



# International Best Practice

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**High Flying with BFL**

**Kathy Williams 13 July 2004**



**BFL**



- **The Company**
- **Led by Ron Bunker**
- **“to provide our customers with a service that is better than they can supply themselves”**
- **Discipline; accountability and control**

**We pick it up...**



- **Linehaul sub contractor**
- **overnight express freight**
- **linking all mainland capital cities**
- **generally dock to dock freight**
- **supply and maintain own vehicles**

# The flock.....

- 290 employees
- driver sourced from capital cities and remote areas
- 44 workshop staff
- 26 admin and management

# The fleet.....



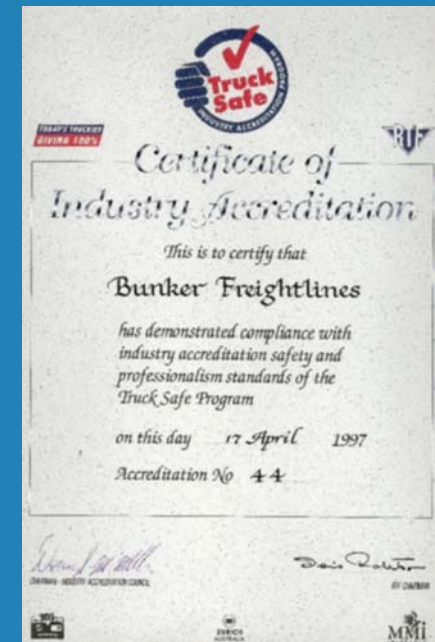
- Prime movers
- trailer combinations
- technology
- permits



# Leading from the front.....



- All vehicles Trucksafe accredited
- NHVAS
- Fatigue Management
- KPI's
- Greenhouse Challenge
- BP Global Choice



Tailored to our needs....

The Workshop!!

**BUNKER**  
FREIGHT  
LINES



- ⦿ Continuous flow through
- ⦿ no benches
- ⦿ designed for efficiency
- ⦿ full time cleaning
- ⦿ focus on ambience for employees

# Support...



- Utilisation a priority
- Truck replacemnt every 4-5 years
- trailers refurbished within 5 years





Our greatest asset....



- ⊗ Drivers \* recognition of family
- ⊗ bonus system \* EBA
- ⊗ safety committees



# A safe journey..



- Public interest
- vehicle safety
- fatigue management
- depot safety
- triple bottom line



# Finding our way....

## Telematics

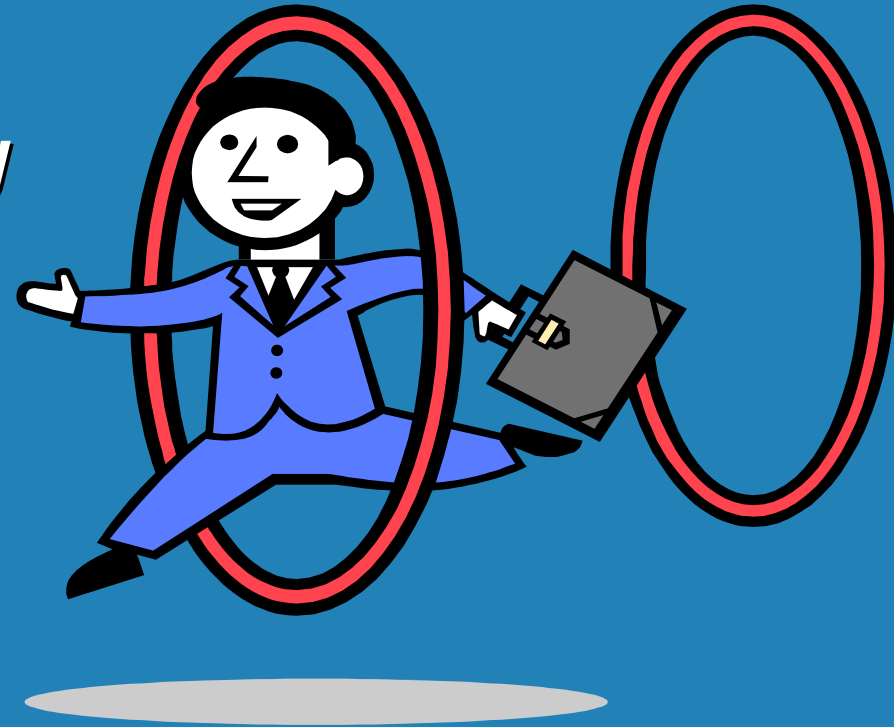


- On board monitoring
- typically 10% unreliability factor
- monitor for security purposes
- monitor on route queries
- monitor driver driving behaviour
- ability to monitor vehicle performance if required

# Customers



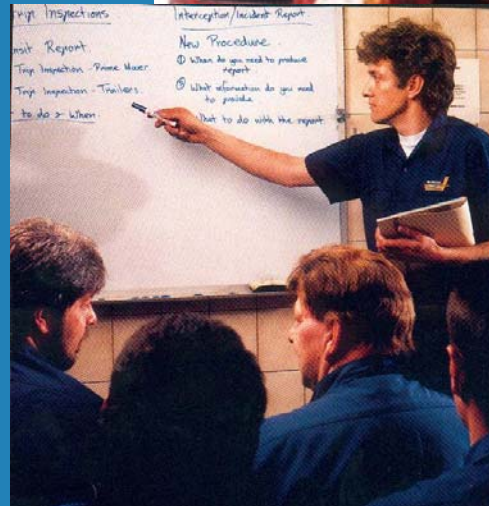
- Service provider
- 99.2% on time delivery
- 24/7 monitoring
- search for continual improvement



# Training



- Part of risk management programme
- induction
- TFMS
- FMP
- Workshop



# Leading from the front



- Senior team
- Operations and Workshop Team
- Communication tool
- Industry involvement
- Recognition

**We deliver it.....**

**BUNKER**  
FREIGHT  
LINES

- **Commitment to excellence**
- **commitment to customer**
- **commitment to employees**
- **Communication**

