony Davies who is responsible for Fleet and Forestry to oversee the flow of fuel from the vehicles to the ship.

The Caledonian Sky will be travelling around New Zealand for the next three to four weeks. The Ovation of the Seas and another large cruise ship were berthed just along from the Caledonian Sky.

What's Happening @ McFall Fuel

TEAMWORK THE KEY TO SAFETY



The benefits of 'Teamwork' are often overlooked and underestimated which is hard to believe given that most New Zealanders have grown up in a sporting and cultural environment where team performance has been to the fore. High trust between teammates improves performance and safety research is beginning to reinforce this. Trusting each other in the Team as well as adhering

to protocols and speaking up about mistakes made are just as critical in the workplace as they are on the field. High performing teams' are very aware of each other and so develop a strong understanding and awareness of the safety measures needed to look after each other and the team. The good thing about teamwork is that you do not need to rely on the one person to come up with the ideas to help make things safer.

A good example of a diverse team approach has been the development of the McFall Fuel Buddy Training Manual being drawn together for the training of the fuel delivery drivers. This document has had input from the Driving Teams' in Wellington and Mount Maunganui and has included the new drivers being trained, the buddy trainers, plus a Driver Trainer and the Training and Safety Manager. Different ideas have come from each of those involved in developing this Manual focussed on safe delivery. "The Manual is far better thanks to the teamwork and there will be more ideas to come as more people we use it," said Mike Crandon.

THE EXPANDING BP RETAIL & TRUCKSTOP NETWORK



It is exciting for McFall Fuel to be a part of an expanding BP Network within New Zealand. This gives McFall Fuel, fuelcard holders greater convenience when it comes to filling their vehicles while travelling over the Summer. Remembering that the G.A.S retail outlets are also a part of this network.

BP have recently turned the BP2Go sites in Waipapa (Bay of Islands) and Ashburton into BP Connect stores with Wild Bean Cafes. There will also be another three BP Connect retail sites with Wild Bean Cafes opening in Moorhouse Avenue Christchurch; Lincoln Road and Whenuapai, West Auckland prior to the end of this year. A new BP Truckstop will also open in West Auckland on Rosebank Road before Christmas. "We are also aware in the New Year work will commence around the North Island on a number of other BP retail sites," said Allan McFall. "For our customers it is the locations of the retail and truckstop network which is the winner and more customers are enjoying the convenience of the BPMe App."



Best Wishes for a Merry Christmas & a Fantastic Start to the New Year from the Team at McFall Fuel

McFall Fuel Office Closures

The Mount Maunganui, Palmerston North, and Inglewood Offices will be closed from midday December 24 and reopening on December 27, 2018.

The New Year closure will be from midday on December 31 and reopening on January 3, 2019.

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