

# Delivery Driver & Warehouse Support

## Kaitaraiwa Tukunga me te Tautoko Wāhi Rawa

### WHO WE ARE - KO WAI MĀTOU

We are Farmlands - Te Whenua Tāroa, a Co-operative owned by New Zealand Farmers and Growers, we have been around for 60+ years, supporting our rural communities, looking after our land and our people - we're Out Here Too. We're always backing Kiwis - rain or shine, year in, year out. We work as one – we help each other, we win together.

### PURPOSE AND VISION – TE KAUPAPA ME TE MATAKITE

At Farmlands, our purpose is “To enable improved profitability and productivity for NZ farmers and growers”, and our Vision is “To be the go-to for everyone connected to our land”. Everything we do, every decision we make is with this in the forefront of our minds.

### OUR VALUES – NGĀ UARATANGA

Our values of Be You, Minds Open, and See It Through help us to work as one - helping each other and winning together. We're rural people supporting our rural communities looking after our land and our people.

#### Be you - mōu ake

It takes all sorts to make an awesome team. Diversity, different perspectives and a fresh approach to problems make everyone in the team stronger. It's not who you are or what you look like, it's all about what you bring to the table that matters.

#### Minds open - hinengaro tākoha

We came from a generation of greatness. It gives us the solid foundation to move on, focus on the future and use our creativity and ingenuity to build Farmlands for the next generation.

#### See it through - whakamaua kia tina

We're a team. United through our love of the land and the communities we serve. We back ourselves, each other, and get behind the decisions we make together.

### POSITION PURPOSE – TE PŪTAKE O TE TŪRANGA

|                             |                             |
|-----------------------------|-----------------------------|
| Reports to - Kaiwhakahāere: | Distribution Centre Manager |
| Your Team – To tīma:        | Retail                      |
| Direct reports - Kaimahi:   | No                          |

As the Delivery Driver & Warehouse Support, you are responsible for the safe, timely, and professional delivery of product to Farmlands shareholders and customers. You will represent Farmlands with pride and care in every delivery. When not on the road, you will assist with wider site operations, including warehouse tasks, stock management, and inwards and outwards goods.

This is a flexible, hands-on role requiring strong initiative, a team mindset, and the ability to step in wherever needed to keep the branch running smoothly and safely.

## KEY ACCOUNTABILITY AREAS – NGĀ WĀHANGA MAHI

### **Safety and wellbeing - Haumarutanga**

- Champion a safety-first mindset by keeping yourself, your team, and others safe at all times
- Follow Farmlands safety procedures and regulatory requirements for vehicle operation, load security, and site activities
- Complete pre-start checks and maintain vehicle logbooks as required
- Safely handle and transport Dangerous Goods in line with licensing conditions and operational procedures
- Immediately report any safety incidents, hazards, or near misses to your supervisor
- Participate in safety training, toolbox talks, and contribute to a safe, clean, and compliant work environment

### **Delivery Operations – Ngā Mahi Tukunga**

- Carry out daily delivery runs across varied rural and urban environments, ensuring accurate, timely, and safe delivery of goods
- Operate a range of delivery vehicles to a high professional standard, maintaining awareness of road conditions, vehicle limits, and safety responsibilities
- Use Farmlands' Transport Management System (TMS – M2X) to follow assigned routes, complete delivery documentation, and maintain traceability of goods
- Ensure vehicle loads are packed, secured, and managed appropriately to prevent shifting or damage
- Communicate professionally with customers at delivery points, maintaining a service-focused attitude and acting as a representative of Farmlands on the road
- Co-ordinate closely with the Dispatch Co-ordinator for route optimisation, load priorities, and feedback from the field
- Conduct basic vehicle maintenance checks and report any issues or concerns promptly
- Adapt to changing schedules, weather conditions, or customer needs while maintaining delivery standards
- Follow all relevant road rules, fatigue management policies, and DG transport protocols

### **Warehouse and Site Support – Tautoko Wāhi Rawa me te Tūmatanui**

- Support the warehouse team as required with inwards and outwards goods processing
- Assist with accurate stock handling, including put-aways, stock movements, and freight checks
- Contribute to keeping warehouse and yard areas clean, organised, and safe
- Step into general site support tasks as needed during quieter driving periods or high warehouse demand
- Provide occasional assistance to the branch retail team, including product movement and customer service where required

### **Professional Development – Whakawhanaketanga**

- Engage with your manager to set and review performance and development goals
- Complete all required operational, compliance, and safety training, especially around vehicle handling and DG transport
- Stay up to date with changes to systems, procedures, and product handling expectations
- Take ownership of your growth and bring a positive attitude to learning and change
- Support team culture by being adaptable, proactive, and ready to step in where needed

**These may change from time to time to meet operational or other requirements.**

## WHAT YOU'LL BRING - ĀU ĀPITITANGA KI TE TŪRANGA

### Experience - Āu tautōhitotanga

- Proven experience in a delivery driving role, ideally within a rural, agricultural, or transport environment
- Confidence operating Class 2 vehicles (Class 4 experience beneficial but not required)
- Experience transporting Dangerous Goods and working within safety and compliance frameworks
- Some experience in warehouse or store environments, including stock handling or dispatch
- Familiarity with customer-facing service and working as part of a wider operational team

### Qualifications – Āu tohu mātauranga

- Full New Zealand Class 2 driver licence (Class 4 desirable)
- Current Dangerous Goods (DG) endorsement essential
- Forklift licence desirable
- Other formal qualifications not required

### Knowledge – Āu mōhiotanga

- Road transport safety requirements, including vehicle checks, load weight limits, and secure loading
- Dangerous Goods handling and regulatory responsibilities
- Safe warehouse practices including manual handling, inwards and outwards goods, and basic stock control
- Awareness of basic inventory systems, such as TMS, CMS, or other warehouse or transport software
- Understanding of rural customer needs and the importance of reliable service delivery

### Skills – Āu pūkenga

- Strong and confident driving skills, including navigating rural and high-volume delivery routes
- Safe and effective load handling, including securing freight and operating under DG requirements
- Physically capable of lifting and moving heavy product safely and repeatedly
- Good attention to detail when checking deliveries, handling stock, and completing documentation
- Comfortable using systems and devices to manage delivery routes and stock transactions
- Strong verbal communication skills and a helpful, team-oriented approach
- Able to prioritise tasks and adapt quickly to changing daily demands
- Self-motivated with a focus on doing the job right, safely, and on time

### Personal Attributes – Ōu āhuatanga

- Positive, proactive, and takes pride in delivering great service
- Reliable and safety-focused, with strong personal responsibility
- Team player who's willing to pitch in and support wherever needed
- Calm under pressure, adaptable to changing conditions or workloads
- Strong work ethic and genuine care for shareholders, customers, and teammates
- Proud to be part of Farmlands and motivated to uphold our values every day

# Farmlands Leadership Behaviours

| CREATE   | CONNECT  | DELIVER   | GROW   |
|--|--|---|--|
| CREATE CLARITY   | BUILD CONNECTIONS  | DELIVER RESULTS   | GROW SELF, GROW OTHERS   |
| <p><b>Understand the bigger picture</b> – you understand our vision, strategy and plans and what's expected on how to deliver this.</p>  | <p><b>Forge connections</b> – you have strong relationships with the people around you, your customers and communities. You create connections outside of your immediate team with those who have an influence or impact on your work. You seek broader perspectives to generate insights and opportunities.</p>   | <p><b>Take people with you</b> – you inspire people through your commitment and enthusiasm to the future of our business. You listen, seek feedback from a range of sources and involve others in your decision making, without compromising pace. You lead by example through consistency and demonstrating the Farmlands Leadership behaviours.</p> | <p><b>Have a growth mindset</b> – your resilience helps you to be agile, persist through challenges and learn from feedback. You are curious and have flexibility of thought and perspective. You know your strengths and opportunities, actively engage in self-development and take time to reflect and apply learnings.</p> |
| <p><b>Have a plan</b> – you establish a vision and course of action that's aligned to our strategy. You help others connect the dots between our vision and strategy and where they fit in achieving this. You can describe what success looks like and provide a sense of direction for others, even during times of ambiguity.</p> | <p><b>Create purpose and belonging</b> – you create meaning for your team by uniting them around a common goal. You're authentic and prepared to be vulnerable. You promote diversity and allow others to express themselves and for all voices to be heard equally.</p>   | <p><b>Think and act like an owner</b> – you take responsibility for your performance and delivering to a high standard. You tenaciously pursue the right outcomes and don't confuse activity with results. If you lead people, you set clear expectations for every team member.</p>  | <p><b>Develop capability</b> – you coach others to build capability and achieve their potential. You know your team, their aspirations and support them to learn, grow and take ownership of their development.</p>  |
| <p><b>Clarify the 'why'</b> – you make clear how activities and decisions benefit the customer and the co-operative. You provide further context where further buy-in or prioritisation is needed to help overcome resistance.</p>   | <p><b>Take people with you</b> – you inspire people through your energy, commitment to our business and enthusiasm for the future. You listen, seek feedback from a range of sources and involve others in your decision making, without compromising pace. You lead by example through consistency and demonstrating the Farmlands Leadership behaviours.</p> | <p><b>Insights driven</b> – you understand the commercial aspects of your role and make decisions based on data and insights. You draw from new sources of information to generate ideas, seeking to innovate, disrupt and grow/adapt. You are focused on building a stronger organisation tomorrow than today.</p>                                   | <p><b>Get out of the way</b> – you empower others by delegating and creating space for them to do their best work, trusting them to deliver and providing support where required. You make it safe for others to try new things and learn from mistakes.</p>   |

## HOW THIS SHOWS UP IN EVERYDAY BEHAVIOUR:

### LEADS SELF

|   |   |  |   |
|---|---|--|---|
| <b>Create Clarity:</b><br><i>By understanding your role and how it contributes to the bigger picture you will make the right decisions</i>  | <b>Build Connections:</b><br><i>You have strong relationships with your team and the people you work alongside to achieve success as a</i>  | <b>Deliver results:</b><br><i>You deliver to the expectations of your role.</i>  | <b>Adapt and grow:</b><br><i>. being agile and resilient, listening and responding to feedback, and putting in the effort</i>   |
| <b>Align with the bigger picture –</b> <ul style="list-style-type: none"> <li>work is directly aligned with our vision, strategy and plans.</li> <li>know what's expected and how to deliver.</li> </ul> <b>Have a plan –</b> <ul style="list-style-type: none"> <li>have a vision and course of action that's aligned to our strategy.</li> <li>help others understand how they fit in.</li> </ul> <b>Clarify the 'why' –</b> <ul style="list-style-type: none"> <li>understand and make it clear how activities and decisions benefit the customer and the co-operative.</li> </ul> | <b>Forge Connections –</b> <ul style="list-style-type: none"> <li>create strong relationships with others.</li> </ul> <b>Create purpose and belonging –</b> <ul style="list-style-type: none"> <li>you and your team are united around a common goal.</li> <li>promote diversity and allow others to express themselves.</li> </ul> <b>Take people with you –</b> <ul style="list-style-type: none"> <li>inspire people through your energy, commitment and enthusiasm</li> <li>consider information from a range of sources in decision making.</li> </ul> | <b>Create structure –</b> <ul style="list-style-type: none"> <li>plan and create structure to get things done.</li> <li>be agile and look to work in new ways.</li> </ul> <b>Enable performance –</b> <ul style="list-style-type: none"> <li>take responsibility for your performance and deliver to a high standard.</li> </ul> <b>Think about the business –</b> <ul style="list-style-type: none"> <li>think and make decisions with a commercial lens</li> <li>seek new information focused on building a stronger Farmlands.</li> </ul> | <b>Apply a growth mindset –</b> <ul style="list-style-type: none"> <li>be agile, persist through challenges and learn from feedback.</li> <li>actively engage in self-development and apply learnings.</li> </ul> <b>Develop capability –</b> <ul style="list-style-type: none"> <li>coach others to build capability and achieve their potential.</li> <li>know and support others to take ownership of their development.</li> </ul> <b>Get out of the way –</b> <ul style="list-style-type: none"> <li>empower others by creating space for them to do their best work.</li> <li>make it safe for others to try new things and learn from mistakes.</li> </ul> |

### LEADS OTHERS:

|   |  |  |   |
|---|--|--|---|
| <b>Create Clarity:</b><br><i>Your role is to operationalise the strategy which means you and your team need to understand it and how to achieve it</i>  | <b>Build Connections:</b><br><i>This is about the relationships you create with your team and the teams you work closely with.</i>   | <b>Deliver Results:</b><br><i>This is about achieving results through others.</i>  | <b>Grow yourself, grow others:</b><br><i>Growth is how we make ourselves, our teams and our co-operative better.</i>  |
| <b>Understand the bigger picture –</b> <ul style="list-style-type: none"> <li>understand our vision, strategy and plans.</li> <li>know what's expected of you and how you should deliver this.</li> </ul> <b>Have a plan –</b> <ul style="list-style-type: none"> <li>establish a vision and course of action that's aligned to our strategy</li> <li>help others understand their contribution to our vision and strategy.</li> </ul> <b>Clarify the 'why' –</b> <ul style="list-style-type: none"> <li>make it clear how activities and decisions benefit the customer and the co-operative.</li> <li>provide further context where required to overcome resistance.</li> </ul> | <b>Forge connections –</b> <ul style="list-style-type: none"> <li>create strong relationships with your team and others who have an influence on your work.</li> </ul> <b>Create purpose and belonging –</b> <ul style="list-style-type: none"> <li>create meaning for your team by uniting them around a common goal.</li> <li>authentic and promote diversity.</li> </ul> <b>Take people with you –</b> <ul style="list-style-type: none"> <li>inspire others through your energy, commitment and enthusiasm.</li> <li>lead by example through consistency and demonstrating the Farmlands Leadership behaviours.</li> </ul> | <b>Create structure –</b> <ul style="list-style-type: none"> <li>plan and create structure to get things done.</li> <li>agile and look to work and lead your team in new ways.</li> </ul> <b>Think and act like an owner –</b> <ul style="list-style-type: none"> <li>take responsibility for your performance and delivering to a high standard</li> <li>set clear expectations for every team member and hold them to account.</li> </ul> <b>Insights driven –</b> <ul style="list-style-type: none"> <li>make decisions with a commercial lens and seek new information to generate ideas.</li> <li>innovate, disrupt and challenge the norm.</li> <li>focus on building a stronger Farmlands.</li> </ul> | <b>Have a growth mindset –</b> <ul style="list-style-type: none"> <li>embrace the new and lead with agility</li> <li>actively engage in self-development and apply learnings.</li> </ul> <b>Develop capability –</b> <ul style="list-style-type: none"> <li>coach others to build capability and achieve their potential.</li> <li>know your team and support and empower them to learn, grow and develop.</li> </ul> <b>Get out of the way –</b> <ul style="list-style-type: none"> <li>empower others by delegating and creating space for them to do their best work.</li> <li>make it safe for others to try new things and learn from mistakes.</li> </ul> |