



TRUCKS & TRAILERS  
RENTAL & LEASE

Making heavy vehicle fleet management

**easy for you**

[www.trgroup.co.nz](http://www.trgroup.co.nz)



“ TR Group is made up of a group of people who understand the **unique requirements of the transport industry** and are extremely passionate about operating, maintaining and selling the services of our fleet. ”

**Andrew Carpenter**, Managing Director, TR Group





**1992**  
Trailer Rentals Ltd was formed with the purchase of the 65 strong CHEP trailer fleet.



**1993**  
First new trailer additions.  
New Auckland property.  
First significant lease deal for 26 trailers.

**1994**  
Fleet reaches 200 trailers.



**1995**  
TR Group arrives in the Mainland.  
Auckland moves to new Penrose site.

**1997**  
Palmerston North branch opens.  
Christchurch moved to its own site.  
Fleet reaches 500 vehicles.



**1998**  
Truck Rentals Ltd bought Esanda Fleetpartners adding 110 trucks to the fleet, 3 staff and a Wellington branch. The two entities are combined to create what we know today as TR Group Ltd.

**1999**  
Fleet reaches 1,000 vehicles.



**2000**  
Napier and Mount Maunganui branches open.

**2003**  
Fleet expands to over 2000 vehicles. Introduction of our new computer system - Emdec.



**2006**  
Dunedin branch opens. Used Vehicle Sales division established. Office building in Auckland expanded.

**2007**  
With the purchase of Orix Truck Rentals our fleet now reaches over 2,500 vehicles.



**2008**  
Christchurch operation to expand. New Plymouth rental office opens.

**2010**  
Move into new Christchurch premises. "My TR", our online customer web portal, is launched.



**2011**  
Rental sees unprecedented demand post the Global Financial Crisis. TR Group's Operational Support Services (OSS) is launched with the aim of helping our customers operate their vehicles more fuel efficiently, safely and more compliantly.

**2012**  
Our Used Vehicles Sales division sells a record 400 vehicles.  
TR Group's staff reaches 100.  
TR Group turns 20!

**2013**  
The Rental fleet breaks 1,000 and the business continues to grow at a record pace.



**2014**  
The fleet size passes 3,200.  
TR Group puts over 500 new vehicles on the road.

**2015**  
TR Group completes the acquisition of Master Drive Services to compliment our OSS offering. With the advent of our Managed Maintenance offering TR Group now has over 4,500 vehicles leased, rented or managed on behalf of our customers.



# TR Group, THROUGH THE YEARS

TR Group has grown to be New Zealand's largest heavy vehicle rental and lease company, but it started off as a much smaller business well over twenty years ago. Back in 1992, Trailer Rentals was born when Andrew Carpenter, with the able assistance of his great friend Neil Bretherton, bought 65 old rental trailers from the CHEP pallet hire company.

Since then, the company has expanded into a nationwide operation with eight branches and over 100 staff. Our fleet has also grown to more than 4,500 heavy trucks and trailers. During peak season, over 1,000 of our rental vehicles are working hard moving the nation's freight, day and night.

Our team orders and builds over 500 new vehicles each year, and on top of this, we sell up to 400 of our ex-rental and lease vehicles every year.

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**As you'd expect after all these years, we've built up a lot of experience and expertise. We've learned that getting the right truck in the right condition into your hands, and helping your company be as safe, compliant and profitable as possible are the most important things we can do.**

► **Our goal is to make heavy fleet management easy for you!**

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## The elements that make TR Group different

There are some very special parts of our business that have developed over the course of our many years in the heavy vehicle industry. These are the elements that we consider to be our x-factors. We'd be more than happy to make you a hot cup of coffee and take you for a tour around our premises if you'd like to find out more.

### Our x-factors:

#### 1 Fleet and Operations

The heart of our company, where trucks are selected, specified, built and delivered to the precise requirements of our customers.

#### 2 Rentals

Managing New Zealand's largest heavy rental fleet requires expertise, an impeccable understanding of our customers, and a lot of hard work.

#### 3 Maintenance

This team's work starts when a vehicle is delivered to a customer, but it doesn't stop until the vehicle is returned at the end of its term. We strive to ensure that each vehicle performs optimally every single day it's on the road.

#### 4 Operational Support Services

Optimising the performance of a fleet can decrease accidents, reduce fuel consumption and cut running costs. The OSS team, which includes Master Drive Services, provide outcomes-based programs that allow clients to get the best from their fleet while reducing the overall costs of running their business.

#### 5 Used Vehicle Sales

We sell all our used vehicles directly to the next user. Being so closely connected to the market plays a major role in helping us to get the original vehicle selection right every time.

## We've never forgotten our basic values

To succeed in a competitive industry, you really need to work with people who understand your challenges, and who know exactly what's needed to keep your vehicles on the road.

At the end of the day, people do business with people, and our people love what they do. Your success is our success, and we'll go the extra mile every time to deliver it.

Through the years, the same basic values that we started off with have become a part of our company culture, and we believe you'll notice this whenever you deal with anyone from TR Group. They are non-negotiable and something we live by daily. It's the TR way!

### Our Values



#### Ownership

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Everything we do reflects the pride and passion we have in our work and in TR Group. Every day, we look to contribute to the company's success, and to share our pride and passion with others.



#### Leadership

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We display the ability to identify any opportunities to make a positive difference - for our customers, our suppliers, and ourselves.

We invest heavily in our people with training and support. Leadership by example, always following the TR Group values, and focusing on quality decision-making are at the heart of our success.



#### Honesty

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*"Do an honest day's work and you will be fine"*

Honesty is a cornerstone of TR Group. We choose the more difficult path of being constructively honest in our communication and in our relationships. We are honest in our effort and honest with our colleagues and ourselves.



#### Teamwork

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*"The One Plus Effect"*

TR Group really is one team. We aim to have a positive influence on each other, providing support and inspiration to help lift our overall performance.



#### Work Ethic

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We believe in planning well, being thorough, and working hard to achieve our goals. We strive for excellence in everything we do.



#### Continuous Improvement

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Every day we seek to add value to our service for both TR Group and customers alike. We have a thirst to learn, a hunger to improve, and the courage to take action.



# LEASE OPTIONS

*“At TR Group we understand the importance of making sure your truck or trailer is fit for the purpose intended, but also it’s important to have the flexibility to change the truck or the configuration of the truck if things should ever change during the lease period. These changes and variables can include legislation, a new driver, a different workload, a change of company ownership or policy, and economic conditions”*

**Andrew Carpenter, Managing Director, TR Group**

## Fully maintained operating lease

A fully maintained operating lease offers a viable alternative to ownership along with providing the following benefits:

### Cash flow certainty

- ▶ All costs over the term of the lease are known, which means there are no surprises.

### Opportunity cost of time

- ▶ Have you ever estimated the cost of the amount of time spent on dealing with fleet related matters? These include breakdowns, paying invoices, organising servicing, divesting at end of useful life and querying the costs to keep your trucks on the road. We take this hassle away so you can focus your time on making your business as effective and profitable as possible.

### Opportunity cost of money

- ▶ What is the value to you of a dollar today invested into an appreciating asset like your business versus that dollar spent on a depreciating asset like a truck? Why not transfer that cost and risk to TR Group?

### Your risk is reduced

- ▶ TR Group takes on the residual value risk, the asset maintenance risk and the interest rate and inflation risk.

### There are no hidden catches

- ▶ We manage all servicing and maintenance, and the vehicle is simply returned at the end of the term with no further obligations.

### A maximum 96-hour down time in the event of a mechanical breakdown

- ▶ Trucks and trailers are mechanical, and despite rigorous servicing and maintenance, gear will occasionally need repair. If your equipment is not back on the road after 96 hours, we will either provide you with a free replacement vehicle or credit you for the length of time the vehicle is off the road (conditions apply). Vehicles that are less than one year old and have travelled less than 200,000km are provided with a zero down time guarantee. Replacement vehicles are drawn from our rental fleet and are subject to availability.



**Payments can be tailored to suit various revenue streams, including seasonal variations.**



**Operating leases are off balance sheet, which allows credit lines to be maintained, capital to be preserved or invested in more productive assets to fund growth.**



**We take responsibility for vehicle build up, specification, painting and sign-writing to your branding livery. Your vehicle will be delivered to you ready to work from day one.**

## Time and Mileage Lease

**Time and Mileage is a unique fully maintained lease option created for customers who want the benefits that an operating lease provides but also the flexibility to adapt to the changing needs of their business, be it seasonality, fluctuating customer demand or more general changes in daily operations. By billing monthly based on the actual kilometres travelled, Time and Mileage doesn't lock you in to a predetermined monthly lease payment and only charges you for the kilometres you have actually travelled. This means that you only pay for the Road User Charges and maintenance costs that you have incurred that preceding month. Quite simply if you don't use them you don't pay.**

This lease is particularly attractive to businesses that experience cash flow seasonality, such as companies operating in the civil contracting, forestry or agriculture sector.

The advantages of this lease include:

### 1 Improved Cash Flow

Your lease is billed in arrears with Road User Charges (RUC) and tyres (optional) included. This means that:

- ▶ Your commitment to us is more closely aligned with your own billing cycle.
- ▶ No RUC inventory is carried on the leased vehicles.
- ▶ There are no advance lease payments.

### 2 Increased Transparency

You pay only for the kilometres you use, which means that:

- ▶ Your lease is directly correlated with the seasonal flows of your business.
- ▶ Fixed and variable costs are clearly separated because maintenance, RUC and tyres (optional) are paid for as they are used – if you don't use, you don't pay.

### 3 Better Contract Management

Reduced likelihood of contract resetting during the term of the lease. Unders and overs are catered for (barring dramatic changes).

### 4 Assured Compliance

We're totally up to date on all relevant regulations and requirements, which means your vehicles are always fit for purpose and compliant from every perspective. COFs, registrations and RUCs are kept up to date on every vehicle.

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### Length Of Lease

- ▶ Together we'll work out the most appropriate lease duration based on your specific requirements. Typically, leases will match the useful life of your vehicle, which depending on application and annual distance driven could be from three to nine years.



# MANAGED MAINTENANCE

Our Managed Maintenance service uses the same expertise, disciplines and practices that we apply to our own rental and lease fleets. We've got over 4,500 vehicles on the road, and we're seriously focused on keeping them running smoothly. Our maintenance team can leverage greater efficiencies and economies of scale to maintain heavy commercial vehicles more cost effectively than a single customer can on their own, which allows you to cut repair and maintenance costs across the board for the full life of your assets.

## Our Managed Maintenance service aims to:

- 1 Reduce your fleet costs per kilometre
- 2 Identify further areas of improvement using accurate reporting and preventative maintenance plans
- 3 Increase the overall safety and compliance of your fleet
- 4 Review and improve your downtime management
- 5 Eliminate the burden of administering the maintenance on your own fleet

## Facts and figures



With these numbers, it's easy to see why we have to be good at what we do, and why Managed Maintenance might just be perfect for your fleet.

## Our Managed Maintenance team consists of:



**We've got some very robust systems in place to make Managed Maintenance as effective as possible, which translates directly into cost savings for you**



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#### **Service Provider Reviews**

Formal Service Provider reviews happen on a regular basis, ensuring that our processes are always followed, which leads to better safety, profitability and compliance.

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#### **Centralised Repair and Management Centre**

Our automated management system is called Optimus. This system has an EROAD connection to enable “live” in-house metre readings, along with real time, accurate reports. These reports can be sent to any device via text and email, or viewed online on the “My TR” page of our website.

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#### **Tyre Management Centre**

We provide an up-to-date tyre CPK on individual vehicles and specific axles, details of tyre size and products used, and are even able to report on individual tyre failures.

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#### **Breakdowns**

Any breakdowns can be dealt with directly using dedicated service providers or referred to us for immediate support. We manage any unexpected maintenance issues via our 24/7 0800 number.

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#### **Reporting**

We provide a maintenance report split into GL codes by three main categories: Damage/Neglect, General R&M, and Preventative Maintenance Items.

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#### **Formal Fleet Reviews**

Your Area Maintenance Managers will review the running costs of your fleet on a quarterly basis to provide detailed feedback, and to highlight areas where there are opportunities for improvement.





# TR MASTER DRIVE

TR Master Drive improves heavy vehicle fleet performance across the board by creating measurable change on New Zealand's roads. This is done by implementing proven strategies that increase the efficiency of operating heavy vehicle fleets, coupled to a nationwide network of professional driver training facilities of over (100) different courses.

TR Master Drive offers heavy vehicle fleet operators and drivers a comprehensive range of services that realise substantial improvements in:

- ▶ Efficiency
- ▶ Safety
- ▶ Compliance
- ▶ Environmental impact
- ▶ Driver education outcomes

## Reducing operational costs

For every single dollar you spend on leasing, hiring or buying a vehicle, you'll end up spending up to \$3 to actually run it.

These operational costs include the following:

- ▶ Fuel bills
- ▶ Maintenance
- ▶ ACC premiums
- ▶ Tyre wear
- ▶ Vehicle down time
- ▶ Driver training, wages and turnover
- ▶ Damage
- ▶ Insurance
- ▶ Road user charges (RUCs)

Even with the best will in the world, there's only so much any business can do to reduce the ownership costs of its vehicles. So it makes a great deal of financial sense to focus on reducing operational costs instead.

## It's actually quite easy to do with the right structure and programs in place.



One of our team will visit your business to gain a better understanding of your company, fleet and operations. We'll compile a report highlighting the potential improvements and achievable savings. Next we put together an action plan to deliver the promised results.



Generally, this is based on a twelve-month program where we'll work closely with your team to help you drive improvements and new initiatives through your business.



This program includes regular meetings, and may include fuel data analysis and reporting.



A comprehensive range of driver training, and other team development programs are introduced.



### Efficiency

**Our clients have enjoyed savings of over two million litres of diesel.**

Diesel is an operational cost that no fleet operator or driver can get away from. Even today's state-of-the-art trucks with all their fuel-saving technologies tend to drink it up, and at the end of the year, diesel's presence is a big part of the balance sheet. We've managed to consistently help our TR Master Drive clients to use less diesel, to the tune of over two million liters.



### Safety

**We have also helped reduce their at fault accidents by up to 40%.**

There's not much worse than an accident to create havoc in a fleet. It affects staff morale, can have a heavy impact on the bottom line, and there are flow-on effects company-wide, especially when it's an at-fault accident. TR Master Drive clients experience huge reductions in at-fault accidents, up to a massive 40% in some cases.



### Compliance

**Speeding related incidents are down by a massive 80%.**

Our professional driver development and training programs affect every area of a fleet's operation, including compliance. Reducing speeding related incidents by an incredible 80% translates into fewer delays, more relaxed drivers, and noticeable increases in overall efficiency and safety.



### Environment

**There's been a reduction of 1,500 tonnes of carbon emissions.**

Sustainability and environmental impact are becoming increasingly critical in today's corporate world. Becoming greener has a number of benefits because it results from being more efficient across the board. It's not just good for the planet and the company's bottom line, it's also a powerful marketing tool.



### Driver Education outcomes

**Making safety the number one priority.**

Getting drivers back home safely to their families is a top priority for heavy vehicle fleet operators. Better trained drivers have lower driver fatigue and improved job satisfaction, resulting in reduced maintenance bills and vehicle wear and tear. Master Drive is comprised of accredited and experienced professionals who are dedicated to providing superior service and training. We cover all classes of driver licensing and provide training and assessing for driver licensing endorsements. With facilities throughout New Zealand we can offer training in your area and for nationwide businesses we can ensure all your staff are working to the same standards.



# RENTAL

**Getting the right equipment for the job is critical. Getting it when you need it is just as important.**

TR Group is New Zealand's biggest heavy vehicle lease and rental company, so we've got the resources, expertise and people to make managing your fleet easy.

Renting a heavy commercial vehicle is an effective and simple way of meeting your short-term requirements without the risks and long-term costs associated with ownership. It can also improve your fleet utilisation because you get the capacity you need when you need it.

Thanks to our tailored packages, you get flexibility and choice every single time you deal with us. We don't offer a 'one price suits all' solution to our clients. Instead, we'll always work out a solution that, as near as possible, will suit your needs.

Renting is the ideal option for your fleet when you need to:

So whether you need a vehicle for a day, or for a year, our rental fleet is available.

Our range of rental vehicles is extensive, covering over:

**1,000** Trucks and trailers

**50** Categories and specifications

We believe we have the solution for any project, and if we don't, we'll find one.

## The benefits of renting



### You get modern, fuel-efficient gear

- ▶ We're constantly updating our fleet to offer the latest specification equipment with market leading technology, the lowest fuel consumption, and class-leading tare weight and payloads.



### You're covered 24 hours a day / 7 days a week

- ▶ Any gear that you rent from us is backed 24 hours a day / 7 days a week by our rental team, which consists of over 50 dedicated experts in their fields.



### Our equipment is available nationwide

- ▶ Our hire equipment is conveniently available from any of our 8 nationwide branches.

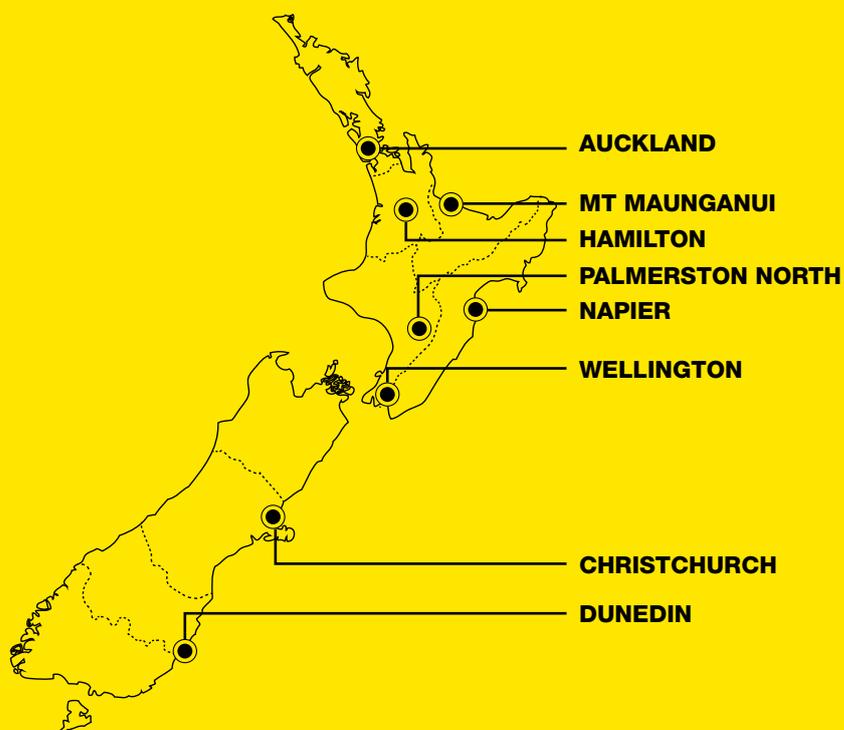


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