

**The Chartered
Institute of Logistics
and Transport**

ANNUAL FORUM 2016




INTRODUCTION

- Housekeeping
- Order of the day
 - Greg Thomas, Wellington Airport
 - Mike O'Donnell, vWorks
 - Neil Cole, KiwiRail
 - Phil Urlich, MITO
 - Walter Glass, Logistics Training Group
 - Sue Ramsay, Christchurch City Council



What is innovation?

innovation

/ɪnə'veɪʃ(ə)n/ 

noun

the action or process of innovating.

"innovation is crucial to the continuing success of any organization"

synonyms: **change**, **alteration**, **revolution**, **upheaval**, **transformation**, **metamorphosis**, reorganization, restructuring, rearrangement, recasting, remodelling, **renovation**, restyling, **variation**; new measures, new methods, new devices, **novelty**, newness, unconventionality, modernization, **modernism**; a break with tradition, a shift of emphasis, a departure, a change of direction; *informal* a shake up; *informal* a shakedown; *humorous* transmogrification

"they favoured the traditional approach and resisted innovation"

- a new method, idea, product, etc.

plural noun: **innovations**

"technological innovations designed to save energy"

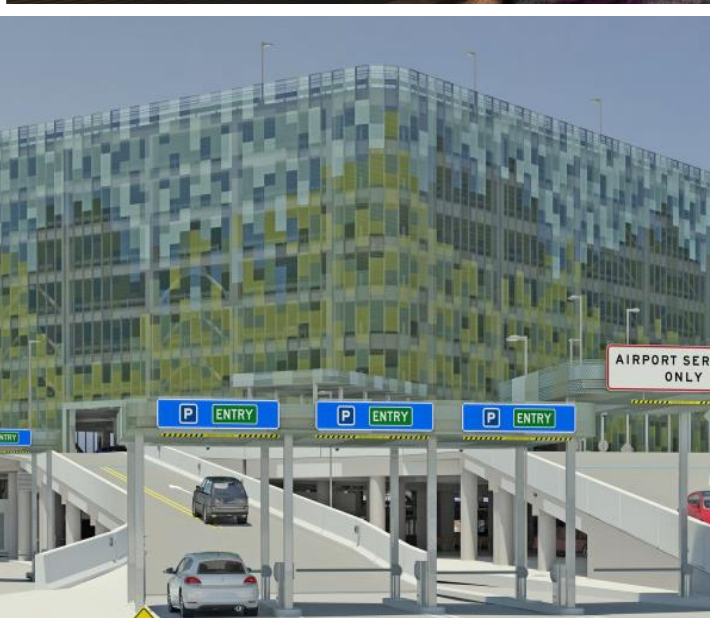


The Chartered
Institute of Logistics
and Transport

Strategic Planning at CEO Level

Presenter: Greg Thomas
General Manager Communications
Wellington Airport

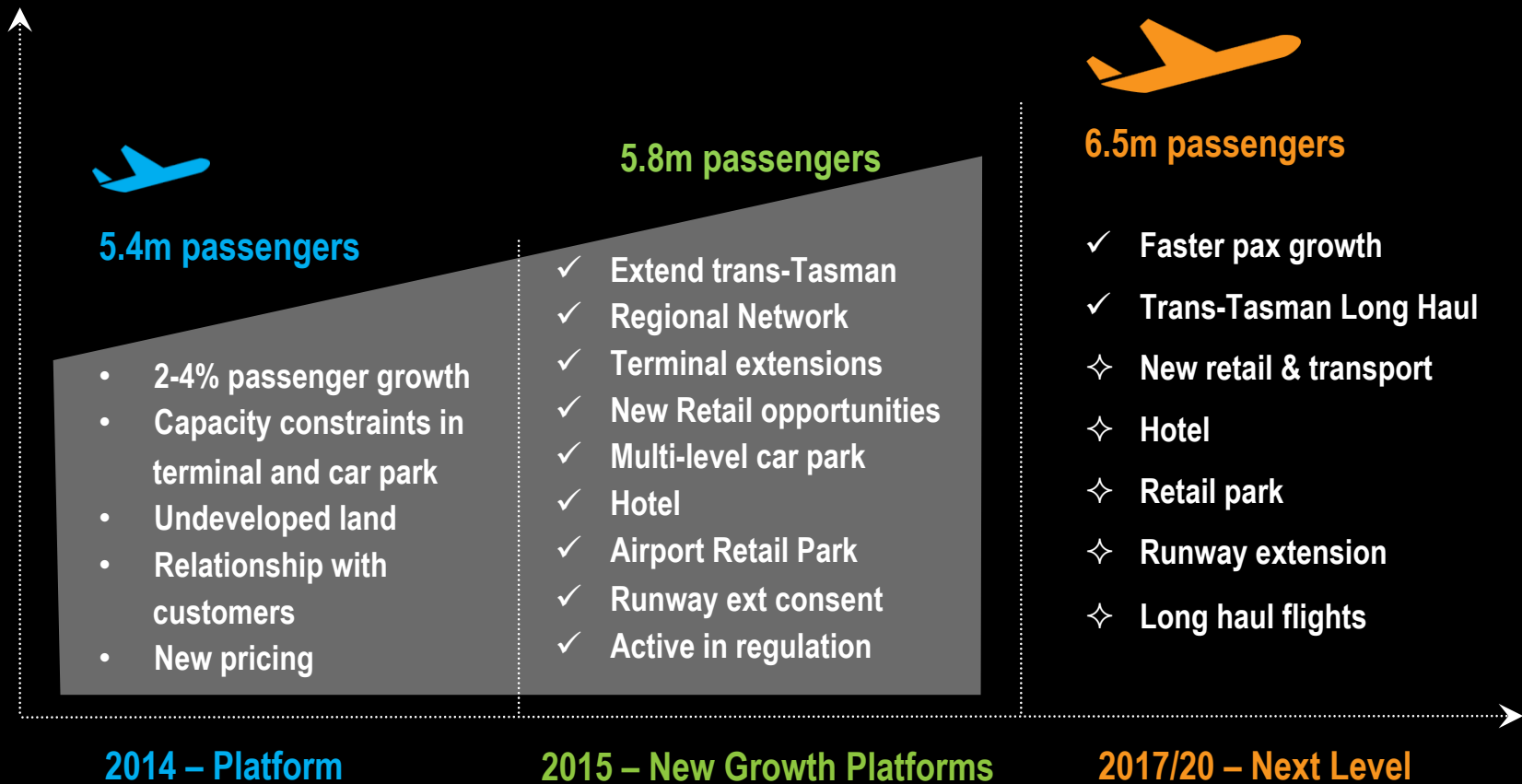




DRIVERS OF GROWTH



2017+ GROWTH STRATEGY



5.4m passengers



5.8m passengers



6.5m passengers

- 2-4% passenger growth
- Capacity constraints in terminal and car park
- Undeveloped land
- Relationship with customers
- New pricing

- ✓ Extend trans-Tasman
- ✓ Regional Network
- ✓ Terminal extensions
- ✓ New Retail opportunities
- ✓ Multi-level car park
- ✓ Hotel
- ✓ Airport Retail Park
- ✓ Runway ext consent
- ✓ Active in regulation

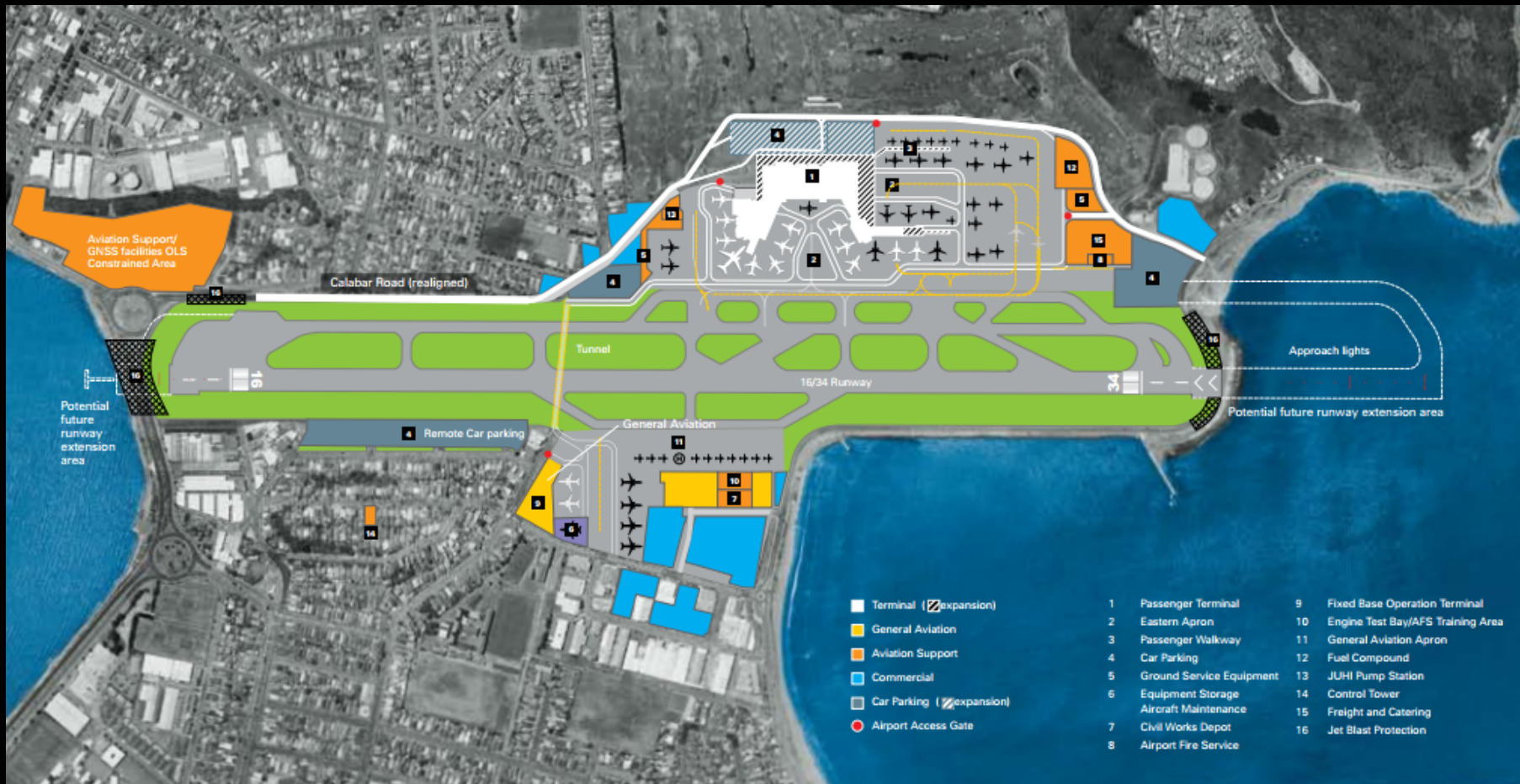
- ✓ Faster pax growth
- ✓ Trans-Tasman Long Haul
- ✧ New retail & transport
- ✧ Hotel
- ✧ Retail park
- ✧ Runway extension
- ✧ Long haul flights

2014 – Platform

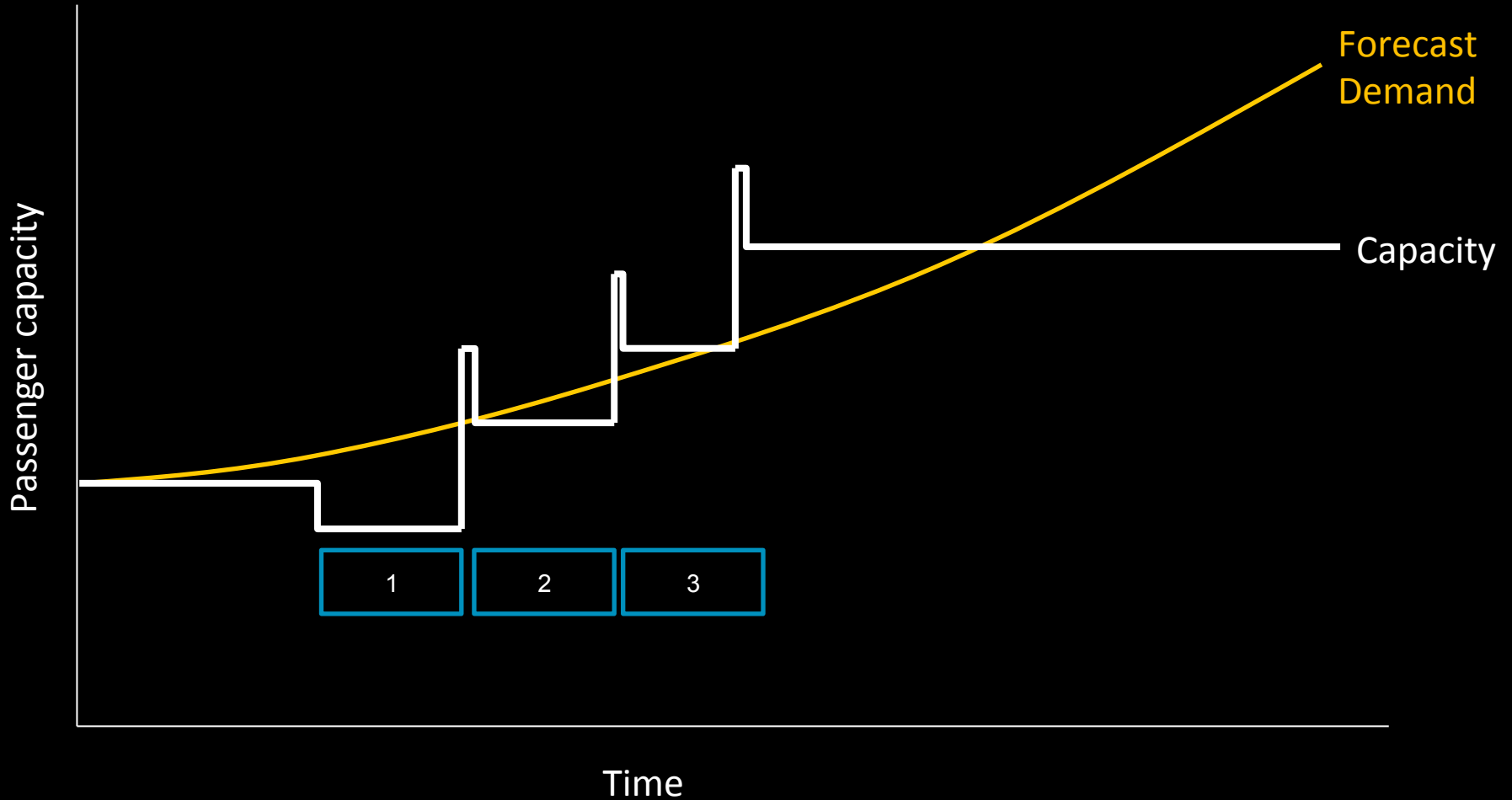
2015 – New Growth Platforms

2017/20 – Next Level

MASTER PLANNING FOR 110ha



BUILDING TO MEET DEMAND



\$300M CAPITAL INVESTMENT



Retail Centre
\$10m

Misc.
\$30m

Taxiway
\$20m

International
Terminal
\$60m

Hotel
\$50m

Multi-Level
Car Park
\$70m

Domestic
Terminal
\$70m

Runway
Extension
\$300m

DOMESTIC TERMINAL EXPANSION

6000sqm extra floor space

New Regional South Pier

Apron development + push back propellers

Single security point

Koru Lounge Airside

New Regional Koru Lounge 600Sqm



\$60M

MAIN TERMINAL RETAIL

Terminal area opened up
Optimised for retail, food and beverage
Best of Wellington and the World

WELLINGTON
AIRPORT

\$5M



MULTI-LEVEL TRANSPORT HUB



8 levels providing 1000 car parks

Undercover bus stops & high vehicle access

Reworks of ramps and circuit roads

Real Time Park Assist signage + mobile APP

Built for electric car with charging outlets

Parking growth from 2000 to over 3500 by 2030
keeps increasing relative to passenger growth.



HOTEL



4 Star, 134 beds

Restaurant, bar, gym, and conference centre

Servicing early & late dom/int'l flights

Expected capture from 19% to 24% of international travelers from regions .

~\$50M



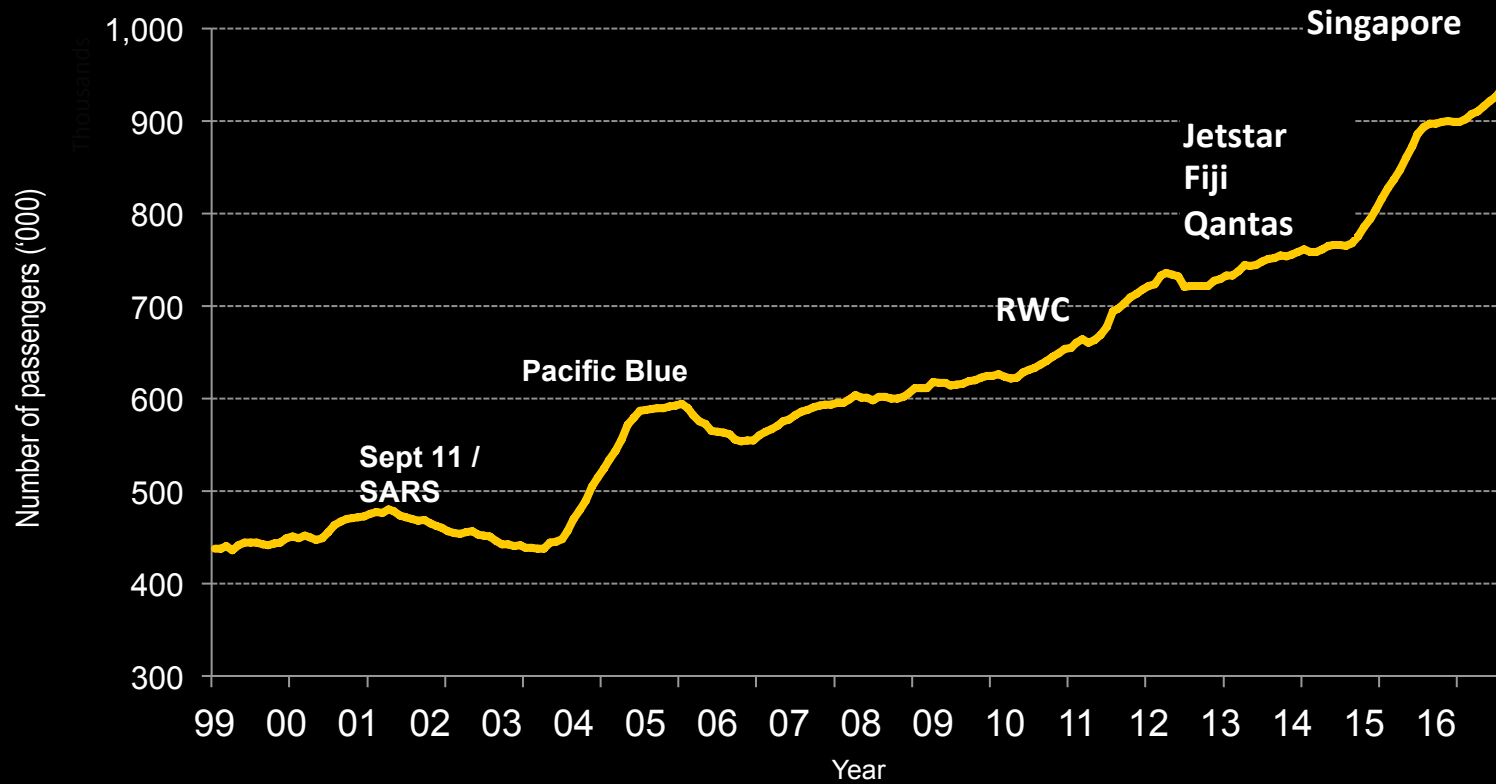
INTERNATIONAL TERMINAL EXPANSION



Design underway
Consultation with airlines commencing
Construction tender late 2016

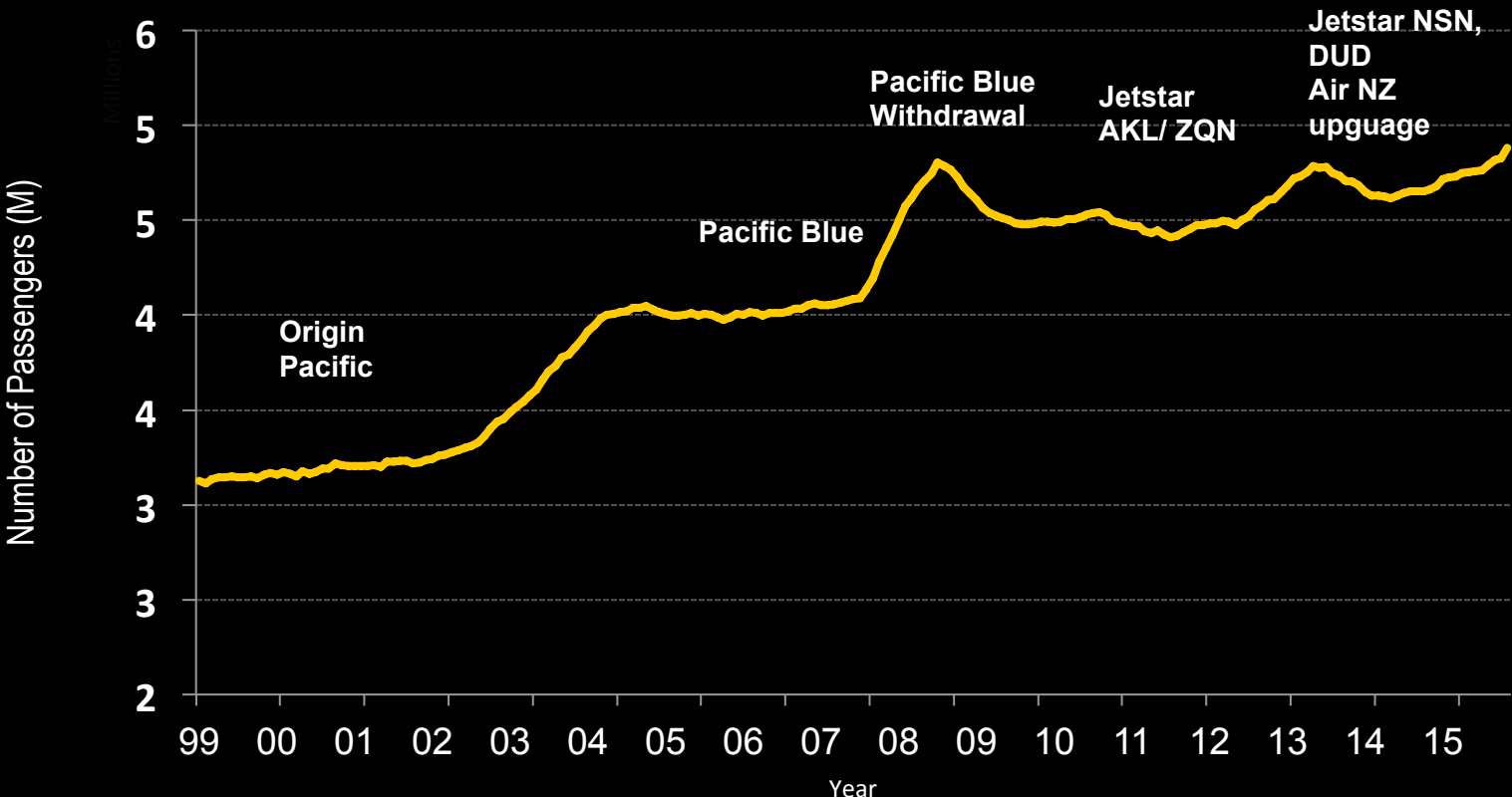
\$60M

INTERNATIONAL PASSENGER GROWTH



FY16 = 16% growth - 1M international pax by 2018

DOMESTIC PASSENGER GROWTH

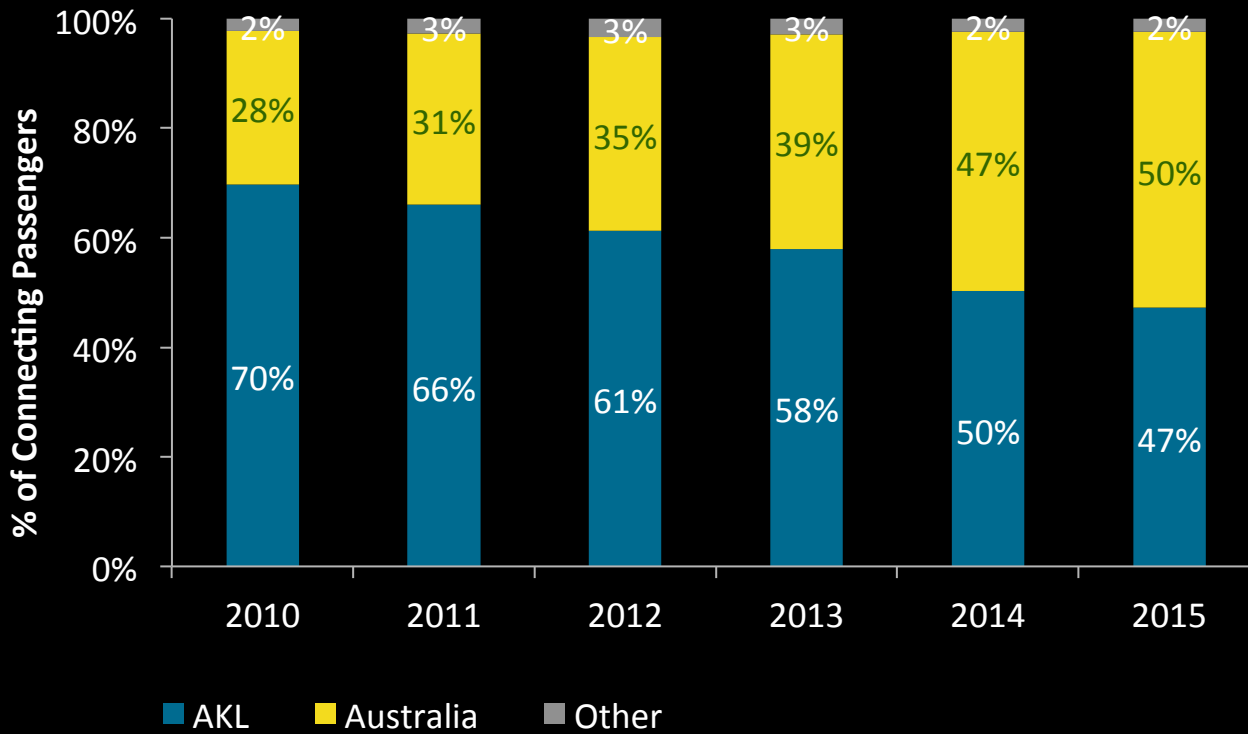


FY16 = 4.4% Growth - 5M domestic pax in FY17

CHANGE IN INTERNATIONAL TRAFFIC



WLG – International Long Haul Connect Points

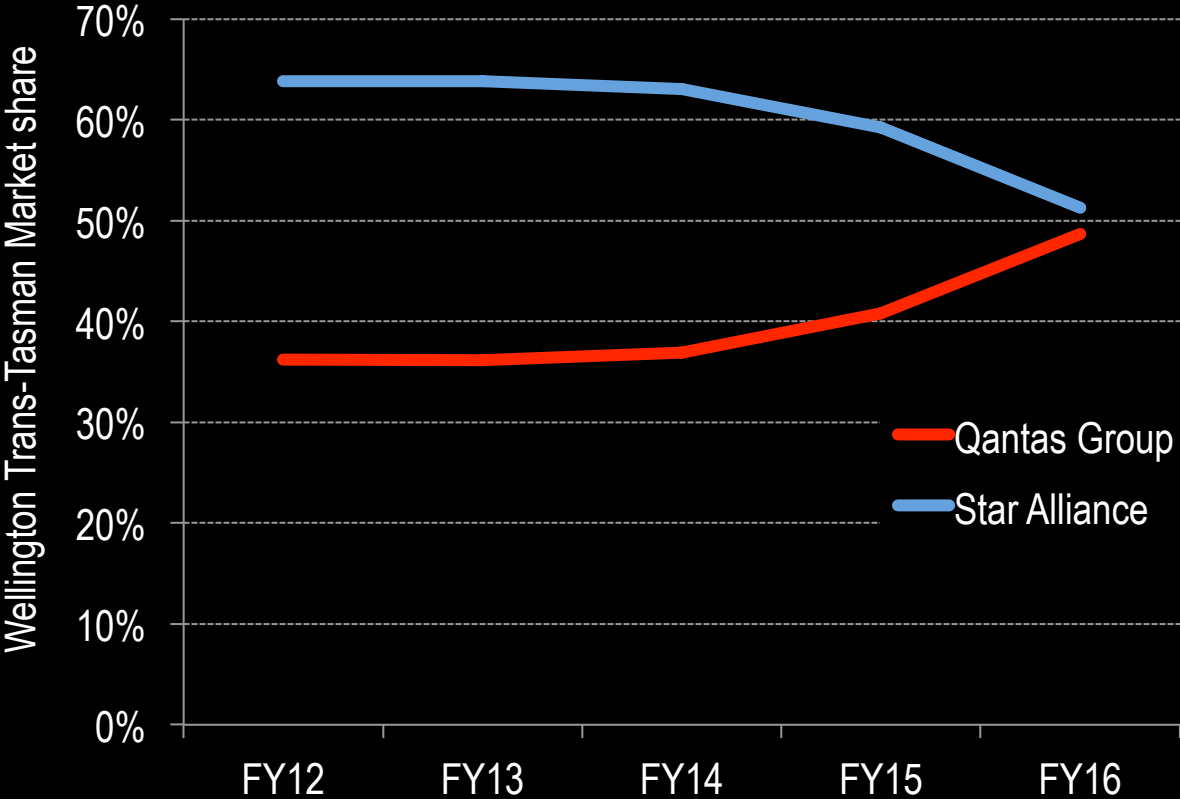


Significantly more long haul traffic is going via Australia.

Connections via Australia have increased 186% since 2010.

Australia routings are still not optimal and are capacity constrained.

CHANGE IN INTERNATIONAL TRAFFIC





- 4 days per week (SQ view to daily)
- 110,000 seats
- Business class, fastest connection to SIN and onwards on global network
- CBR 80 minute layover
- Est \$95M spend to New Zealand per annum, a \$44m contribution to GDP



350 METRE RUNWAY EXTENSION

Seeking Resource Consent

Potential start late 2017

Net benefit = \$2.3B

BCR = 2.3

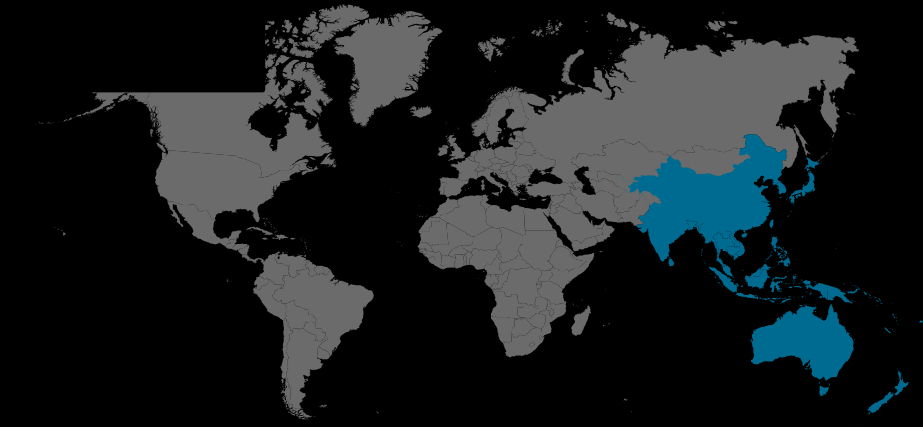
NBIR = 7.6

~ \$300M Construction cost

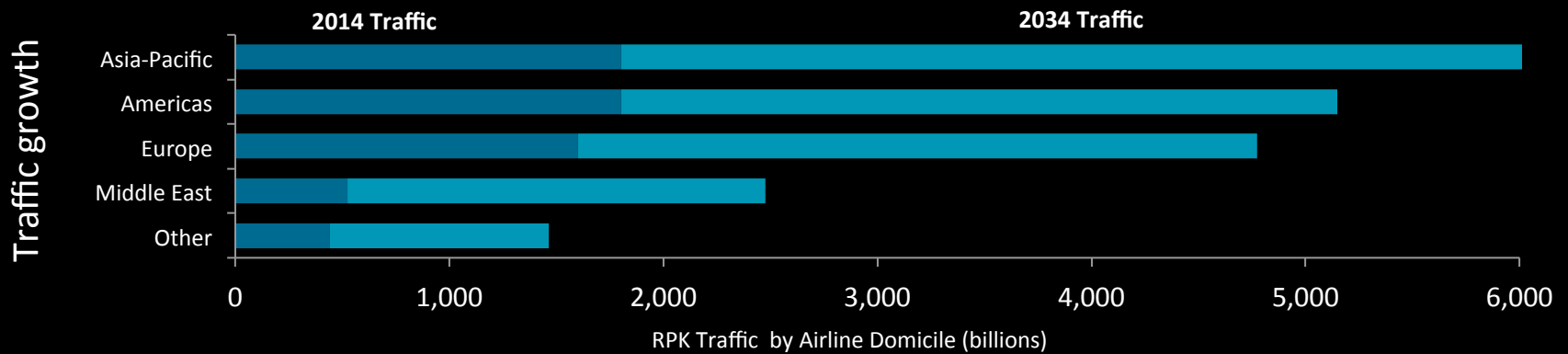




WORLD TRAVELLER NUMBERS SET TO DOUBLE

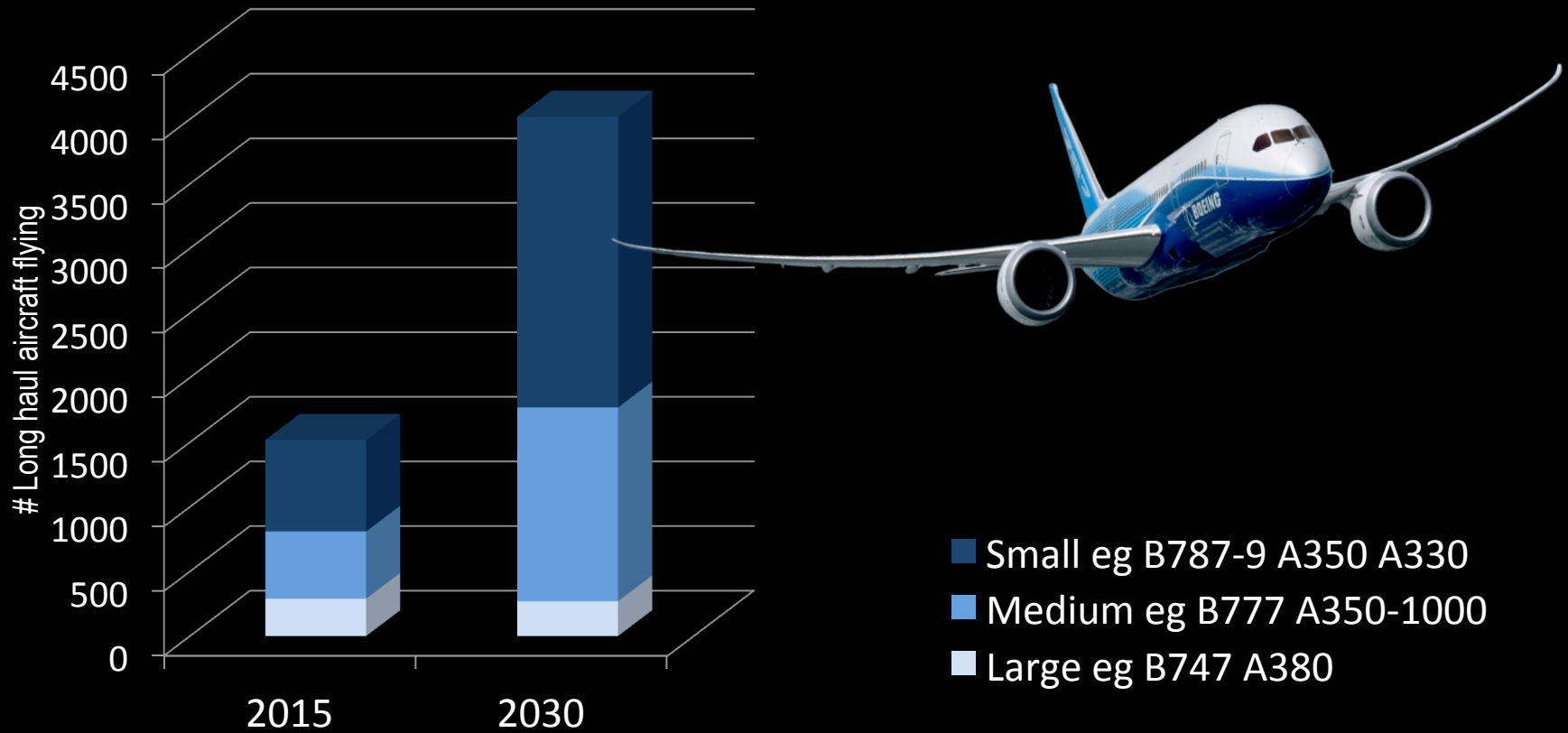


Asia-Pacific expected to account for **42%** of all passenger traffic by 2034



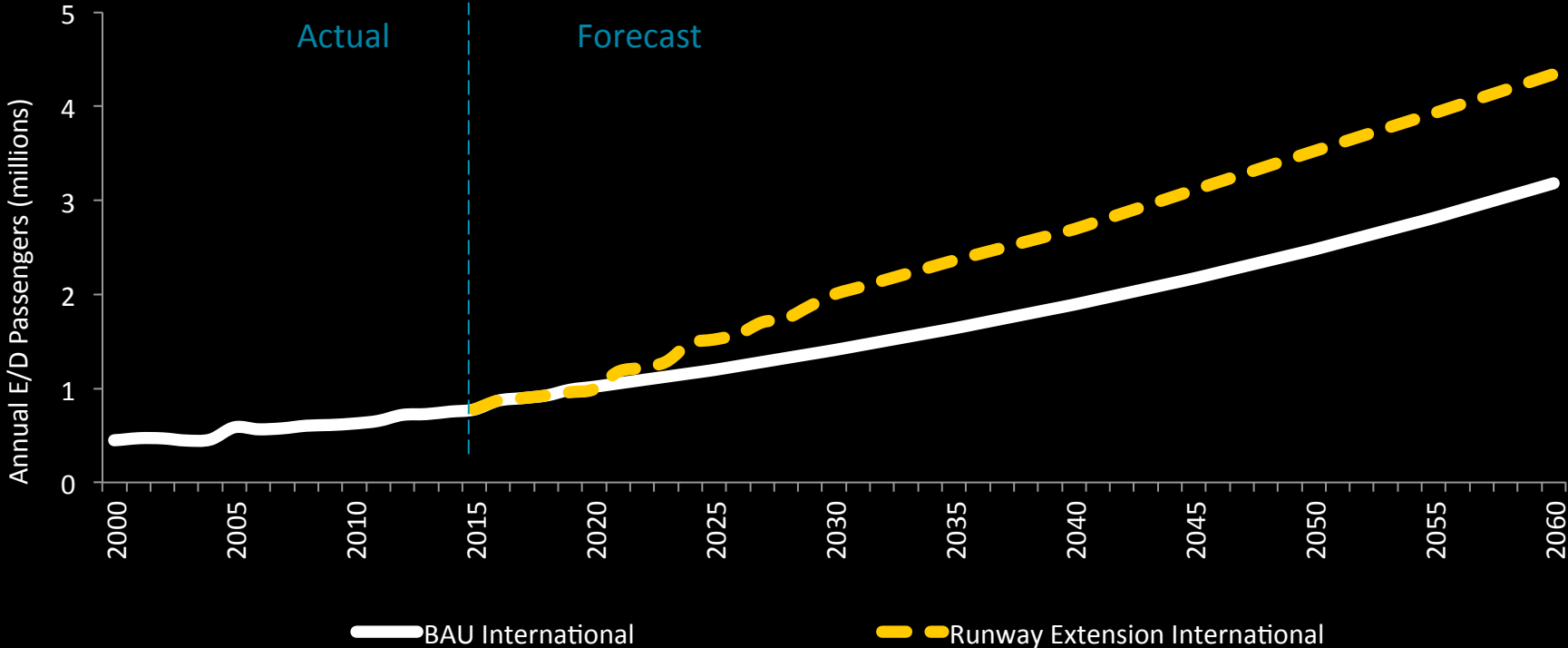
Source: IATA, Boeing Market Outlook, Airbus Global Market Forecast.

THE RISE OF FUEL EFFICIENT LONG HAUL AIRCRAFT



Long haul aircraft growth by type for Asia Pacific (Source Boeing Market Outlook)

PASSENGER FORECAST WITH EXTENSION



Source: InterVISTAS forecasting group (October 2015). Preliminary results.

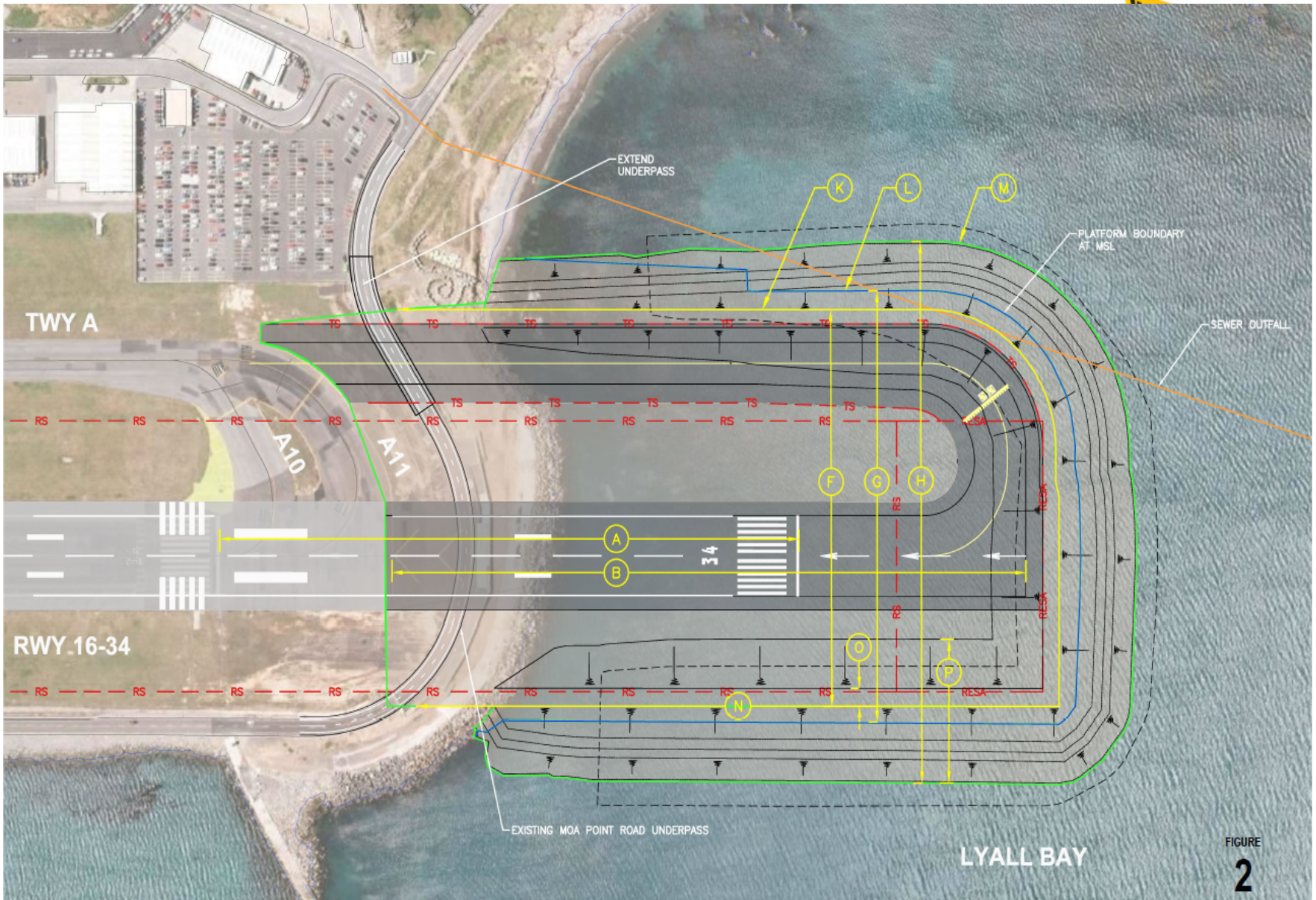
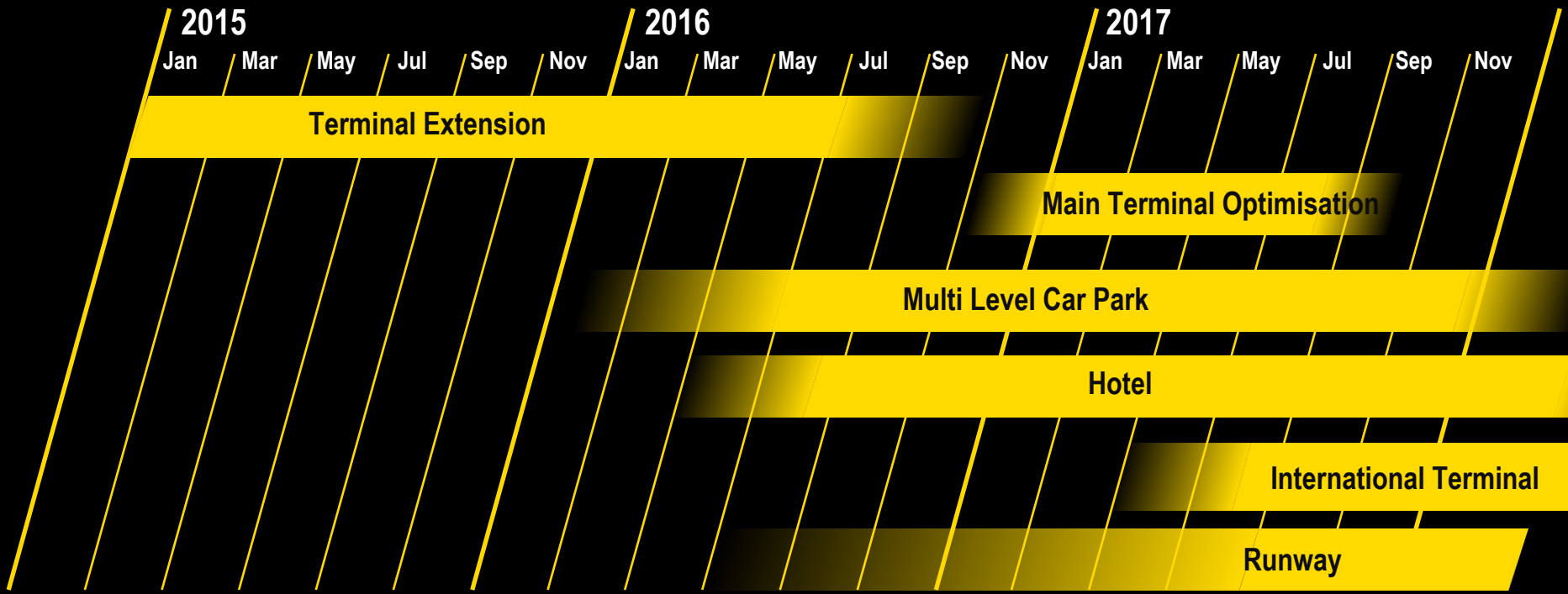


FIGURE
2

DELIVERY TIMELINE





Any questions?

Innovation in recruiting for the transport sector

**Presenter: Mike O'Donnell
Chief Commercial Officer
vWorks**



vWork^v



CILT Conference Wellington 2016





- 1. The end of business of usual**
- 2. What lies beneath – the 4 drivers**
- 3. What it means for Transport businesses**

Ownership no longer equals power

Alibaba, the most valuable retailer, has no inventory.



Uber, the world's largest taxi company, owns no fleet.

AirBnb, the largest accommodation provider owns no real estate what-so-ever.



Facebook, the most popular media owner, creates no content.



8:12 pm, 11 Aug

trade me  Where Kiwis Buy and Sell

[Browse](#) [Sell](#) [My Trade Me](#) [Community](#) [Register](#) [Log in](#)

Search in cars [Watchlist](#) [Favourites](#) [Cart](#)

Motors Used cars New cars Motorbikes Boats & marine Sell my vehicle

trade me **motors**

Used cars **New cars**

Any body style

Any make

Any model

Price range: Any to Any

New cars

ABARTH	Ford	Land Rover	Nissan
Alfa Romeo	Foton	LDV	Peugeot
Aston Martin	Great Wall	Lexus	Porsche
Audi	Holden	Lotus	Renault
Bentley	Honda	McLaren	Skoda
BMW	HSV	Mahindra	Ssangyong
Chery	Hyundai	Maserati	Subaru
Chrysler	Isuzu	Mazda	Suzuki
Citroen	Jaguar	Mercedes-Benz	Toyota
Dodge	Jeep	MG	Volkswagen
Ferrari	Kia	MINI	Volvo
Fiat	Lamborghini	Mitsubishi	

 Sedans
 Hatchbacks
 Wagons
 RV/SUVs
 Coupes
 Utes
 Vans
 Convertibles

Buying

- Watchlist
- Items I won
- Items I lost
- My favourites
- Recently viewed

Selling

- List an item
- Items I'm selling
- Sold items

News & reviews [more...](#)



Police operation nabs 24 drink drivers in South Auckland



Testosterone-fuelled muscle cars make a comeback



Auctioneer's Ferrari had two lives

Advertisement



REC 03.09.14 17:06:2015

The web eats valueless margin

If you add margin without value you'll get smoked

Intermediation is over





\$19.00



SALE



\$15.95



SALE



\$23.95



SALE



\$23.95



SALE



\$7.98



SALE



\$19.00



SALE



\$7.98



SALE



\$19.00



SALE



\$7.98



SALE



\$12.98



SALE



\$23.95



SALE



ZENNI®



RedLaser
Impossibly accurate barcode scanning!

Sign In **ebay** MOTORS

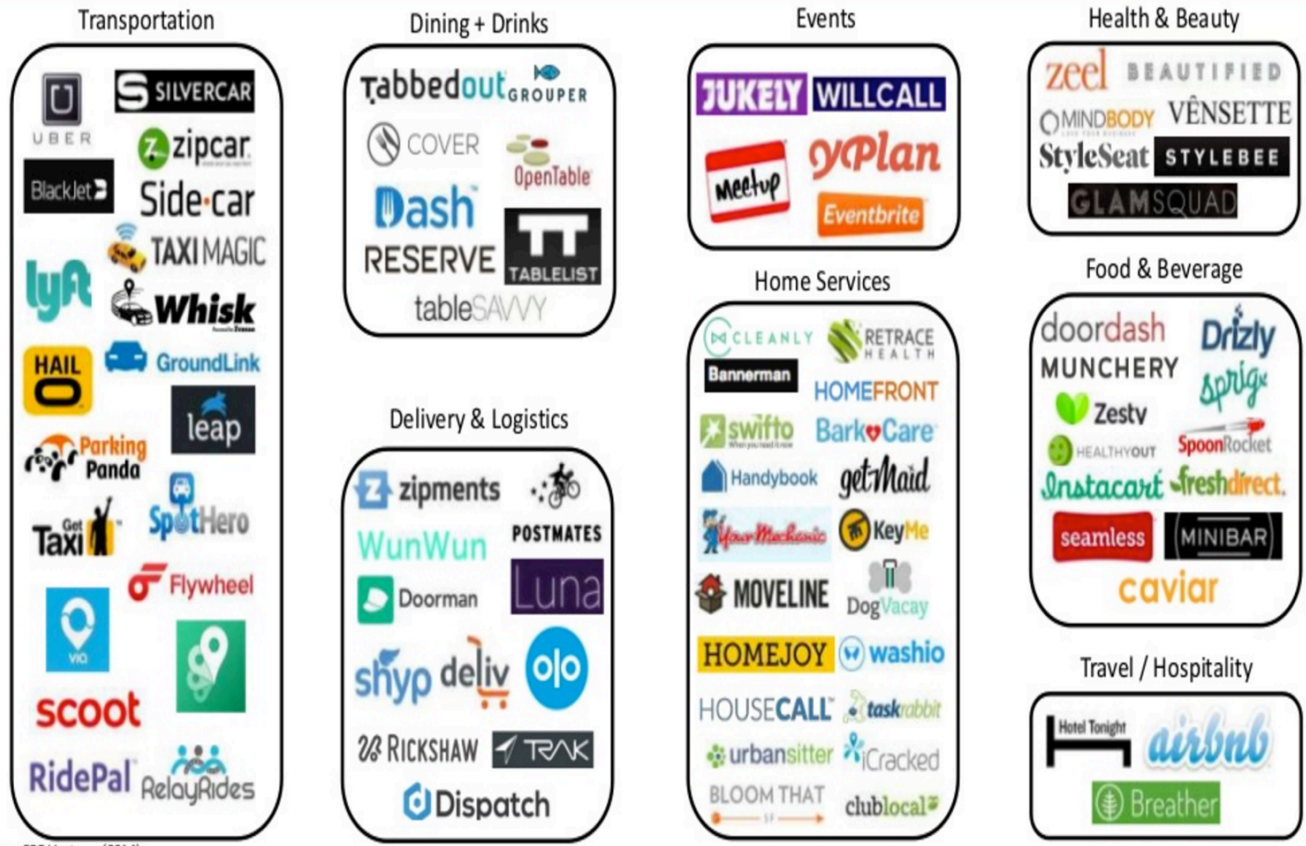


Ford : Mustang Ford Mustang Boss 429
Pro-touring 1970 ford mustang boss 429
pro touring tribute 800 hp v 8 5 speed...

US \$127,495



Introducing
amazon dash
Exclusively on **amazon fresh**

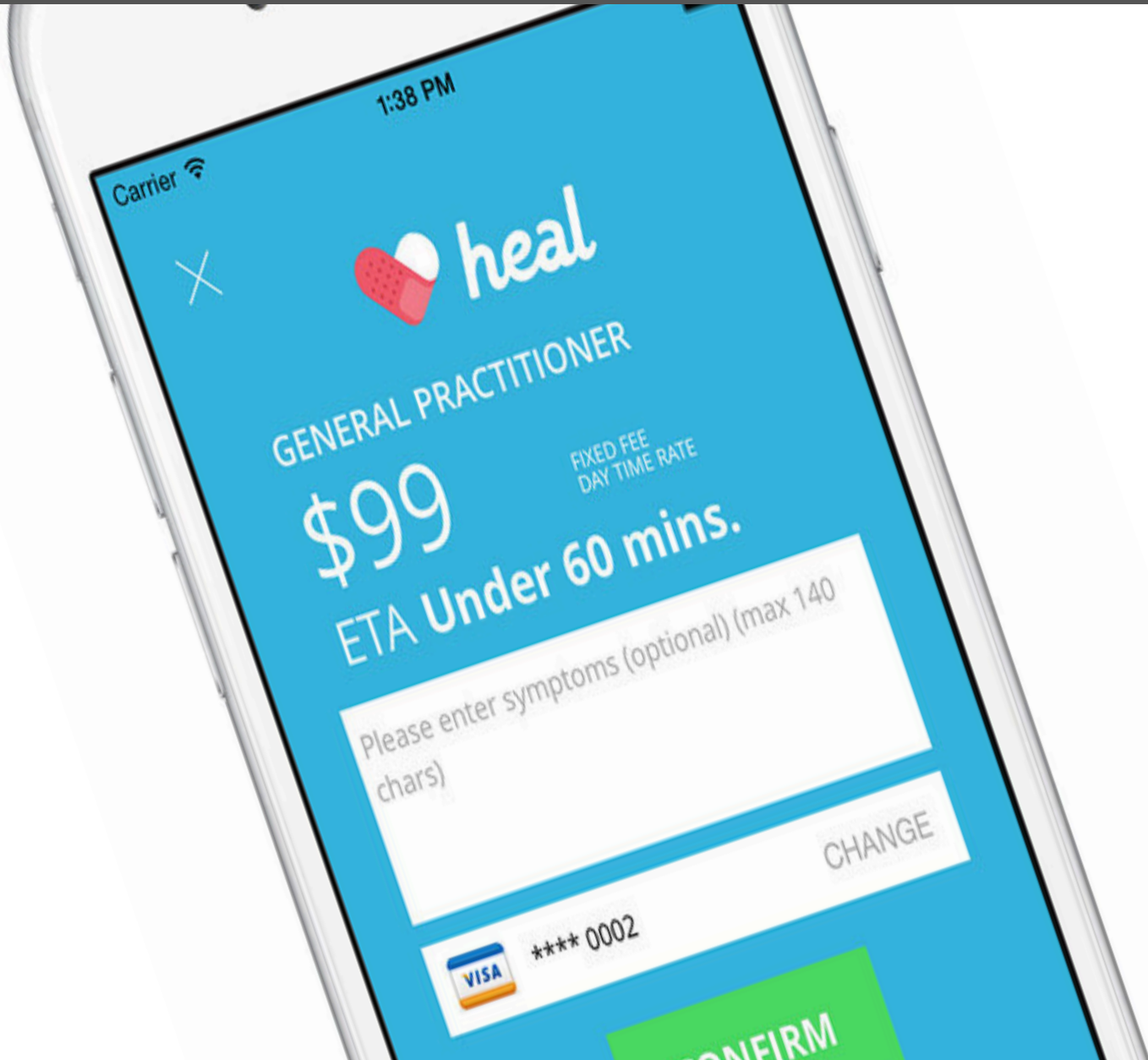


Source: RRE Ventures (2014)

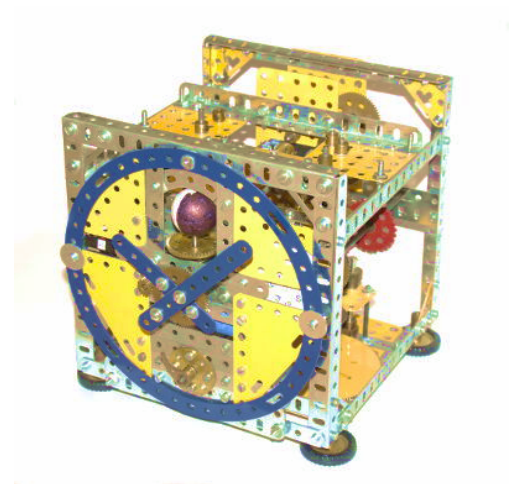
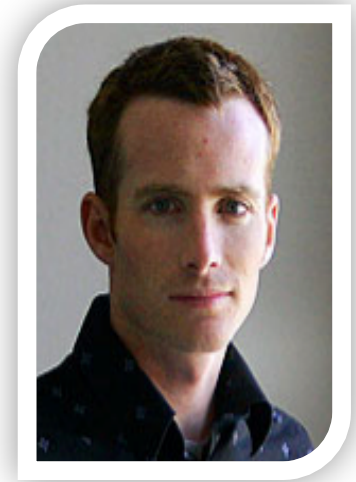
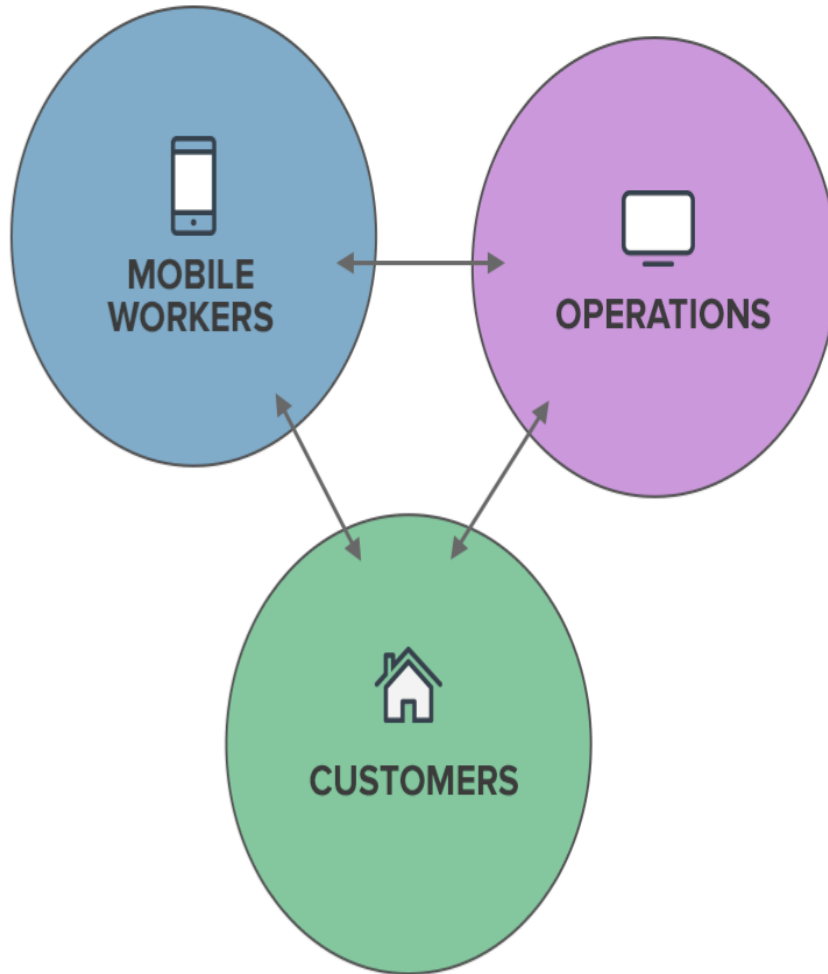
Consumers – Cloud – Service Companies

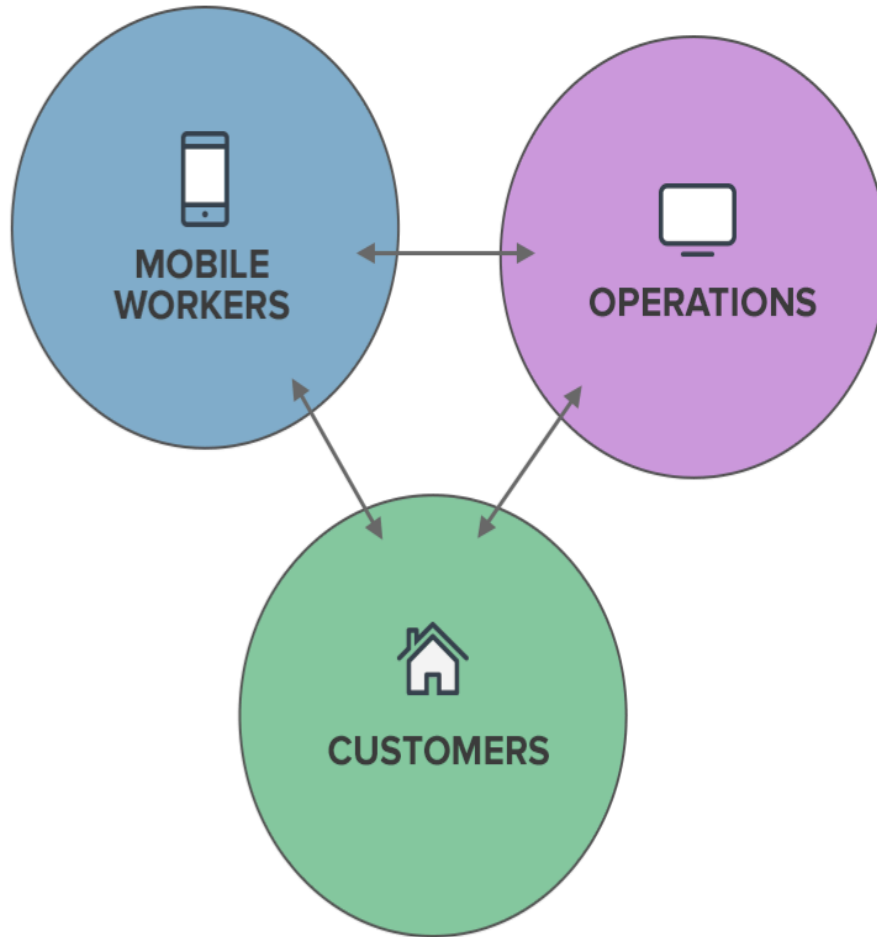
On Demand



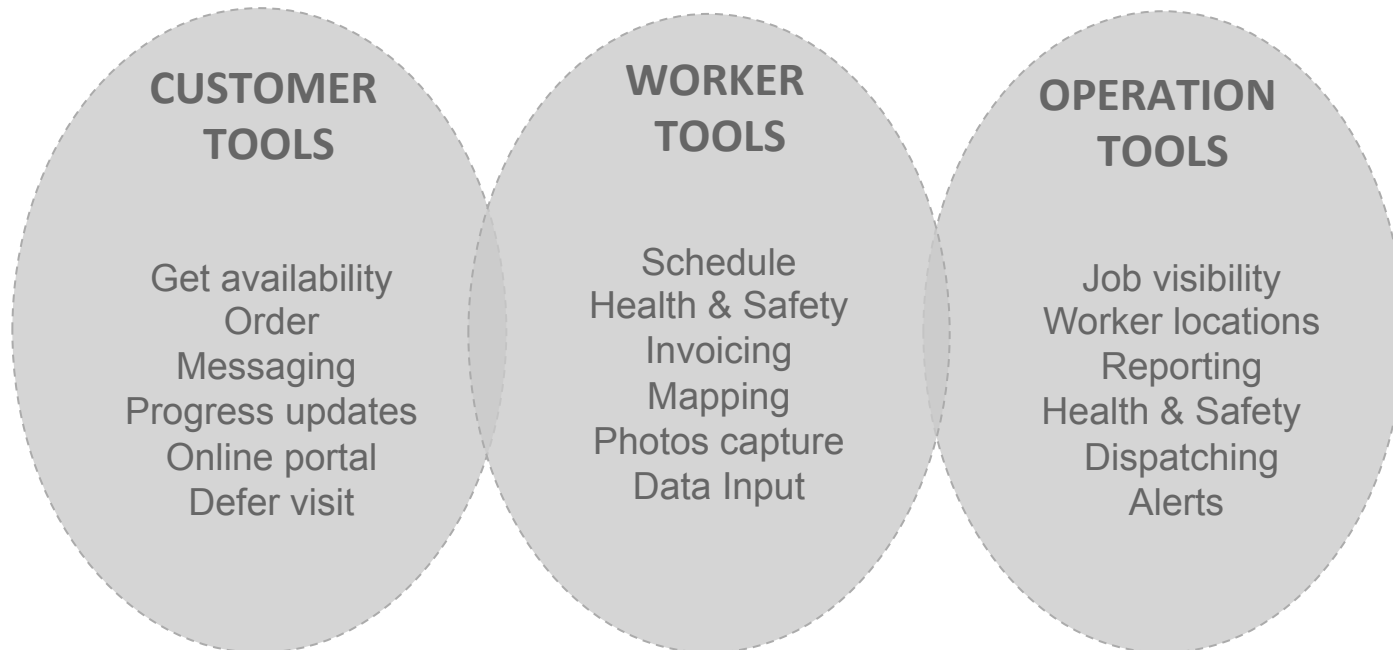


Configurable mobile workforce platform

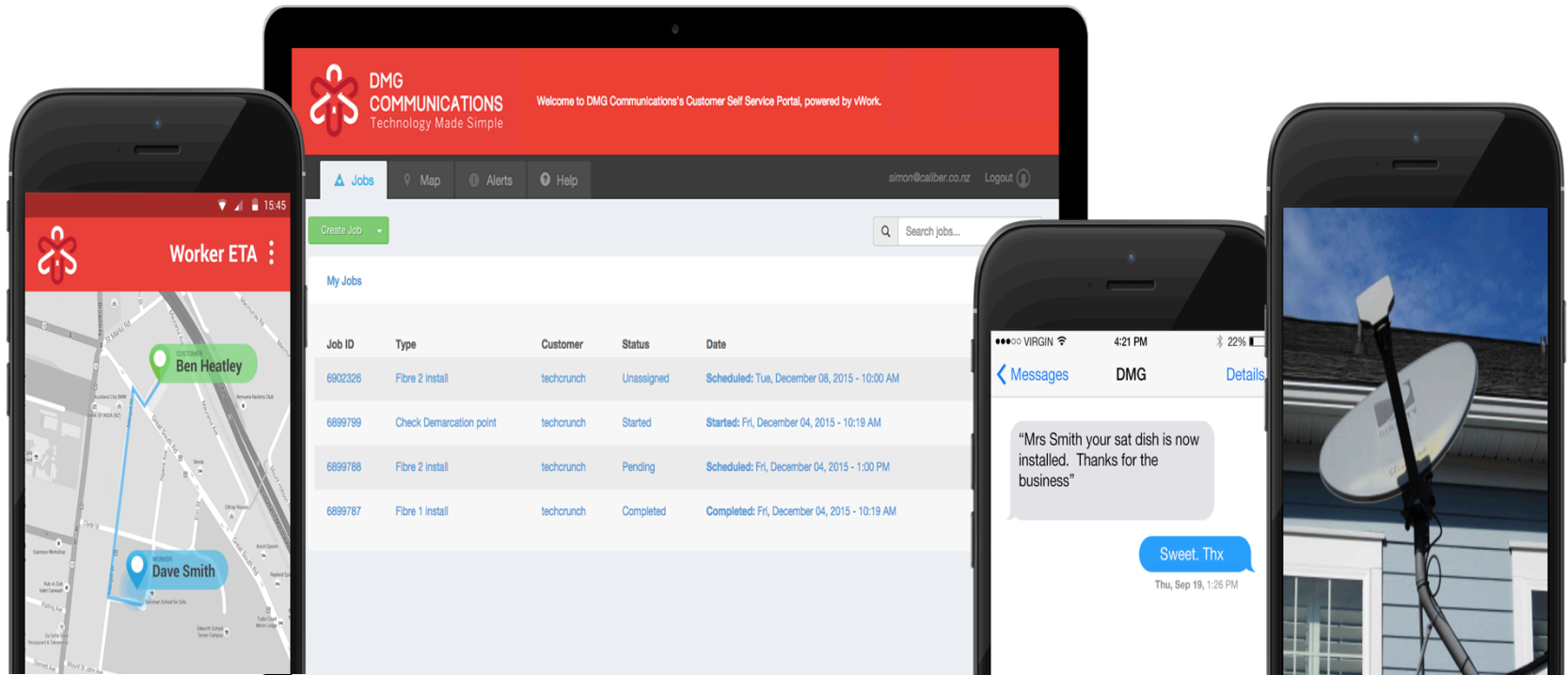




**A unified set of tools – enabling organisations with
mobile workers to be safe,
efficient and connected with customers**



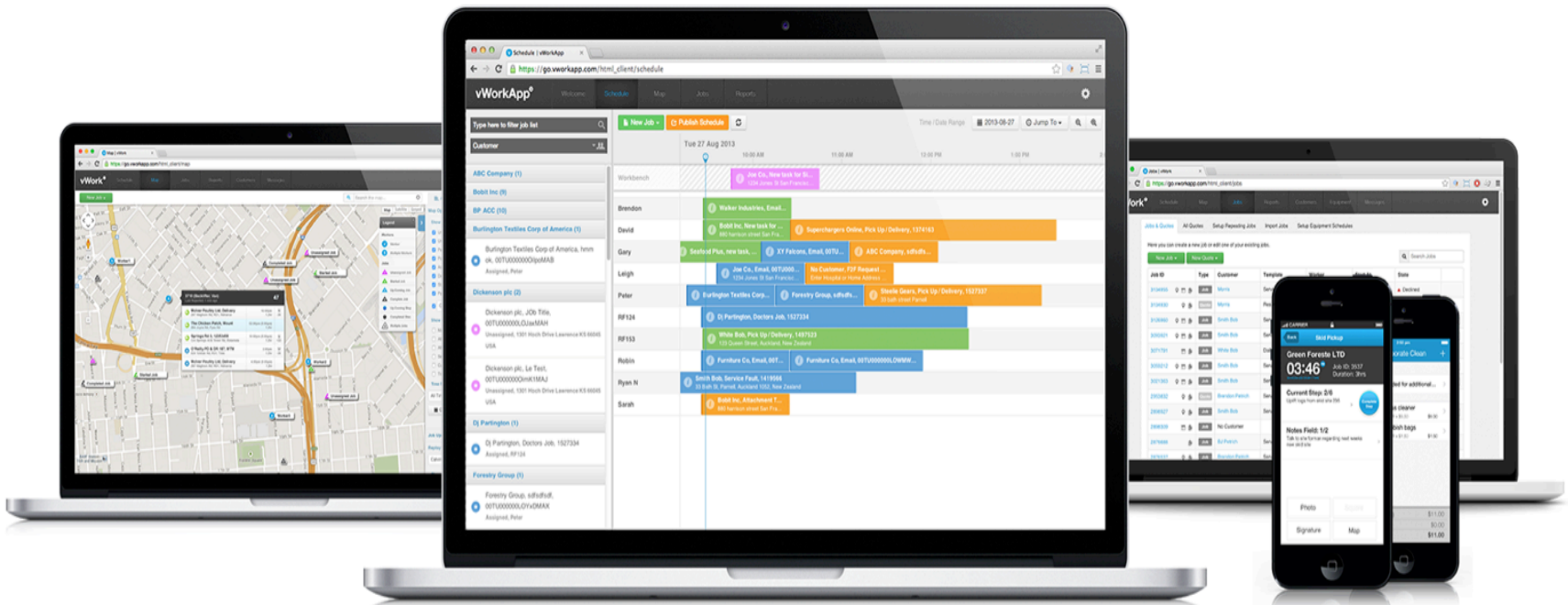
The customer is at the heart of the process. They can book, get updated, track progress and are connected with all parties.



Everything mobile workers need to locate, complete and report their work, even when they're out of coverage.



Everything your operations controller needs.
Beautifully integrated with total single view of all staff and jobs
- live and future.



PCBU's duty of care embedded in supply chain



HEALTH & SAFETY
AT WORK ACT

CREATE

Create tailored H&S requirements within each task.

SCHEDULE

Automatically schedule your equipment checks and maintenance.

MANAGE

Enforce day-to-day H&S needs through to sub-contractors & casuals.

VISIBLE

Full visibility of all compliance activities

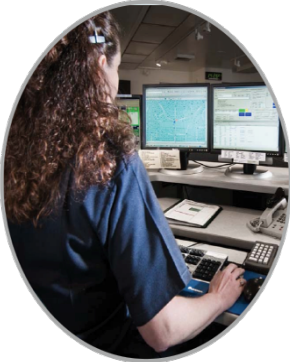
ALL FACETS OF HEALTH & SAFETY
INTEGRATED



MOBILE WORKER



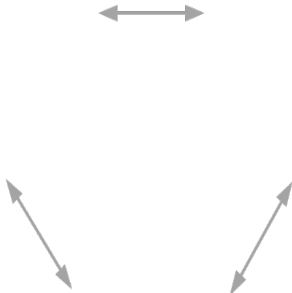
OPERATIONS HUB



CUSTOMERS

DRIVERS

DISPATCHER



CUSTOMER



1. Customer order comes in
2. Dispatcher allocates job
3. Driver accepts job
4. Customer receives email the night before
5. Driver gets mapping instructions
6. Customer gets SMS 20 mins out
7. Driver arrives – H+S hazard check
8. Driver does drop off / pick up
9. Invoice automatically created in Xero
10. Customer gets NPS survey via email
11. Core CRM/Finance system updated

Rockgas
Taranaki



1. Customer order comes in via web or phone
2. Dispatcher allocates job
3. Driver accepts job
4. Customer receives email the night before
5. Driver gets mapping instructions
6. Customer gets SMS 20 mins out
7. Driver arrives – H+S hazard check
8. Driver does drop off / pick up
9. Invoice automatically created in Xero
10. Customer gets NPS survey via email
11. Core CRM/Finance system updated

Rockgas
Taranaki



Dear **{{Customer Name}}**,

Thank you for your order for **{{CustomField: Kgs Delivered}}** Kg of LPG.

Your Job has been assigned to **{{Worker Name}}** and the delivery will take place on the next scheduled delivery day.

Thank you for your business. If you have any questions, please do not hesitate to contact us.

All the best

Murray and the Rockgas Wanganui team

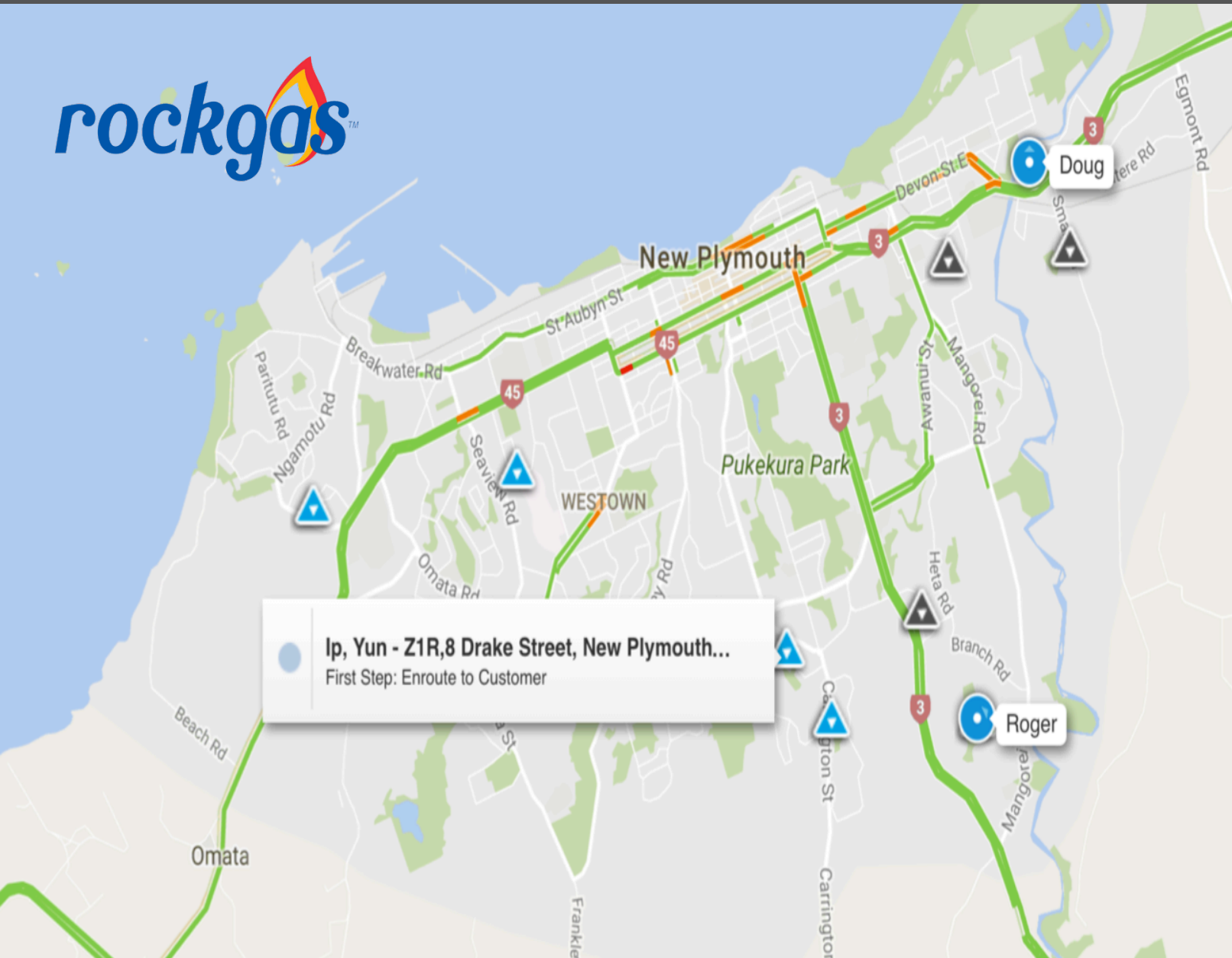
Remember that orders for delivery of LPG can be placed by using any of the following methods:

Our app - available from your Mobile Phone/Tablet App store

Our web: www.rockgaswanganui.co.nz



Map view of jobs + drivers



Ip, Yun - Z1R,8 Drake Street, New Plymouth...
First Step: Enroute to Customer

- Worker
- Off Shift Worker
- Multiple Workers
- Unassigned Job
- Unpublished Job
- Pending Job
- Declined Job
- Postponed Job
- Paused Job
- Assigned Job
- Started Job
- Completed Job
- Uncompleted Step

Driver Routing



Assign the Job to a Worker (optional)

Worker

Roger

Start Time

Started: September 28, 2016 - 12:41 PM

What Steps Must the Worker Complete?

Name

Address

Completed At

- | | | | | |
|---|---------------------|--|--|-----------------------|
| 1 | Enroute to Customer | 121B Mangati Road, Bell Block, New Plymouth, New Zealand | | 28 Sep '16 - 12:41 PM |
| Completed on 28 Sep '16 - 12:41 PM near Mokau Road Mount Messenger, Taranaki, by Roger | | | | |
| 2 | Site Hazard Check | 121B Mangati Road, Bell Block, New Plymouth, New Zealand | | 28 Sep '16 - 1:31 PM |
| Completed on 28 Sep '16 - 1:31 PM near Parklands Avenue Bell Block, New Plymouth, by Roger | | | | |
| 3 | Completed | 121B Mangati Road, Bell Block, New Plymouth, New Zealand | | 28 Sep '16 - 2:01 PM |
| Completed on 28 Sep '16 - 2:01 PM near Constance Street Waiwhakaiho, New Plymouth, by Roger | | | | |

Distances - Estimated distance (straight line) between addresses

Add Distance to Invoice

Add Worker Hours to Invoice



Customers Alerts



[Add Alert](#)

Name	Type	Output	Recipients	Unsubscribes	Totals For Month	Created By
Cylinder delivery job start reminder - 24 hours	Job Start Reminder	Email	Customer	0 unsubscriptions	SMS: 0 / Email: 52	Leonie
ETA Alert	Estimated Time of Arrival	Email	Customer	3 unsubscriptions	SMS: 0 / Email: 222	z Murray
Job Assigned	Job Assigned	Email	Customer	2 unsubscriptions	SMS: 0 / Email: 202	z Murray
Job Completed Alert	Job Completed	Email	Customer	4 unsubscriptions	SMS: 0 / Email: 233	Leonie
Site Check/Test	Job Completed	Email	murray@rockgastaranaki.co.nz	0 unsubscriptions	SMS: 0 / Email: 2	z Murray
Site Reading	Job Completed	Email	murray@rockgastaranaki.co.nz	0 unsubscriptions	SMS: 0 / Email: 19	z Murray
Stock	Job Completed	Email	murray@rockgastaranaki.co.nz	0 unsubscriptions	SMS: 0 / Email: 0	z Murray
Check List Completed	Job Completed	Email	murray@rockgastaranaki.co.nz	0 unsubscriptions	SMS: 0 / Email: 4	Leonie



Assign the Job to a Worker (optional) ?

Worker ?

Roger

Start Time ?

Started: September 28, 2016 - 12:41 PM

What Steps Must the Worker Complete? ?

Name ?

Address ?

?

Completed At

- | | | | | |
|---|---|--|-----|------------------------|
| 1 | Enroute to Customer | 121B Mangati Road, Bell Block, New Plymouth, New Zealand ✓ | ⏪ ⏩ | 28 Sep '16 - 12:41 PM |
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| ✓ | Completed on 28 Sep '16 - 2:01 PM near Constance Street Waiwhakaiho, New Plymouth, by Roger | | | |

Addresses - Estimated distance (straight line) between addresses

📄 Add Distance to Invoice

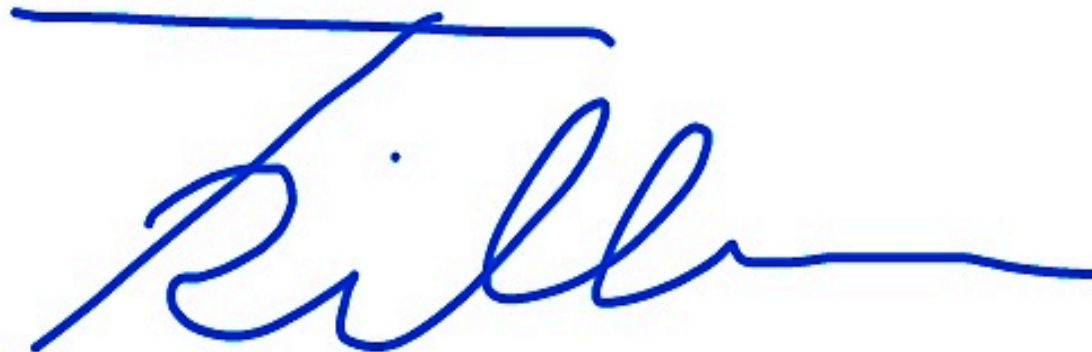
📄 Add Worker Hours to Invoice



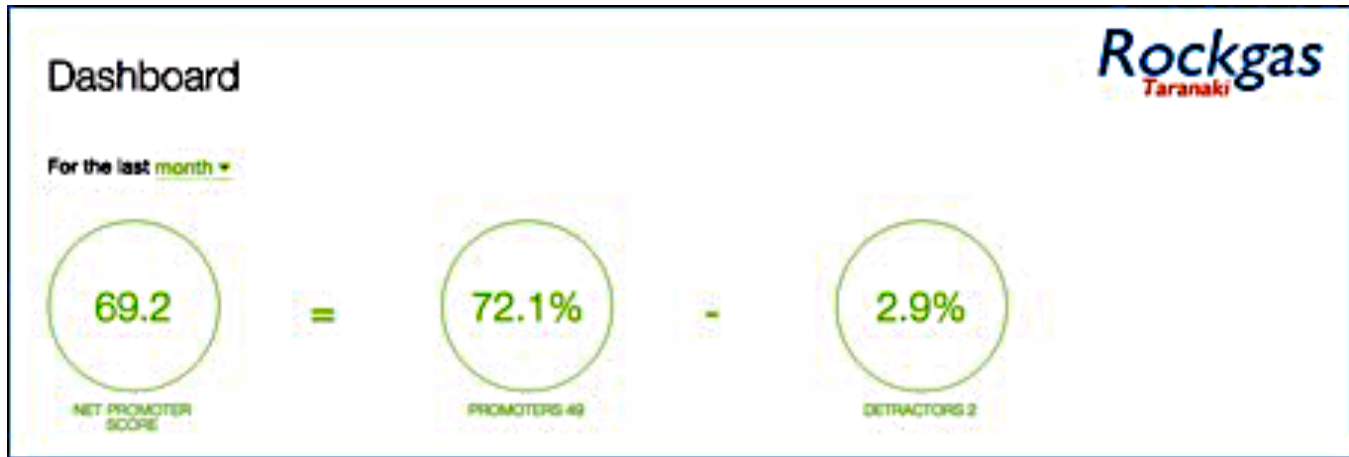
Proof of Delivery

Name:

Date: 9:24 am, Wed Sep 28 2016 (NZDT)



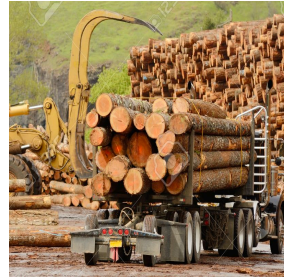
A handwritten signature in blue ink, appearing to read "Bill", is written across the page. The signature is fluid and cursive, with a horizontal line above it.



DRIVERS



DISPATCHER



CUSTOMER

**MCCARTHY
TRANSPORT LTD**



McCarthy Transport Workflow



1. Stocks set up as jobs day before
2. Dispatcher allocates job
3. Driver gets mapping instructions via long/lat
4. Jobs have five stages:
 - i. Truck start
 - ii. Hazard check
 - iii. Log uplift
 - iv. Weighbridge
 - v. Delivery/logs off
5. Log company, destination, docket number, log grade, weight captured + shared.
6. Instant SMS notifications to client on uplift
7. Daily stock summary to client
8. Weekly reporting to finance and commercial



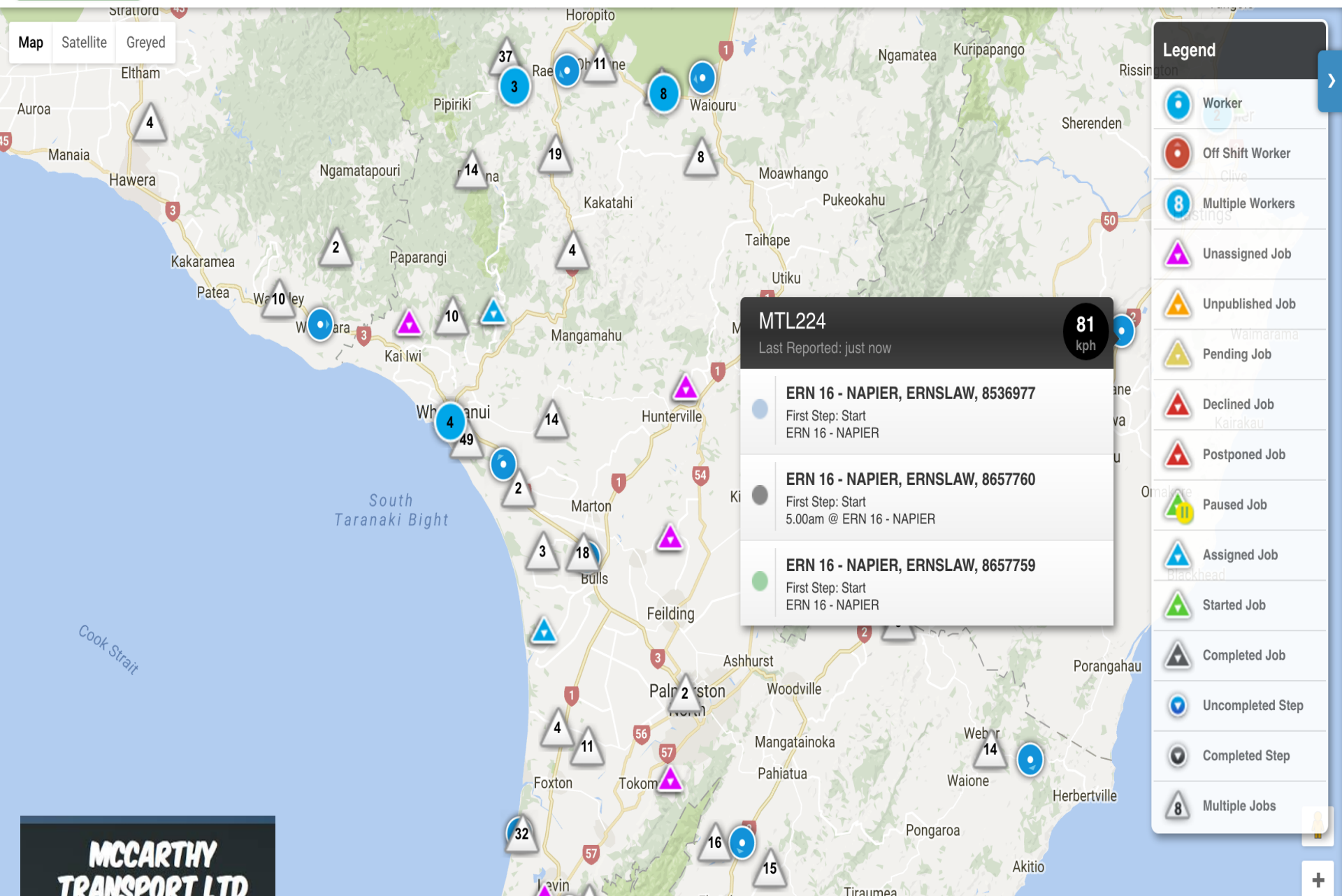
McCarthy Transport Workflow

1. Stocks set up as jobs day before
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 - i. Truck start
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 - v. Delivery/logs off
5. Log company, destination, docket number, log grade, weight captured + shared.
6. Instant SMS notifications to client on uplift
7. Daily stock summary to client
8. Weekly reporting to finance and commercial



New Job

Search the map...



Legend

- Worker
- Off Shift Worker
- Multiple Workers
- Unassigned Job
- Unpublished Job
- Pending Job
- Declined Job
- Postponed Job
- Paused Job
- Assigned Job
- Started Job
- Completed Job
- Uncompleted Step
- Completed Step
- Multiple Jobs

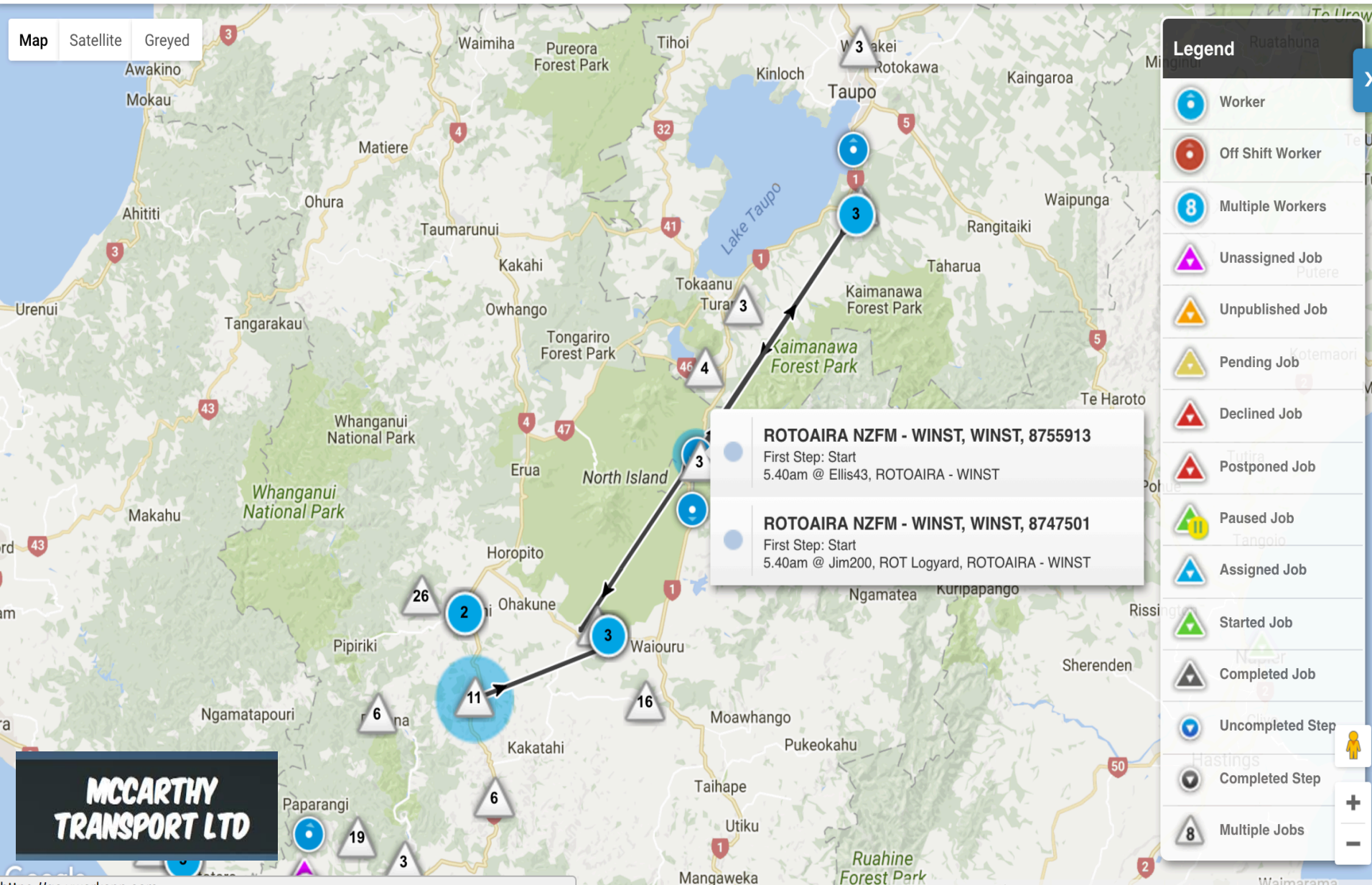


New Job

Follow MTL210

Search the map...

Map Satellite Greyed



ROTOAIRA NZFM - WINST, WINST, 8755913
 First Step: Start
 5.40am @ Ellis43, ROTOAIRA - WINST

ROTOAIRA NZFM - WINST, WINST, 8747501
 First Step: Start
 5.40am @ Jim200, ROT Logyard, ROTOAIRA - WINST

Legend

- Worker
- Off Shift Worker
- Multiple Workers
- Unassigned Job
- Unpublished Job
- Pending Job
- Declined Job
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- Uncompleted Step
- Completed Step
- Multiple Jobs

MCCARTHY TRANSPORT LTD

New Job

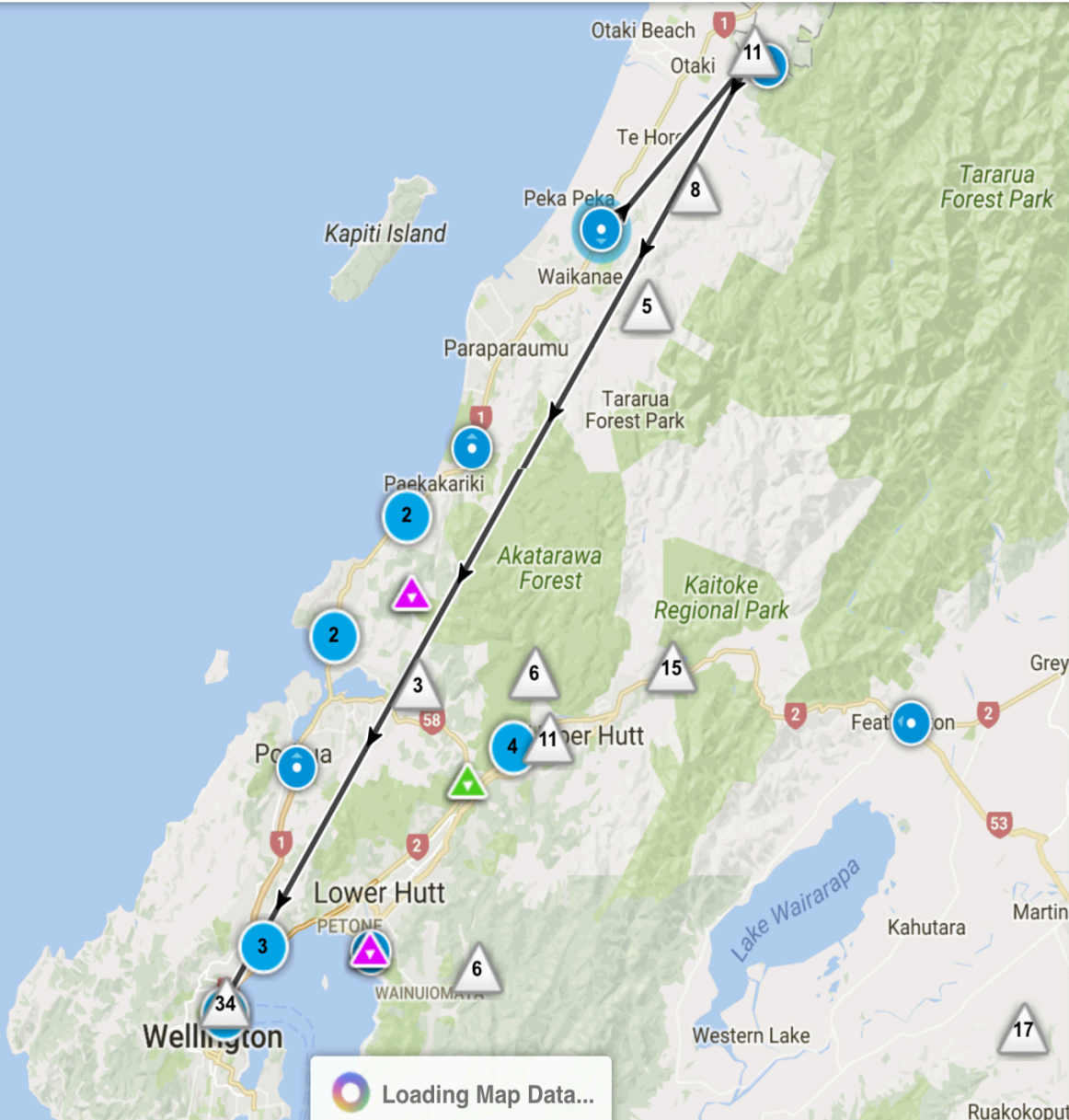
Follow MTL081

Search the map...

Map Satellite Greyed

Legend

- Worker
- Off Shift Worker
- Multiple Workers
- Unassigned Job
- Unpublished Job
- Pending Job
- Declined Job
- Postponed Job
- Paused Job
- Assigned Job
- Started Job
- Completed Job
- Uncompleted Step
- Completed Step
- Multiple Jobs



MCCARTHY TRANSPORT LTD

Loading Map Data...

Type here to filter job list

New Job
New H&S Event
Publish Schedule

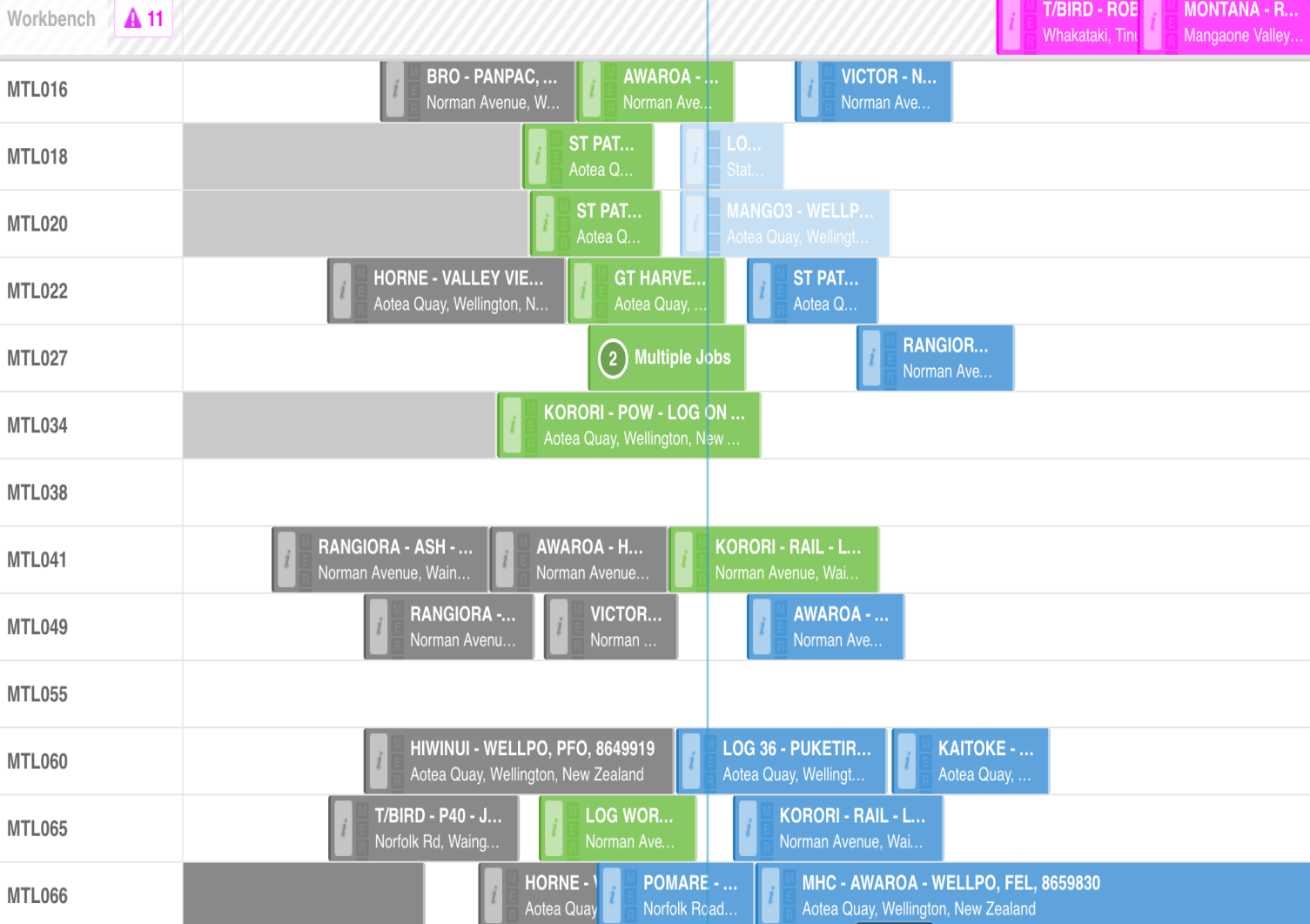
Time / Date Range 2016-09-21 Jump To

Status

Wed 21 Sep 2016

12:00 AM 2:00 AM 4:00 AM 6:00 AM 8:00 AM 10:00 AM 12:00 PM 2:00 PM 4:00 PM 6:00 PM 8:00 PM

Unassigned (237)



T/BIRD - P40 - JNL, JUKEN, 8662974
Unassigned Job Whakataki, Tinui, Wellington, New Zealand

T/BIRD - P40 - JNL, JUKEN, 8662973
Unassigned Job Whakataki, Tinui, Wellington, New Zealand

GEOFF - HEADQ - LONGS - JNL, JUKEN, 8662906
Unassigned Job Stronvar Road, Stronvar, New Zealand

GEOFF - HEADQ - LONGS - JNL, JUKEN, 8662904
Unassigned Job Stronvar Road, Stronvar, New Zealand

BRO - LONGS - JUKEN, JUKEN, 8662864
Unassigned Job Norfolk Road, Waingawa, New Zealand

BRO - LONGS - JUKEN, JUKEN, 8662863
Unassigned Job Norfolk Road, Waingawa, New Zealand



**KEEP
CALM
ONLY
2 WEEKS
TO GO**

www.vworkapp.com

Customer Service Innovation

Presenter: Neil Cole

Customer Experience Manager

KiwiRail

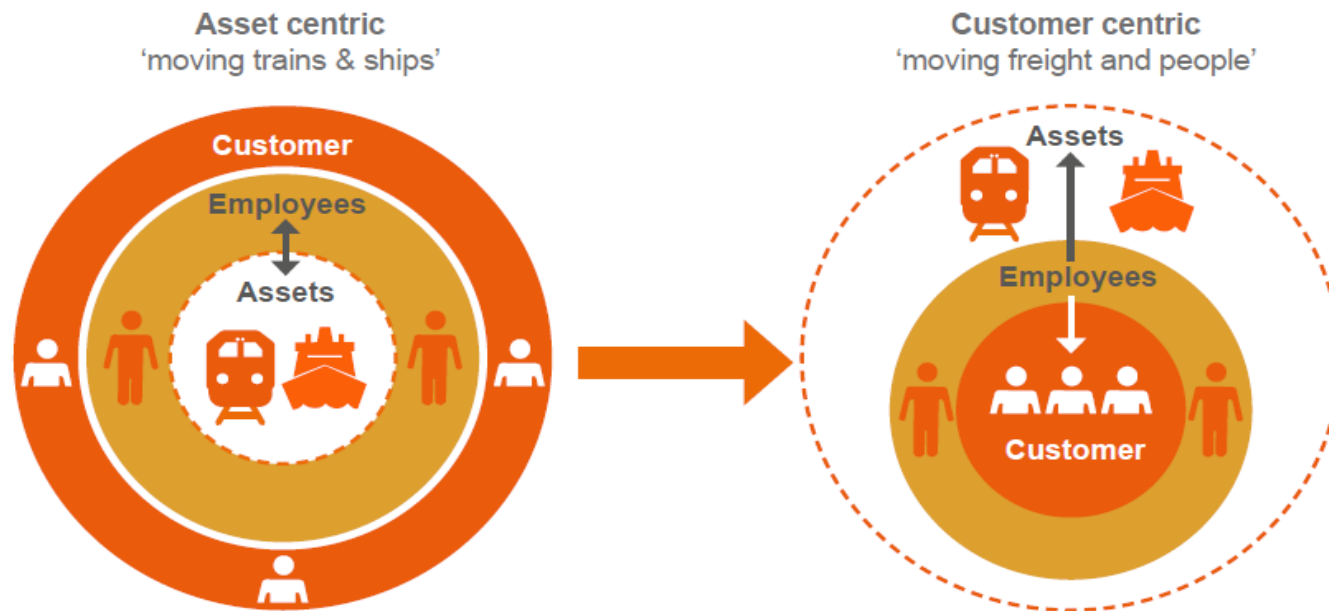


KIWIRAIL CUSTOMER SERVICE INNOVATION

Presentation to Innovation in Transport Conference

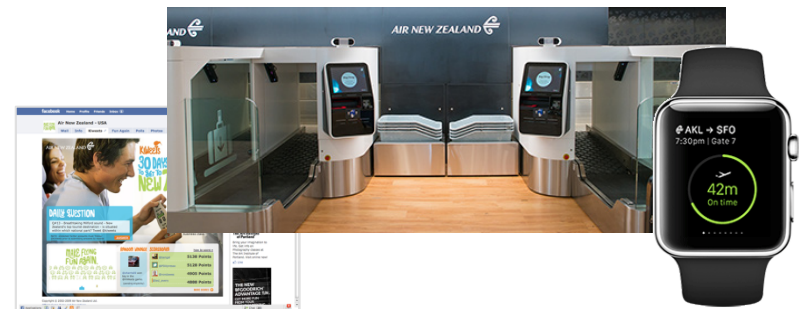
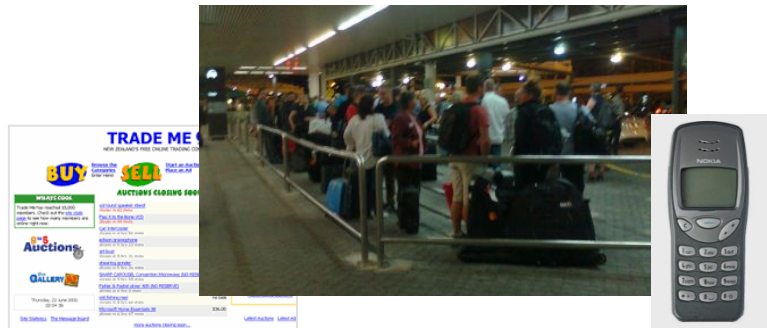
12 October 2016

KIWIRAIL VISION FOR CUSTOMER CENTRICITY



To be customer centric we must **listen, understand and act** on voice of customer insight.

LEARNING FROM INDUSTRY LEADERS



AIR NEW ZEALAND

2005

2016

Position

- 6th in the Star Alliance Network
- Airline of the year 2014 - 2016

Report focus

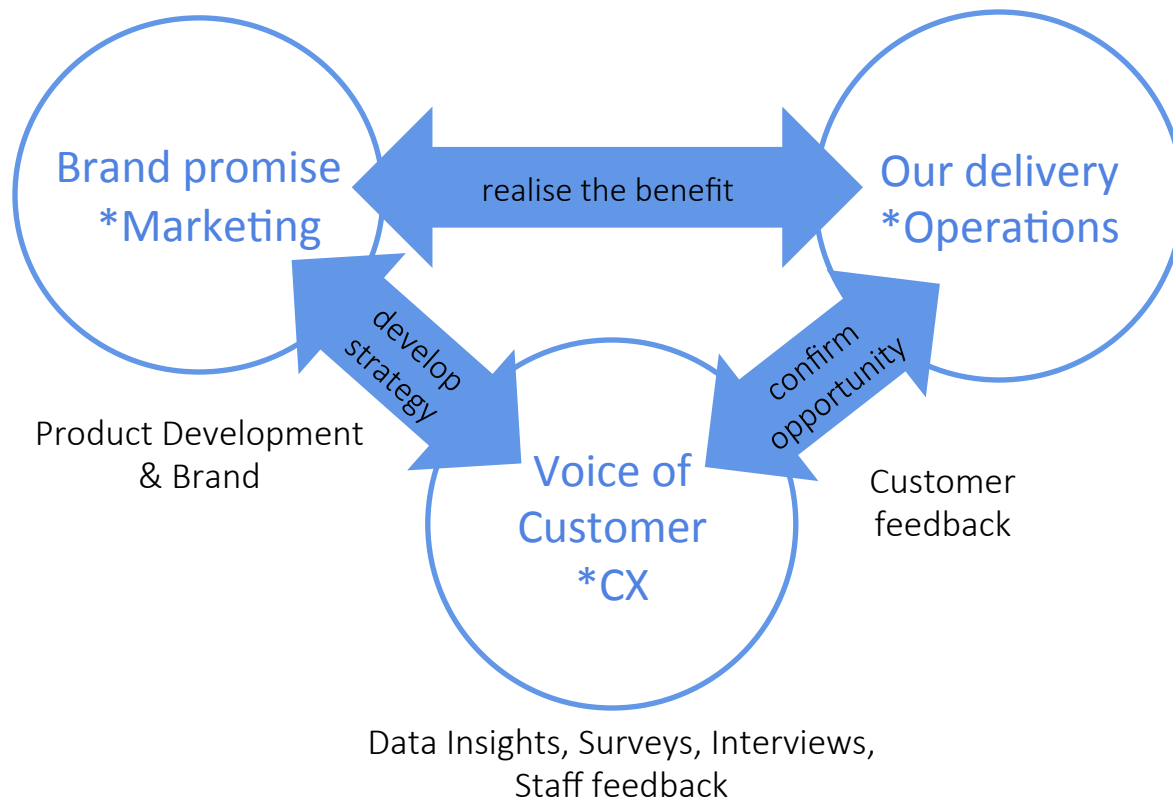
- Profitability, Gearing, Dividend, & Cash
- Fuel price hedging
- Operating costs
- Engineering performance
- (no measure of customer)
- Markets
- Efficiency
- Customer
- People
- Technology

Customer experience

- Queues at check in counters
- Physically check in 2 hours before flights
- Crew perform safety briefings
- Limited onboard entertainment
- Kiosk & mobile check ins
- Safety briefings as entertainment
- Rich multimedia onboard
- Lounge and loyalty - coffee on a phone

ORGANISATIONAL FIT OF CX

CX operates as an agent of change for the customer, a champion for business improvement, to ensure we deliver on our promise. CX acts independently of Marketing and Operations

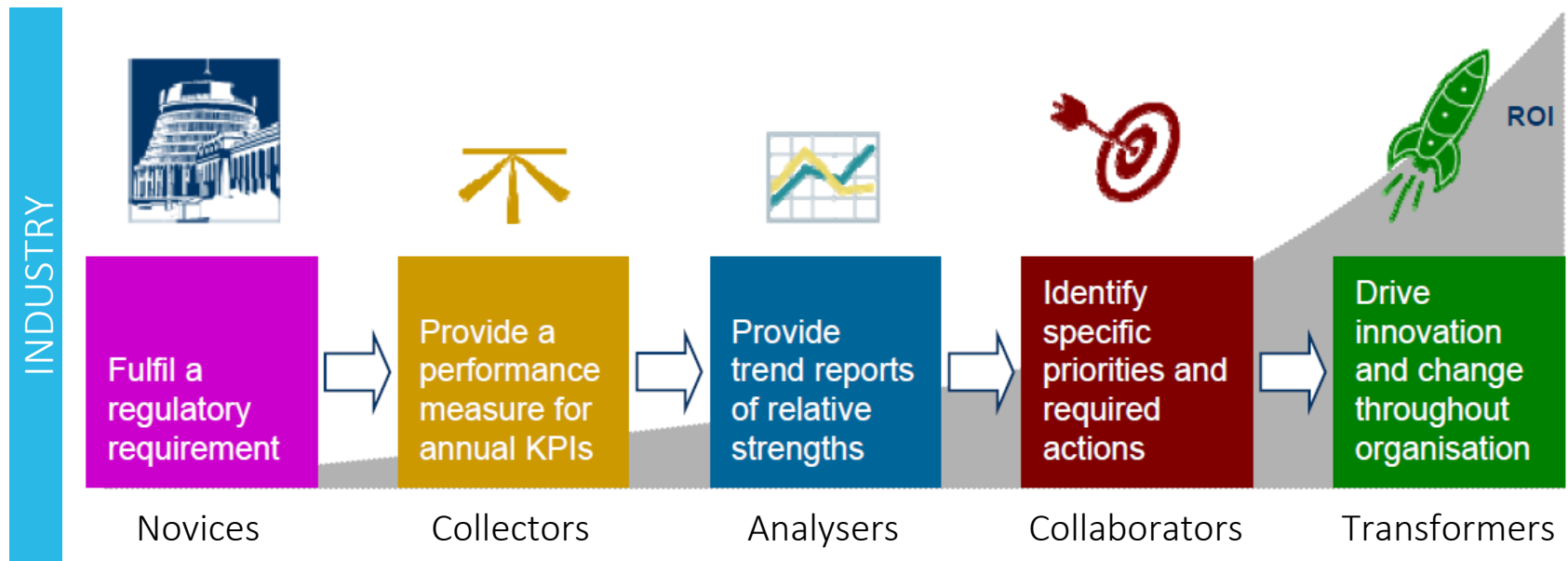


WHAT DOES CX SUCCESS LOOK LIKE

- **Enthused employees** with the knowledge and empowerment to deliver the experience consistently.
- **Customers who are so satisfied** that they only choose KiwiRail and recommend us to others.
- **Measureable results** that demonstrate ROI.

- Let's start all our meetings with a safety moment, OR a customer opportunity moment.

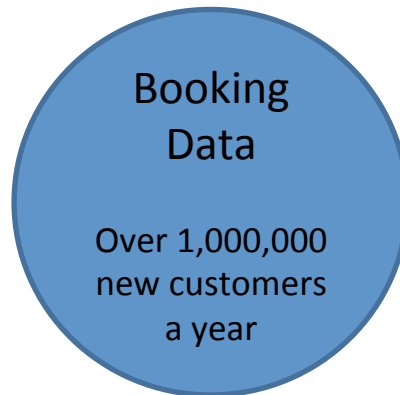
WHERE IS KR ON THE CX MATURITY MODEL?



POINTS OF DATA

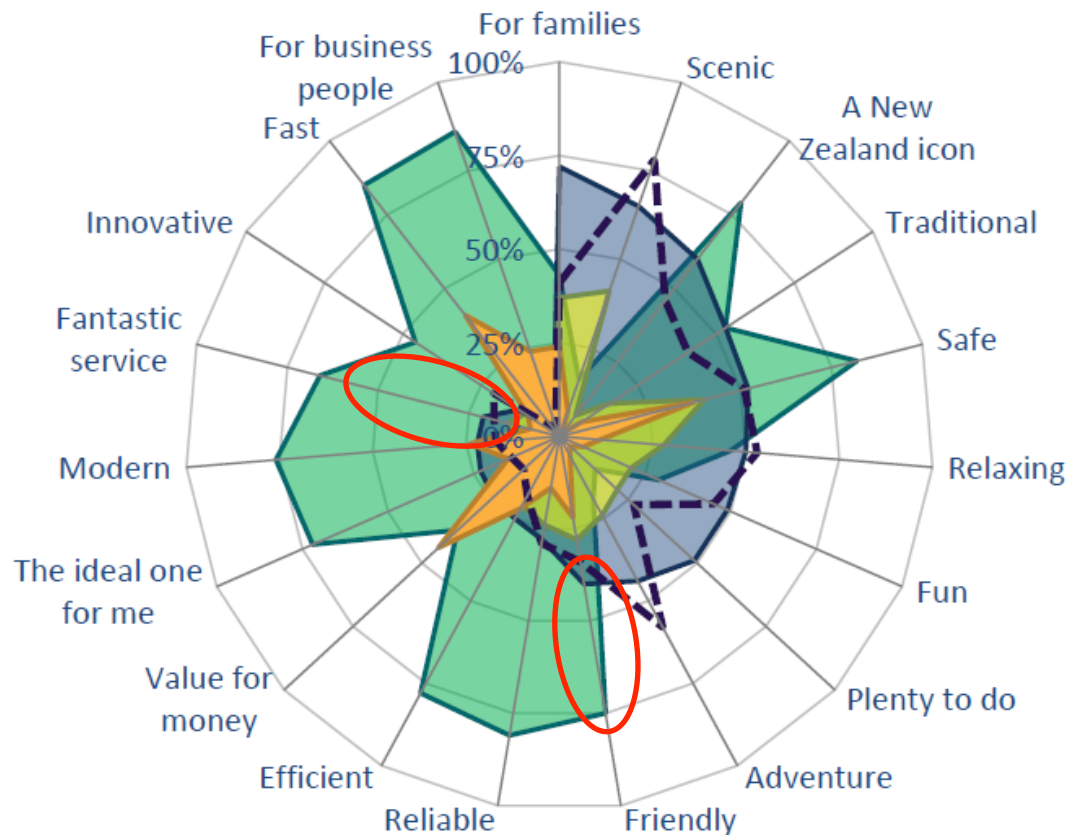
We hold an amazing amount of data about our customers

- Historically survey & booking data largely un-tapped.
- Insights not gathered from complaints
- Our other customer contact insights were basic at best



Presents a great opportunity to understand our customers in detail

IDENTIFYING AREAS OF FOCUS



Comparing Interislander brand research results against transport industry leaders, we can identify areas where CX can create value without infrastructure investment:

- Friendly
- Fantastic service

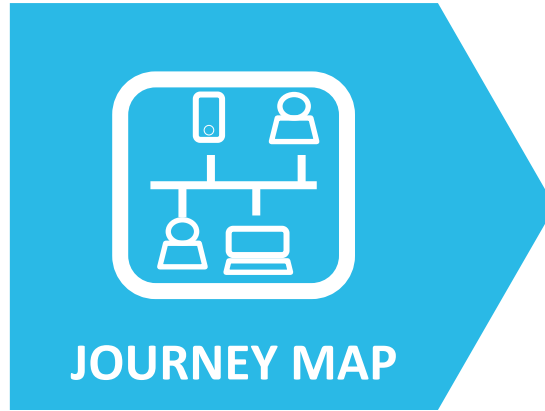
THE 4 STAGES OF CX FOR KIWIRAIL

1 RESEARCH CUSTOMERS



Customer insights
Industry insights

2 IDENTIFY OPPORTUNITIES



Customer insights
Industry insights

New product
validation

3 QUALIFY



New products & services

4 IMPLEMENT & MEASURE

PERSONA INSIGHTS

GOLDEN ANZACS

Origin: New Zealand & Australia

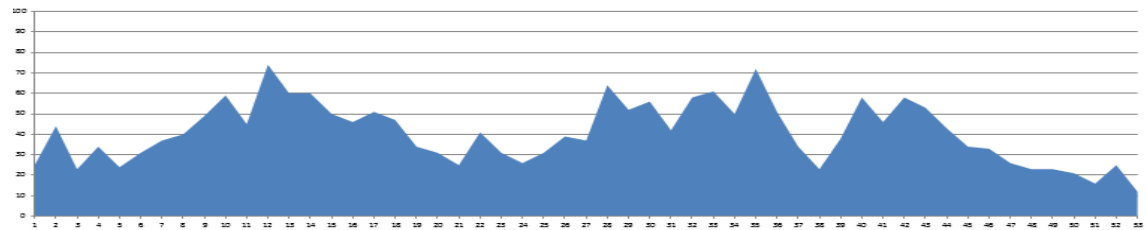
Age: 55-75

Income: \$104k average

Gender: Slight **female** skew (57%)

Number: 27% of customer base

Travel Profile



SUNSHINE GROUP

Origin: 53% New Zealand

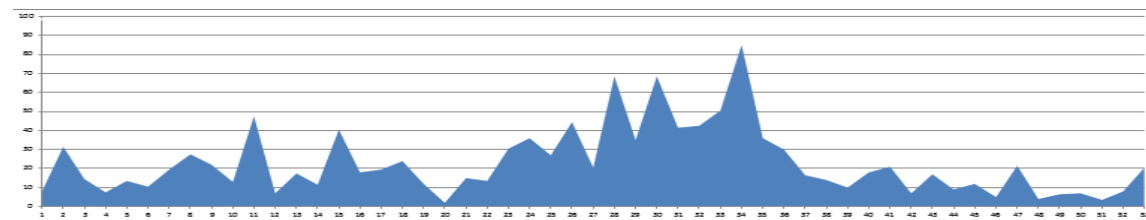
Age: 55-75

Income: \$99k average

Gender: **Heavy female** skew (71%)

Number: 7% of customer base

Travel Profile



SNEAKERS INTERNATIONAL

Origin: UK, United States, Asia, Canada, Germany

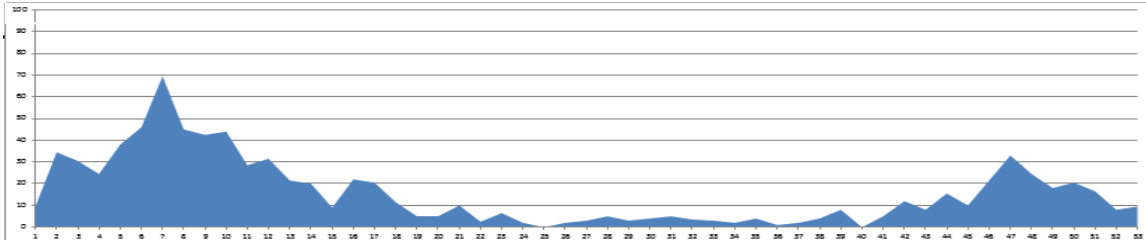
Age: 55-75

Income: \$133k average

Gender: Slight **male** skew (55%)

Number: 7% of customer base

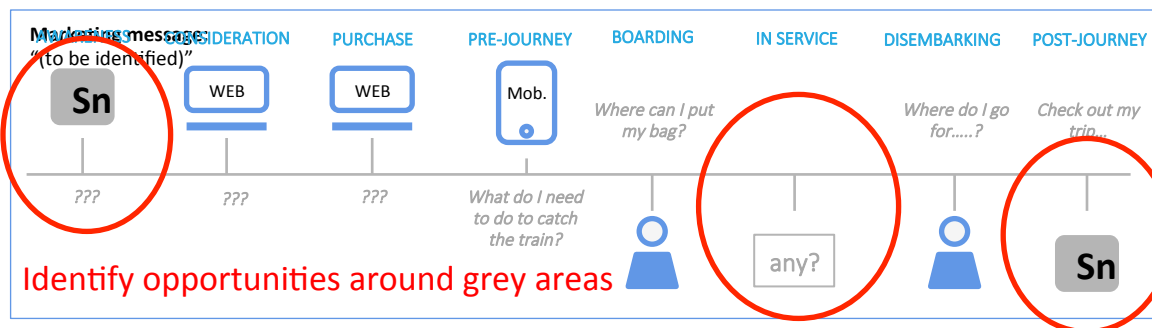
Travel Profile



JOURNEY MAPPING

Journey mapping is a tool organisations use to understand the customer need through all phases – to identify moments of **value** and **pain**, and the ways in which customers go about achieving their needs.

An example journey map for SWT:



Opportunities exist outside of just the 'In Service' phase of our customer journeys

CX REGISTER

The **CX Register** monitors, tracks and controls the opportunities discovered through all channels. It is a feedback mechanism for staff, customers & public who have provided ideas to improve the CX experience.

The CX Register allows KR to:

- More considered exploration, assessment and prioritisation of initiatives based on impact to the customer and organisation.
- Structured management and delivery of CX initiatives.
- Greater visibility of CX investments and benefits.
- Increased engagement with staff through contributions, feedback, acknowledgement and participation in the delivery of new initiatives.

A CX Register will be worthless without a customer centric culture

IMPLEMENT AND MEASURE

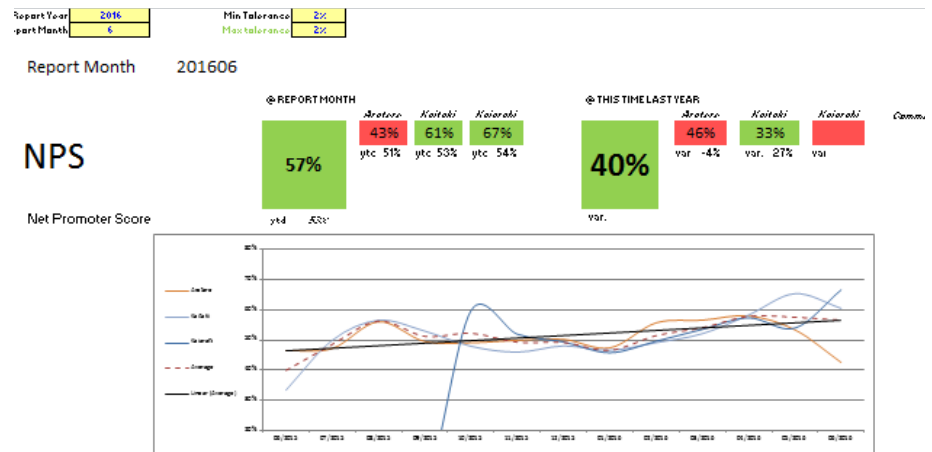
Turning our survey data into a management dashboard report.

We understand and manage performance of results.

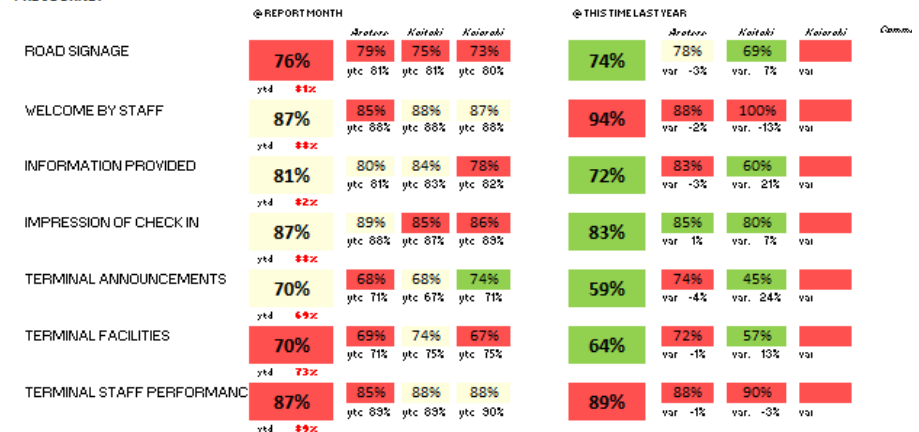
Treating our customer satisfaction like an experience P&L account.

Results are examined at Customer Experience Team (CXT) meetings.

CXT meets regularly to discuss reporting results, CX opportunities, and to interface the key parts of the business.



PRE-JOURNEY



BOARDING

IT'S ABOUT...

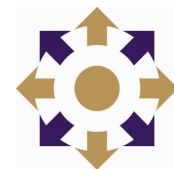
- Knowing the current measurement.
- Shifting the culture.
- Understanding the customer.
- Identifying opportunities.
- Monitoring improvement.

DISCUSSION

Afternoon Tea

sponsored by

L.G. ANDERSON
TRANSPORT LTD



The Chartered
Institute of Logistics
and Transport

Innovations in the Logistics Sector

Presenter: Walter Glass
Academic Director
Logistics Training Group



INNOVATION IN LOGISTICS EDUCATION AND CILT - NZ's ROLE

Walter Glass
Logistics Training Group

LOGISTICS AND SC EDUCATION SCOPE

- **CONTEXT:** EDUCATION & DEVELOPMENT OF PEOPLE
- **SECTORS:** Civilian; Military; Government, NGO, HADR etc.
- **LOGISTICS & SUPPLY CHAIN FUNCTIONS**
 - Procurement (all aspects)
 - Warehousing (all types)
 - Transport (all modes)
 - Inventories
 - Supply Chain ICT (incl “big data” systems)
 - Supply chain management
 - Logistics management
 - Retail Logistics
 - Supply chain network planning design
 - Industry Infrastructure Policy and Planning
- Quality systems, project management
- Inventory
 - Raw materials to finished goods
 - FMCG, semi durables, durables
 - Liquid or solid
 - Cycle, buffer, transit or speculative

REVIEW - 2000's

- Innovations in ICT were very expensive but improve systems interface/communications (ERP e.g. SAP)
- Innovations in HTML & internet provide huge advances in logistics administrative functionality and trade capability
- Chinese political and economic innovation fuels its global manufacturing focus
- Innovation in automation & “bigger is better” drive productivity improvement
- *People* - **Less education & training as companies too busy to educate & train staff (profit & acquisition were focal in the logistics sectors)

REVIEW - 2010

- GFC impact from 2008 onwards - global downturn that is ongoing
- 3PL mature & margins cut; ditto transport and logistics contracting
- Technology Surging -Larger ships, trucks, facilities for increased productivity (20,000 TEU)
- Companies losing money - so no funding to train & educate staff which exacerbate losses (solution - hire people from the UK to fix problems????)

****People** - Lower L & SC education investment at mid and senior management levels (no \$)

- Still a shortage of educated Logistics and SC management specialists to make informed decisions.
- Aging NZ workforce in L & SC becomes more critical, lack of skilled replacements

CURRENT - 2015 onwards

- NZ companies starting to recover on the back of CHC earthquakes & AKL road & housing major construction - Hamilton/Tauranga also benefit (Govt backed)

**People*

- SC related tertiary education rising (especially with P.G. foreign students who can do 1 year of study & 1 year work visa then get NZ permanent residency after with no work experience)
- **LTG notes increase in CILTUK Dip Log enquiries but students opt for easier university programmes with no applied component
- Lack of direction from NZ Govt on the desired level of expertise required in the logistics sector and incentives for companies to become CILT-NZ not involved.
- **Average L & SC manager's working week is often 60-70 hrs/week, so no time for study.

THE TOUGH QUESTION

- *How well is the global integrated logistics sector preparing for its future challenges?*

Not well enough in NZ The lack of education is inhibiting innovation by NZ L&SC staff -

and importing people from overseas is no guarantee of success (often in a large organisation mistakes are easily buried)

(*NZDF is an exception with L&SC education, but not other govt depts)

L & SC EDUCATION CHALLENGE

- To merge the L &SC sectors' understanding of
 - 1. Logistics & Supply Chain Management Skills (across all functions)
 - 2. The value of research for continued improvement (big data analytics)
 - 3. The development, engineering and applications of existing technology
 - (e.g. 3D printing, ERP system integration, self drive, electric vehicles)
 - 4. Preparation for the new technology and methods (driverless vehicles, Hoop line)

Companies must understand the way in which these multidimensional activities and technologies interact - Currently most don't!

Continual education updates will be required to keep industry updated on advances and Professional Institutes like CILT-NZ should be involved

HOW DOES CILT-NZ FIT IN?

1. *CIPS - Rapid recent growth in Wellington (400)
2. *IPENZ - Sustained growth

**Both are CILT related institutions and professionally recognised by their industry and NZ Government*

3. NZ Institute of Directors - Rapid growth, i.e. Bay of Plenty to 400 members with 8,000 nationwide NZ members.

*How should CILT-NZ position itself and in what role? IDEAS??
Perhaps lobby Government on behalf of industry?????*

END

- THANK YOU
- QUESTIONS

Technology and Innovation in Career Planning

Presenter: Phil Urlich
Manager Corporate
MITO



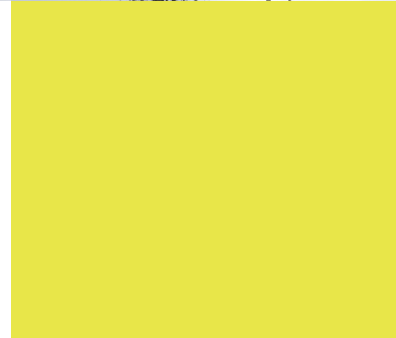


CILT – Qualifications and Career Pathways – Why, How & When?



Phil Urlich – Manager Corporate, Workforce Development

12 October 2016

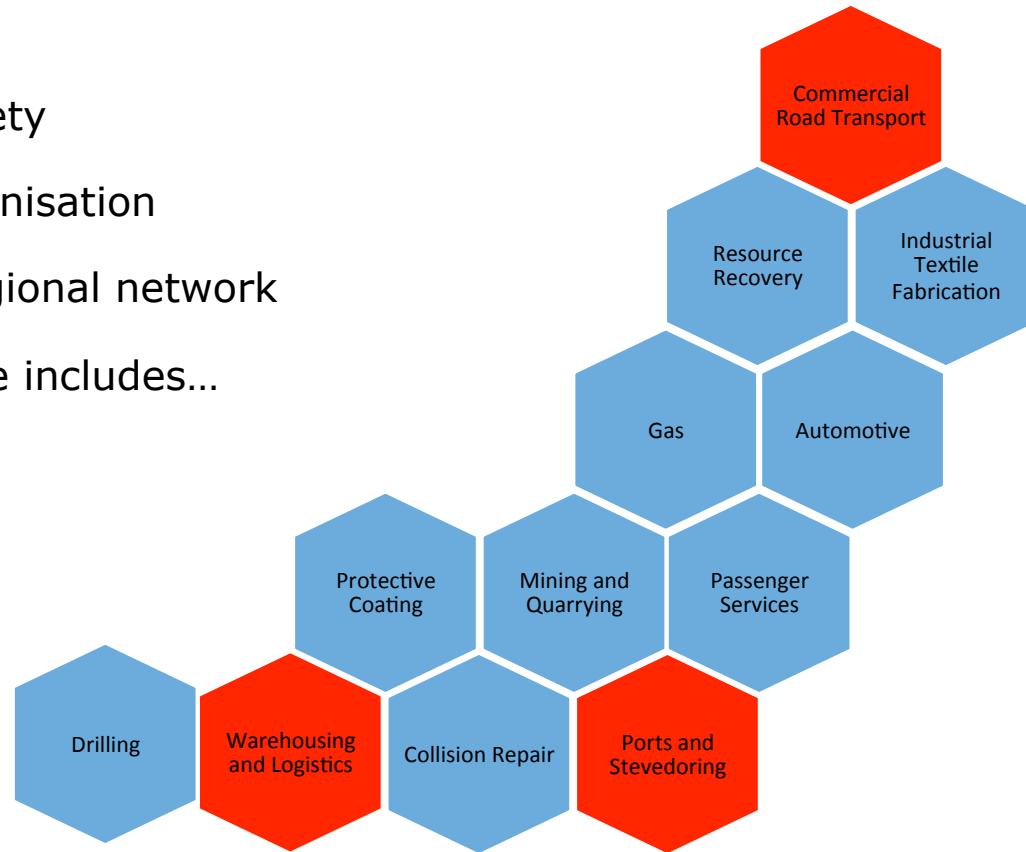


Overview

- Introduction
- Brief overview of the role of MITO & its Industries
- Demographics of Road Transport, Logistics, Ports & Stevedoring industries
- Targeted Review of Qualifications (TROQ)
- Career pathways (Road Transport, Logistics, Ports & Stevedoring)
- New programme development – Ports & Stevedoring sector
- Opportunities for other sector collaborations

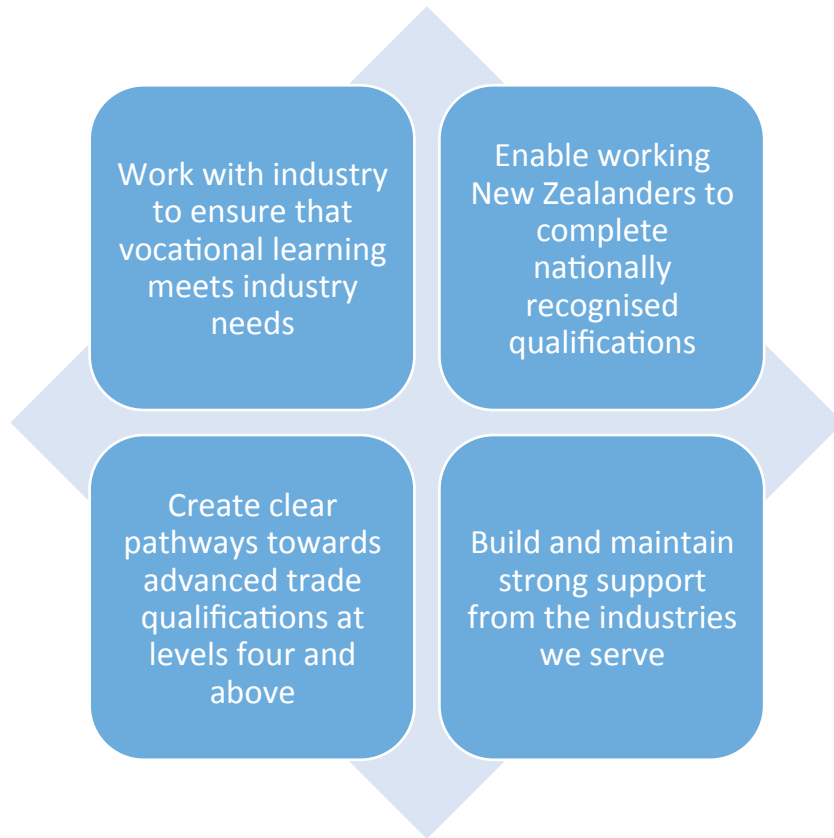
MITO New Zealand

- Incorporated society
- Not for profit organisation
- National office/regional network
- Gazetted coverage includes...

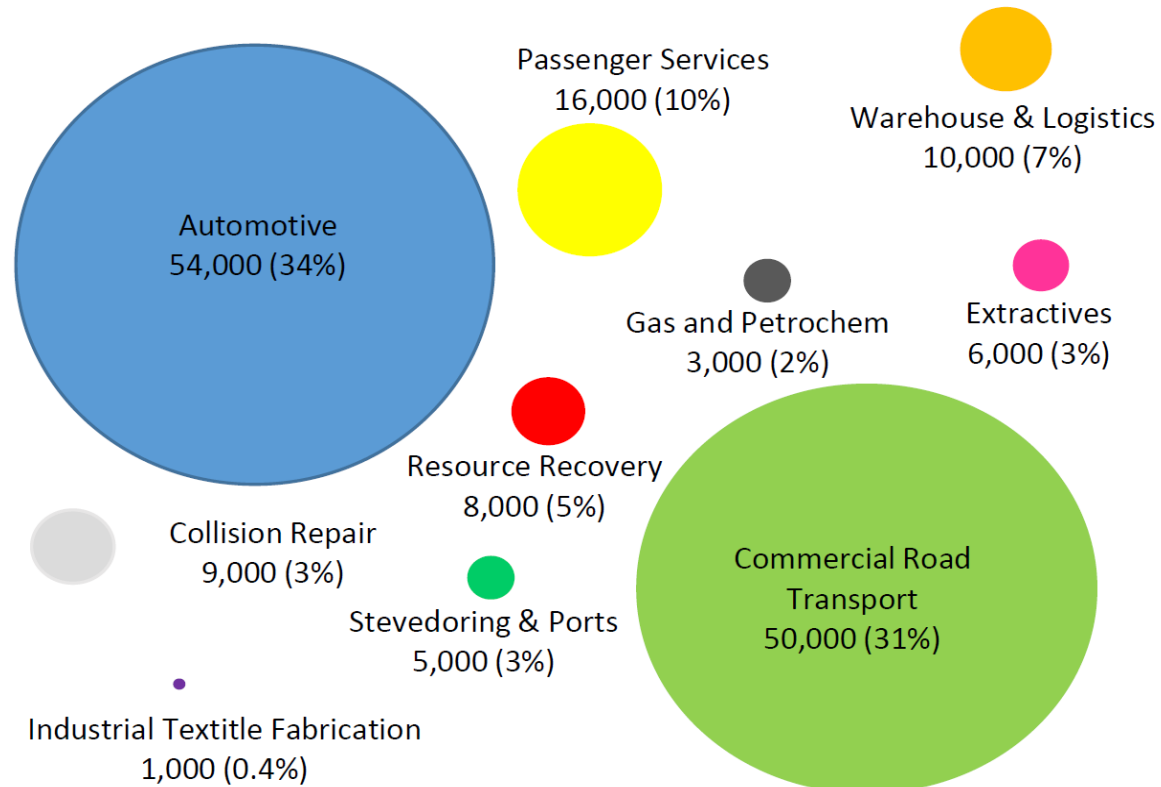


MITO Roles

- Provides leadership to our industries on skill and training matters
- Designs national/NZ qualifications and manages moderation systems to manage consistency
- Arranges for the delivery of industry training



Employment in MITO sectors (total = 160,000)



Road Transport

total employment

51,344 filled jobs | 2.2% of NZ jobs | in 2015

occupational employment

Jobs in top 5 occupations	2005	2015	Change
Truck Driver (General)	27,498	26,767	-730
Courier	4,846	4,594	-252
Labourers nec	368	1,564	1,196
Delivery Driver	766	961	196
General Clerk	1,324	941	-383

economic contribution

\$4,492m GDP | 2.0% of NZ GDP | in 2015

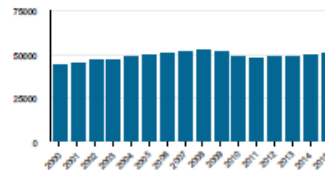


Commercial Road Transport 2015



total employment

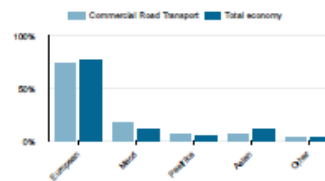
51,344 filled jobs | 2.2% of NZ jobs | in 2015



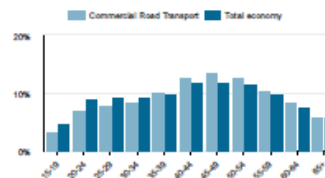
	Filled jobs		Change p.a.
	2005	2015	
Commercial Road Transport	49,934	51,344	0.3%
Total economy	2,042,946	2,298,967	1.1%

demographics of employees

% FULL-TIME
85% Commercial Road Transport | 76% Total economy | in 2013



EMPLOYMENT BY AGE



Data source: Infometrics and Statistics New Zealand
The data in this report relates specifically to the areas of the sector as defined by MITO

regional employment



occupational employment

Jobs in top 5 occupations	2005	2015	Change
Truck Driver (General)	27,498	26,767	-730
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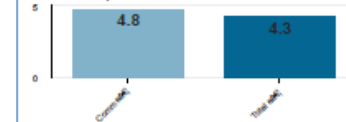
economic contribution

\$4,492m GDP | 2.0% of NZ GDP | in 2015

business units

10,736 business units | 2.0% of NZ | in 2015

AVERAGE FILLED JOBS PER BUSINESS UNIT



average earnings 2014



Ports & Stevedoring

total employment

5,337 filled jobs | 0.2% of NZ jobs | in 2015

occupational employment

Jobs in top 5 occupations	2005	2015	Change
Waterside Worker	1,822	1,845	23
Labourers nec	114	161	47
Despatching and Receiving Clerk	137	151	14
Corporate General Manager	100	126	25
Policy and Planning Manager	77	125	49

economic contribution

\$598m GDP | 0.3% of NZ GDP | in 2015

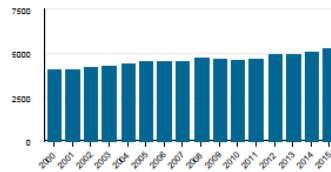


Stevedoring and Ports 2015



total employment

5,337 filled jobs | 0.2% of NZ jobs | in 2015



	Filled jobs	Change p.a.	
	2005	2015	
Stevedoring and Ports	4,591	5,337	1.5%
Total economy	2,042,046	2,266,967	1.1%

demographics of employees

% FULL-TIME
83% Stevedoring and Ports | 76% Total economy | in 2013

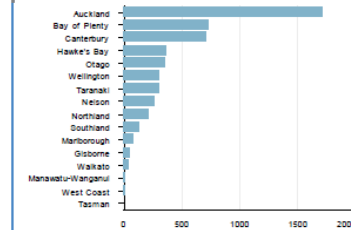


EMPLOYMENT BY AGE



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regional employment



occupational employment

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Labourers nec	114	161	47
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Corporate General Manager	100	126	25
Policy and Planning Manager	77	125	49

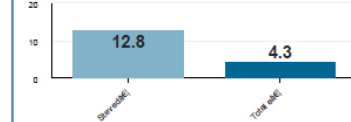
economic contribution

\$586m GDP | 0.3% of NZ GDP | in 2015

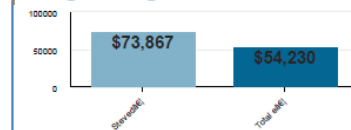
business units

419 business units | 0.08% of NZ | in 2015

AVERAGE FILLED JOBS PER BUSINESS UNIT



average earnings 2014



Warehouse & Logistics

total employment

10,949 filled jobs | 0.5% of NZ jobs | in 2015

occupational employment

Jobs in top 5 occupations	2005	2015	Change
Storeperson	1,514	1,685	171
Import-Export Clerk	661	626	-35
Sales Representatives nec	479	567	88
Despatching and Receiving Clerk	607	534	-73
General Clerk	473	389	-84

economic contribution

\$1,210m GDP | 0.6% of NZ GDP | in 2015

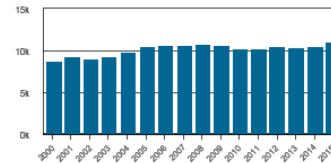


Warehouse & Logistics 2015



total employment

10,949 filled jobs | 0.5% of NZ jobs | in 2015



	Filled jobs		Change p.a.
	2005	2015	
Warehouse & Logistics	10,412	10,949	0.5%
Total economy	2,048,808	2,287,088	1.1%

demographics of employees

% FULL-TIME
88% Warehouse & Logistics | 76% Total economy | in 2013

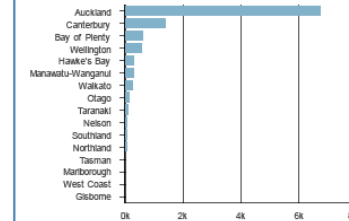
ETHNICITY



EMPLOYMENT BY AGE



regional employment



occupational employment

Jobs in top 5 occupations	2005	2015	Change
Storeperson	1,514	1,685	171
Import-Export Clerk	661	626	-35
Sales Representatives nec	479	567	88
Despatching and Receiving Clerk	607	534	-73
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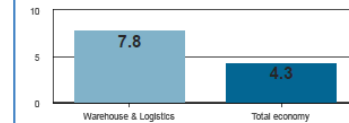
economic contribution

\$1,210m GDP | 0.6% of NZ GDP | in 2015

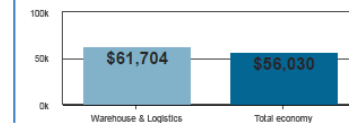
business units

1,409 business units | 0.3% of NZ | in 2015

AVERAGE FILLED JOBS PER BUSINESS UNIT



average earnings 2015

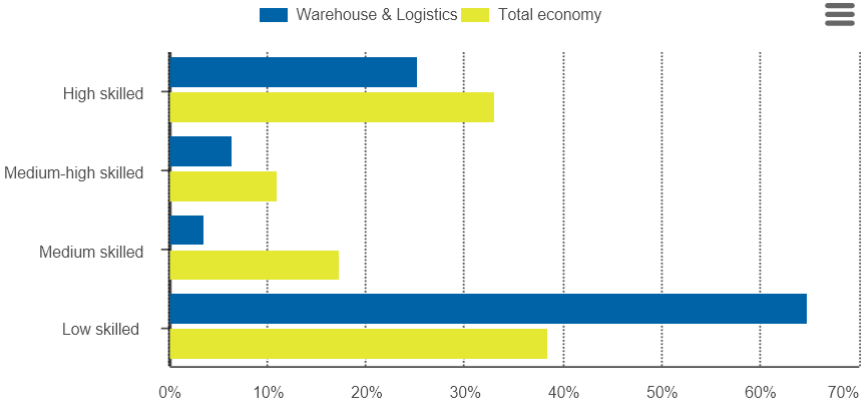


Data source: Infometrics and Statistics New Zealand
The data in this report relates specifically to the areas of the sector as defined by MITO

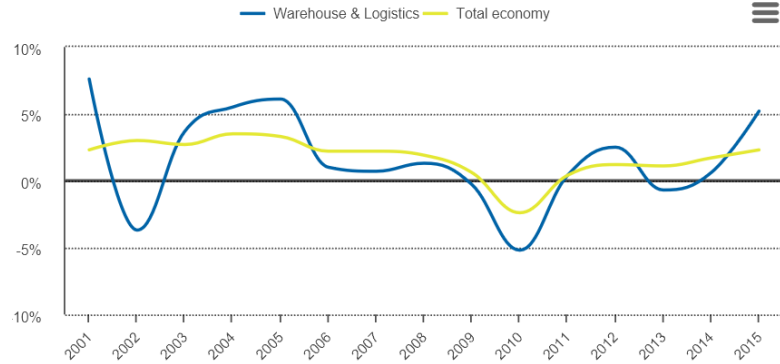


Warehouse & Logistics

Employment by Skill Level



Growth In Employment



Employment by Age



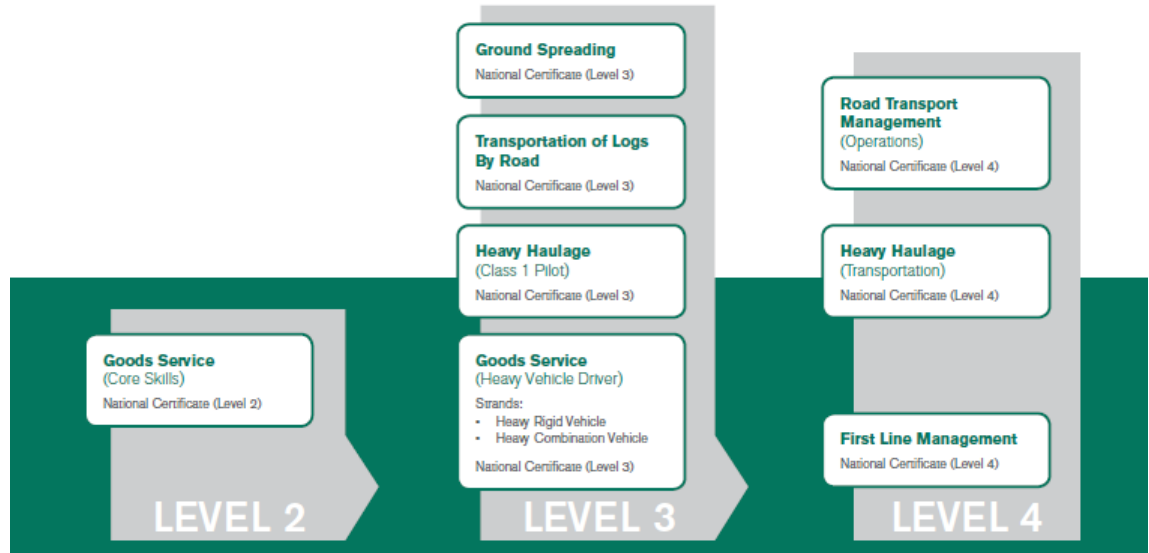
Targeted Review of Qualifications (TROQ) & Programme Development

- Govt. mandated review of NZQA qualifications
- NZ Certificates developed with industry support & listed with NZQA
- Any approved organization can develop a programme to deliver the qualification
- MITO has moved from qualification development to programme development
- MITO Programme development – prioritized by demand. Current priorities = Collision Repair & Automotive industries
- Increasing levels of E learning and on line resources

Commercial Road Transport

Commercial Road Transport Career Pathway

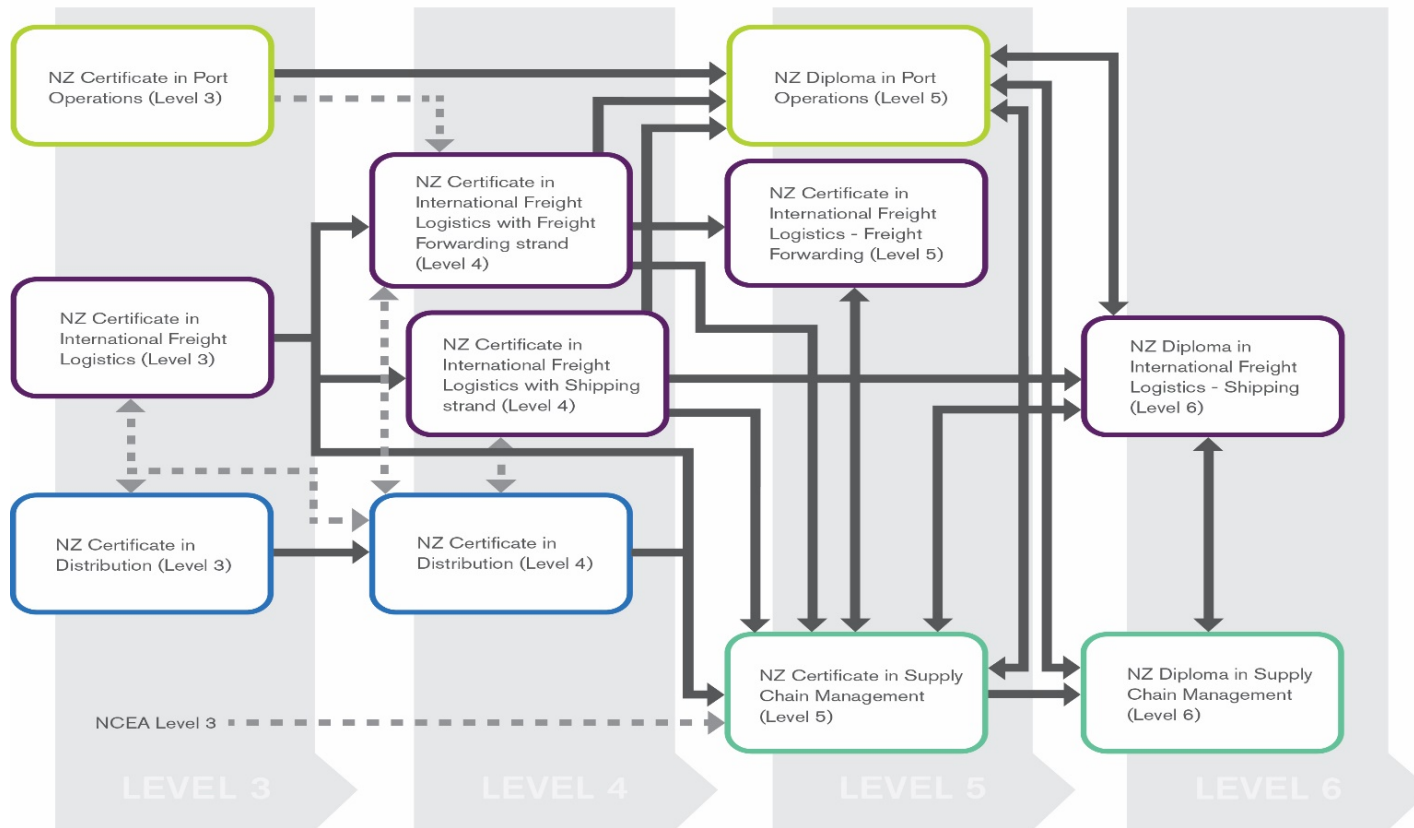
- SWEP Project underway
- National Qualification Pathway in place
- NZ Certificate programme development 2017/18
- LTSC Accreditation Pathway



Ports & Stevedoring Programme Development

- **Mar 2016** Ports & Stevedoring Association signaled the adoption of the L3 NZ Certificate – Cargo Handling as an industry standard. (1800 employees)
- **April – Oct 2016** Industry working group established & regularly meets with MITO to develop/collate resources for the programme. Assessments being developed by MITO
- **Quarter 1 2017** new programme available

Freight, Ports and Supply Chain Management Educational Pathways



Logistics Programme Development

- Programme development scheduled to start later in 2017
- Is there demand for MITO to develop programmes for these NZ Certificates?
- MITO needs industry subject matter experts to commit their time to help us develop the programmes.
- Do your employees want nationally recognized qualifications?

Summary - Qualifications and Career Pathways – Why, How, When?

- **Why** – attract, retain, upskill & keep employees safe
- **How** – MITO & industry expert led programme development
- **When** – demand and commitment



Thank you



Phil Urlich – Manager Corporate

0800 88 21 21 | mito.org.nz

Crime Prevention through Environmental Design

**Presenter: Sue Ramsay
Metropolitan Community Adviser
Christchurch City Council**



Crime prevention innovation in the context of a transport hub (with a detour via an intersection)



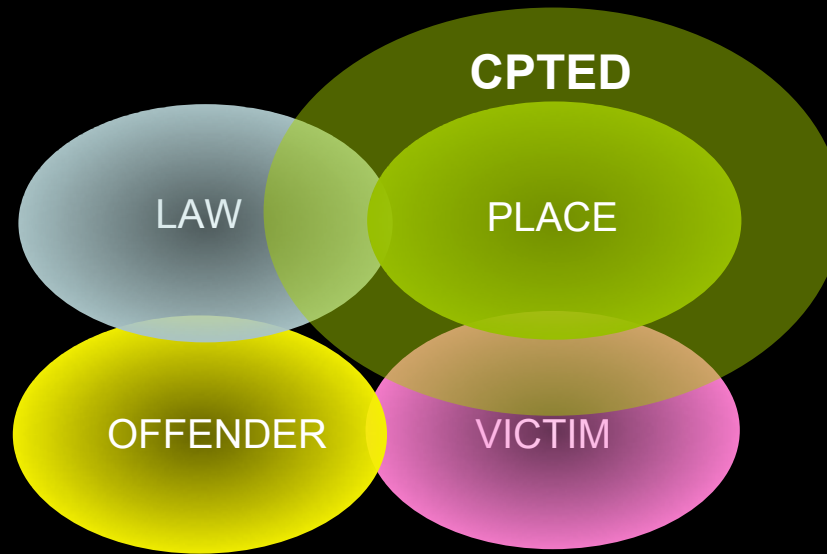
CPTED – Crime Prevention through Environmental Design

pronounced “sep-ted”

CPTED is a crime prevention discipline based on the proper design and effective use of the built, landscaped and social environments, leading to a reduction in the incidence and fear of crime, as well as improvement in the quality of life*

*Adapted from National Guidelines for Crime Prevention through Environmental Design in New Zealand

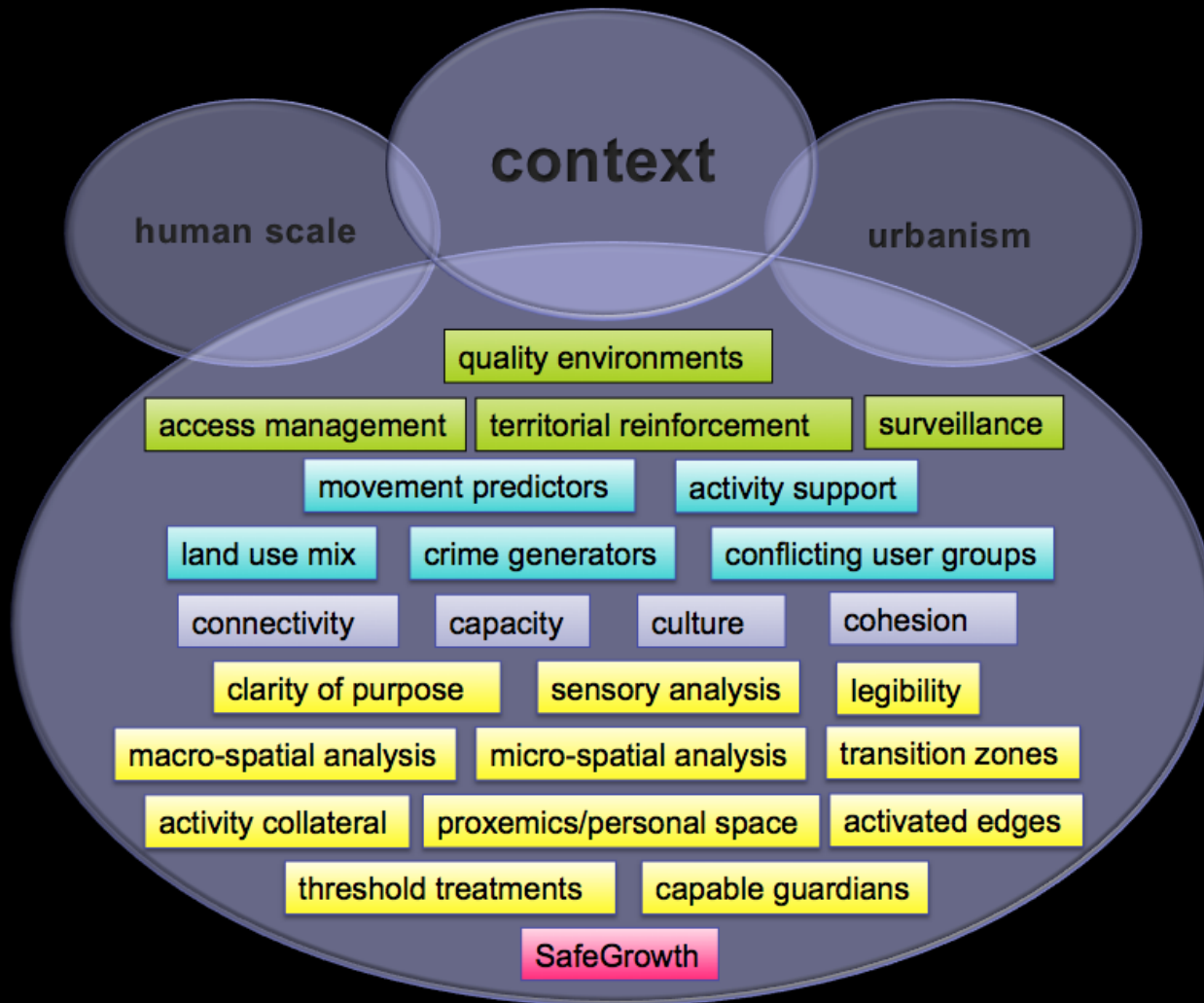
CPTED is about place



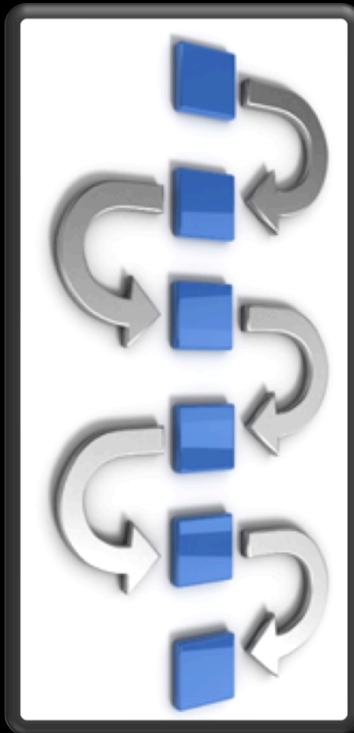
Crime Prevention through *Environmental* Design

1st Generation CPTED

- focus on minimising opportunities for offenders
- territoriality, access control, image, natural surveillance
- tends to focus on security of property
- widely practised



CPTED process



environmental scan

site assessments

(safety audit)

safety map

asset and issue
analysis

improvement plan

Project Lifecycle



CPTED mandates.
 CPTED consultation.
 Analysis of receiving environment.
 POE's.
 Management capacity etc.

Masterplanning:
 Bulk & location.
 Neighbourhood connections.
 Entry points, circulation.

Space hierarchies.
 Incompatibilities.
 Communal/ community areas.
 Entrances and lobbies.
 Service areas.
 Travel routes and desire lines.
 Landscaping.

Materiality.
 Entrance design.
 Interior design.
 Doors and windows.
 Tech services.
 Lighting.
 Rubbish and storage.
 Master keying.

Quality assurance.
 Variations & VE.
 Inspections.
 Queries.
 Setup and commissioning.

Post Occupancy Evaluation (POE).
 Facility management support.
 Fine tuning.



CPTED INPUTS

different matters at different stages wherever the entry point is available











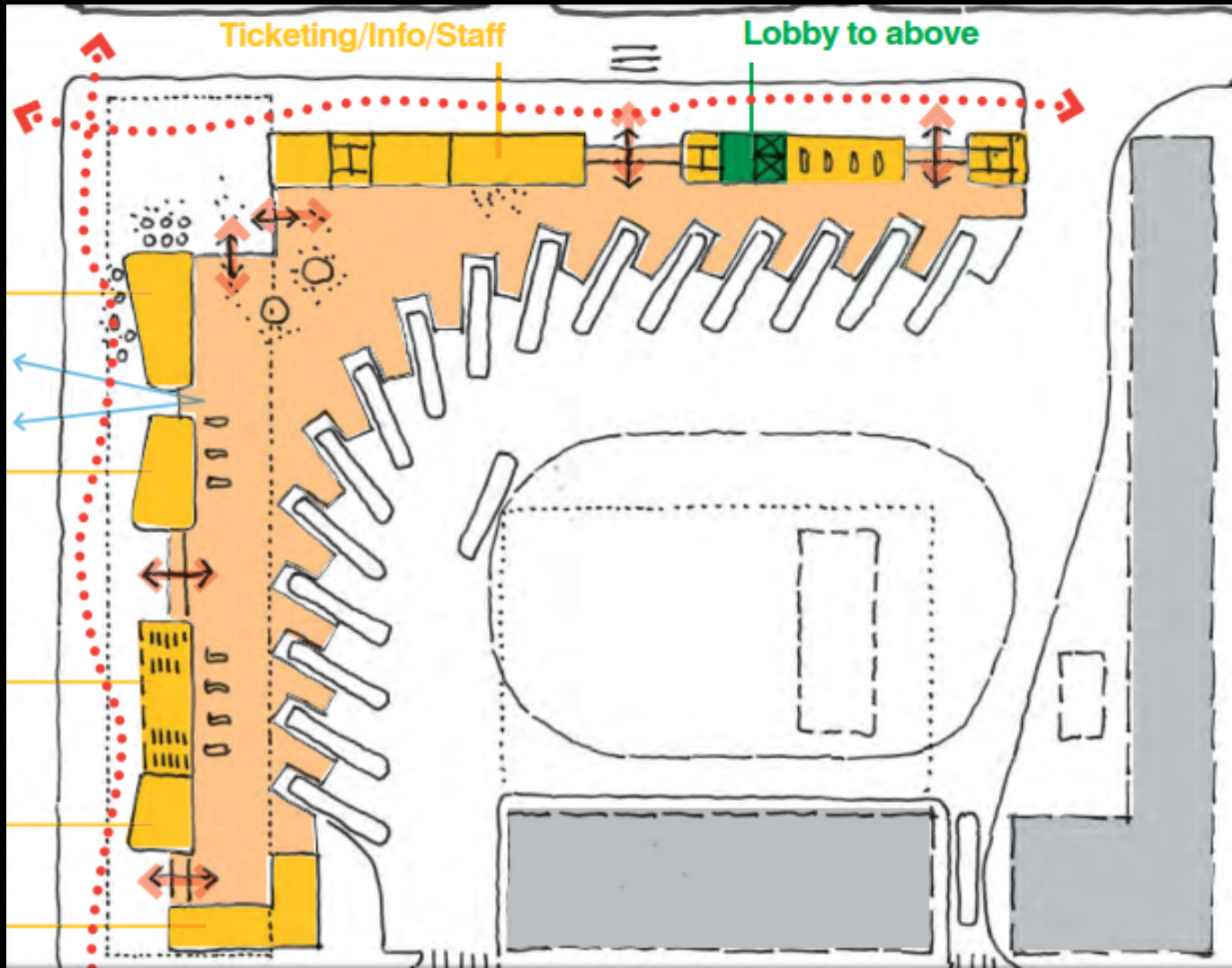


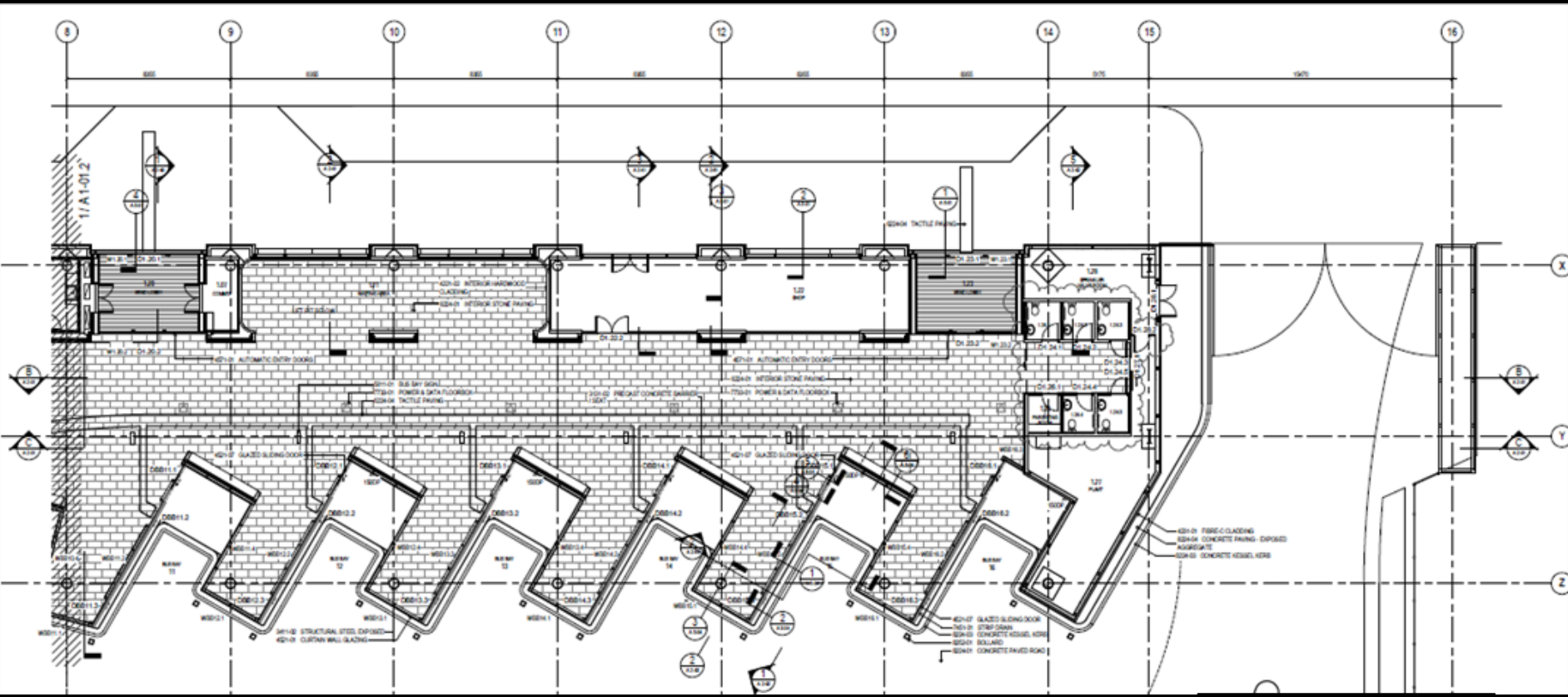
WELCOME TO
RICCARTON
WEST

Zoele Silver

Christchurch Bus Interchange

















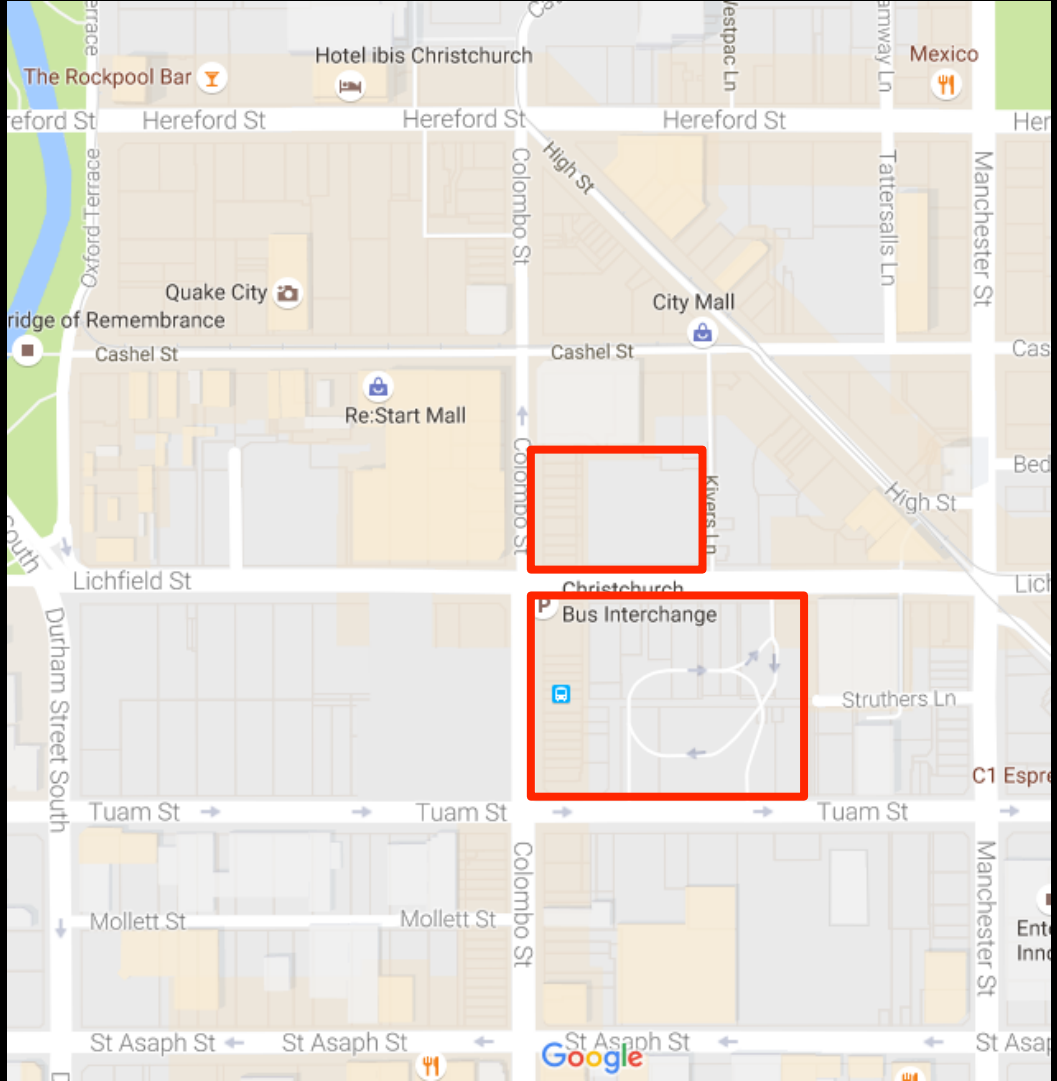




BUSxchange
AT THE CROSSING

BUSxchange





Police provisional calls for service data

Bus Xchange	2009	173
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Bus Interchange	May 2015 to May 2016	40
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Adjusted for passenger numbers	70% reduction
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WARNING

You are about to enter a science-free zone!!!

Type Code	Old Bus Exchange (1 Jan - 31 Dec 2009)	Cost per event	Total Cost	New Bus Exchange (25 May 2015 - 25 May 2016)	Cost per event	Total Cost
1510 - Serious Assaults	1	8910	8910	1	8910	8910
1640 - Minor Assaults	15	8910	133650	4	8910	35640
1710 - Intimidation/Threats	7	8910	62370	1	8910	8910
1840 - Harassment	1	8910	8910	0	8910	0
1C - Car/Person Acting Suspiciously	12	2,240	26880	3	2,240	6720
1F - Assist Fire/Ambulance/Traffic	0	2,240	0	1	2,240	2240
1G - Solvent Abuse	1	5,780	5780	0	5,780	0
1J - Juvenile Complaint	2	2,240	4480	3	2,240	6720
1K - Drunk Custody/Detox Centre	18	2,240	40320	5	2,240	11200
1M - Mental	2	2,240	4480	0	2,240	0
1U - Traffic Offending	0	2,240	0	0	2,240	0
1X - Attempted Suicide	4	2,240	8960	0	2,240	0
1Z - Other Incident	9	2,240	20160	0	2,240	0
2210 - Sexual Affronts	2	72,130	144260	0	72,130	0
2630 - Sexual Attacks	0	72,130	0	0	72,130	0
3210 - Drugs (Cannabis Only)	1	5,780	5780	0	5,780	0
3530 - Disorder	32	2,240	71680	8	2,240	17920
3910 - Liquor Offences	22	2,240	49280	0	2,240	0
3985 - Breach Of Local Council Liquor Ban	2	2,240	4480	1	2,240	2240
4320 - Theft Ex Shop	1	1,300	1300	1	1,300	1300
4370 - General Theft	3	1,300	3900	2	1,300	2600
5120 - Wilful Damage	5	2,160	10800	1	2,160	2160
5134 - Wilful Damage - Graffiti	5	2,160	10800	0	2,160	0
6110 - Trespass	22	2,240	49280	7	2,240	15680
6820 - Firearms Offences	2	2,240	4480	0	2,240	0
6D - Bail Breach	0	2,240	0	2	2,240	4480
NSEC - No Speech Emergency Call	4	2,240	8960	0	2,240	0
Total	173		689900	40		126720

Cost / benefit

Cost of CPTED \$2000

Cost saving @ 50% \$391,797 (CPI adjusted)

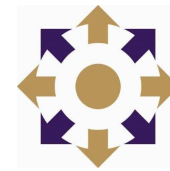
Cost / benefit \$1 / \$196 per annum

Savings over 50 year life of building?

Lots



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The Chartered
Institute of Logistics
and Transport

Summary and Conclusion

Presenter: Glen-Marie Burns

New Zealand President

Chartered Institute of Logistics and Transport

