



**Asia-Pacific  
Economic Cooperation**

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**2014/TPTWG/WKSP/007**

## **Resilient Citizens and Employees**

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**Workshop on Improving Global Supply Chain  
Resilience: Advancing the Seven APEC  
Principles in Your Organization  
Christchurch, New Zealand  
26-28 March 2014**

# Resilient Citizens and Employees



**APEC Workshop Global Supply Chain Resilience  
Christchurch March 2014  
Dom Kalasih, Z**



# Sharing experiences



# Solving what matters for a moving world



## Resilient citizens

High demand

- Panic buying
- Stock piling
- Lower tolerance and impatience





# Solving what matters for a moving world



## Resilient citizens

Mitigation strategies:

- Timely stock visibility
- “Intel” high demand sites
- Alternative supply available



# Solving what matters for a moving world

## Transportation more challenging



- Longer haul distances
- Out-of-town drivers
- Longer and unpredictable delays
- Large degree of high frequency changeability leading to greater uncertainty



# Solving what matters for a moving world

## Resilient employees



- Managing personal circumstances
  - Thinking of families
  - Damaged homes
- Loyalty to employer and fellow drivers
- Perceived higher risk operating environment
- Demanding customers (difficulty accessing sites)



# Solving what matters for a moving world



## Mitigation

No pressure to return to work and provide a friendly working environment

- drivers came in to help clean up the depot instead of driving trucks

Provide an environment to share and grief

- Z provided accommodation at Hanmer for drivers and families to get time out

Open other channels to gauge driver “wellness”

- our family day enabled face to face discussion with drivers’ partners that not fronting for work was okay

Expect more incidents to occur

- manage incidents considering the additional stress and strain







Mana

90c extra 50c  
Z  
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