



# FUELLED

NEWSLETTER

DECEMBER 2021

## LOOKING BEYOND LABOUR MARKET PRESSURES

Keeping and recruiting talented staff is challenging for many businesses at present and researchers are even referring to it as the *great resignation* plus at the same time illuding to how Gen-Z (born after 1996) will probably have 16 to 18 jobs over their lifetimes. The reason for this is that the current flatter structures enable this generation and others to experience a more cross discipline approach to their work and so very often they look for lateral job changes. This needs to be capitalized on because at present it is obvious that the size of the New Zealand labour pool will take some time to grow. This will see many businesses turn to the people available within their businesses and focus on retraining and upskilling them and using this approach to attract others to join the business because they see a pathway or movement in the employment approach. A real move away from that is your job for life or at least ten years.



McFall Fuel has launched the *STEP UP* Training Programme to help meet the skill and talent shortages, particularly for fuel delivery drivers. This gives people the confidence to apply as they see an opportunity to grow. At the same time it is also designed to encourage talented people within the business to look at different opportunities and directions. Trying something different or new can be quite daunting but with the right support and training it becomes an accepted way forward. We have already observed people being surprised at how they can do things they had not

thought possible and attracted new staff because of what we offer.

"We have always prided ourselves on our Driver Training Programme and the Training & Safety Team have just met and looked at ways to deliver better training for those who are coming fresh into the industry," said Allan McFall. "While our *STEP UP* Training Programme is not just for fuel delivery drivers, we have already recruited two drivers on this basis, and have others in the pipeline. We also have a Process Administrator moving into our Planning Team and fuel delivery drivers considering moving into other areas within the business as part of encouraging people to look at ways of remaining a part of McFall Fuel. We think it is wise to help our Team to see those opportunities for change within the business rather than look elsewhere if at all possible."

## ORDERING FUEL FROM THE WEBSITE



DIRECT HELP

ORDER FUEL

McFall Fuel are always looking into solutions to meet customer needs and so now in addition to using the telephone to order fuel the website can now be used. [www.mcfallfuel.co.nz](http://www.mcfallfuel.co.nz) now has an *ORDER FUEL* tab at the top of the home page next to DIRECT HELP. This is another way for customers to request their fuel deliveries if they are either 'ring ins' or experiencing a seasonal spike and so cannot see their tank of fuel lasting until the next delivery. Prior to advertising this new feature we have already had a customer use it with great success. The *ORDER FUEL* tab takes you straight to the Planning Team who can then action your request or get in touch to get more detail.

The DIRECT HELP tab has been on the site from its inception and is used for general enquiries like ordering more fuelcards, finding out about loyalty, and most frequently by people looking into how they can become a customer.

A HUGE VOTE OF  
THANKS &  
APPRECIATION TO OUR  
VALUED CUSTOMERS &  
SUPPLIERS

As 2021 draws to a close and we reflect on the year many of us will look back and wonder how we coped yet again with such an interrupted and constantly changing environment.

The cooperation and support that we have had from customers and suppliers is a real stand out despite at times the anxiety levels being extremely high with all that was going on. For those of you in Auckland we want to see you getting back to the 'new normal' and the borders reopened. But at the same time we are keen to hold true to our Zero Harm value — no harm to people, no harm to the environment, no accidents. Thanks so much to those of you who have responded to our Safe Deliveries communication which enable us to work more effectively together on our Covid Response to keep ourselves and our families safe.

Many of us are already taking a great deal of caution in our daily lives with masks, QRcode scanning, sanitizer, and taking our temperatures. We need to view the traffic lights in a different way rather than racing through them, if we are going to keep ourselves safe. We will still need to be very aware no matter the colour of the light. Take care this summer not only on the roads but wherever you go.



# What's Happening @ McFall Fuel

## OVERHEAD TRIPOD APPROACH WORKS WELL



McFall Fuel is delighted with the 'Team Approach' that has been taken to removing the final group of unsafe overhead tripods that are delivered to. "Firstly, a huge vote of thanks needs to go to those customers who so willingly got rid of their old Overhead Tripods and modified Tripods accepting that it was time and that a safe replacement tank was needed. Our final push has involved our Fuel Delivery Drivers identifying those Overhead Tripod Tanks that they come across during the farm runs as a means of double checking what the Sales Team have left on their lists to complete," said Warren Broadmore, Business Development Manager Farming. "It has been a very challenging task but both the drivers and the Sales Team have done a first class job to meet the safety expectations in

the field. There are still modified tanks out there and these will be the next group that need to be dealt with if they are not solved at this time. It has been interesting to note that WorkSafe have been carrying out random checks on farms and have questioned some of the modified tanks with farmers based on feedback we have received," said Warren. "Again, we have really appreciated the cooperation from farmers as we have worked our way through the removal of these tanks to keep to our value of Zero Harm—no harm to people, no harm to the environment, and no accidents."

McFall Fuel have offered excellent terms on quality Lease to Own Farm Tanks along with the ability to purchase outright.

The McFall Fuel Office will be closed on December 27 & 28 and January 3 & 4. Call 0800 623 255 which is available 24/7 for any enquiries re your customer needs.

## USING YOUR LOYALTY POINTS FOR CHRISTMAS



For those customers who have McFall Fuel Loyalty points perhaps you could use them for Christmas gifts for friends and family. Gather Bags make a great gift and with a little creativity perhaps you could add the groceries or other goodies into the bags to give to friends and family for Christmas. There is also a great range of Stoney Creek on offer with chilly bags, heavy hauler packs, jester shorts, and the Apex Cooling Hoodies proving to be the most popular at this time. It would be wise to check that we can get the Stoney Creek item of your choice to you!

## ERADICATION OF M.BOVIS IS LOOKING POSITIVE



The partnership approach appears to be gaining momentum as a positive way to make progress in a number of primary industries in New Zealand. The progress towards eradication of M.Bovis is a good example of this. The value of what has been learned and the number of improvements made while the push to eradicate progressed will provide a solid platform for the future when it comes to disease responses. While it has to be acknowledged the programme was challenging for farmers, in particular, those affected, the working together approach has come a long way. A lot of hard work from farmers has been the key to success. An Independent Review has looked at the M.Bovis programme from when it began in 2017 and through most of 2021. Some of the recommendations have been already actioned but the key one is that the right support is in place.



*The Complete Package*



BULK FUEL



FUEL CARD



FUEL TANKS



LUBRICANTS  
ADBBLUE



SERVICE



TANK REPAIRS  
& MAINTENANCE