

A decorative graphic consisting of numerous thin, parallel blue lines that curve from the top left towards the bottom right. A single, thicker orange line follows a similar path, slightly offset from the blue lines.

TIL Freight's Response to COVID-19

21st July 2020, Chartered Institute of Logistics and Transport

TIL LOGISTICS GROUP

TIL TRANSPORT



TIL FREIGHT

HOOKER PACIFIC

TNL



Pacific Liquid Logistics

PACIFIC
LIQUID LOGISTICS LTD



Specialised Transport

McAuley's Transport Ltd

HOOKER PACIFIC
FURNITURE REMOVALS & STORAGE

NZL FREIGHT

MOVE LOGISTICS



M
MOVE LOGISTICS

SPECIALIST TRANSPORT & LIFTING GROUP



TRANZCARR
HEAVY HAULAGE



Machinery Movers

Multi-Trans



INTERNATIONAL



ALPHA
CUSTOMS SERVICES LTD

LIQUID LOGISTICS

HOOKER SHIPING

TNL
INTERNATIONAL

COVID-19's Main impacts on TIL Freight



Health and Safety

Ability to effectively adapt to the Government's directions as mandated by the Ministry of Health



Fluctuating Freight Volumes

The Covid-19 pandemic has seen TIL Freight business go from one extreme to another.



Supply chain flexibility

All business units were either an essential service provider, or were acting as a supplier for essential services providers

Impact on Health and Safety



Assurance and
Compliance



Health and
Wellbeing



New Ways
of Working

Health and Safety of our People

- National and Ground Level Co-Ordination - Flow of information from the health and safety group to our ground level staff
- Assurance and Compliance - Checks made ensuring staff and depots were complying
- Physical distancing for staff and customers - Adhering to government mandates. Assured that sites adapt their business practices to conform to new rules and regulations.
- Third part site access restrictions guidance - Third Party Site Access - Restriction of access to our sites with only essential goods and services allowed.
- From a National level they held a teams meeting every morning to find out how the site assurance checks were going, any issues with staff, health concerns.
- We had a National register of any staff that were off work due to illness, what the illness was, and anyone that had been tested for the virus

Health and Wellbeing

- Health and wellbeing of Older Aged workers - Old aged staff were told to go into lockdown at home and not work minimizing the risk
- PPE and Sanitation - Instructions provided to the depots for the ordering of PPE and Sanitation products. Guidelines provided to staff as to the expectation of PPE and the sanitation of sites and equipment
- Fatigue management - because we parked leased assets and reduced owner driver overhead as well as staff being in lockdown more of a workload was placed on company fleet and the remaining assets.

New ways of working

- Physical distancing
- No sign on glass or manual POD – driver takes name from a customer from a distance
- Not only fulfilling the requirements mandated by the TIL Group but also customer sites and their health and safety requirements. Drivers would arrive on customer site and be required to stay in their truck
- Use of technology to interact with both customers and staff



Fluctuating Freight Volumes - Customer Focus

- Lessons have been about being nimble enough to cope with change, backed up by a good working culture
- Freight flows, speed of change, ability to source complimenting freight
- Internal ways of working - Internal resources, requirement for better visibility of our own network and subbies
- React with pace and make it easy for our customers to get their goods through
- High risk of empty running - over 8000 MT kms in April (unrecoverable)





Supply Chain Flexibility

- The need for the rethinking of transportation capacity and movements so that supply of fleet is more available for the support movement needed to supply essential services.
- Expand service and return options to give customers flexibility in their supply chain needs.

Pre and Post Lockdown Linehaul Movements:

5839 - Linehaul loads
for March
(Before Lockdown)



3799 - Linehaul loads
for April
(During Lockdown)



5737 - Linehaul loads
for May
(After Lockdown)

34.9% Decrease during lockdown



Technology Response



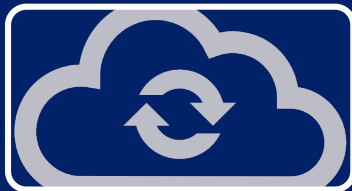
Freight Network analysis and fleet utilisation

- Unprecedented consumer demand and supply chain pressure
- Flexible fleet resources with quick scalable capacity



New ways of interacting with staff and clients

- Managing fatigue from our driving staff through Guardian
- Video calls and online interaction between departments



Working from home programme

- Migration to Microsoft Teams
- Citrix workspace with cloud based infrastructure

Summary

- The importance of operating in all sectors of the freight task so we can offer our customers the balance they need
- Insights for Customers into freight flows
- Last mile capability - Everyone wanted it but was it a success
- Our people are experts as crisis management and remain level-headed through a challenging and ever-changing environment
- Integrating customers for end to end supply chain solutions