

# MAINFREIGHT

NEWSLETTER JULY 2016



**MAINFREIGHT TEAM REVIEW**

## Managing Director's Comment

**W**elcome to our mid-year newsletter, which is filled with interesting stories and pics of our business, from all around the world. This publication is primarily produced for our team, but we are pleased to share the content with our customers and shareholders, to gain a better understanding of our business.

Today, we are in 21 countries, having just opened in the United Kingdom, and our family of 6,440 people across 239 branch locations are seeing the benefits of our global aspirations.

We have just released our year-end results to the share market here in New Zealand. After an average start to the year, where we did not control our overhead costs well enough, the renewed efforts for the final six months of the year saw us achieve yet another record performance.

Our sales revenues now exceed NZ\$2.25 billion, with 75% of that revenue earned outside of New Zealand. Net profit before abnormal costs increased 5.6% to NZ\$88.2 million, and our earnings before interest, depreciation and amortisation (EBITDA) finished at NZ\$174.8 million, up by 7.8% over last year.

In the second half of the year, October 2015 to March 2016, we were able to improve our gross margins and revenues, and control overhead costs better. This momentum has continued into the new financial year through April and May. The key for us all is to focus on continuing our growth story and maintaining this impetus so we are able to achieve improved results year on year.

This role involves a significant amount of travel, and in recent times, has included a number of visits to customers. Many of these customers have come to enjoy our style of business and the flexibility we bring to their supply chain requirements; often having left larger competitors for the quality and personalised service we offer. Customers often mention that they enjoy the way our people take ownership of issues, and have the authority and capability to find solutions. This is a key part of our culture. We believe that decisions should be made as close to the customer as possible. This allows us all to take responsibility for quality and customer satisfaction.

Also, as we travel, we visit many of our newer facilities, where in most part the "bigger" aspects of our culture are there for all to see: open plan offices, clean high-quality facilities with plenty of signage and personality about them. However, often we are missing the details that are what our culture is all about; notice boards/quality boards are missing, PAT (Positive Action Team) meeting minutes are either not up-to-date or are missing altogether. Our weekly profit and KPI stats need to be visible and available for all to see – our culture requires transparency and recognises the need for us all to be informed.

Whiteboards are another non-negotiable requirement, showing line-haul information and/or loading metres for export containers and airfreight units. In-bound information so that everyone in the team can see what is due today. It is vital we all

understand the detail and have the ability to enact change to poor performing units; to be able to pick up the phone imploring customers to give us just that little bit extra. It is the difference between profit and loss.

Not for one moment are we suggesting that this is all that our culture embraces, but it is with detailed and readily-available information that we gain traction.

Please take the responsibility to ensure these disciplines are in place. Many of our long-established branches have excellent quality boards in place and will happily share the information.

The other area we all must work on is sales. We dearly want more growth, and this will only come from dynamic sales activity. We all need a sales focus, and in our developing regions outside of New Zealand, we are in dire need of more sales people. Remember, the best sales people are those that are promoted from within, and being a part of our sales team is a great career choice.

Thank you all for your efforts this past year. The energy and excitement in our business is exceptional and contagious.

See you soon





Our Founder and Chairman, Bruce Plested, was recently inducted into the New Zealand Business Hall of Fame, in recognition of his contribution to business and the community for over 40 years.

Congratulations Bruce - we are all proud to have you as the head of our family.

Bruce is pictured with Hon Bill English (Deputy Prime Minister of New Zealand and Minister of Finance) and Keith Toma (former Young Enterprise Student, Aorere College).

## New Zealand – Craig Evans

**E**ven with lengthy tenure at Mainfreight, one can't fully appreciate the specialness of who we are and what we are capable of. This became evident as I travelled to branches that I hadn't had reason to visit earlier, prior to taking on the New Zealand Country Manager role in late December. What this has reinforced, is the power and importance of our localised relationships and the underlying worth this generates with customers.

Our network, and our team within the network, is a significant competitive advantage. How we interact with each other is translated into our customers' experience and perception of us. Whether that is the quality loading of the freight we send to our mate at the receiving branch; or taking ownership for a customer complaint and dealing with it, even if it is not entirely your area; or congratulating our owner driver for a sales lead; or picking an order to make it easier for our airfreight team to express it to some far-flung destination across the world.

Those few inches/minutes helping each other matter. Mainfreight doesn't sell stuff; we sell an invisible service that is measured by performance and perceived value. One bad 'phone call' or any other poor experience can snuff out a lot of hard work by many; that's the game we are in, where the detail matters.

For the most part we are in the business of influencing freight and inventory decisions based on logical processes and experience. However logic doesn't factor in whether the customer likes us, nor does it guarantee quality of performance. These elements are what determines the longevity of a customer relationship more than anything. So a smile matters (acknowledging all guests with a hello as you pass them in our reception areas, or as they are

escorted past you in our facilities), as does the urgency of a response.

I saw a lot of things to be proud of in my travels, which can be summed up as the Mainfreight culture; it brings a sense of being part of something special, it's infectious, and it must be nurtured and protected.

However parts of our culture and processes have drifted from our established core principles and procedures. We need all your help to straighten things up, after years of growth and evolution. Which means we still have some work to do.

Encouraging signs of correction are already emerging as we refresh many of our leadership roles, and adopt change where necessary. The implementation of our Drug and Alcohol programme has just ticked over its first year. Whilst we expected some poor results, we were surprised what 38 years of unchecked behaviour looks like. We remain vigilant and will take the hard line with anyone who makes poor decisions that ultimately compromise another person's safety. Thankfully this year is producing encouraging improvements. We remain tenacious about stamping substance abuse out of our environment.

Workplace safety requires broad participation to help identify potential hazards or situations that can cause harm to someone else. Observing any dangerous practice and doing nothing is not an option, we encourage immediate intervention or reporting.

With everyone's best endeavours, we all go home safe – this remains an essential part of our culture.

There has been an unprecedented number of role changes across the business this year as we look to reinvigorate ourselves for the future.

A number of these changes saw team moving across into other divisions, all part of a commitment to stronger brand and divisional cooperation.

We encourage all team members who are seeking personal growth and experience to seek out opportunities to become part of the movement towards a more integrated business entity.

The good ideas haven't all been discovered yet; there is unmined intellectual gold. Expect renewed emphasis to capture broader participation and information sharing across our teams as Positive Action Team (PAT) meetings look to find answers to problems and to identify opportunities. A new style of PAT will emerge as we plug everyone into contributing to our future direction.

At our Branch Manager meeting in March, I shared a number of important personal goals. One example was that I want to make working for Mainfreight exclusive. We should have greater pride in our uniform, and we need to make it more difficult for unsuitable people to join our family. This means raising our standards and closing down unchecked entry points. When team members leave, we are asking that they hand back their uniform as part of the final payment process.

We would like to thank our owner drivers for their recent help assisting in tightening up processes around their drivers. It remains our intention to engage and assist our owner drivers more.

We trust this note offers an insight to where we are going. Our determination to protect our culture and our team is strong ... and a lot of us share the same vision.

## New Zealand Forwarding – Carl George

The New Zealand Domestic Forwarding business will finish the financial year ahead of last year's results in revenue and gross margin, but slightly behind in profit. We have seen some fantastic results from many branches, however in some areas we did not capitalise on our returns as well as we could.

Our ongoing capital investment in new facilities continued last year with the completion of our new Christchurch and Hamilton facilities, being the two largest in New Zealand. These have added additional costs to our business, however both represent great long-term decisions that will bear fruit in years to come, in terms of growth and profitability.

There are other costs in our business that require better control and this will be a key focus for all domestic branches and teams this year.

We continue to see year-on-year growth which is encouraging. An additional 180,000 consignments moved through the business this past

year, and 785 new customers began trading with us. In many branches we are experiencing considerable pressure to handle this increasing volume while maintaining the levels of service our customers expect.

Every year at our Branch Manager meeting and in regular communications, we cover off a number of basic topics from load quality, out turn errors, delivery performance (DIFOT), image and housekeeping, and how we represent our business each day. Let's not keep covering old ground this coming year; everyone in our teams should know what we expect and should live and breathe it day in, day out.

We must all focus on great quality in everything we do, and look for growth opportunities in each branch that will allow us to achieve our pledges in 2016/17.

There is no doubt that this will be another busy year, and we look forward to an outstanding year of achievement and results from everyone - **Good Luck.**

### Things to Do This Year

1. Get it right at the start, in everything we do.
2. We are all MATES, we are all on the same team; look after each other, don't throw any hospital passes this year. If things need sorting this year, pick up the phone and talk to your mate at the other end.
3. Let's make sure we are all bloody passionate and driven to deliver our customers' freight in full, on time, consistently.
4. We are all guardians of our image and must live and breathe Mainfreight standards. Don't be the black dot that ruins the good things we all do.
5. 2016, walk the talk.

## Hamilton Opening

New Zealand's Prime Minister, the Right Honourable John Key, officially opened our new Hamilton facility on 7 April 2016.



(L-R): Denis Laws (Hamilton Branch Manager), Carl Howard-Smith, Bruce Plested, Don Braid, Prime Minister John Key, Richard Prebble, Simon Cotter (missing from photo: Bryan Mogridge)



(L-R): Don Braid, Prime Minister John Key, Bruce Plested

## Metro Auckland – Driver of the Month

The team at Metro Auckland has kicked off a 'Driver of the Month' Award this year.

The award is based on exemplary performance in con-note scanning, correct details on customer POD's, claims, uniform, image of truck and being easy to deal with. A voucher (along with a gift/flowers to recognise the support of their "better half") is awarded to the winning driver each month.



(L-R:) Aatish Lal, Quentin Sinclair, Kirsty Michell & Driver of the Month for April: John Paul

## Hamilton Branch – Customer Pickup, Drop Off Drive-Through

Every day our branches have members of the public picking up and dropping off freight.

Planning for the new Hamilton branch allowed for a dedicated drive-through for customers to easily deal with our branch in an efficient and safe manner. The Pickup and Drop off station gives customers easy access in and out to drop off and pick up their freight. Each week more than 200 pickups and drop offs are handled through Hamilton's facility.



Maurice Jarrett and Melanie Greenbank welcome customers to the drive-through pickup and drop off station



## Owens Christchurch

Owen Donald and Tony Martin performed their first duties as the new Branch Managers of Mainfreight Christchurch and Owens Christchurch respectively, during the Duffy Books in Homes Board of Trustees Meeting, held at Aranui Primary School in February. 180 very happy kids (and a couple of Trustees) had lunch prepared for them on a beautiful Canterbury day.



These two would normally be guilty of eating the sausages!  
Owen Donald & Tony Martin



Lots of hungry customers

## 106 Years Strong

These five Daily Freight Auckland drivers have a combined total of 106 years' service between them. What great ambassadors they are for the Daily Freight business. Well done guys!



(L-R): Terry Rogers, Mike "Chip" Smith, Daniel Riddell, Roger Leckner, Russell Barry

## Claims Performance

Outward Consignments Per Claim				Inwards Consignments Per Claim			
Branch	To Mar 2016	To Sept 2015	To Mar 2015	Branch	To Sept 2015	To Mar 2015	To Sept 2014
Chem Auckland	1975	2131	1811	Chem Auckland	6232	3857	2504
Palmerston North	818	710	937	Wanganui	5668	7320	8584
MF Hamilton	797	635	843	Ashburton	2275	2050	3557
Rotorua	666	561	554	Rotorua	1785	1639	1681
Wanganui	655	566	1149	2Home Auckland	1741	2145	2036
Owens Auckland	632	551	554	Chem Christchurch	1675	2494	1315
New Plymouth	629	454	635	Palmerston North	1585	1432	2045
Napier	617	474	547	MF Auckland	1509	1440	1693
Dunedin	593	656	601	Thames	1440	1139	1400
<b>Total Company</b>	<b>461</b>	<b>412</b>	<b>471</b>	Owens Auckland	1344	1015	1268
DF Auckland	452	468	379	DF Auckland	1338	1430	1117
2Home Auckland	445	426	403	Blenheim	1298	1244	1798
Thames	430	322	669	MF Christchurch	1209	1068	1660
2Home Christchurch	429	306	325	Taupo	1139	1396	1875
MF Auckland	428	405	594	MF Hamilton	1065	886	1298
Blenheim	408	401	488	MF Wellington	1058	1009	1177
Invercargill	403	393	444	Napier	1020	832	1120
Owens Christchurch	402	359	399	<b>Total Company</b>	<b>974</b>	<b>895</b>	<b>1138</b>
MF Wellington	398	322	384	New Plymouth	973	790	929
Whangarei	360	350	359	DF Christchurch	943	831	755
Mt Maunganui	345	336	568	Owens Christchurch	909	824	1135
Chem Christchurch	332	242	937	Invercargill	844	593	921
DF Christchurch	315	283	297	Mt Maunganui	605	576	1110
MF Christchurch	292	244	274	Dunedin	558	502	660
Taupo	258	258	311	Whangarei	536	547	849
Ashburton	202	227	513	2Home Christchurch	488	447	438
Nelson	186	174	237	Nelson	365	349	408

If your branch is below the Total Company number, then you are below average. Make sure you and your team members work hard this year to be above this line.

You should be aware that annual bonuses are affected in the following way:

- + 1% For outwards claims, over 650 consignments per claim, and 1,500 inwards consignments per claim
- + 2% For outwards claims, over 750 consignments per claim, and 2,000 inwards consignments per claim
- 1% For outwards claims under 450 consignments per claim
- 1% For inwards claims under 1,250 consignments per claim

A more rigorous methodology has been introduced, and applied to these statistics to improve clarity and visibility.

# New Zealand Logistics – Mitch Gregor

## No Guts, No Glory, No Legend, No Story

**W**hen we reflect on our financial results it's important that we take into perspective the large investment in infrastructure over the past 12 months. These decisions have increased our overheads and this will be reflected in our year end position.

It's been a challenging year, however we remain positive and are encouraged with the foundation laid which will allow our team to work in improved working environments, help our business to grow, allow us to explore new markets and attract new customers.

Sales is our biggest focus point and we are working closely with our teams across the business to formulate an aggressive sales strategy.

As part of this strategy, a decision has been made to invest in a dedicated Logistics Sales Team. We are also actively tracking all Logistics

opportunities and prospects and have become more engaged with our sales team across the country to develop our sales pipeline.



Our investment in the extension for our specialist food grade temperature controlled Westney Road Warehouse where our team is led by Travis Hari

## What is the Perfect Logistics Customer?

If you're wondering what makes the perfect logistics customer here are 10 key points that could help:

1. High sales turnover = do they have activity?
2. Demanding receivers = increased value added service requirements?
3. High number of products = increased stock control? batch, expiry dates?
4. Multiple warehousing requirements = this helps us to strengthen our partnership; we can offer the same services across New Zealand, Australia, Asia, USA and Europe
5. Healthy cash flow = do they pay on time?
6. High value commodity = prepared to pay for service?
7. Demanding IT solutions = right fit for our technology?
8. Likes continuous improvement = collaboration and success driven?
9. Isn't all about a contractual relationship = prefers sharing risks and rewards.
10. Needs a true supply chain provider = Air & Ocean, Logistics and Transport.

Our short-term focus for our business is sales growth across the board, reviewing the quality in all operations and ensuring we have the right people in the right seats in every branch.

## Goals for the Year

Some simple goals for the year and key areas of focus include;

1. Setting clear expectations for our team in their roles in all areas of our business.
  2. The importance for every branch to achieve financial results and profit targets in 2016/17 so we contribute to the bigger picture.
  3. Introducing and implementing a 5 point Health Check for all branches to improve quality, technology, processes and financial returns for us and our customers.
  4. Ensuring we have a sales focused business, implementing our sales team, maintaining and growing our sales pipeline.
  5. Upskilling our team and bringing them closer across the branches and world, through branch visits, branch swaps and increasing our industry and market knowledge ... we can all share ideas and improve this business globally.
- continued efforts and the commitment you and your families make to ensure our business is successful and continues to achieve growth and success globally.
- Some people make dreams come true, whilst others spend their lives building dreams for someone else. If you want to grow your career and take on more responsibility and leadership with our special company then show us something different, stand out and stand up.

Thank you to everyone in our Logistics team across New Zealand for your

## Dunedin Logistics

Our small Dunedin Logistics team led by Geoff Baird celebrated 20 years on 1st April which is a milestone we can all be proud of. With a sales focus and winter coming, our team have decided to look to innovate and think outside the box.

The photo on the right indicates a new attachment the team are looking to install to remove the snow!



"Adaptation is the key to success"



## O'Rorke Road Logistics – An Insight – Corbin Taylor

My name is Corbin Taylor and I have recently joined the Mainfreight Logistics team at O'Rorke Road through Mainfreight's graduate programme. I studied at Massey University in Palmerston North and will be graduating with a Bachelor's degree in Business Studies majoring in Marketing.

I was born and raised on a farm in Central Hawkes Bay, which is a far cry from the great lights of Auckland.

Mainfreight appealed to me firstly due to it being a worldwide company which is highly successful. I knew it would be a place where I could expand my

knowledge and be pushed to reach my potential.

It's become evident to me that family and culture are held in high regard here at O'Rorke Road. It is what creates an excellent team environment where everyone has an ego for the company and not themselves. Everyone is friendly and all help each other out to get the job done.

Mainfreight has so far lived up to all my expectations and I am looking forward to growing my career here.

***"Work in silence and let success make all the noise"***

## Highbrook Logistics – The Benefits of Technology

Logistics is the glue in our supply chain. We all need to understand the importance of getting things right and ensuring we are accurate and efficient with our processes and procedures. Our technology will assist us to improve our performance and make jobs easier.

The team at our Highbrook business, led by Paul Claydon, have embraced our "voice picking" technology which has resulted in significant efficiencies for some of our key accounts.

### *Benefits of Voice Picking:*

- Frees up both hands which makes picking faster and more efficient
- Greater accuracy resulting in fewer picking errors
- Less team resource required



(L-R:) Khodie Tagoai, Mitchell Williams and Kim Sour Soy are some of our stars at Highbrook Logistics

Gladys Lehu and Lonnie Ruka are finding their job of controlling stock levels a lot easier at Highbrook because of the voice picking function



(L-R:) Cara Smith & Nikita Swarts

## Owens Logistics Christchurch

Recently appointed Branch Manager of our Owens Logistics branch in Christchurch; Nikita Swarts, confirming she is ready to take on the boys.

The Owens Logistics Hazardous Store Canopy Project is underway. Initially a roller door will be put in between the two warehouse to enable movement between the three sheds during each individual phase of the project. The project entails laying a massive mass of concrete which will be done in phases, each phase blocking one of the main entry points.

The Canopy is a free standing structure designed to look as if it is part of the current facility. The canopy will be a breath of fresh air for our team in being able to utilise this bulk space.

Tough times ahead for the team in working around the construction, but there is light at the end of the canopy.



## Mainfreight Logistics Christchurch

A recent review with one of our longstanding supply chain customers in our Mainfreight Christchurch business led by Brynley Riches, revealed 48 years combined experience from the team dealing with this customer! How's that for special?

## Mainfreight Mobile

Sukhdev Singh, Gagandeep Singh and Jashandeep Singh, work at customer premises unloading containers as they arrive in. We currently unload around 60 containers for over 20 external customers in any given week – keeps us busy!



(L-R:) Garth Sutton, Sandra Ritchie and Mark Ritchie – experience goes a long way!



## New Zealand Air & Ocean – Nic Kay

**O**ur financial year 2015/16 has come to a close, producing another solid result for our Air & Ocean business in New Zealand. We are up on revenue, margin, and profit compared to the previous year.

This is a result you should all be proud of and derives from the many hours of hard work that you have all contributed to. Thank you all for your commitment and dedication over the past year – it is greatly appreciated. To the families, thank you for your support and understanding you have provided over the last year – it is also greatly appreciated, and recognised.

As our network and capabilities around our global business intensify, so does our ability to provide solutions across our customers' supply chains. Mainfreight's flexibility and capacity to offer world-class global supply chain solutions is gathering momentum, as is our exposure to many customers across our global footprint. The connectivity and reach our Air & Ocean business contributes is such a key component of our overall solution. We all must recognise the importance of delivering a high quality experience to the customer and keep high levels of communication internally across

services, countries, and externally to our valued customers.

We need to build on the current momentum and focus on the following key areas to take our business to the next level:

### Sales

Growth through new business gains and strong account management must be a key objective for us all. We have a very strong service offering across all the countries where we are located, and we must continue to build market share and convert new opportunities. Whatever your role is within our business – you are all part of the sales process.

### Best Team in Right Roles – Now and into the Future

Identifying and building future leaders, will result in more promotable team members for key leadership roles as we grow. Development plans for each team member, implementing training programmes, and sourcing business mentors are all areas we are working towards to build stronger succession plans and future leaders.

### Enhance Customer Experience

Being “easy to do business with” is paramount for our Air & Ocean

business. Enhancing customer satisfaction and experiences across all touch points will strengthen our relationships and add value to the customer experience. Having high levels of service, communication at multi-levels through the relationship will increase the opportunity to cross sell our services to our customers.

### Air & Ocean Culture

You should all be extremely passionate and committed to building your own branch culture and morale. Managing workloads and helping each other will be the catalyst to building branch culture. Play your part in injecting your personality and energy into the culture of your branch creating a fun, exciting, safe environment to be a part of.

Team once again, **thank you** for the ongoing dedication and passion that you bring to work every day.

I am very humbled for the way that you have all welcomed me into the Air & Ocean business. We should all be very excited about the opportunities ahead to take this business to another level. We each play an integral part in Mainfreight's connectivity and reach to global markets.

## New CaroTrans CFS Facility

Our CaroTrans CFS (Container Freight Station) team recently relocated to a new larger facility at Cavendish Drive, Manukau City. Our new facility is a fully-fenced, highly secure 11,500m<sup>2</sup> site consisting of a 6,800m<sup>2</sup> warehouse and 4,700m<sup>2</sup> container yard.

We have a separate bonded store and Customs clearance area and are fully MPI accredited for transitional and RMP classifications with a functional decontamination wash bay.

Our established CFS in-house operation and our experienced team provides a wide range of services to cater to our customers' needs:

- LCL container packing and unpacking
- Customs Controlled Area (CCA) – we can unpack import containers pre-customs clearance
- Approved Transitional Facility (ATF) – we're approved to de-van import containers
- MPI approved wash bay to clean imported cars and machinery
- Combilift container lifter allows us to double stack containers while in our container yard for cost effective storage
- Full cross-docking service
- Project freight – larger shipments that require special handling and experience
- An experienced team based on site



New warehouse facilities



Large Container Yard

## WISTA – Womens International Shipping and Trading Association

Earlier this year, Erika Todi and Lisa Bardon from CaroTrans attended a WISTA event at the Port of Auckland. WISTA is an International Association for Women in the Shipping and Trade sector, with branches in 35 countries around the world. WISTA provides networking and educational opportunities for women participants in this sector.

Initiatives like this are vital to engage and promote more women in our business and industry, and as such we encourage other branch managers to allow their team to take up these opportunities where possible.

WISTA NZ is an inclusive, not an exclusive organisation, and it is anticipated that many more events will be open to non-members, both men and women. Benefits include local networking and educational opportunities, not to mention the opportunity to promote our own business objectives within the sector.

For more information please go to [www.linkedin.com/groups/WISTA-84084/about](http://www.linkedin.com/groups/WISTA-84084/about) or [www.facebook.com/WISTA.net](http://www.facebook.com/WISTA.net)



Lisa Bardon & Erika Todi

## Auckland Airfreight – AC/DC's Spectacular World Tour

In December 2015, the Auckland airfreight team were involved in ground handling operations of the New Zealand leg of AC/DC's spectacular world tour.

The bulk of the band's gear for its Rock or Bust world tour arrived in Auckland the morning of 9 December from Melbourne. Three 747 freighter aircrafts carrying in excess of 110 airline units were picked up from Auckland International Airport. Between the hours of 7.00pm to 6.00am, dedicated Mainfreight trucks shuttled between the airport terminal and our Westney Road store to uplift all these units. Once in store, all these units were broken down and the band equipment loaded into 24 x 40' ft containers to be trucked for their concert in Wellington.

Band equipment logistics is as much about planning as it is about head banging. Iki Vaka was Mainfreight's appointed project co-ordinator for the evening and he oversaw operations throughout the night to ensure all went to plan. Planning was critical in accepting such large volumes onto our Westney Road site over a 12 hour period especially overnight and all prior planning was meticulously looked after by Paul Riethmaier. On the day, everything went remarkably smoothly and the band crew were extremely delighted with Mainfreight's services rendered for this operation.



Sound equipment, check. Cannons, check!

"It was quite a move to get all this stuff over from Australia but in the end the operation was flawless," said AC/DC's tour production manager Dale "Opie" Skjerseth as did Steve Rowland from Xtreme Forwarding.

## Edgecumbe Primary School - Duffy Books in Homes Assembly

Duncan Byron from Air & Ocean Tauranga recently attended the Duffy Books in Homes Assembly at Edgecumbe Primary School with Nathan Gray, who talked to the kids about his 9 month journey walking The Great Wall of China.



Kids from Edgecumbe Primary School with Nathan Gray and Duncan Byron (blue shirt)

## Balloons over Waikato Festival 2016

It all began in November 2015, with the planning of shipments for the largest event that the Waikato region sees each year. Over 100,000 people attend the final event being the night glow (not bad for a total population of 150,200)!

The Festival is a major iconic event for the general public in both Hamilton and the wider Waikato Region. The event runs for five days in mid to late March at Innes Common, Hamilton Lake and The University of Waikato.

Most Hamiltonians will have experienced the awesome spectacle of a hot air balloon floating over their home, workplace, or school. The Festival provides the public of the



Waikato with entertainment with a WOW factor that can best be described as 'Magical'.

This year there were balloons imported from Australia, the Philippines, USA and Belgium and returned back to their originating

countries. Amber Woodward from Air & Ocean Hamilton handled this project as she does year-in-year-out like a pro. Thank you Amber for your efforts on this project and to the other originating offices around the world, thank you for your continued support of this festival.

## Cure Kids Adventure Race 2016 – Hayden Cook

Every year Mainfreight enters a team in this incredible event, a mixture of navigation and adventure racing across some of the most challenging terrain in the country – all in the name of raising money for the amazing Cure Kids charity. This year I had the privilege of being asked to join the "Ready, Fire, Aim" team.

Months of planning, training and fundraising were needed as we prepared ourselves for the challenges that lay ahead. Suddenly it was upon us; on a dewy morning in mid-March the teams all descended on a remote location in the Hunua Ranges to check our gear, prepare our bikes, and frantically scan topographical maps for points of reference and clues.

The event itself was a huge challenge. We ran and hiked on vague mountain trails, bush-whacked our way through the forest when the path disappeared, swam up rivers to check points, and climbed and descended the ranges at alarming rates. And that was just the first couple of hours! We still had to contend with mountain biking, including an un-rideable "hike-a-bike" section which felt like it would never end, and plenty more running, tripping, slipping and sliding. All of this while trying to keep one eye on a map so we didn't get lost – mostly.

We crossed the finish line in 7½ hours for a credible 9th place overall, a testament to our teamwork and support crew which never let us down

all day. It was an unreal sense of elation to have accomplished so much, and to have shared that experience with a great group of people. My thanks go to my team mates for their encouragement and enthusiasm at our lowest points, and to our support crew for always being there when we needed them. The physical (and mental) scars are mostly healed now, but the most important message we took from the event was the Cure Kids Adventure Race motto: Pain is temporary; a cure is forever.

**Team:** John Eshuis, Gemma Allan, Hayden Cook, John Croke

**Support Crew:** Jeremy Williams, Jessica Williamson, Vanessa Maxwell, Ash Ryder



(L-R:) John Eshuis, Hayden Cook, John Croke and Gemma Allan



The Support Crew  
(L-R:) Jeremy Williams, Vanessa Maxwell, Jessica Williamson, Ash Ryder

## Australia Group – Rodd Morgan

**F**or the second year in a row we have made less profit in Australia than the previous year. Sales growth has also been subdued.

Transport and Owens have had difficult years with the primary issue being insufficient sales growth. On the other hand, Logistics has made excellent progress in the second half of the year to finish ahead and Air & Ocean continued in the right vein ending the year up on the previous year.

The good news is that we have set down clear plans and taken firm actions to address performance and we are extremely confident that the solid profit and sales targets that we have set for the current financial year, will be achieved.

Our annual Branch Managers meeting was held in February this year. This is the key meeting we have as a leadership team, and plays a vital role in devising our business strategies for the upcoming year as well as looking at the reasons for previous successes and failures and, more importantly, learning and reacting to those reasons. It is our branch managers who hold the success or failure of our business firmly in their hands.

It is no surprise, that this year's meeting was focused primarily on developing plans to return our revenue growth to 15% and to reduce our controllable expenses, including direct costs, by 2%. This was done with the backdrop to the unavoidable fact that it is impossible to achieve any financial success without first providing the highest level of quality in the services we provide to our customers and by having breathtaking presentation of our business in terms of our people, buildings, trucks and equipment.

We are very excited with the focus, intelligence and energy that our branch managers approached this process with and we think that this year's meeting was the most effective ever.

The results in the early part of the new financial year have certainly shown a marked improvement. For this to continue however, we need to be driving very hard on a daily basis to ensure the specific plans that each branch has put in place are being effectively and consistently implemented. The role that you play

in this, is to ensure that your personal performance is the best it can be and leads simply to great quality of service to our customers.

The other key meetings held this year were the National Sales Meetings. A key outcome of these meetings was that our sales team members have each committed to achieving a minimum of eight genuine new business calls per week. This is on top of all of the other calls that need to be done.

If we are successful with this discipline, we will have overwhelming success in growing our business.

If you are a full-time sales person, please ensure that you are responsible for finding your own prospects, and for planning very carefully to devote the time needed to make the necessary phone calls to get these new business appointments.

This year has seen the completion of our new Epping freight and logistics development on an owned 11 hectare site in Melbourne's north. The site will also house our national training centre and the national leadership team. Our national leadership team across all of our brands are now sitting together in the same office for the first time in Australia. Any thoughts of a lack of a "One Mainfreight" approach here are very much a distant flicker.

We are very proud of the Epping facility, which we believe presents very well but more importantly, it gives our team first-class facilities to operate in, along with the opportunity to improve the efficiency of our operations to help us remain competitively priced at the

same time as providing great quality for our customers.

Epping rounds out the restructuring of our facilities in Australia's capital cities both in our domestic and international businesses. This project means we have now completed over a dozen significant building projects over the last three years or so and sets us up nicely for many years of growth. It also sees Melbourne as the first Australian city to have two stand-alone freight operations on either side of the same city.

This will allow us to keep our pick up and delivery costs to a minimum, improve the timeliness of our deliveries for our customers and importantly, will allow us to grow for many years to come without the need for further infrastructure investment.

From a facility perspective, we will have Owens Melbourne in a new purpose-built facility by this time next year along with similar timing for Transport in Albury and Newcastle.

Finally, and despite our overall financial performance last year not being what we would like it to be, we want to thank our team for the efforts made toward our successes this year. Because of these efforts and the talent and experience we have, right across the business, we are certain of our ability to quickly return our rate of profit and revenue growth to the sort of levels we expect.

This year, let's all get after a minimum of 15% growth and a reduction in our overhead costs of 2%!

Thanks Team



# Mainfreight Transport Australia – Bryan Curtis

Our results for the financial year to 31 March 2016 are disappointing, with a handful of branches posting better results than last year. We all must be focussed on meeting and surpassing the profit pledges we have made for the year ahead, regardless of the challenges facing us in some areas of the country. Be they economic, as a result of the mining downturn, or operational, as we come to grips with our quality and cost structures in a number of key branches.

Over the last two years Steve Turner, our National Transport Sales Manager, and the Branch Managers have worked hard at getting sales team numbers, structure, training and stability to a level that our business has not seen before. These factors are starting to produce results with a large number of new business gains on the horizon that will see increased volumes through the system, particularly into the regional areas.

These new business gains will not add to our growth if we lose existing customers. It is vital that we continue to improve in all facets of our

business, from the time we answer the first phone call, to the presentation of our Owner Drivers and their vehicles when we deliver each and every consignment.

Our Stubb Street team moved into their brand new Epping facility in the outer northern Melbourne suburbs on 26th April. Branch Manager Corey Braid and his team have a unique and exciting challenge ahead of them in growing their branch from humble beginnings, to the biggest operation in the Mainfreight world, in a new facility that is the most expensive in the world. We have no doubt that the team will succeed and along with the Clayton team, located in the south eastern suburbs of Melbourne, provide the level of service to our Melbourne and Victorian customers that is world's best.

We have seen several changes over the last few months with a number of team members moving interstate to take on new challenges. In sales, Megan Flynn and Steven Blackmore chose to take the next step by moving states, as have several branch managers:

- Steve Beaumont – new Gold Coast branch manager
- Liam Thompson – new Canberra branch manager
- Ben Keane – Metro to Chemcouriers within Brisbane
- Greg Delautour – Clayton to Brisbane
- Ashley Taylor – Brisbane to Clayton
- Corey Braid – Air & Ocean Sydney to Epping Melbourne
- Damien Denning – new Metro Brisbane branch manager
- Josh Meads – Clayton to Brisbane

Our business is built on the premise of promoting from within as demonstrated above and, as our business grows, opportunities will arise around the country across all divisions not just Transport. We would hope that some of you that live in the big cities will take on a challenge and move to some of the regional areas to gain experience professionally and personally.

## Things to Do Better This Year:

- Solve issues in our branches through the correct process of PAT (Positive Action Team) meetings
- Be relentless in the pursuit of meeting our agreed line-haul arrival times – we are all responsible for achieving this
- Be relentless in eliminating outside hire and top ups
- Continue to improve our image across the business, be it trucks, buildings or team!

**Epping** The dock is 230 metres long and 65 metres wide • Freight warehouse is 16,250m<sup>2</sup> • Freight office is 1,680m<sup>2</sup>



Epping Transport operation the day before we moved in



Brisbane Owner Driver, John Kinsella, with our first hi-ab crane truck

## Mainfreight Logistics – Simon Hart

Keep it simple! This has been our strategy for delivering quality for our customers over the peak period. Our profitability in December improved by 90% when compared to 2014. The commitment and sacrifices from everyone in our team during this time has been exceptional. Without the passion each of you shows for our family and customers, these results would not have been possible.

Excitement and optimism are in the air with the start of the new financial year. We are well placed to achieve our quality and growth goals. Our optimism comes from the knowledge that we have amongst us exceptional talent. Our best practice processes are well defined and we continue to improve value and efficiency through utilising and further developing our technology.

At our Branch Managers meeting, a plan to achieve greater than 15% growth and reduce costs by 2% was formulated. Each and every team member has a part to play in this, and it will take a collective effort to deliver on our commitment.

The transition from our Somerton and Sydney Road warehouses to the new Epping warehouse is complete and we are 100% operational.

Our brand-new, state of the art facility is an absolute delight to work in. The past few months have been challenging moving two warehouses into one, and the efforts from the team have been extraordinary. 12,000 pallets moved without a single customer concern. Our focus now is to fill our new home and to deliver a service to all our customers, new and old, as good as the facility we operate from.



Epping solar farm

### Things to Do Better This Year:

- 1.** Costs: "Save a dollar, make a dollar". We are on the right track with progress having been made, however there is still more work to be done. As a team the best way to achieve this is by removing the cost of our errors, treating the facilities and equipment with respect, reducing and reusing consumables.
- 2.** Presentation, Presentation, Presentation: We are a bank. We hold our customers' money in our warehouses. The best way to respect that is to ensure that our sites are dust and rubbish free. Our customers' product must be immaculately organised in their respective storage mediums.
- 3.** Succession planning: Have you identified who will be the next you? If we want to grow and develop we need to ensure that we impart our knowledge to others. Teach as many people as you can to do what you do. This will allow you to put your hand up for the next exciting challenge.
- 4.** PAT (Positive Action Team) meetings: WHAT is the challenge, ACTION to correct the challenge, WHO is responsible for the action and WHEN will it be completed. Keep the teams small, run the meetings regularly, and assign a chair and minute taker. Hold each other accountable for the timeline in which the action is to be
- 5.** Training & Development: We will continue to invest in training. Those who have been selected for training courses have a responsibility to take the knowledge learned and impart it to others once they return to the branch. Thank you to the team members that have been through our new induction course. We look forward to you becoming the teacher in your respective branches.

Act with pace and have fun doing it!

### Brisbane – Coopers Plains

Our Coopers Plains warehouse is pretty old now, and a big thanks is due to the small team here who do their best to keep it looking as good as possible; the nice comments from our customers regarding presentation goes a long way. The team spirit that exists within this branch is just amazing and it shows with the quality of product and service that comes out every week.

Congratulations to Katie Becker from MFL Coopers Plains on being awarded the Top Performer on the Logistics induction course earlier this year.



(L-R:) Simon Hart, Katie Becker, Troy Bennett

## Perth

Sales growth is the focus of our branch in 2016, as we look to build a pipeline of potential customers to secure our growth into the future.

Operationally the branch is functioning at a high level, making it easy to recommend to any potential customers as we consistently realise

an excellent service level. The team has come together to achieve this which has been the most pleasing aspect of managing the branch.



Kendall Anderson (Branch Manager Logistics Perth) & Jocelyn McCagh (Branch Manager Air & Ocean Perth)  
**Found our dream job judging at Apple Bake Off 2016!**



(L-R:) Owen Uasike, Will Tuheke, Casey Cherrington – enjoying the new facility and equipment!

## Adelaide

Hearing rain on the roof of the warehouse at Regency Park we realise things are going to get busy with our agricultural customers as farmers are going to start ramping up their operations. The team is ready for the challenge (the busier the better we say). With this in mind we know we need to keep our standards high and our warehouses clean and tidy, clean enough to eat off the floor.

We welcome our newest member Aaryn Minerds to the team and it seems as if he has worked with Mainfreight for years as the blue blood is running thick and fast.



Welcome Aaryn Minerds!

## Sydney

Gone are the days of a slow season. With the variety of customers within our facility, business continues to move at a fast pace. Halfway through the year and the demanding period is still to come: we look forward to facing some exciting challenges. Our goal is to focus on the fundamentals to give

us a solid springboard that will lift us into the upcoming months.

Our team is working diligently on all accounts to ensure that we maintain our service promise. We have made a commitment to build relationships and improve the partnerships with our

existing accounts. We have completed two successful one-day Customer & Account Champion workshops, which have already started to pay dividends, giving our team an insight into our customers' businesses.



Customer & Account Champions Workshop – Sydney  
 (L-R:) Sarah Holloway, Mitchell Clarke, Janelle Crick, Allan Crick, Jaden Crick, Scott Beauchamp, Stella Smith, Wendy Hendrick, Solomon Fepale, Angela James, Kerin Mamo, Paul Jones, Channa Rodrigo, Renee Coulon, Zaheeda Ahmed, Nem Vojvodic, Tele Salanoa, Pati Keleni, Juan Cruz, Rebecca Brunette, Brett Teagle



Compton Harris, Patricia Harris, Larissa Harris (proud graduate and recipient of a Mainfreight scholarship), Joe Harris & Vivienne Harris

## Melbourne (Sydney Road)

What a hectic last four months it was at the Sydney Road warehouse! The completion of the Epping super-site and closure of our Laverton and Stubb Street facilities saw the team handle about 5,000 pallets out of the warehouse and receive back in around 3,500. All completed with no operational impact to our customers and still completing our usual day to day picking. A fantastic achievement by all involved. We have now morphed from handling kid's toys to ride on mowers and machinery.

The warehouse now operates more in the bulk "pallet in, pallet out" market compared to the high pick & pack activity of the past. As a result the smaller team of 6 are cost focussed to ensure we reach our profit target for 2016/17.



Tony Johns

## My Exchange Experience - Siân Rogers

I packed up my Australian life and moved to live in the "city" of 's-Heerenberg. A place on the border of Germany and the Netherlands, called a city, despite its size of about 8,000 people. This "city" is dominated by Wim Bosman (Mainfreight Europe), with 100,000 square metres of warehousing space as well as an international cross-dock and 600 Wim Bosman/Mainfreight trailers.

The first days at Wim Bosman were very interesting, everything was new and different, yet in some ways, everything was the same. We are still picking and packing and we are still moving freight from A to B, we just go about things a little bit differently.

After my induction, I worked on the floor in the warehouse for a few weeks, as my main role at Wim Bosman was going to be in the 3PL sales team, I had to know the basic processes first, before I could start to sell them! Following this familiarisation period, I joined the team I would be a part of for the rest of my time in Europe: Maarten, Edwin, Hubert and Ceryl, the logistics sales team.

My year with this team was quite the rollercoaster; it took time for me to gel with the team and vice versa, and although it was difficult, it was a great learning experience. I learnt attention to detail was key, and that the Dutch like to analyse things a lot.

We were dealing with large tenders on a day to day business, our current warehouses were full and we were looking to expand into different regions of Benelux and Europe. This meant that we had to be very precise in our efforts. Europe is a saturated market, to set ourselves aside from the rest, every cent counted.

This was something which took me a while to grasp. Mainfreight's mantra is "Ready, Fire, Aim" and this was much more calculated, literally.

However, I now can take a lot away from this experience that will help me in the future, both personally and professionally and I hope my team can take something away from my input.

That it's good to use a combination of "Ready, Fire, Aim" and attention to detail.

I would not change the experience I had in Europe for anything in the world and I encourage all team members who wish to maximise their learning to consider an international Mainfreight experience. Whether it be at Wim Bosman in Europe or Mainfreight in USA, Asia or New Zealand, you will not regret it! I have to thank Mainfreight for investing in me and giving me this amazing chance. I also have to thank my team at Wim Bosman for helping me make the most of my chance and passing on all their knowledge.



(L-R:) Hubert Kamphuis, Siân Rogers, Maarten Mol, Ceryl van Hasselt

# Mainfreight Air & Ocean Australia/CaroTrans Australia – Grant Draper

The financial year is finished and it has been a fairly successful one for Air & Ocean but there is so much more we would like to have achieved. Our teams around the country have worked hard to give our customers the Mainfreight service that they love. We are all making progress with exports which are now increasing year on year.

This is a good start toward our goal to significantly lift our export freight volumes and we have some great new airfreight customers joining us over the next few months. When we send export freight to our Mainfreight offices overseas we not only achieve our own goals, we are helping to grow the Mainfreight group globally.

Obtaining sales growth while managing our costs is what we all need to do, and a key aspect of this is to make sure all our existing customers are receiving exceptional service that helps them to grow and prosper in today's ever-changing economic climate.

## Melbourne Perishable Branch Renovations are Complete

Greg Giarratana and his team in the Melbourne Perishable branch are very happy that their building extensions are now complete. Imports and exports are now in separate buildings with the new canopy protecting the 2,250sqm of hardstand between the two buildings. This reduces the handling required and brings cost savings for all involved.



Covered hardstand between buildings at Springbank Street Perishable site



Entrance to Springbank Street Perishable site

## So Much Freight We Had to Charter the Whole 747 Plane

The biggest highlight of the past year for the Brisbane Perishable team was a charter to Cape Town South Africa – 90 tons of frozen meat, 1 x 747-400 freighter, 20 x PMC, 4 tonnes of dry ice, started at 2100 Thursday night and all lodged at the CTO by 0500 Friday morning, Andrew Gonzales flew with the shipment on the freighter.



The 747-400 freighter chartered to South Africa



The frozen meat being loaded in the belly of the wide-body plane.

## Perth Branch

This year has already seen many changes at Mainfreight Air & Ocean in Perth. New faces have been welcomed, including a few males to a previously female dominated team. This means that the Mainfreight BBQ can be utilised a bit more often now thanks to having a few more guys on the team. However judging by the picture with Daniel (far right) holding a plastic spoon, some more training might be in order.



(L-R:) Olivia Marrett, Melissa Lowe, Sasa Pelemis, Daniel Fielder

## CaroTrans Brisbane – These Ladies Know Their Stuff

We have built a very knowledgeable team to handle our CaroTrans business in Brisbane.

We have two uni grads, Jacinta Gremond and Naia Morais, who handle our operations, and three longstanding team members that bring over 35 years' experience combined.

Our results this year are impressive, we achieved our pledge and saw an increase in revenue of 28% and profits increased by 27%. It was an outstanding result based purely on the hard work of a team who have bonded together to provide a continual focus on margin and customer service.



The CaroTrans Brisbane Team  
(L-R:) Jacinta Gremond, Melanie Hill, Chantelle Stiege, Jade Fogwell, Kiki Londy, Naia Morais

## Things to think about over the next year

### 1. Growth

We need to grow our business faster and with customers who value the solutions we can provide them

### 2. Productivity

We must find smart ways to do more for our customers without having to increase costs to them and our business

### 3. Look after our Customers

We must continue to find solutions for the logistical challenges our customers are experiencing in their business

We must provide service that delights our customers

### 4. Feed the Mainfreight Group

Gain and send exports to our Mainfreight operations overseas

Act as one Mainfreight in Australia, gain customers together and supply services to each other

### 5. Continue to learn

Positive Action Team meetings are a format for finding solutions, sharing ideas and increasing our skills and knowledge. We must have these meetings regularly and all contribute.

Sharing information with your fellow team members, formalising processes so what we do is clear to experienced and new members of our team.

## Owens Transport Australia – Mike Reid

**W**ell here we are embarking on another financial year. I would like to thank everyone in the Owens team for their dedication over the past 12 months. Financially we did not finish the year quite where we needed to be, but recent indications show this will turn as we carry into the 2017 financial year.

The past six months have been exciting for the Owens team. We have made many changes to find the right mix of team levels to ultimately strengthen our overall performance. Whilst there have been numerous changes, I believe we have continued to build a stronger team overall. We have established a great foundation to build on, having a good mix of experience, youth and energy.

Education and cross training will play a huge part in our branches' success. We all need to understand each 'cog in the wheel' and the importance in doing each part of our job properly. It is important not to get bogged down in our comfort zone, and only do what we know. We are in an industry where we need to 'think outside the square'.

Understanding what happens two steps before and three steps after our own role is vital to the continual growth and improvement of our business. Our focus needs to be on quality and implementing a "do it right first time" mindset, not taking short cuts and getting back to doing it by the book.

It is exciting to see that we are making great strides in getting close to rolling out some new Owens software developments and a big thanks needs to go out to Sarah and the IT team. These new roll outs will be a game changer in our business.

Our Brisbane team has been doing some great things in their new site and are ready to take the branch to the next level. Our focus on presentation is what will separate us from our competitors going forward and will play a big part in getting this branch back into profit. We look forward to seeing some exciting times ahead for our Brisbane team.

Our Melbourne operation has seen a challenging, frustrating and rewarding year all bundled together in a neat little package. The biggest challenge of all still lies ahead of them - a new home. The hunt is on and we are extremely excited about the prospect of landing a new long-term home for the Melbourne team. There are some hurdles to jump and boxes to tick in ensuring that we have the right site that will suit our business today and well into the future.

Our Sydney operation has seen a number of changes over the last six months and we welcome the new team members to our family. Our performance has been below par and our main focus is on revenue growth which we have struggled to get. We must continue to maximise our opportunities and ensure that we are as resourceful and efficient as possible. To achieve this expectation however our operations must be the best they can be and it is great to see we are making some good in roads.

Our Perth operation has seen a very tough market over the past few months with a huge downturn in the mining boom. It is great to see the team looking for other growth opportunities that we can offer our customers in the market and offer the premium service that our customers expect.



Loading an oversized bucket to road to a mine site in NSW



Our Brisbane depot loading export cars

We must remain focussed and must examine all of our costs and practices, do more for less, deliver uncompromised service to our customers, and with typical Owens determination, come out better and stronger.

Thanks to our team and their families; we are grateful for your support and looking forward to an exciting year ahead.

### Things to Do Better

1. Smile: great attitudes are infectious!
2. Don't make excuses – get results: get out there and make it happen.
3. Maintain our buildings, vehicles, people and image. We are a 100-year company. Investment in our foundations and presentation is mandatory to achieve our vision.
4. Train successors so that you may advance.



This unit is currently doing two runs a day out to the southwest of WA, which is just a short haul of 400km per round trip. The product we are loading is waste engine oil heading back to Singapore to be refined. Each container is loaded with a flexi bag with holds 26000 litres of bulk oil and weighing in at over 26 tonne per container.



## Mainfreight USA – John Hepworth

**M**ainfreight USA has been part of the wider Group for over eight years now, and we continue to grow our business. This year is no exception as we again finished the year ahead of the previous year. It was supported in the main by a good result from our Air & Ocean division, which smashed many records this year to set the standard for our expectations in years to come. Congratulations to Nathan Thomas and his team.

The Air & Ocean team is working hard to ensure its standards are caught up with the rest of the Mainfreight world. We have set ourselves the task to have all team members achieve a pass in Level 1 or better in our operating system training module by the first quarter of this new financial year. This is a tall order but the team has rallied their support behind Michelle King and her team.

The focus of our Transport division this year was very much on establishing our network of line hauls across the country. This came at a cost, as we invested heavily in the network, but has given us the foundation of a better service to sell.

We also have a new leader for Transport, Shawn Roach. He comes to Mainfreight with a strong background in LTL freight and running line-haul. He also has a black belt in 6 Sigma which will assist us in strengthening our quality.

For Logistics, the year was about establishing its network. With three stand-alone facilities now established in Los Angeles, Dallas, and Newark, we are becoming a bona-fide logistics player in the market. These sites are state-of-the-art, food quality, and large brand new sites. We have a young



Shawn Roach

team who are keen to establish a high quality service to current and prospective clients.

We continue the theory of keeping things simple stupid (KISS), and again will focus this year on our Sales, Quality, and Training. A successful sales force with a sales focused business equals strong profits.

## Property

This has been a big year for property changes and we still have some to complete.

**Newark Logistics** – we are aiming to have the offices finished in time for the June Board meeting in Newark. This will house both the Logistic and Air & Ocean teams. The warehouse is now functioning. We still have to refresh the old office for Transport to finalize the split of our Newark operations.

**Houston** – we renovated our current building which meant our team had to operate out of portable offices for three months whilst the work was completed. Our Air & Ocean and Transport teams are now back in and very happy with the upgrades.

**Philadelphia** – our Transport branch now has its own dock and offices. For many years they shared the offices of our local transport company. With this move we now have own owner drivers



The new Dallas facility

doing all our pick-up and delivery work.

**Dallas** – we are fully operational in our two new buildings with great visual presence. Logistics has a stand-alone facility that offers high-end logistics. The total size of our campus is 230,000 square feet.

**Miami** – both Air & Ocean and Transport are in our new site as from the end of May in a Free Trade Zone.

**Columbus** – we moved into our new site in June 2016. We have worked out of an extremely old building since we purchased the Target business over eight years ago. This new site is a 25,000 square foot transport facility.

**Detroit** – we move into our new dedicated Transport site as of 1 July 2016.

## Mainfreight Logistics North America – René van Houtum

By the time you are reading this newsletter, we have already forgotten how cold it can be in some parts of North America and the BBQ's will have been ignited in many places! More importantly, a sense of spring and new opportunities has also arrived in our young Logistics division. We faced inevitable growing pains in previous months, as business for several customers slowed down for various reasons, and at the same time cost increases kicked in as a result of opening our new warehouses in Newark, NJ and Dallas, TX.

A huge thank you to the team who worked many hours to get us through the busy Christmas period and for all the hours spent to move the operations in Newark and Dallas to the brand new buildings. Time to look forward since summer will be here shortly...!

In Dallas, we finalized the move just before Christmas and we increased the warehouse footprint from 12,000 square feet to 130,000 square feet! "Everything is big in Texas", and so is our warehouse! In Newark we moved into a warehouse that is a bit bigger: 135,000 square feet. Our vocabulary is inadequate to describe how beautiful the new buildings in Dallas and Newark are. Mainfreight blue racking is the standard and so is electric equipment to ensure that we have a minimum of dust to deal with. Customers and potential customers are "blown away" when they visit us.

We finished our financial year to 31 March 2016 with significant revenue growth for our 3PL branches. With the growth of our warehouse footprint from 320,000 square feet last year to 529,000 square feet currently, we are chasing similar growth for this financial year. A lot of work to do, but we are happy to accept that challenge!

The inventory management system we use in Logistics is Mainfreight's own development, known as MIMS. In February we welcomed Marissa Monteroso to the team, moving to Los Angeles after working eight years in the New Zealand MIMS support team. In her role in North America she is supporting the team as well as



Los Angeles Logistics Team  
(L-R) Alexis Castro, Anthony Zepeda, Matt Friedman, Jake Hedley, Nick O'Brian, Mike Moval, Marcos Martinez, Dabbert Gasseling, Charles Ruddell and Anthony Schoepfer

customers with MIMS enquiries, IT implementations and improvement projects. A great addition to the team, welcome Marissa!

The Logistics team in North America is still pretty small, which sometimes makes it difficult to deal with peaks in workload, especially when these peaks occur during a time that we are moving two warehouses. However, support is always available!

In December we had Siân Rogers over from the Australian Logistics team to assist the team in Los Angeles, followed in January by Jake Hedley. It was a great experience for Siân and Jake and at the same time very valuable support for the Los Angeles

team. Thanks Sian and Jake for teaching the team some "tricks" from Down Under!

The move to the new warehouse in Newark came as a huge relief to the team, as the branch had outgrown the facility at Bercik Street, where it was almost impossible to run a decent operation because of the lack of space. A big effort that the team had to make and the hard work is paying off. Huge improvements are being made in terms of efficiency as well as quality and the branch is perfectly positioned for significant growth in this financial year! Andrew, James, Peter and José recently welcomed Dries Pinoy, a graduate from the European team who moved over to The Big Apple!



The Newark Logistics team in their new warehouse  
(L-R) Peter Kruszewski, James Ryan, Jose Melendez and Dries Pinoy

The story in Dallas is similar. The team finalized the move just before Christmas 2015 and at the same time implemented a complex new customer. These are the times that we learn that 24 hours in a day are not sufficient. The branch recently received confirmation of a new key-customer to move in in June/July and by the time you are reading this newsletter the team will be busy implementing. No doubt that the young team in Dallas is ready for a new challenge!



The team in Dallas  
(L-R:) Eduardo Marengo, Kyle Evans, Nathan Chaney, Kathryn Campbell, Cristian Linse

There is really nothing standing in our way to realize the aggressive, profitable growth that we are

targeting... To achieve this we must delight our customers every day. The

keywords are passion and enthusiasm and the sky will be the limit!

## Mainfreight Los Angeles Customer Day

In late April we held our first Mainfreight Customer Day at our Logistics and Transport sites in Los Angeles. The aim was to get customers into our branch to experience the culture and meet the team. We also scheduled a full tour of the Long Beach port terminal operations and presented an educational compliance training session for some of the group.

Our customers were greeted by our welcome sign in the lobby and lots of blue and white balloons with fresh fruit, bagels, coffee and team to start their day. The morning was kicked off with an introduction from John Hepworth.

The team at the SSA Terminal in Long Beach was nice enough to take time away from their jobs to give our customers not 1, not 2 but 3 port tours. The response was so great from customers that the third tour was created by Jay Van Gorden hiring his own bus and bringing his customers down from the Inland Empire and using that van to complete the port tour. As a team we really had to think



Fernando Guzman (center) and Jay van Gorden (3rd from right) on port tour with Los Angeles Customers

outside of the square to coordinate all the activities for the day.

After all port tours were completed everyone met in the lunch room for a sit down Mediterranean lunch with some team members, Branch Managers and the Executive team who were also in town. (Not a coincidence – it's why we chose this date!). Watching the customers mingle with their reps, the teams and with other customers was really great to see.

After lunch, a lot of the customers departed to get back to their offices

but a few stayed on for a Business Solutions update from Laurie Hamid and a Customs update from Mark Neumann. Both presentations were informative and those who attended learnt a lot, and better yet, were introduced to more resources in our business.

The day was made possible by everyone chipping in and creating their own touch to the contribution in each division. Thanks LAX team, I look forward to making this a bigger and better event next time!" – Jess Hayes, LAX Sales Manager Air & Ocean

## Perspective – Matt Gustafson

Recently, I was fortunate to go through the Outward Bound program. Wow! What an incredible experience. A week full of the unknown and "living in the now." For those that have spoken with anyone that has attended the Outward Bound program, they will find there is a mystery to what actually goes on... and for the benefit of those

that attend in the future, we'll keep it that way. What I will touch on are a few simple things I learned that we can all apply to our daily routine.

Before I get into OB let me share a brief overview of my career path. Albeit not entirely with MFI, my path has been similar to that of a Grad.

Upon finishing university I took on a role working in the OS&D department for a consolidator. Basically, my job was to call and talk to people that never wanted to hear from me. When I called something was broken, missing, or we had something extra. These are not situations people want to hear about.

From there I moved into a Customer Service role then to Sales, Account Management, Key Account Management, and most recently I transitioned to my current seat as Branch Manager of Chicago Air & Ocean. For the sake of time I'll spare you detailed experience of each. One thing worth mentioning is that none of these moves would have happened without the first step of putting a hand up... (hint to the grads out there).

The drive to push yourself is what OB is all about. "Live in the now". As I have progressed through these experiences I have always tried to keep an open mind to learning new skills. Until joining Mainfreight I thought I had done a fairly decent job of attacking new challenges at an acceptable rate. Once onboard I've come to learn what Pace really means in a Mainfreight sense ... it's a few ticks above Ludicrous Speed. What was initially a 3-5 year plan to step into a branch manager role turned into 7 months. "Ready. Fire. Aim". That's the Mainfreight way, mate.

Another point worth mentioning is that I came aboard Mainfreight as a Key Account Manager. This is still a relatively new concept for us. You can imagine feeling a bit timid joining a new team, in a new role, and into the unknown. I found out day one that our branch's largest customer, one I was specifically brought on to look after,

had shifted its supply chain and would no longer be shipping from the US. Gulp. Shortly thereafter the Mainfreight North America VP and the branch manager responsible for bringing me on departed. Double Gulp. By the way, my wife and I had just had our first child. Talk about getting out of your comfort zone. If this wasn't the perfect recipe for getting pulled into a back room and walking out with a paper box full of belongings I'm not sure what is! Fortunately, this wasn't the case. And my hand went up for the vacant Branch Manager seat. The stars aligned and I was awarded the role. Sweet! "Live in the now".

While plenty had been learned up to OB, that week was a game changer. So what was it? How do you get so much out of a short period of time? Like I said, not going into the nitty-gritty of everything you do, the take-away is basic. Be present, live in the now, and put the team first. How do you make that happen?

- Check in with those around you. Where are they at mentally and physically? Same with yourself. Communicate that so everyone is aware on the status of the team.
- Reflect back at what you did last year, week, yesterday. What was the high, low, and take-away? What would you keep, stop, and need to start?

- Are you waiting for something? Why? Get at it.
- Are you struggling with certain Team members? Ask them to go over an Offer and Expect exercise. Then hold each other accountable.
- On the fence with a decision? Make one – no maybes. Yes or no. Simple right?

The timing for me to attend couldn't have been any more perfect as I was entering into my first full year as a branch manager. Am I better prepared now that I went through? Yes. Do I know it all? No. There's no doubt we've had a rocky start to the year with our results. However, we're very confident we will prevail using all we have learned. With the Team in Chicago firmly in place and the grit of our resolve, there's no holding us back

To close I'd challenge everyone to step outside your comfort zone. Put your hand up. There are plenty of opportunities out there to grasp and grow with. Arguably the most important thing I have learned is that the Mainfreight Team will not let you fail. You'll be pleased by the results but YOU need to make the reach. Go get 'em.

Oh, and the bucket ... yeah, that really happens.

Matt Gustafson | Scott Watch 2016  
"GoooooOOOOOOO WILDCATS!!!"



Top row (L-R:) Stephanie Baudot, Ian Graham, Shannon Lomas, Paul Claydon, Rowan Cooke, Edwin Heijnen, Riley Tryhorn, Andrew Robinson  
Bottom Row (L-R:) Vedrana Mrdic, Mohamed Osman, Jonathan Judge, Matt Gustafson, Jeremy Chin  
Front – Tim Merchut

## Spotlight on Mexico – Nathan Thomas

*Hola ... como esta?*

As our North America team expands, and the growth we are anticipating comes to realization it is important to keep in mind our passionate friends in the sixth largest city in the world, Team Mexico City. Mexico City alone has over 21 million people, and we are seeing growth with businesses moving to Mexico as “near shoring” continues.

Earlier in the year I travelled to Mexico City to spend time with the team, visit facilities and customers and learn more about Mexico City, Queretaro, Lyon and Guadalajara. Mexico City boasts two offices, one not far from the city and the other a smaller operation at the airport. The airport location is key for us handling airfreight efficiently, which we will need to expand at some point this year. We have a third office in Queretaro.

Team Mexico was a finalist in our Branch of the Year awards, so timing was good for the team to challenge me on how they can be at that number one spot this year – drive and focus is not lacking! Fernando Ruiz has assembled a fantastic team, all proud to be a part of the blue



Team Mexico, we're there and growing!  
(L-R): Fernando Ruiz, Victor Suarez, Nathan Thomas

machine. Over dinner I picked up a conversation with my limited Spanish (ok, the team has very good English) as they were sharing a picture amongst themselves on a phone. It was the new Mainfreight truck that our friends in Taiwan had announced on the road, and the entire team were committing to having Mexico as the next country to have Mainfreight wheels on the road. Good luck team and I think the July target date is looming real quick!

Fernando and I drove to Queretaro, where we met our Queretaro-based Sales Executive, Victor Suarez, and then to meet some of our key accounts. The industrial parks and size of these businesses was nothing short of impressive, mostly being

businesses around the automotive industry with some big vehicle manufacturers as the end customer. We of course finished the day in a traditional Mexican way and met with our customer service team member based in Queretaro, Angelica. Nothing changes between countries as some things stay consistent; behind every good salesman is a better customer service team member and Angelica certainly lives up to that.

From here driving to Lyon and Guadalajara and being exposed to the size of industrial parks, seeing the infrastructure in terms of roads and accessibility proves that Mexico is well on the way to being an economic powerhouse. Our team is there and getting amongst it every day!

## The Making of a Linehaul – the Success Story of our Trans-border Canada Services

Mainfreight has been running linehaul to Toronto from strategic branch locations in Chicago, Newark, and Philadelphia. We also run southbound from Toronto to Chicago. These linehails have been the foundation of the success and growth of our US/Canada distribution solution. These linehaul trucks have all been contracted through FTL providers linked to our relationship with Sameday Worldwide and this is where the story begins ...

In May 2014, Mark Hines (Chicago) began a casual dialogue with Harinder (Hari) Aulja, owner of RH Trucking & Transport. Hari had been an owner operator for Sameday Worldwide which operated the two nightly trucks between Chicago and Mississauga. The dialogue began when Hari indicated that he would like the opportunity to become a direct part of the Mainfreight family. When Sameday agreed to release Hari to us, the work began to bring this first crossborder Mainfreight owner operator line-haul to reality.



Harinder (Hari) Aulja

We quickly learned this would be no easy task. We took the famous Mainfreight rule of “Ready Fire Aim” and turned it on its head. As soon as we “fired” we had to re-aim, many, many times. This was not your usual owner operator set up.

There are fundamental differences between setting up a domestic owner/driver contract and one that involves an international border. Border Connect, eManifest reporting for PARS & PAPS (if you’ll excuse the jargon), Customs transponders, insurance coverage within two countries, dangerous goods certifications, border bridge transponders etc, etc. We even had to send Andrew Hall, of Mainfreight Canada, to pass a safety exam in order for us to obtain our operating

permits as well as tasking Dean Baran with the final details needed to take place within Canada. Aside from Andrew and Dean, Mark Hines was instrumental as well, for none if this was possible without developing the rapport with Hari. This has truly been a team effort in the making.

Today, Hari and Ashok are officially Mainfreight owner operators, running the two nightly trucks between Chicago and Toronto. The two trucks are now painted in Mainfreight blue and two new trailers have been ordered. All the equipment will carry the two flags of the US and Canada.

Equally important to be shared is Hari’s and Ashok’s absolute exuberance with becoming part of the Mainfreight team. The dedication and

pride being shown by these two men goes without saying. This is on display from the guys sporting Mainfreight hats and shirts, to his bolt cutters (that are used to cut the seals on the trucks) being painted in Mainfreight blue.

We asked Hari why he wanted to join the Mainfreight team. “I have wanted to become part of the Mainfreight team for a very long time. Working with the people here in Chicago has always been a team effort. The teamwork that we have here is not found anywhere else. Also, I see Mainfreight as a chance to ‘grow’ my business by expanding in other areas”.

Be sure to welcome Hari and Ashok when in Chicago. One of them is always there.

## Our Newest Branch in North America

Our first Mainfreight Transport branch in Canada officially launched on April 4, 2016 in Toronto. We currently run a team with our Branch Manager, Dean Baran, supported by our operations lead, Sean McGrattan. Dean joined the Mainfreight Team in September 2015 while Sean came aboard in late March 2016. The “two-man show” currently shares an office with our Toronto Air & Ocean Team in Burlington, Ontario. However, the plan is to have a fully functional depot, with Mainfreight-branded trucks, by the end of the 2016 calendar year. The team provides support to branches in the US and Mexico for Trans-border surface moves (road and rail) as well as Surface and Air Services within Canada. We can manage anything from coast to coast (yes, we can move freight into the Arctic!).

Burlington is actually part of the megacity that is Toronto (YYZ). Many people don’t realize that Toronto is the fourth largest city by population in North America, behind only Mexico City, New York City and Los Angeles (sorry Chicago!).

We would like to dispel some of the global stereotypes about Canadians. We do not live in igloos or take dogsleds to work. We are not all lumberjacks or Mounties and we all do not add “eh” to the end of every sentence. We are exceptionally polite and helpful and we definitely do love our ice hockey. Get to know us!

*(Editor’s notes: 1. Our small Toronto team has lit up the scoreboard securing more than \$1million in revenue opportunity in their first few weeks. We have not had any new branch open with higher revenue performance and a higher opportunity pipeline – well done to Dean and Sean. 2. There have been cases of dogsleds being used for transport to work, they do add “eh” to the end of every sentence ... we felt this clarification was important to the credibility of the article...).*



Dean Baran and Sean McGrattan

## Solar Turbines – Iraq Engine

In March the Dallas office was contacted by customer, Solar Turbines, to help move a Titan 130 engine and parts going to a national oil company in Iraq. Since this was part of an overhaul, there were many high level executives and a lot of eyes on the progress of moving this shipment.

Solar Turbine engines are very sensitive and must be protected during transit. Many years ago Mainfreight, Solar and an Airline worked together to design a contoured crate that will help protect the engine during transit. This contoured crate also specially designed to fit off center in 747F aircraft and still be able to load in side door. This model of engine is very heavy and requires special handling during loading and un-loading.

Beth Plaster in the Dallas branch spent time researching trucking and



Iraq Engine Offloading

flight options for this large piece and was able to secure service that met both the pricing and transit time requirements provided by the shipper.

With the support of our carriers, team Dallas was successful in providing excellent customer service and went

above and beyond to ensure this sensitive shipment was handled with the utmost care. The transit time and delivery requirements were met making both the shipper and the consignee very happy!

## Houston Charter

Mainfreight Air & Ocean in Houston was awarded a project for Brand Energy that involved airfreighting approximately 86 tonnes of oil and gas equipment/supplies via commercial service starting week 8 that will end approximately week 17. We also arranged a 747 charter from DFW to Singapore for 42 tons of the equipment, pictured above, in week 9. The Airfreight team did an awesome job of coordinating with the four suppliers: Brand Energy, Abrasive Products & Equipment, Abatix, and B&H Distributors, despite the fact that we were in the middle of a facility remodel and working from a temporary trailer behind our building.

Kristian Stone began coordinating the loading of the 6 flatbeds, for the Charter, at the supplier in East Texas and two from APE in Houston on Friday, March 4th and successfully got all delivered to Singapore by Friday afternoon where the loading commenced as pictured to ultimately delivery to the Shell manufacturing site on Pulau Bukom.



## CaroTrans – Greg Howard

**W**hat a challenging and rewarding financial year we have completed! Revenue reflected the continued impacts of over-capacity, sluggish demand and historic low rate levels. However, it's encouraging to see the increase in the number of containers shipped and number of transactions handled. Margin improvement was strong due to better utilization, cargo mix, procurement and double digit growth in imports.

Our import services continue to go from strength to strength. Each month we seem to be adding new port pair service lanes between the USA and Asia. New agency appointments in Thailand and Vietnam will enhance our service coverage in the region for our USA, New Zealand and Australian operations.

An extraordinary effort by those branches who achieved their profit pledges. But there are several branches whose performance was less than satisfactory. We have our work cut out for us and we know what is needed in order that all branches reach their pledge for this coming year.

Congratulations to our Houston branch for taking home the coveted Branch of the Year Award. It's been a long road to travel, but you made it and did it in real Texas style – DON'T MESS WITH TEXAS!

The long anticipated roll-out of our enhanced operating system has been a success. Additional updates are still to come, but it has been highly motivating for the team to be operating in the new environment and they are excited about what the future releases have in store.

A leadership change in Dallas has Will Young taking on the Branch Manager role. Will started as a "sales cadet" in Atlanta and moved to several cities before spending three years in New Zealand for his turn at being "Blue Blooded". The energy and enthusiasm he brings to the team sets a great pace for us in Dallas.

Elton Poon, who is based in Hong Kong, has taken on the leadership role for the development of the CaroTrans operations in Taiwan, Southern China, Shanghai and Hong Kong. His single focus on product development of CaroTrans gives clear leadership and commercial direction. We look forward to success and growth under Elton's leadership.

Our Chile team delivered a record result this year due to improved trading activity with the USA, refined operations between China and Chile and solid growth in the FCL export services from Chile. Development of our West Coast of South America services continued to expand our overall market position.

The results in our Le Havre operations improved and show encouraging signs of growth. Expanded coverage of the USA/France trade and new services between France and Canada help strengthen the branch under the leadership of Daniel Dos Santos.

The rapidly expanding Mainfreight domestic line-haul network offers CaroTrans a great opportunity to achieve improved transit and cost optimization while assisting our "brothers and sisters" bolster line-haul velocity and lane density. The project has started with a focus on several key lanes as we build momentum and adopt best practices.

Looking forward to the new financial year, we will encounter similar market challenges that we faced this past year. It's hoped that carrier consolidation may help restore pricing stability and remove the capacity glut. Geopolitical issues in certain countries such as Brazil, China, Cuba and Venezuela represent a different set of challenges and opportunities.

Considering all the challenges we've endured and what lies ahead, we're well positioned to capitalize on all opportunities as they present themselves.

## New Services from Europe

### CaroTrans Le Havre Adds Direct Services to Montreal and Chicago

When CaroTrans commences its service to Montreal in May, it will be the only NVOCC in France offering a direct service from Le Havre. The transit time is 12 days. Through our partner Odyssey Shipping, we will be able to offer rates into Toronto, Calgary, Edmonton, Vancouver and all DAP destinations in between.

Also in May, CaroTrans France will start a direct Chicago service. This will bring our USA direct sailings to three (New York and Charleston) Once again, as our competitor's shift their cargo to the large hubs in Antwerp, it allows CaroTrans to develop our niche market from Le Havre.



CaroTrans continues to assess new destinations we can service via Le Havre.

As we spend the next few months establishing our services to Montreal and Chicago, we have our sights on starting Singapore and/or Shanghai in before the end of 2016 ... stay tuned.

## New service from Germany to Detroit

CaroTrans, alongside our longtime partner FairTrade, has started a direct Hamburg to Detroit consolidation service. Given the historical relationship between Detroit and Germany, we were able to link the two giant automotive economies with a direct consolidation service.

This offers our German customers and clients throughout Scandinavia and Eastern Europe another direct market in America.

The Detroit services allows us to have a competitive advantage into one of the largest industrial markets in The United States.

Along with the Detroit local market, Detroit's central location offers quick and competitive IPI services to Toledo, Cleveland, Cincinnati, Indianapolis, Pittsburgh, Louisville, Dayton, Columbus and as far West as St Louis.

# Detroit™

With the success of the German to Detroit service, we have approached our partners in China to develop a similar service from China into Detroit or Cleveland... more to follow on this later in the year...

## Bringing Dallas to China - Will Young

Recently I embarked on a sales trip to China to visit our team mates there. The objective of the trip was to promote the TP east and west bound trade. Currently we offer weekly consolidations from Hong Kong and Shanghai to Dallas. These programs are fairly new to the CaroTrans import portfolio and have been successful because of the mutual effort from both teams. It was great to recognize our success, but more importantly refocus our energy and efforts to build even greater volumes on this trade. In addition we intend to focus on two additional markets in China, Ningbo and Qingdao. We anticipate loading weekly consolidations to the Gulf



Will Young, Dallas Branch Manager, and Pearl Sze-To, Hong Kong Sales Manager

region from each respective origin point. These additional programs will provide full coverage from China to the gulf region. We are excited about

our current service offerings and excited about what future opportunities we can offer on this trade.

## CaroTrans - Chile

Farewell to Alex Lindemann, our team member, who is returning back to his homeland of Sweden.



(L-R): Diego, Barbara, Jennifer, Alexander Lindemann, Raul Katz, Danko, Marcelo



## Challenging Shipments Are All Part of the Game

### CaroTrans Los Angeles

Working together as a team, Raul Katz of CaroTrans Chile and Nelson Mendoza of CaroTrans Los Angeles orchestrated the move of oxygen-making machinery which consisted of 4x40' flattracks, 1x40' open top and 2x40' dry containers from Riverside, California to Valparaiso, Chile.



Raul Katz (right) at the plant in Riverside, CA with rep from Shipper PCI

### Zambonis!

The CaroTrans Boston branch recently handled the transport of 2 Zamboni ice resurfacing vehicles from the USA to Australia. They are to be used at the 'Stop Concussions Foundation' Canada vs USA hockey tournament scheduled to be held in four cities around Australia.

Several well-known, current and retired NHL players will be representing their respective countries at this event – hosted by "The Great Wayne Gretzky".





## Mainfreight Asia/CaroTrans Asia – Michael Lofaro

As the saying goes, we ‘Move at Pace’, and the past six months have definitely lived up to that mantra. The team in Asia have been hard at it adding further strength and structure

to our young, but dynamic business here. We now operate in 19 locations across the greater Asia Region, from fully operated Logistics facilities to Regional Sales offices, the scope and

diversity of our offering is developing well. All this with a constant focus on client satisfaction, both for our external and internal customers.

### New Branch – Vietnam

The newest member to our family is our office in Vietnam. Mainfreight Vietnam is a global logistics and forwarding service provider, offering one-stop, cost efficient, supply chain solutions.

Fully operational since 1 December 2015, we are a young team but with many combined years of experience in the industry, we bring a dynamic spirit to our operations in Vietnam. Our Country Manager, Khang Ha (pictured with the team) brings experience in international freight, supply chain and distribution management.

### Vietnam Market Overview

Vietnam is an exciting economy which is half way through its Socioeconomic Development Strategy, which started in 2011, and is scheduled to be completed by 2020. The aim of this program is to end Vietnam’s status of being a low-income agricultural nation, advancing to an industrialized and middle-income level by 2020. This change is based on the foundation of



(L-R:) Lucas Phu, Cindy Nguyen, Lily Nguyen, Khang Ha (Country Manager), Anna Nguyen, Kelvin Pham

modernization, industrialization and integration into the world economy.

Vietnam has been extremely successful in international economic integration in general, and with the United States in particular. In 2015, total trade between the two countries is likely to increase again by more than 20% and reach US\$45 billion and could exceed US\$80 billion by 2020 if trends continue, and even more with TPP. Moreover, Vietnam has increased its standing as the leading ASEAN country supplier to the United

States. Vietnam’s share was 22%, and could exceed 30 per cent by 2020, if present trends continues.

On the other hand, Vietnam is the lowest-ranked of the ASEAN-6 countries for imports from the US, at about US\$6.7 billion in 2015. This figure could certainly be increased by improving Vietnam’s business environment for exporters from the US and other countries, and importers in Vietnam and their distributors.

Opportunity abounds in Vietnam!

### Bus Tours

When considering the vast geography and cultural diversity of our region, developing our teams’ knowledge of our activities and building strong relationships, is a critical foundation to our future success. To assist in this process, we have developed the ‘Bus Tour’ concept. This entails team members within the region visiting branches to better understand the activities of the various markets we operate in and build strength through interpersonal team work and relationships.



### Bus Tour to Southeast Asia

Back (L-R:) Joan Ji, Jerry Chan, Khang Ha, Mark Cui, Billy Zhang  
Front (L-R:) Lily Nguyen, Cindy Nguyen, Anna Nguyen, Kelvin Pham

Vietnam was part of a recent successful Bus Tour to South East Asia (S.E.A.) by our Regional Commercial Team. This was a great opportunity for the team to feel the changing environment of Vietnam, gather valuable market information, shares idea and to develop plans for our Vietnamese team going forward.

Mainfreight Thailand also had a chance to welcome Managers from China and Taiwan. The team surveyed facilities of Bangkok and Laem Chabang Sea Ports as well as Suvarnabhumi Airport (BKK) in Thailand.



Back (L-R): Withanya Ceetantivech (BKK), Andy Ling (SHA)  
 Front (L-R): Sunny Sun (NBG), Linda Huang (SHA), Jenny Cheng (TPE),  
 Vicky Zhao (TAO), Raymond Lo (SZX)

### Thailand Update

Another young but developing office is our Branch in Bangkok, Thailand. Full of youth and energy, we have seen this branch quickly grow into profit and we see great things ahead for our Thailand activities.

#### Welcome new member

Welcome two new members join our Mainfreight Thailand family. Left to Right: Ms. Narirat Koksanthia (Operation Ocean Export) and Ms. Panatda Parnsakul (Sales Administration)



### Hong Kong Warehouse

The team at Mainfreight Logistics Hong Kong recently hosted Nilesch Bhuthadia from the New Zealand IT team. Nilesch helped to further develop our skills and knowledge of our Logistics operational system, MIMs. He spent significant time understanding local market conditions and then blending them with our global experience and knowledge. A great example of the energy and potential of our growing global family, with the ability to share knowledge to build a better company.

The Hong Kong warehouse is well located for access to freight hubs being 15mins away from the Hong Kong / Shenzhen Customs Border, 30mins from Hong Kong International Airport, 35mins from Hong Kong International Container Terminal and



(L-R): Nilesch Bhuthadia & Patrick Kwok



(L-R): Sherman Yuen, Michelle Yip,  
 Joyce Lau, Wing Lam & Nilesch Bhuthadia

45mins from Hong Kong's Central Business District. This warehouse is fully temperature controlled (between 18-22degrees) offering value-added services such as pick & pack, order fulfillment and quality control. We have

also recently completed local Health and Safety inspection for Food Grade products and have obtained local approval to store general food items. For more information, please contact our Hong Kong Branch team.

## Taipei Team

Yes, we now have Mainfreight trucks on the road in Taiwan, further enhancing our existing offering of air and sea freight, customs clearances and other international logistics services to our Taiwanese customers, with road services to the Taipei and Central Taiwan regions.



## Hamburg Sud – Shenzhen

Shipping lines love a 'big sendoff' for their new vessels. Elly Fung recently represented Mainfreight and CaroTrans Asia at the naming ceremony for Cap San Juan, which was launched on its maiden 'named' voyage from the port of Chiwan in Southern China.



Elly Fung, Mainfreight Regional Procurement Manager & Emma Jacobsen, Hamburg Sud

## Qingdao Update – Training

We are as strong on education in Asia, as we are everywhere else around the Mainfreight world. For an internationally operating business, being multilingual is essential. To assist our team enhance their English Language skills, we offer language classes.

Comment from Vicky Zhao our Qingdao, China Branch Manager:

"A big thanks to Moji Converse (our regional English Language educational provider) for bringing us on an amazing journey. After two years of English language training from Moji Converse, all of our team members in Qingdao have achieved a higher level of communication skills in English.



Back (L-R): Steven Sun, Daniel Xue, Gary Hu, Max Liu, Fred Wang, Neil Li, Mark (our wonderful teacher)  
Front (L-R): Vicky Zhao, Miki Yuan, Eva Jiang, Echo Mo (Assistant of our teacher), Sabrina Huang, Helena Li

Being more proficient in English, allows efficient and close communication with our overseas clients and colleagues, it helps us know more about western culture, and master more skills to deal with our

businesses... As Branch Manager of Mainfreight Qingdao, I would like to say thanks to the teachers and all of the team at Moji Converse. Learning another language has opened a wide door for all of us!"

## CaroTrans – Asia (Regional Manager, Elton Poon)

With the books closed for the previous financial year, it goes without saying that results were below expectation. The worldwide economic crisis caused ocean freight rate levels to their lowest in many years creating revenue and profit margin pressure.

Focus for CaroTrans Asia will remain on our core markets of New Zealand, Australia and USA for both inbound and outbound groupage services. We will be adding additional trades within these markets, extending our service coverage from different origins to different destinations like Hong Kong to Miami, and Taiwan to Atlanta or Dallas.

Sales development is crucial and 2016 has seen us expand the size of our sales team throughout our Asian operations.

We need to stay focused on:

- Be active in finding the ways to save costs and complete processes more efficiently.
- Strengthen relationships with overseas partners, treat them as family.
- Focus on additional business from existing customers, these customers already entrust us with the business, and should be open to trust us with other business opportunity.
- Improving load factor of utilization, shoot for 55cbm or more.
- Make the changes necessary to achieve better results.



After a day out selling in Guangzhou  
Back (L-R): Lance Feng, Kidd Li, Pearl Szeto, Perry Lau  
Front (L-R): Vivian Liang, Elton Poon, Louise Zheng

## Marketing Team

Developing market recognition in an area as broad as Asia is no easy task. We are looking to use all possible avenues to help us achieve our goals. 'Social Marketing' is one avenue we are using to achieve our goal of great market recognition.

One such avenue is:-  
Weixin (Wechat) – Public Platform

To make more potential customers in China (and other parts of Asia) aware of Mainfreight, we have established a "Weixin / Wechat" Page.

Weixin, which is most easily described as a hybrid of Facebook, Twitter and LinkedIn, is the most popular social media channel in China. The language of our Weixin account is simplified Chinese for 'user friendly' access. Here is our QR code for our Weixin's account. Please feel free to join us and learn more about what we are doing here in Asia.

Account Name: Mainfreight 迈辉物流





## Wim Bosman and Mainfreight Group Europe – Ben Fitts

**T**eam, as I write this, we have recently celebrated the five-year anniversary of Mainfreight's rather large step into Europe through the purchase of the Wim Bosman group, April 1st 2011.

For reasons well known, the business here has been on one heck of a journey over the last five years, with immense challenges in terms of unforeseen customer departures presented on day one. I have arrived in Europe to find those issues, whilst not forgotten, long behind the business, and the focus of a talented and dedicated European team firmly on the future and the potential that it holds.

Financial results are steadily improving overall, with growth achieved in Air & Ocean, Forwarding & Transport, and Logistics – it is worthy of mention that the Logistics division exceeded profit targets in each of its five branches – well done! You should be proud of this. We temper this however with the reality that we have a long way to go before we can say that we are producing results in line with our capability or the market opportunity.

Nine Branch Manager changes in 12 months is not insignificant and leaves us with a strong group of leaders who are committed to ensuring that their respective branch goals are achieved, who understand the importance of having the right people in the right seats, empowering people to make decisions, and creating an

environment where performance or attitudes 'below the line' are just not accepted by anyone.

Our Forwarding teams in Belgium have made good inroads this year in both Oostende and Genk, with focus on improving efficiency, better quality and a more inclusive team approach. There is a long way to go still but the signs are there that we can and will have a good profitable business in Belgium.

The European Air & Ocean results have improved greatly over the past twelve months. The network continues to expand and the Mainfreight flag is now proudly flying in London. Welcome to Brad Russell (Branch Manager, UK) and our UK team and good luck as you set about firmly establishing Mainfreight on this important global trade lane. With five branch management changes in the past 12 months, the leadership team within Air & Ocean has never been stronger or more energetic. Sales growth is just so important though if we are to realise our potential in this part of our business.

Lastly to the Logistics team, full sheds bring with them large challenges and each Logistics operation in its own way will face these head on this year. The challenge is to continue to grow profitably as we extend our footprint to allow for this growth.

In 's-Heerenberg we will shortly commence construction of a new,

20,000 m<sup>2</sup> Logistics facility, with completion set for March 1st 2017. This is an exciting development, again brought about through new customers and growth in existing customer volumes.

Positive Action Team meetings (PAT's), if run effectively are a simple and incredibly effective way to achieve improvements in safety, customer satisfaction, operational performance and the service that we give. These meetings form part of the foundation on which Mainfreight has been built. We can do better in this area, please commit to these meetings.

Your attention to getting the simple things right – people, quality, sales growth, being easy to deal with for both customers and each other (i.e. the right attitude) – is the only way that we will get the improvements we seek. Almost all of this sits within our collective control.

Team, well done on the improvements of the last year, but again, let's temper that with the still unrealised opportunity that sits within this market; we still have so far to go before we can be truly satisfied.

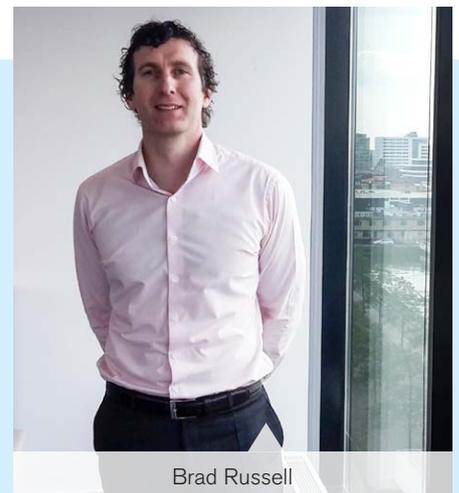
Lastly, I look forward to meeting those of you that I have not yet been able to get to. It has been a whirlwind four months for me and it's refreshing to see much of the Mainfreight culture alive and well in Europe.

### New Air & Ocean Branch in the UK

Big steps within our Air & Ocean division in Europe have been made. Not only have we opened our new offices in Rotterdam and Antwerp at the beginning of this year, we are also pleased to announce that we have expanded the branch network with the addition of Mainfreight UK.

Heading up the UK team will be Brad Russell who is returning to the Mainfreight family after 11 years in

the UK. Brad was part of the 2001 graduate team and worked in a variety of roles for Mainfreight Logistics and Mainfreight International in New Zealand before heading to the UK in 2005. The first UK branch will be in the London Heathrow area and will provide the full range of air and ocean services. We are very excited in being able to extend Mainfreight's global network in what will be a first class facility with an experienced and passionate UK team.



Brad Russell

## Celebration of 5 years Mainfreight in Europe

On Saturday 16th April all Wim Bosman / Mainfreight branches in Europe celebrated their fifth anniversary with all their team members and their family. On that day, we offered the family members of our teams the opportunity to see the world of Wim Bosman / Mainfreight. A lot of activities for young and old were prepared at the branches. Some of the branches organized outdoor activities like mini-golf, mini-hockey, bicycle and bag races, one went out for bowling,

and others had a tour through the harbor and warehouse / cross dock by train and watched how our facilities operate. To make a long story short, it

was a great family party at all branches in Europe and we are proud to be part of the Mainfreight Team, Special People, Special Company!



Family Day in 's-Heerenberg, Netherlands



Family Day in St. Petersburg, Russia



Family Day for the Brucargo Belgium team



Family Day for the team in Cluj, Romania



Family Day Pruszków, Poland



Family Day Rotterdam, Netherlands



Family Day Paris, France

## New Offices in Rotterdam and Antwerp

Our Rotterdam branch has moved to a new office with a great view of Rotterdam harbor. The open plan office enables us to provide our ocean freight services to our customers better. Maarten Mol has taken over the role of Branch Manager from Myckel Hoogendijk. Maarten joined

the Wim Bosman / Mainfreight family as a graduate with our European Logistics team in 2010, and since then has moved through various Logistics and Forwarding roles.

Myckel Hoogendijk, who led the Rotterdam branch for 4 years, has taken on the role of Branch Manager

for our new Ocean Freight office in Antwerp. This new office opened its doors on 9th May.

We are very pleased to see that we are able to promote from within our organization; congratulations Maarten and Myckel with your new positions and challenges!



## European Management Trainee Sessions

In Europe we are lucky enough to have 4 occasions per year to bring everyone together for the European Management Trainee sessions. All our management trainees, branch managers and European support team are invited. The goal of these sessions are to share vision, knowledge and experience. During these days new management trainees introduce themselves, management trainees who have finished their programme reflect on their development, and improvements projects are presented. These sessions are also a great opportunity to network!

The sessions are hosted and organized by two of our current management trainees who choose a topic to discuss on and learn from. This is a significant part of their development as a future leader and is an integral event in the management



trainee programme – for the hosts and for the participants. This is a fantastic opportunity to show who they are and what they have to offer.



Here is a small impression of one of our latest session that dared to deal with the challenges of Change Management.

## Urgent & Special Services Celebrates 15 year Anniversary

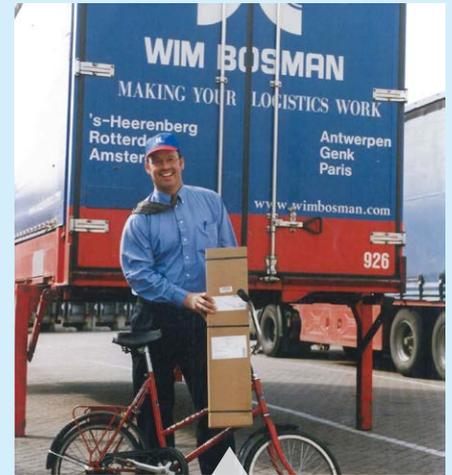
Our Urgent & Special Services recently celebrated their 15th anniversary. It all began in 2001, with a brainstorming session how the courier services could be tackled more effectively, and so the department of

Urgent & Special Services was established. Urgent & Special Services is the safety net for customers that normally would be lost. When regular transportation does not meet the wishes or requirements of the

customer, our department of Urgent & Special Services offers the solution. Congratulations team!



(L-R:) Bryan Roelofsen, Antonie Moonen, Tamara Hakfoort, Jules van de Pavert, Tamme Sanders



Jules van de Pavert with his first urgent shipment

## Vital Voice Global Walk in Poland

On Saturday, March 5th 2016 in the Łazienki Royal Park in Warsaw a unique event took place – the Mentoring Walk. It was the fifth Polish edition of this event. The driving force behind the Mentoring Walk in Poland is Vital Voices Poland, whose mission is to invest in women with leadership potential.

We are very proud that Beata Krawczyk, our Polish Country Manager, participated in this event as a Mentor and not only had the chance to bring the company's core values to wider public, but she could share her life experience with her young protégée. In a way, Mainfreight has helped to shape lives of young participants of this event. Such events bring us closer to realizing our vision and fulfilling our mission of making the world a better and safer place for future generations.



## Wim Bosman / Mainfreight contributes to the National Reading Days, The Netherlands

Early in the year, the National Reading Days in The Netherlands took place. We visited primary school “de Wegwijzer”. Tamara Diks, part of Circus Bongo, was dressed as a sugar nanny and read the book “We’ve Got another Goat” to the 1st - 4th graders.

Wim Bosman/Mainfreight made sure that every child at this school received their own copy of the book. **“Good education makes a good future”**



## Teachers @ Work!

We have close contact with Graafschap College, secondary school, in Doetinchem (NL), with several students from this school doing their internship or apprenticeship at Wim Bosman. Two of the College’s logistics teachers asked if they could experience a day in a logistics company so they can align their lessons better. We made this happen and in January the teachers worked at our cross dock for one day.

Team Leader Rene Bisselink and student Niels Klappers instructed them on several areas like our incoming goods procedure, verifying incoming goods, scanning of the



Teachers of Graafschap College together with student Niels Klappers and Rene Bisselink

shipments, loading and unloading of goods.

At the end of the day both teachers

were impressed by what they experienced and learned, and how their students develop themselves within our company.

## Client Reception in New Zealand Embassy in Moscow

In April his year, during the busiest week for all logistics business in Russia, thanks to the traditionally TransRussia Fair in Moscow, we decided to organize a reception for our customers together with the New Zealand Embassy.

Being one of the four registered New Zealand companies in Russia, NZ Trade Mission and Embassy were glad to coordinate an event with us.

The event consisted of two parts: firstly a learning experience with two presentations on New Zealand, followed by networking.

The first presentation was a general one about New Zealand itself, with basic country information and economic statistics. The second presentation was a specific topic “Innovations in Supply Chain” for supply chain managers – as the main contact person of our customers are managers responsible for transportation, warehouse and customs.

We received positive feedback from all our customers and we plan to organize a similar event next year.



Liane Philipsen & Dick Betlem

## Refresher “Easy to Deal With”

In April our Training & Development team provided a refresher on the training Easy To Deal With for the leaders of our Logistics business in The Netherlands. During the training the leaders gained insight into “below the line” behavior, learning that giving feedback and leading by example are important factors to change behaviour. The participants were very enthusiastic about the interaction with each other in the training. This training is to be followed by a tailor-made



Leadership Training in May/June. In this training the leaders will learn about team development, practice

giving feedback with actors, and make a personal action plan to build a high performing team!

## Mainfreight Poland co-organizer in conference Logistics and Safety

On April 16th Mainfreight Poland together with the Scientific Association of Students of the Logistics Department held a conference “Logistics and Safety” at the National Defense University of Warsaw. In this conference one of the leading speakers Beata Krawczyk (Country Manager, Mainfreight Poland) has shared her own experience, knowledge and challenges which young managers have to face in their career. Getting to



know Mainfreight “from the inside” was an inspiration and motivation for many attendees to focus on further personal growth and development, as well as making conscious choices with regard

to their career paths. During this conference students were also able to get information about the Management Trainee Program and the possibilities of an Internship at Mainfreight Poland.

## Mainfreight Ukraine

Earlier this year, Mainfreight Ukraine took an active part in two of the significant events for logistic industry in Ukraine.

Firstly, in mid-March, Mainfreight Ukraine participated in several meetings in the framework of The Netherlands Economic Mission to Ukraine. We attended the Dutch Embassy’s reception for the Minister for Foreign Trade and Development Cooperation of The Netherlands, and the next day we participated in the seminar on Reforms and Business Opportunities in the Logistics Sector, organized by the economic department of the Dutch Embassy.

The mission was organized in advance of The Netherlands-Ukraine Business Forum and the referendum on the EU-Ukraine Association Agreement which took place in The Netherlands in April and had a great value for Ukraine

and for improvement of its investment and business climate.

At the end of March, we participated in the conference “Capturing New Markets” organized by the independent newspaper “Kyiv Post”. The event gathered more than 250 business executives, government officials, diplomats, experts and foreign guests to discuss Ukraine’s export potential in the markets of the European Union, Turkey, Middle East and Northern Africa.

It was a great opportunity for Mainfreight Ukraine to establish new business contacts and stay informed about the current conditions for export trade of our country and market trends which are important for development of economic relations of Ukraine with other countries. This knowledge will help our company to be more competitive on the local market.



Irina Murashko & Olga Marikutsa



## Group Training & Development – Martin Devereux

*“The secret of change is to focus all of your energy not on fighting the old, but on building the new.” – Socrates*

**A**n oxymoron of sorts but right now change is a constant. Change may come in the form of new technology or new laws. It may come in the form of new decision makers and new opportunities. Regardless of where we look change is before us, around us but more importantly it is within us.

In the past six months, internally we have experienced significant levels of change in respect to roles within the business. We have seen new regional managers appointed, new general managers appointed, new branch managers appointed, new sales managers appointed; the list goes on. So why is this important? With very few exceptions these appointments have been internal and have introduced members of our team, and at times their families, to new opportunities and experiences.

Our Mainfreight family can only grow at the rate we grow our people. For those new to Mainfreight this means it is of strategic importance to introduce hard working, passionate and intelligent people into our teams. It is then we must focus our efforts in fostering their interest, in developing their skills and in opening their eyes to the future they could have with Mainfreight.

Whilst promotion from within is a simple philosophy, the practice is not and it is one we must be careful not to stray from. Growing our talent requires commitment from every team member and the same patience that was extended to all of us when we first started. Recruiting the very best people to join our teams is our expectation but these new team members will need your support and guidance to be successful.

So where do these new team members come from? Some of our new team find us through referrals from existing team members. The majority, however, find us as a result of the ongoing recruitment efforts made by our branches and our training teams around the world. On any given week around the world we find ourselves accommodating interns and apprentices, providing them opportunities to gain critical work experience and to ascertain if a career with us is what they want.

Likewise you will often find us hosting groups of either secondary school students or polytechnic / trade school students for tours of our facilities or information sessions on how we do things. Regardless, we are highlighting these areas to emphasise a future within our business is not predicated on a university education. Provided the attitude is right and the desire is there, a long-term future with Mainfreight is available to all.

The main point here is that looking for our next generation is not a project nor is it a precise window of the year. It is a mindset and a habit we should try to engage in. The next person to join our family may be sitting in front of you in an interview, across from you at a restaurant, or serving you at your local service station. Try to keep your mind open to each and every interaction with people and ask yourself whether the person delighting you as a customer could in fact be delighting our customers.

Finding the right people is only the beginning. We still need to help them by providing world class training and support. Following the theme of change our approach to how we train and develop our team is undergoing transformation. As a general rule studies have shown that 70% of an individual's learning comes from actual on-the-job experiences with only 10-15% of learning occurring via formal training programs and channels.

Aligned with this thinking we are working hard to, wherever possible, decentralise training initiatives and experiences to the branch environment. To support this our training teams are trialling IT solutions to make training more accessible, more effective and more engaging at a branch level. This new approach is not a shift away from training teams but more a move towards making all our branches training environments. A big shift but an exciting new direction.

An indication of this new focus will be already at work throughout our Air & Ocean businesses with a commitment to supporting the Cargowise Accredited Training Program. In simple terms this will see a uniform on-line training

curriculum rolled out globally allowing individuals' to learn on line at their speed and in their time. Team members receive different levels of accreditation as they establish competence. Whilst this is not an approach or system we have developed it is providing a template for how we can ensure competence development across our own in-house systems such as MIMS or Mainstreet.

We are in a period of rapid change with new systems being developed and new legislation affecting how we run our business. With all this change we have had to step back to ensure our team are on-board and motivated to embrace these new things.

The Head, Heart and Hand framework is something we have introduced to help manage the change process. Used in some parts of our business in relation to personal development, in this context it effectively ensures we consider:

- The 'Head' (thoughts) – Is there a compelling reason for change? It's the why are we doing this;
- 'Heart' (motivation) – what is our appetite or desire for change? Something we must establish straight away and keep alive until the change is truly bedded in; and
- 'Hand' (action). This concerns how the change will occur, what is your plan, what are your current competencies, what resources do you have, how are you going to do it?

This framework is something we are adopting for new system roll-outs and many of the new initiatives we are working on. If change is before you but you're unsure or nervous make sure you ask questions so that you can properly understand not just what to do but the reasons why.

Lastly, the change before us is also before our competitors and our customers. This change is not temporary nor is it something we can ignore. In reality it is an opportunity. An opportunity for us to reinvent aspects of how we do things round here, and create our new normal. An opportunity to keep our team safe and to make us a better partner for our customers.

## Farewell Gordy Jackson

2016 will see the farewell of Gordy Jackson from working at Mainfreight. Gordy will retire to fish, golf and spend quality time with family and friends. His impact and value to the wider Mainfreight family was aptly summed up by Mitch in his tribute to Gordy at his recent get together:

*Dearest Gordon Jackson*

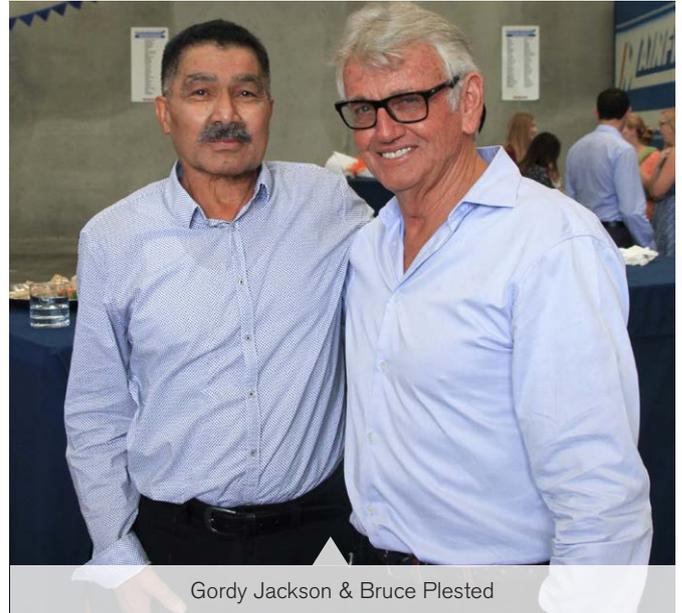
*My apologies for not being able to attend your farewell but I am currently travelling.*

*Let me start by saying that it's guys like you Gordy Jackson that have helped shape our business by breaking the ground, planting the seeds and allowing us to grow into what we are today.*

*It's guys like you Gordy Jackson that motivate guys like us to carry on and uphold the foundation that started 38 years ago.*

*It's guys like you Gordy Jackson that highlight to us the importance of learning to embrace experience and wisdom and match it with youth and enthusiasm.*

*You're a real gentleman, a person with manners, a person with class; your charismatic approach to people and the mana that you carry is well respected within Mainfreight.*



Gordy Jackson & Bruce Plested

*Thank you for your sacrifice, thank you for your many years of hard work, thank you for your commitment and most of all thank you for sharing your family with our family.*

*We wish you all the very best.*

*Catch up soon,  
Mitch*



## Outward Bound 2016

(L-R) Stephanie Baudot (Wim Bosman Belgium), Mohammed Osman (Wim Bosman Netherlands), Ian Graham (Wim Bosman Netherlands), Edwin Heijnen (Wim Bosman Netherlands), Rowan Cooke (Mainfreight Australia), Shannon Lomas (Mainfreight Australia), Andrew Robinson (Mainfreight Australia), Vedrana Mrdic (Chemcouriers Australia), Jeremy Chin (Mainfreight NZ), Jonathan Judge (Mainfreight NZ), Paul Claydon (Mainfreight NZ), Tim Merchut (Carotrans USA), Matt Gustafson (Mainfreight USA), Riley Tryhorn (Mainfreight USA)

## Behind the scenes

The team in Europe making movies for our awesome new people/career website [www.team.mainfreight.com](http://www.team.mainfreight.com).



Left up: Rene Bisselink, Mark and Robin (movie makers), Rik Ruikes;  
 Right up: Lucy Partridge, Mark; Left down: Mark van Wessel;  
 Right down: Liane Philipsen, Lucy Partridge, Robin.

## Doetinchem on Stage

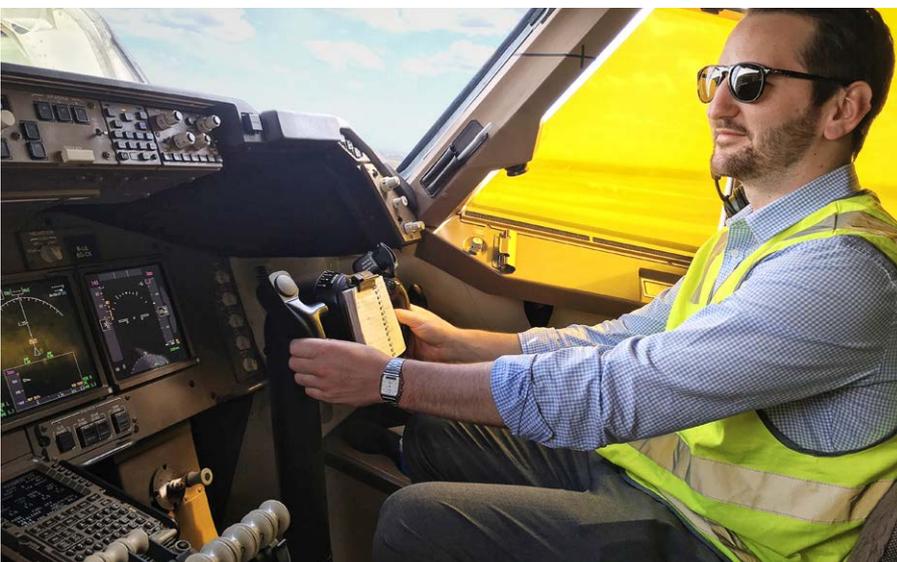
Wim Bosman team members explain their job to scholars – our future team members – at “Doetinchem on Stage” in February 2016.



(L-R:) Jeroen Schuurman (Forwarding/Crossdock), Jason Bloemendaal (Logistic Services), Thijs Graat (Sales) and Marcel van de Wetering (Transport).

## Metcalfe's Law USA Style

(L-R:) Jeremy Thomas (Phoenix Service Center), John Hepworth (Mainfreight USA), Nathan Taylor (Air & Ocean USA), Michael Benjamin (Air & Ocean Atlanta), Raewyn Glamuzina (Training), and just out of picture, John Freeman (Transport Atlanta).



## Freighter Tour

Stuart McKell, Air & Ocean Melbourne, in the hot seat while on an Air Freighter tour.

## Epping Training Centre

New team members being taken through operational essentials.

(L-R:) Angelo Michael, Jacob Regester, Barry Keleher, Nemanja Vojvodic, Shaun O'Reilly, Agnes Magele, Sebastian Divita, Tony Johns, Troy Bennett



### Logistics Epping Tour

Mile Jovanovski taking a tour of Year 11 & 12 students from Peter Lalor Vocational College.



### RMIT Sessions

Luke Van Meel taking RMIT students through information sessions at our Epping facility.

## Technology – Kevin Drinkwater

### A Reflection on 30 years in the Mainfreight Family

**A**pril 1, 2016 marked my 30th anniversary of starting at Mainfreight.

I was fortunate to have several job offers, after my return from living in the UK for almost three years. Mainfreight was by far the smallest company, however they seemed to have the largest heart and the biggest ambition. The advertisement in the NZ Herald was for a “Computer / Accountant” – which was a bit strange – I didn’t know if I was supposed to turn up for the interview with flickering lights on my head or what.

The two interviews I had to get the job were long and legendary – the first, with just Bruce Plested, taking 5 hours and involved a bit of drinking, and the second was at a restaurant in Auckland City with Bruce and Neil Graham and seemed to involve quite a bit more drinking! They sold me on the opportunities and the growth path Mainfreight was on – but I don’t think we ever expected to be where we are today.

When I arrived on April 1, 1986 it was obvious that the same energy, enthusiasm and ethics I had seen in Bruce and Neil were contagious. We had less than 100 in the team and 5 branches in the company at that time. We were the little guys trying to knock the big guys over. It was a strange situation as we were less expensive than the big guys but had an incredibly better service.

In those days nobody really knew who Mainfreight was, but our friends and others we met, who knew I was doing things with computers, thought I worked for a company called Mainframe! It was to be this way until we made such an impact with our TV advertising campaign, in 1990, when Mainfreight became a household, and more importantly, boardroom name.

My initial job was to create the first computer system for Mainfreight (which was the accounting system). Bruce had realised that we had to get into computers and hired me because



30-Year Legend, Kevin Drinkwater with Bruce Plested

of my experience in this area. My other main job was to be the Chief Accountant / CFO.

When I say main job it was because I worked on the floor from time to time – it was an essential part of my training as Bruce decided I could not build a computer system without knowing the business. He had me travel to every branch to load and unload freight and get to know the teams.

This has been a critical part of the success of our systems then and since – having our IT people work in and understand the business.

The first computer system we had went live in 1986 and was focused on accounting. Bruce set the scene early on as we decided to buy a more expensive solution that could be extremely flexible and handle rapid growth. This accounting software, which we developed ourselves, through using contract programmers, did just that – with the same software coping with the growth from the original 2,500 consignments a month to 55,000 a week when we turned it off in 2001.

Our real big move in computing (it was not really called IT in those days) was

the move to Reality. Reality, for those that don’t know, was our first Freight tracking system. We were the first in Australasia to actually have a fully functional barcode tracking system and that left the competition scratching their heads. We went live in June 1990 then blew the competitors, and the customer’s, socks off when later that year when we went live with “Tracey”, our interactive voice response system. Tracey allowed customers to phone in, enter their consignment number on the phone and receive the status back instantly over the phone. The precursor to web tracking.

Whilst the idea was not new as Bruce and Neil had seen it on a visit to Carolina Freight in the USA in 1989 – I suggest nobody created such a system so quickly and cheaply before or since. It was used a hell of a lot, and helped us gain a lot of business. Customers tested its integrity and, thanks to our drivers always scanning on pickup and delivery at the customers, they never disproved it.

The work we did in those early days was exceptional because of how we worked as a team and with the best operational minds in the industry. We would often sit down together to

discuss how we would computerise something which always led us to determine and agree what were the underlying reasons we did it the way we did. Often we found the reasons to be sound but computerisation would enable us to improve the operational methods without undermining the logic.

This was a time of massive improvement where we went from taking up to a week to produce a tracking status to 10 seconds. We expected customers to doubt us, but they soon found that the system was accurate.

At first the system only recorded and tracked the freight through manifesting but not long after we added driver payments, branch allowances, outturns, driver scanners (1991) and many of the things that are fundamental to our business today.

The principles have not changed – just the volume we deal with - today we handle 90,000 plus consignments a week in NZ alone.

In the early 90's my life at Mainfreight took another direction when we decided we would get into the warehousing business. One of our bigger customers needed a solution so Kerry Crocker and I were picked to set up our first pick and pack warehouse at our original Morrin Road premises.

We basically taught ourselves warehousing and made lots of operational mistakes but held it together by committing to ensure we could account for every item that came into and left the warehouse.

This was the beginning of Mainfreight Logistics. Once we had the first customer running smoothly we added more and more customers and buildings. In 1996 Logistics became its own division – just before our float as a public company. During this time we were also building the beginnings of a new computer system for inventory management that would later be known as MIMS.

In 1999 we purchased CaroTrans - our first company in the USA. Once again there was another computer system required, along with a lot of other things, so my family moved to the wild west of New Jersey! The move to and work in New Jersey was a combination of the worst and best times with Mainfreight. The worst because of the challenges we had and the best because of the opportunities it gave. Once again long term, like opening (and staying) in Australia, it has proven to be a very wise investment for Mainfreight. We have been incredibly successful with our critical acquisitions – however they all require hard work over many years to achieve the Mainfreight Gold Standard. Having a 100-year vision helps!

Bruce, once again thinking ahead, decided Mainfreight needed a global view of IT, so we came back to New Zealand in late 2001. Mainfreight had continued to grow in New Zealand and Australia was a significantly bigger business by way of a large acquisition, but we weren't really global. However that started changing with the purchases of Owens, Target Logistics in the USA (now Mainfreight

USA), and Wim Bosman in Europe. All of these businesses required new computer systems and we have obliged. The need for new systems seems to be a factor in the companies we purchase – old or poor computer systems have become too expensive for them to replace.

Today, 30 years on we have gone from a \$20 million company to a \$2.2 billion company. Having no computer system to spending \$38 million a year on building and running computer systems. And from less than 100 in New Zealand to more than 6,400 team members around the globe - all supported by our excellent systems and IT teams and 25 year plus development partners – Sandfield and Designertech.

In closing, many thanks to all the family that have been part of my 30-year journey, many of you I have worked with closely and especially to the IT Teams who have made and keep providing the best platform for our customers and our businesses to grow. My immense thanks to Bruce, for giving me so many opportunities with and within Mainfreight and for his teachings along the way - they have been invaluable. Most of all I have enjoyed the freedom he has given us to invent and go where no freight company has gone before.

It's got to be the people, Bruce!

That was one of the key lines in our 1990 advert and it is so true.

It is you the people of Mainfreight that have kept me here for 30 years!

## Mobile App Update - Rhoda Maiveda

Our Mobile App now comes in 3 brands. We've released Owens and Wim Bosman. Daily Freight and Chemcouriers will be released soon.

It is now available in 3 platforms. IOS, Android and Windows and can be downloaded from the following sites.

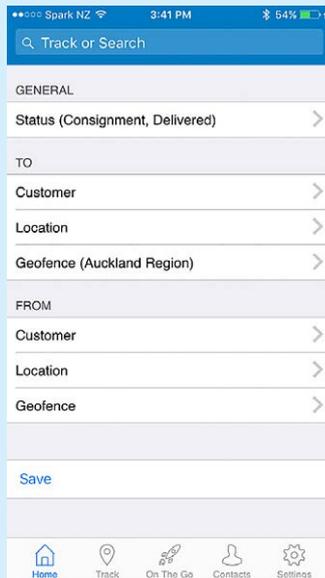


## What's next for the Mobile App?

Filters, filters and more filters!

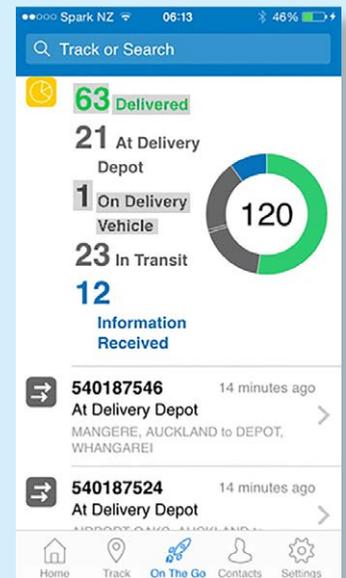
We've had feedback from customers how great it would be if they can drill down on their On The Go results and limit what they want to see by;

- Status. Tapping on the status labels or donut
- Reference Type and status
- Customer name
- Location
- Geofence area



Filters screen

Summary screen



## Evolution of Voice in Logistics – Bhavesh Patel

Currently there are 10 sites throughout New Zealand and Australia that have Voice terminals on site. All up that makes for a total of 81 devices!

Although the benefits are great, the uptake hasn't been as good as it could be. There are different reasons for different sites, but we are determined to make Voice the go-to piece of technology in our Logistics branches.

One way we are going to do this is to increase the Voice functionalities.

Recently, we have made a change to allow the operator to select which order they will pick next. By allowing this change, it means the team has control over what they need/want to pick. Previously, Voice managed this and the operator was not allowed to change which order was next on their list to complete.

In the near future we are going to introduce the ability to:

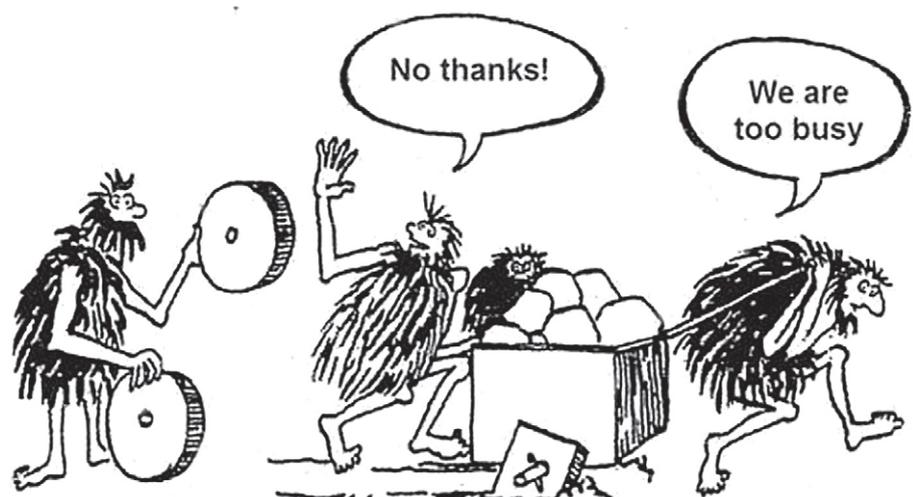
- Complete an inward – just as is done for an outbound order

- Complete IRA counts – can be a separate function or can be completed at time of pick
- Transfer products (including replenishments)
- Allow the operator to select which piece of technology to use to complete the pick

By adding in this functionality, we see Voice being a much more powerful tool and one the team will gravitate towards vs RF guns.

Along with adding these changes, the buy-in from our teams is extremely important too. If there is something with Voice that isn't quite right, without us knowing what that issue is we can't really move forward!

The aim for Voice in logistics is to increase the footprint to make Voice the go to piece of technology. Currently Voice picking accounts for around 10% of all picks. We WILL get this to 50% in the next few months, so watch this space!



# SERVICE ACHIEVEMENTS

The following members of our team have celebrated, or will shortly celebrate, 20 years or more with us:

Dave Tolson	45 years	Mainfreight Auckland
Jules van de Pavert	40 years	Wim Bosman Holding 's-Heerenberg
Bert den Brok	35 years	Wim Bosman Transport 's-Heerenberg
Kenneth Brown	30 years	Mainfreight Distribution Larapinta
Tonny Buijl	30 years	Wim Bosman Crossdock 's-Heerenberg
Kevin Drinkwater	30 years	Mainfreight National Team Auckland
Joselien Hoen-Adams	30 years	Wim Bosman Logistics Geleen
Frank Jansen	30 years	Wim Bosman Transport 's-Heerenberg
Arno Kuijpers	30 years	Wim Bosman Logistics Geleen
Walter Parmentier	30 years	Wim Bosman Transport Oostende
Nico van den Heuvel	30 years	Wim Bosman Crossdock 's-Heerenberg
Fred Verholen	30 years	Wim Bosman Forwarding 's-Heerenberg
George Albert	25 years	Mainfreight Wellington
Blanca Holiday	25 years	Mainfreight Houston
Frank Hermanns	25 years	Wim Bosman Transport 's-Heerenberg
Eddie Hiku	25 years	Port Ops Christchurch Owner Driver
Frank Ketelaar	25 years	Wim Bosman Transport 's-Heerenberg
Peter Langenheim	25 years	Wim Bosman Crossdock 's-Heerenberg
Denis Laws	25 years	Mainfreight Hamilton
Gail Street	25 years	Daily Freight/Chemcouriers Auckland
Pam Waddington	25 years	Mainfreight Nelson
Mark Anderson	20 years	Mainfreight Nelson Owner Driver
Carine Bovy	20 years	Wim Bosman Forwarding Oostende
Rose Cross	20 years	Mainfreight Port Operations Auckland
Andrew Dickie	20 years	CaroTrans Los Angeles
Ramon Engelen	20 years	Wim Bosman Transport 's-Heerenberg
Tommy Firing	20 years	Wim Bosman Transport 's-Heerenberg
Canoe Halagigie	20 years	Mainfreight Air & Ocean Auckland
Gary Harrington	20 years	Mainfreight IT (Mainstreet)
Jacqueline Hendriks-Ras	20 years	Wim Bosman Customs Clearance
Bill Hoy	20 years	Mainfreight Auckland
Deane Hunt	20 years	Owens Christchurch
Sharon Jay	20 years	CaroTrans Houston
Angela Quedley	20 years	Mainfreight Training Team New Zealand
Murray Roberts	20 years	Owens Christchurch Owner Driver
Arno Rutten	20 years	Wim Bosman Transport 's-Heerenberg
Redgy Simons	20 years	Wim Bosman Logistics Oostende
Eddy Stals	20 years	System Plus Logistic Services Genk
Raewyn Vela	20 years	Mainfreight Air & Ocean Auckland
Nick Verweij	20 years	Wim Bosman Forwarding 's-Heerenberg
Parcifal Wackerghom	20 years	Wim Bosman Forwarding Genk
Kendal Walsh	20 years	Mainfreight Air & Ocean Melbourne
Melissa Wearing	20 years	Mainfreight Auckland
John Williamson	20 years	Port Ops Christchurch Owner Driver

**Thank you for your loyalty, dedication and hard work - What an achievement!**

## Bereavements

### Leo Andreu – Mainfreight Lyon

We were very sad to learn of the sudden passing away of our beloved colleague and friend Leo.

Thanks to his human qualities and to his professionalism, he was very much respected and appreciated not only by his colleagues in France but also by those in Belgium, The Netherlands, Poland, Romania, Ukraine and Russia as the numerous messages of sympathy we have received show. Whether at work or sharing a night out with us, he was always having fun no matter where he was and who he was with.

In the last two years as Operations Manager and then as Branch Manager, he successfully transformed the Lyon Branch. He received an award in 2015 for the sales performance of his branch and another one in 2016 for the financial performance of this branch.

Leo will always be remembered and will keep a very special place in our hearts. For all he did for us, for all the great moments we shared, we would like to thank him.



### André Vanhoorne – Wim Bosman Logistic Services Ostend

André Vanhoorne, team member at Wim Bosman Logistic Services in Ostend, started working in October 1999 as a Forklift Driver at our Finished Units department. André was a very well-liked and respected team member by everyone. He was a disciplined and versatile team member, who accepted challenges, like starting up a new warehouse, with a smile. He was passionate about his job. We will remember André as a positive person who was always willing to help his colleagues to get the job done.

André passed away 1 January 2016, at the age of 50, after a lengthy illness. André is greatly missed by all of us at our Finished Units department. André, it was a pleasure to be your colleague, your friend.

A simple hello, a well meant smile ... this is how we will all remember you, André.



### Tiziana Martin – Australian Payroll Melbourne

Sadly, Tiz passed away suddenly at work on 10th June 2016, aged 52, from natural causes.

Almost all of the team in Australia have had contact with Tiz over the six years she has been working with us. We are all saddened and affected by her passing. Her friendly nature and warm caring personality will be remembered and missed by us all.

Our thoughts are with Alf her husband and the extended family at this sad and difficult time.



# Mainfreight Excellence

Each year we hold meetings for our Sales teams and Branch Managers in our various countries/regions of the world, and as part of this we honour outstanding performance by giving various awards for sales achievements (with the ultimate award being for Salesperson of the Year) and for the best performing Branch of the Year.

We have collected the award winners here together in one section - Congratulations to all of you. Your efforts and successes are inspirational and are what make this Company special!



**New Zealand  
Sales Person of the Year 2016**  
Alicia Coles of Mainfreight Transport Christchurch received the Jonathan East NZ Sales Person of the Year Award 2016



Luke Percasky of Mainfreight 2Home, Christchurch receives the trophy from Mitch Gregor. Well done to the team.

## Turnaround Branch of the Year

This year we introduced a new award, going to the branch that re-invented itself and did a great job in showing the Group that it means business with a great turnaround in quality and profit.



## Franchise of the Year

Murray Kippenberger, franchise owner of Mainfreight Timaru, accepts the 2016 Franchise of the Year trophy from Carl George ... Well done Timaru Team.



## Branch of the Year New Zealand

Well Done Owens Auckland, Branch of the Year 2016.

Paul Tolson the outgoing manager of Owens Auckland shares the Terry Cunneen Branch of the Year Trophy with the incoming Manager Andrew Smith.

## The Legend Award

Phillip Coleman, one of our drivers from Mainfreight Hamilton, received the "Legend" Award for 2016, presented here by Nic Kay. The Legend Award (more commonly known to us Mainfreighters as "The Pickle Award") goes to a person who goes out of their way or does something extra special for a customer without being asked. The only way we find out about this specialness of our people is from correspondence from the customer telling us about the extra effort made.



Phillip Coleman receives his "Pickle" Award from Nic Kay

Phil, congratulations on receiving this award and representing Mainfreight in such a great way delighting our customer in the process.

## Legendary Service Award

Dave Tolson receives the Paul Derbyshire Legendary Service award from Paul's wife Helen and daughter Flavia. Dave celebrated 45 years with the business in early 2016 – truly Legendary!



## Australia

### Sales Person of the Year

The Australian business selects Regional Sales winners, and then an overall Sales Person of the Year for the Australian Group.

This year's winners were:

<b>Victoria</b>	Graham Patterson	Air and Ocean Melbourne
<b>New South Wales</b>	Natalee Fox	Air and Ocean Sydney
<b>Queensland</b>	Lisa Turner	Air and Ocean Brisbane



Lisa Turner, receives her Regional award from Brendon Ryan. Well done Lisa, Mainfreight Australia Sales Person of the Year – for the second year in a row!

### Branch of the Year Australia

Air & Ocean Adelaide wins Branch of the Year 2016

Increasing profits, sales growth, control of costs, excellent service to our customers and attention to detail is what Air & Ocean Adelaide displayed during this last year to win the coveted Mainfreight Group Australia Branch of the Year award for 2016. Well done team and we hear you are talking of a repeat for 2017 – good luck you will be up against some pretty tough competition!



**The Air & Ocean Adelaide Team**

(L-R:) Shelley Hanson, Lisa Raimondo, Caroline Pitman, Hayley Collins, Matt Hansen, Jodie Dirksen, Gary Birmingham, Lucy Nixon, Bianca Moseley, Our Bat, Simon Bentley, Lee Phillips, Dave Coughlin (Branch Manager), Jaimie Collyer, Mitchell Stint, Luis Rivas

## The Americas

### Mainfreight USA Sales Person of the Year



Brian Heidrich of Mainfreight Domestic Los Angeles – Sales Person of the Year  
(L-R:) Nick Vernald, Brian Heidrich, Tom Valentine



Jack McWhirter & Meredith McKay

### CaroTrans Sales Awards

It is with great pleasure that we announce Meredith McKay as CaroTrans' Sales Person of the Year. Meredith began working part time with CaroTrans Cleveland in 2009. She left briefly to finish her degree before re-joining the Customer Service Team in Cleveland, and later moving to Baltimore as an International Account Manager. During this time, she has been instrumental in building the CaroTrans

import product, and growing the FCL market. Meredith has set a high standard for others to follow.

Jack McWhirter from the Houston Branch received the Top Newcomer of the Year award which recognizes a sales team member who has excelled within their first two years of joining the outside sales team. Congratulations to Jack for his hard work, dedication, and commitment to CaroTrans.

### Mainfreight USA Branch of the Year

Mainfreight selected the following divisional winners this year, which put them in the running for the Bruce Springsteen Guitar for Overall USA Branch of the Year.

<b>Air &amp; Ocean:</b>	Albany
<b>Domestic Transport:</b>	Columbus
<b>Logistics:</b>	Atlanta
<b>Franchise:</b>	Austin

### CaroTrans Branch of the Year



Matt Britton, Branch Manager Houston receives the award for CaroTrans Branch of the Year from Greg Howard

### Overall USA Branch of the Year

What a great year it was; working hard and playing hard (from the lazy river rides, office theme lunches to our family style sit down Thanksgiving dinner) our team grew together, while picking up some "Ideal Mainfreight Clients" along the way! We place a great deal of honor in this award, and everyone understands the intricate role they play to the success of our business. Now the bar is set and the team looks forward to the challenge of keeping the "Guitar " mounted on our featured wall for all to see.



Mainfreight Air & Ocean Albany wins the coveted Bruce Springsteen and E Street Band Guitar  
John Hepworth, Bryce Hicks, Nathan Thomas and Don Braid



### Europe

#### European Sales Conference 2016

The theme of this year's European Sales Conference was "Going for Gold". The Conference was held at Papendal in The Netherlands, which is a very special location for top athletes of The Netherlands. Here top-level sportsmen and women prepare themselves for the Olympic Games in Rio.

Being well prepared is crucial in sales, in order to be successful. On Day 1 the focus was on optimizing the sales tool box, by jointly working on several workshops. Day 2 collaboration between different business units was the major topic.

In the evening several sales awards were presented. The most important award of the evening was the European Sales Person of the Year. Congratulations to our winner, Wim Foulon of Forwarding Belgium!



(L-R:) Liane Philpsen, Frans Zuidgeest, Wim Foulon, Ben Fitts

**European Branch of the Year**

The European Branch Managers Meeting of 2016 culminated on Monday evening with our Awards presentation. The most important Award of the evening was the European Branch of the Year.

Congratulations to Wim Bosman Logistics 's-Heerenberg (NL)



**Asia**

**Asia Salesperson of the Year**



Michelle Wong, Mainfreight Hong Kong Team – Asia Sales Person of the Year

Jackie Lam, Sales Rookie of the Year, Mainfreight Hong Kong

**Asia Branch of the Year**



Gary Lau, Branch Manager Hong Kong, receives his award from Don Braid

Hong Kong Team  
(L-R): Kurt Kwan, CK Yuen, Suki Cheung, Torsten Cheung, Cecilia Cheung, Sherene Lee, Sherman Yupen, Gary Lau, Jacky Lam, Michelle Wong, Tony Lai, Vincent Lee



We've seen many uses for our "Apple Buckets", including drums before, but this is the first time we've had a whole percussion section! Students from Dawson Primary School, Auckland – learning about music through drumming



On the 3rd of February 2016, our German Mainfreight branch in Frankfurt celebrated its second anniversary. For this occasion, the wife of branch manager Oliver Heck decided to surprise the branch with a wonderful cake. The team enjoyed the homemade cake and had a little celebration before going back to work.



Jean Bouldin's Retirement Party – the team at CaroTrans Los Angeles sent Jean off with a little Island flavor!



Fun after 5 – The Tauranga Air & Ocean team at their inaugural 'Ribs' night. Nothing like sharing a platter of 'Ribs' and getting yourself in a sticky situation!



Contribution from Nathan Chaney, Branch Manager Mainfreight Logistics Dallas. "Of all the signs we had made, THIS is the one with the typo! hahah!"



One of our customers sent Ellen Mullery, Mainfreight Air & Ocean New Jersey, a thank you in the form of a lovely plant as an appreciation for her help with difficult shipments.

That certainly doesn't happen every day – a lovely surprise!

*Recipients of 2016 Mainfreight NZ Tertiary Scholarships  
 Back row (L-R) [Martin Devereux], Nikhil Prasad, Vilimaina Vusoi Cokula, Amber Clarke,  
 Cherelle Fuamatu, Keegan Ashdown-Inia, Christopher Garriock, [Don Braid]  
 Front Row (L-R) [Rachel Hustler], Nawal Singh, Jennifer Tuhi, Brooke Koopu,  
 Keryn Koopu, Georgia Gregory*



*Air & Ocean Adelaide  
 celebrate reaching \$1  
 million dollar profit for  
 the first time. The team  
 set this goal at the start  
 of the last financial year  
 and tracked their  
 progress with a huge  
 thermometer chart.*



*Bruce Pledsted cuts the cake for our  
 38th Birthday – at the Auckland Round  
 the Bays fun run, with over 400 team  
 and family members taking part*



*With 3+ years serving on the Mainfreight Board under his belt,  
 Simon Cotter is now able to spot a Mainfreight truck with ease,  
 even on the streets of Melbourne's CBD, well away from his  
 usual stomping ground!*



*Thanks to the donation of Mainfreight Frankfurt this soccer team of JSQ  
 Ortenberg were equipped with a new set of jerseys for the indoor tournament.  
 Sebastian Maslowski (left) together with the soccer team of JSQ Ortenberg.*



## Feedback

Dear Mainfreight and anyone else this may concern,  
Thank you for choosing me for the scholarship,  
I would like to express my thanks but they haven't  
invented cards that hug people yet. Words can't even begin  
to describe how grateful I am. Thanks to your kindness I  
was able to purchase a new set of uniform and pay my  
school fees. In the near future I will use the money to pay for  
any lessons or clubs I find interesting and wish to partake  
in.  
Thanks once again for helping me.  
From Jade Thompson-Tavaia 😊

A thank you note from one of the recipients of the Mainfreight scholarships  
for past students of Bairds Mainfreight Primary School

**From:** Wendy M  
**Sent:** 30 March 2016 14:40  
**To:** M2Home Enquiries  
**Subject:** Delivery.....

Hi there :-)

Mainfreight have delivered a large item to my place today. I just wanted to let you guys know that you have the best service. This is the second time you have delivered items to my house and both times your guys have been so friendly and helpful. The guys today were Zain and Sep. They are a real asset to your company and it's not that often you come across such awesome guys. You employ great guys! I originally asked for the item to be sent to my work address and when they phoned this morning to confirm delivery I changed it to my home address.

Thanks for my delivery and the awesome service!

One very happy customer!  
Wendy M

**From:** Trevor P  
**Sent:** Monday, 4 April 2016 09:46  
**To:** Michael Pryor  
**Subject:** RE: MFW03451529

Hello Michael

Thank you for your email, I will check with our client and get back to you, thank you for addressing this immediately.

The best thing I love about Mainfreight is that you do normally get it right, but when you don't get it right, you always do all you can to make it right, regardless of the cost to your business!

Keep it up! J I will be in contact shortly.

Regards,  
Trev P

Rach Hellewell



Just wanna say how this driver is an awesome driver, got us through some shiity weather on the desert road, probably got sick of us sitting on his arse but wanted to comend him .  
Rego 2f555



**From:** Helen F  
**Sent:** 26 May 2016 03:33 p.m.  
**To:** Thomas Steel (MFL Manu St)  
**Subject:** Feedback

Hello Thomas

It is very easy to take Good Stuff for granted and only mention Not So Good Stuff, so while I have a minute (and remember to do it), I would like to say that in my opinion the team looking after us deserve some acknowledgement so that others notice that they are doing a great job.

Dennis Ikenasio is the best Team Leader we have had. He is responsive to our peculiar questions, does not need reminding about outstanding requests, is proactive over oddities like sample stock included with inwards, keeps us in the loop about the state of inwards and queries non-standard orders (therefore saving some potential problems for us).

Jonathan Gravatt has also been great – he is prompt with replies and follows-up with issues. Richard Cowper is another member of your team who actively seeks to keep us in the loop and is a real asset.

I'm sure there are others directly and indirectly who should be thanked – I'm just using my own "Go To" people as examples.

Regards  
Helen

**From:** Rebecca B  
**Sent:** 3 December 2015 15:29  
**To:** Tony Martin (Mainfreight Transport NPY)  
**Subject:** Feedback: Delivery to

Good afternoon Tony

I'm not sure if I'm emailing the right person or place, but if not hopefully you'll know who this message would need to be forwarded to.

We had a delivery of pallet loads of brochures by Mainfreight to us in New Plymouth this afternoon.

The two gentlemen that made the delivery were absolutely brilliant and are a total credit to your organisation.

Have to admit that I didn't catch either of their names and I don't know if they are local lads or from the origination point in Wellington.

They were cheerful and friendly and funny and so helpful getting the boxes into our premises, made all the more tricky with footpath roadworks.

It's all hands on deck when boxes of brochures arrive around here so 7 Venture Taranaki staff rolled up their sleeves to help, and I'd doubt that between us all we managed to move half of what your two guys did!

Rather than us all commenting to each other how wonderful they were after they left, thought it was appropriate to let whoever they work for know.

Kind regards  
Rebecca B

**Van:** Lien dH  
**Verzonden:** vrijdag 1 april 2016 10:46  
**Aan:** Joke Lepeire; Bram Schoutteten  
**Onderwerp:** Orders HP Airabela- Thanks !!

Dear colleagues,

Just want to say thanks again for the exceptional but very smooth loading and arrangements for the 3 trucks to Slovenia yesterday. And once again apologies for the late notice...

This was still an important volume and turnover for our organisation, which could only be realized with your help!

After a crazy day... today new challenges in the New Year.

Wishing you a happy Friday and relaxed spring weekend,

Kindest regards from Vienna,  
Lien

**From:** Steve W  
**Sent:** Friday, 11 December 2015 12:09  
**To:** Lyly Lai  
**Cc:** Scott Beauchamp; Steven Blackmoore; Bryan Curtis  
**Subject:** Thank You

Morning Lyly.

I know that you have been super busy of late, I have pestered you for several things that have to go and be there at certain times. Your ability to handle such last minute items has taken so much weight off of my shoulders when the pressure is on for me.

If there was an employee of the month you would get the highest award possible:

The award would be for:

The happiest employee on a phone:

A voice that calms customers as soon as you speak:

To handle and to achieve the impossible: (that should read, the impossible I can do, but miracles take a little longer)

A complete can do attitude:

Getting result for both client and business:

The most energetic employee:

Again a very big thank you for your support

Steve

**From:** Michael P  
**Sent:** Friday, 6 May 2016 15:07  
**To:** Luke Grimes  
**Subject:** Freight movements between MEL & PER

Dear Luke,

I wanted to personally write to you and thank you for the flawless coordination of our freight movements between Melbourne & Perth recently.

As you know, these freight movements were for us to build an Exhibition Booth at the Australian Thoracic Congress. This is our biggest event of the year and we invest around \$60,000 to exhibit at this Congress. So, as you can imagine, it is critical the freight for this event arrives safely and on-time.

Mainfreight performed impeccably!

Every step along the way, both in Melbourne & in Perth, Mainfreight's staff were knowledgeable, efficient and friendly.

We had absolutely no problems both at origin and destination.

Once again, thank you for yours and your team's efforts.

I look forward to a long and successful partnership between our two organisations.

Kind Regards,  
Michael P

**From:** Sales  
**Sent:** Wednesday, 4 May 2016 10:44  
**To:** Mitchell Scheiwiller  
**Subject:** Feedback

Hi Mitchell,

We would like to thank you for your wonderful customer service. You have made our transition to Mainfreight very smooth and we appreciate the obvious effort that you put into making that happen. We are extremely happy with the service that Mainfreight provide us and are impressed with the clear communication and care given, as this is a huge factor for us. You have restored our faith in the transport industry!

We look forward to continuing a great partnership with you well into the future. Keep up the great work!

Kind regards,  
Peter W

2:57PM

I've just received a delivery from you sent by JB hifi and I have to say that it was the most amazing service I have ever received. Not only did I get texts keeping me updated of the progress of my item the driver text to confirm delivery details. Awesome service Mainfreight!





ASIA



AUSTRALIA



NEW ZEALAND



EUROPE



AMERICAS



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WIM BOSMAN