



WHAT GOODIES HAS 2023 GOT IN STORE

What became apparent as 2022 drew to a close was that McFall Fuel's operating costs like all other businesses would continue to rise exponentially and may well continue to accelerate at least until the middle of 2023. This means we will all be likely to either be cutting back or taking a more cautious approach. A lot of the predictions have been saying times will be tough but we have actively practiced tough times before and more of recent times. Through the past four years at McFall Fuel, we have tried to remain upbeat along with being innovative in approach even when we were faced with the challenges of supply issues, rising costs, and of course the ongoing impact of Covid and associated illnesses. The really big test was looking after our staff successfully because it is they who keep McFall Fuel running effectively and efficiently. Our people centred approach has been very much at the forefront because we have always been proud of our high service model which aims to deliver and provide for customers despite these demanding times. The Step Up Programme initiated to help recruit and retain staff has seen some real benefits and will continue to do so as we prepare people to grow within the business to sustain ourselves into the future. "We have had some great successes within our Driving, Sales, Lubricants, and our Customer & Financial Services Teams' with Step Up," said People & Culture Manager Kerry Bisset-Larsen. A driver example is, "Migao Lauano who absolutely loves his job, he's pretty infectious throughout the team and is a great example of our Step Up Programme," said Area Operations Manager for Hawkes Bay Craig Gowler. Migao, (pictured above) came to McFall Fuel determined to achieve the licenses he required for the work and then to be signed off to go solo.



The key to business success is to find a way to weather the storm and so many have been doing this for sometime now regardless of what came their way. For some businesses this has been easier than for others, however, resilience is what Kiwis have in bucket loads and if we reflect on our history we like to feel safe, secure, plus we also have the need for reliability which is the most important in all that we do. Therefore, as we commence 2023 and face the realities of what goodies are in store it will be more of the same, the economy is just like the weather it does not always do what you want it to.

NORTHLAND OFFICE & YARD REVAMP COMPLETE



The blessing of McFall Fuel's new operational location in Union East Street in Whangarei by Andre Hemara, who was supported by his wife Brenda, was a great way to end 2022. A staff and customer BBQ followed the blessing later in the day. "This was a good way to appreciate and reflect on all of the incredibly hard work that had gone into getting the office and yard ready to be used by the Team to operate the Northland Region from. Property Manager, Andrew Spicer led the project extremely well and our locally based Area Sales Manager, Jimmy Brewin along with Area Operations Manager Grant Hitchcock helped significantly with their local knowledge which supported the work we needed," said Allan McFall.

FARMERS & AG CONTRACTORS AT THE MERCY OF THE WEATHER

Farmers and Ag Contractors are constantly at the mercy of the weather and therefore, November to Christmas 2022 was not ideal for many Regions with the constant rain. When it came to making hay it was nigh on impossible to ensure it was dry before it was baled and in some parts of the North Island flooding meant that the maize that had been planted was washed away and would need to be replanted. The King Country saw grass growing reasonably well and for many areas the silage making was the latest it has ever been done. While prolonged bouts of wet weather can impinge on animal health most are pleased with the feed quality.



Some Regions have had the wettest or close to the wettest season on record while in contrast, the Manawatū, pictured above, has been dryer and the grass is growing really well. The Summer crops were planted earlier than usual and were timed nicely for when the rains came and so now most crops are looking good and well on their way to harvest. The lambs growth rates have increased along with the farm work activities making up for the lost time. Ag Contractors will be looking to make the hay and deal with the maize crops when the weather settles but at present the weather is not playing ball.

What's Happening @ McFall Fuel

LOOKING AFTER OUR SUBSTANTIAL TANK ASSET



New 20,000 Litre Tank.

McFall Fuel takes great pride in the tanks that are located across the North Island for customers to use to manage their bulk fuel. "We now have a pretty good annual maintenance programme in place with staff located in Auckland, Mount Maunganui, Hawkes Bay, Palmerston North, and Taranaki," said Tank Asset Manager Stu Argent. "We have reached the point where we have less call outs for repairs because of the annual maintenance planning and the Team also believe we

are beginning to cover the North Island much more effectively. Our aim is to put in place the cleaning of tanks as well going forward so that we can keep on top of all aspects related to the tank service which we offer. 491 tanks were delivered in 2022 to customers using either the

Tank Asset Team, Area Sales Managers', or suppliers. These tanks generally went to farms, forestry, construction, and or commercial sites around the North Island. A number of these tanks were refurbished while others were new. Many of the larger tanks have comprehensive fuel management systems which provide extensive reporting capabilities and enable better fuel management."



Refurbished 10,000 Litre Tank.



New 1800 Litre Trailer Tank.

SO PROUD OF OUR CALENDAR FOR 2023



The Team at McFall Fuel generate numerous photos throughout the year as they go about their work and visit places that capture their imaginations. The 2023 Calendar's front page shot pictured above was a collaborative effort from Sales Team Manager, Todd Pelham and Area Sales Manager Ollie Tarawa-Bailey on a forestry site. "It is so exciting to receive the photos over the year and then be a part of the Team consisting of CEO Sheryl Dawson plus People & Culture Manager Kerry Bisset-Larsen who draw the calendar together. Kale Print then do their magic using the agreed themes choosing the hero shot for each page," said Executive Assistant Lara Griffin. "This year we are very proud to have the sun rising in different locations around the North Island to celebrate Anzac Day in April. Operations Manager Scott Jeanes captured two crosses on the beach on the Coromandel which inspired this page."

The Calendar is distributed by the Area Sales Managers as they visit their customer bases within the Regions that they work in from the end of November 2022 to the end of March 2023. Plus there are a few that make it to events held early in the year.

A SUMMER MUST—MCFALL FUEL FUEL CARD & BPME App

The McFall Fuel Fuelcard offers you access to the comprehensive network of bp Connect (Wild Bean Cafes), bp2GO, bp Truckstops, and G.A.S sites across New Zealand. Further to this, there are also McFall Fuel sites where your McFall Fuel Fuelcard is currently loaded for you. The good news is that this is about to change so that all McFall Fuel Fuelcard holders will have access to these sites that are situated in the lower North Island as per www.mcfallfuel.co.nz. We will advise you when this new software is operational so that any McFall Fuel Fuelcard holder can also use these sites.



The BPME App is yet another advantage that can be used if you have a McFall Fuel Fuelcard. The BPME App mirrors the detail that you have on your Fuelcard. Designed for convenience once you have the authorisation to use the App you are able to pay from your car, pre-order a Wild Bean Coffee to collect, or wash your car by using the app. When you are travelling you can find the right station to use, and of course get those directions to get there. You will not worry about pumps on pre-pay or going into the store to purchase a car wash ever again.

AS ALWAYS ASK US MORE ABOUT THE WHAT, HOW, & WHY

McFALL LOYAL

The Complete Package

