

MAINFREIGHT

NEWSLETTER JULY 2019



MAINFREIGHT TEAM REVIEW



A Word from Don

Welcome to our July newsletter, produced for our people and their families, but read by our customers, our investor/analyst community, and the competition – all of whom take great delight in dissecting the commentary to learn more about us.

This edition comes hard on the heels of our annual result, where we once again have produced record results. Revenues fell just short of \$3 billion at \$2.954 billion, and we achieved a net profit of \$141 million. An enormous amount of hard graft from our global team – thank you all for this effort.

This is all “rear mirror” stuff, and we are now focused on what is in front of us.

We have three core products on offer for our customers: Transport (Domestic transportation), warehousing (Logistics), and air and ocean carriage (Air & Ocean and CaroTrans). Combine these with our expanding network, great people focused on quality, and our unique technology, and we have a powerful offering across our customers’ supply chain.

Our weakness lies only in not selling this offering aggressively enough. We have so many opportunities in all our regions, and it is incumbent on all of us to make sales a priority, far

better than we have to date. To do so will enable us to deliver on our lofty goals. Of our Top 500 customers, only 31% utilise all three divisions; a focus to lift this level offers important potential growth.

We continue to intensify our network, within cities (think multiple branches within larger cities), within countries (located in more cities and towns across each country), and of course, across borders (note the opening of Japan and Malaysia in this past year). This doesn’t come cheap.

We will spend close to \$350 million over the next two years, expanding our network by refurbishing branches that have reached or passed their use-by-date, building new facilities and warehouses to cope with our customers’ freight and stock requirements, and regionalising and expanding our Air & Ocean branch network. There will be an additional, unquantified amount for leased buildings both to cover shortfall periods, and in countries where we are yet to instigate property ownership.

All of this an investment into our future, staying true to our 100-year philosophy.

Don’t underestimate these investments – our network development will get us closer to our

customers, and their customers, providing better supply chain efficiencies, more responsive delivery relationships, and improving performance.

Our current network has 124 Domestic transport facilities, 93 Air & Ocean branches and 43 Logistics warehouses. We will see an increase in these numbers by the time our next newsletter is produced.

This past year has been satisfying, take time to reflect and celebrate the milestone. We should all be very proud of this performance. Then let us focus on what’s in front of us. Our business momentum is exciting and invigorating. Let’s get in the game!

Enjoy the read ...



◀ Cover photo: Mainfreight Kookaburra Logistics Team
L-R: Nilakshan Sharvanandha, Sunti Ouk, Mele Tamaofa, Susila Ika, Sam Simonian
(photograph by Seray’s Photography)

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Australian Group – Rodd Morgan

Team,
Each of our four businesses completed the financial year with an acceptable improvement in both profitability and sales growth compared to the previous year. Sales growth in particular was solid, and is a credit to all our hard-working and talented teams right across Australia.

We have again set ourselves some challenging targets for this new financial year which we fully intend to achieve. That said, we will need to continue to pay close attention to the quality of our services and work very hard to ensure that the “20-mile march”, that is our basic and daily

discipline, is ingrained into our thinking so it becomes a natural behaviour. This is the only way to achieve profitable growth and quality, at the same time as moving freight through our system safely and in line with the laws of the land. It is so important for us to maintain our momentum that has been hard won. Now is the time of year to ensure that our branch standards and good habits are well honed so that we are ready to go when the busy season hits us.

Please enjoy flicking through the following pages of our team's mid-year report. There are many highlights, photos, stories and information about team members and

new facilities that show how confident and proud we are about what we are building in Australia.

Our ability to provide great quality, and service a wide range of customers, is very important in helping to achieve our global growth ambitions. More and more frequently we are handling freight locally for one of our customers based in Europe, Asia, USA or New Zealand. It is critical that we do a great job with this freight so our global network can continue to steadily gather pace and build to an unstoppable sticky ball of momentum. Put simply, some poor service here may mean we lose a customer in Europe or the USA and that is unacceptable.

Run for the Kids

From: Trudie Kennedy
Sent: Sunday, 7 April 2019 8:17 PM
To: Rodd Morgan
Subject: Run for the Kids

Rodd

I just wanted to acknowledge the yearly effort and support Mainfreight put in to the Royal Children's Hospital Appeal with the "Run for the Kids". Your company impresses me constantly with its support of charities and books for under privileged kids etc. But the run for the kids is pretty special and dear to our hearts. Jasmine has had 9 major surgeries at the Royal Children's costing millions of dollars and we have a long journey to go. It's wonderful to see Mainfreight encourage and support team to get involved and participate in this annual event to raise much needed funds. Great turn out this year and well done for your continued support. Thank you. Trudie Kennedy

After our annual “Run for the Kids” event that our business supports every year and which is specifically to raise funds for the Royal Children's Hospital, we received the above note



from Trudie Kennedy (wife of Jason, Chemcouriers Branch Manager – that is Jason & Trudie in the picture with their daughter Jas). Trudie's note is powerful and is a great reminder of the importance of supporting this and similar events.

Please consider getting yourself and your family involved in this fantastic event next year – Leasa Rowley has provided more detail in her contribution on the following page. Similarly, our “Books in Homes”

program now includes 9 primary schools around Australia. If at all possible, try and seek out the opportunity to be involved in a book giving ceremony – it is very special.

In closing, thank you team for the efforts made toward another successful financial year. Your efforts are greatly appreciated. Let's ensure we maintain the momentum and push hard to do it again.

Thanks Team

Run for the Kids – Leasa Rowley

This year has seen another great turnout at the 2019 Run for the Kids with 118 entrants for the Mainfreight Team, our best attendance yet. The sun was shining, the views were great and despite it being Sunday morning, spirits were high at Mainfreight HQ, our camp, or glamp if you will. Mainfreight came in 2nd in the corporate standings for the 5.2km short course and 11th in the 12.4km long course, a great result, well done team Mainfreight!

Front row L-R: Anton Fernandopulle, Charlton Fernandopulle, Rani, Kristen Kerry, Connor Van Buiten, Aline Van Buiten, Vanessa Bogdanovic, Ainsley Newson, Shaniece Fernandopulle, Angela Fernandopulle, Becky Taylor, Michael Pryor, Vanessa Maxwell, Sue Inglis, Andrew Sporne, John Lloyd
 Back row L-R: Peter Henderson, Ashley Taylor, Aaron Bond, Lewis Moore, Winnie Tong, Brandon Lawler, Anthony Venuto, Leasa Rowley, Bernie Xu, Vincent Pirozzi, Aditya Hooda, Lucas Columbro, Jen Flack, family member, family member, Scott McGill, family member, Jason Kennedy



Australia Transport – Bryan Curtis Special People, Special Company

The phrase is one that Mainfreighters have lived by since the start of our Company, and which adorns many of our magnificent vehicles and buildings across the globe.

Each and every one of you is one of our Special People that make up this Special Company. The people that do the best job possible for the customer, despite all the challenges, day in and day out. Part of this specialness is having a clear understanding of our individual and collective responsibility to ensure that everybody makes it home safely at the end of their

working day, and that we ensure that the safety of the public and environment is at the front of our minds. Safety is non-negotiable.

We have made good progress but need constant vigilance to ensure that we are at the highest level of compliance under the Chain of Responsibility (CoR) laws. Much of the work to do involves working with our customers on improving their packaging and, in many cases, bringing pick-up times forward, particularly in the case of “challenging freight”, in order to meet our scheduled departure and arrival times.

Our sales teams are focused on bringing on new business, and you will have seen some of this new freight across our docks recently. We now have a sales presence in regional areas that we have never had before, and are close to being at full strength across the country.

The Training Team has been conducting a number of learning sessions across the country ranging from financial sessions, public speaking, leadership and sales. These sessions are a great opportunity to understand the business and develop your skills. Please attend as many as you can.

Things to Do Better in 2019

- Look after our regional brothers and sisters and ensure we are prioritising their freight.
- Hang question marks on the way we do things – is there a better way?
- Set targets and find incremental improvements each week to meet and surpass the target.
- Have a smile in your voice when talking with customers, team members or suppliers. It makes a difference.

It has been an exciting few months at Sydney Metro with the move to the brand new facility at Kookaburra Road, Sydney.

We have added a number of specialty vehicles to help us with some of our more challenging deliveries in the CBD.

One of these vehicles is owned by Irfan (pictured) with his new truck that lets us do up to 7-tonne deliveries with a 2.75m height clearance.



Irfan Ali, Sydney Metro

Australia Logistics – Simon Hart

Great year team! Whilst I am sure it feels like it has flown by, everyone has achieved a great deal in the past financial year and should feel justifiably proud of your contributions: five warehouses opened, three moves completed and more importantly, eight branches delivered on their profit targets.

As one year draws to a close, the next one begins. Collectively we have all agreed on new targets and it's time to refocus and go again! The exciting aspect of the twelve months in front

of us, is that we spent the last twelve creating capacity to grow.

We celebrated Kevin Bradley's 50th work anniversary in January and his retirement in March. On behalf of the entire team, I would like to thank Kevin for all of his support. Many of us have been fortunate to work closely with him over the years and benefited from his fatherly advice. Even if it was sometimes delivered with a size 10 in the behind. What makes Kevin special is the genuine interest he has taken in our young (and some not so young) people's

development for no other reason than contributing to our 100-year vision. It may not be in our book, but you have created your own chapter in Mainfreight's history.

You've done a great job team, the smiles and laughter are infectious. Thanks for all the good work.

As always there are a number topics to focus on that will improve our business:

- 1. Forklift safety:** Forklifts are dangerous if the operator or pedestrians choose not to follow their training or use caution. PLEASE ensure that both drivers and pedestrians stay a minimum of 3m apart. Pedestrians please use marked walkways.
- 2. We Eat Together:** Please make the effort to use our lunch rooms. This is an important part of our culture. It is a great opportunity to sit together away from the operations and talk.
- 3. We are part of a global business.** Be conscious of how our actions impact other parts of the Mainfreight world.
- 4. Meticulous attention to presentation:** Never walk past a piece of rubbish on the ground. We are proud of our world-class facilities and they should always look world-class.
- 5. People:** If there is any doubt, don't employ. We know it is hard and takes time. This is not an area for us to compromise. It is an exclusive family we are part of and we need to protect it.



L-R: Kevin Bradley and Simon Hart

Melbourne – Fillo Drive

A lot has happened at Fillo Drive in recent months. The branch was awarded its inaugural profit plaque for reaching our target – considering we were only operating for ten months of the year it was a fantastic effort from all the team and a big thank you to our brothers and sisters from other branches that helped out during customer moves and implementations. Onwards and upwards for 2019!

Fillo Team at Run for the Kids 2019

L-R: Toby Smith, Georgia Warner, Nick Meehan, Aleksandra Jovanovski, Liam Jilla, Julia De Rossi, Josh Eastwell, Pia Gulmen, Hannah Zhou, Karim Moham, Rhys Alvarez, Chris Stephens, Jacob Regester (absent: Bondy who was already half way around the 12.5km course!)



Sydney – Prestons

The last year has certainly been eventful for Prestons Logistics with two major areas of focus: safety and efficiencies throughout the warehouse.

A joint initiative with Metro and Logistics teams in Sydney and Melbourne saw the addition of the dispatch belts and a focus on the supply chain and final mile rather than

individual business units. This saw improvements in accuracy (Warehouse) and loading in the morning (Metro).

Early in 2019 we saw the replacement of our bulk area with a new piece of technology for bulk storage, (this has given us an additional 1,200 pallet spaces in the same square meterage).



Updated Bulk Area



Tanya Pavez at the new dispatch belts

Sydney – Kookaburra Road (contributed by Mustapha Berri)

What a move it was into our brand new Kookaburra Warehouse! Over 300 truck-loads within three months during our peak period and plenty of sweat, blood, and tears from our team. The move wasn't without its obstacles, and some days seemed to drag out longer than others, but it was all worth it.

As a team we really came together and the Mainfreight spirit shone through. It's times like these that the family bond is strong within our team. It made me proud to call myself a Mainfreighter.

I can happily say that all the team members from our old/temporary sites of Erskine Park, Moorebank, and Eastern Creek are all now under one roof, operating as one team and living the dream.

The new facility has given us the benefits of better resources, machinery, and technology – all allowing us to be more efficient and effective in our work, which is great. And lastly, the awesome new BBQ area where the team can bond over shared meals.

A big thank you to all those who have been involved and have provided assistance during this move. If it wasn't for everyone's hard work, commitment, dedication and teamwork, this move would have been impossible.

“Once you have been through tough times, you can only become stronger” – Alesha Dixon



Kookaburra Opening: Riyaz Jordan



Unveiling the Rock at our official opening: Bruce Plested & Don Braid



Kookaburra Team

Australia Air & Ocean – Grant Draper

It's been a fantastic six months at Air & Ocean Australia and we have achieved some really exciting goals over that time.

Melbourne, Brisbane and Sydney branches have all successfully moved their import air freight product over to our specialist perishable branches in those cities, so we now have the dedicated air freight experts all in one place handling all our air freight for both exports and imports.

We continue to expand our sea freight LCL consolidation destinations with both Melbourne and Sydney sending regular consolidation containers to Los Angeles.

We have had a solid finish to the year with many branches reporting strong trading profits during March.

The hard work and good call numbers from sales teams around the country has been resulting in a good number of new customers joining us and our account management teams are setting records in retaining and

extending business from our existing customers.

Our three perishable branches have set up a great operational structure and are being rewarded with new customers asking to come and work with us to move their precious perishable cargo to their markets overseas. Our newly extended Sydney perishable coolstore is enabling us to extend our service to many new and existing customers resulting in sales growth and profitability. Our piece level screening X-ray equipment is operational and producing income.

Our regional branch in the Gold Coast is increasing its team numbers to three to handle the good growth they are achieving. Our newest regional sales office in Geelong is operational and we have plans for more regional development this next year.

Air & Ocean Perth won the prestigious Australian Branch of the Year; not only did they obtain exceptional sales growth and profitability, but they consistently scored highest in all of

their quality KPIs during the whole year, showing quality is the key to being a successful branch.

We still have much to do and the next six months will continue to test our desire to improve.

We want to work harder on intensifying our global network which involves sending more regular air freight to more of our Mainfreight branches around the world, especially the long-haul routes to Europe and the USA. It also means setting up more regional sales offices around Australia to extract that LCL and air freight from all over the country.

We really need to expand our regular direct Export LCL destinations both for our own growth and also to grow our Mainfreight family overseas.

A big thank you to all of the Australian Air & Ocean team for the effort you have put into improving our business over the last six months we are on a fantastic journey and I hope you are all enjoying it so far.

USA FAK New Destination – Bronte Houston

The Melbourne Export Team has sent their first USA FAK this April! A big congratulations to both the export and sales teams for their hard work, ensuring this success. This is a major step forward as the Air & Ocean Melbourne branch is now sending a weekly FAK service to USA, Singapore, Auckland, Lyttleton and a fortnightly service to Fiji. Exciting times ahead as we aim to expand our growing FAK service!



L-R: Bronte Houston, Paige Woodhouse, Travis Thorogood

Clean Up Australia Day – Annelien Deceuninck

Did you know that Clean Up Australia day started in 1989 and Air & Ocean Sydney are regular supporters? The team decided that we would again all get involved and what an exciting morning we had! On went the gloves, and off we went to clean up our site from the carpark to the surrounding street in front of our building. We managed to fill over 10 bags of rubbish including a bike. Good on you team!



L-R: Victor Li, Melissa Woo, Kaiju Liu, Julie-ann Deang, James Davies, Connie Wang, Jacky Liang, Blake Kelly, Bryant Tan, Aleks Stojkovski, Joumana Nasr, Skye Budd, Tyne Green, Riwa Wiki, Amy Wang, Annelien Deceuninck, Daniel Wishart

Perth Air & Ocean : Australian Branch of the Year 2018-2019! – Jocelyn McCagh

After a busy and successful 2018, ongoing rapid growth has resulted in a quick expansion of the office, with both the sales and operations teams welcoming new members to their fold over the last few months.

Aaron Read, Stacey Turner, Adam Hawiley and Alec Fontalvo have all joined the team as part of the graduate program to lend their fresh eyes and skills to contribute to the team's continued success.

Monica Ramirez, Stepan Kolarik & Bianca Harris have also come on board swelling our numbers and



L-R: Jay Tan, Adam Hawiley, Stepan Kolarik, Rupesh Sethuram, Jocelyn McCagh, James McCrone, Claudia Ramirez & Vico Peng

helping to meet the ever-increasing demand in operations, customs brokerage and project divisions of the team.

Here's to continued success for the team as we move into the new financial year.

Books in Homes – Luke Chance

To be involved in the Books in Homes experience in Newcastle for the first time is something I will never forget. The kids from grade 1 to grade 6 at Woodberry Public School were super happy to receive their bag of books, and to be able to get up on the stage in front of their parents at assembly was a proud moment. Knowing that Mainfreight is viewed as a local contributor to a positive community is a legacy I will continually push within the Hunter Region.



Luke Chance and students from the Woodberry Public School, Newcastle.

Bula! – Jacinta Gremond

As part of Mainfreight's LCL focus this year, the sales team got into the spirit of things to help grow our footprint to the Pacific Islands. We have been very successful within the Trans-Tasman trade and off the back of this, we believed it was time to further expand our capabilities within the Pacific Islands. First stop – Fiji! to help promote our Fortnightly Export FAK consol to Fiji, collectively our sales team dressed up in their best Fijian wear (or tried to) and spent the day calling prospects with exports to Fiji!

Jacinta Gremond & Monty Sullivan



Stone Fruit Season 2019 – Travis Dellar

Stone fruits are one of the largest export perishable commodities in Australia with around 100,000 tonnes of stone fruit produced each year by approximately 1,200 growers including apricots, cherries, nectarines, peaches, and plums.

Victoria produces a significant percentage of Australia's stone fruit exports, with an estimated output 81% of peaches, 66% of nectarines, 64% of apricots, and 40% of cherries,

grown across its production areas including Sunraysia (e.g. Mildura area), Swan Hill and the Goulburn Valley, beginning with cherries in December and then the remaining fruits between January and March.

In the first season of Springbank holding its CN protocol license, we facilitated the export of 280+ PMCs. 1 PMC = 1 Shipment = ~3,500kg – so that was 960,000kg worth of stone fruit!

Each shipment requires intensive handling over 3 days prior to uplift:

Day 1: Receipt of delivery & fumigation and aerating the fumigation chambers

Day 2: AO inspection & post-cooling

Day 3: Building the PMC unit

Bring on next season and our target of 500+ PMC's!!



To Continually Improve We Need To:

- Use more PAT (Positive Action Team) meetings to find solutions and enhancements.
- Make friends with the overseas branches we trade with; speak on the phone.
- Concentrate on our quality, take notice of our KPI's.
- Everyone is a sales person for Mainfreight; talk to our customers.
- Do your part to help collect our money, it is not profit until we get paid.
- Don't be a passenger – find your way to make a difference to our future.
- Be easy to deal with.

Owens Transport Australia – Mike Reid

The past six months have been exciting for the Owens team. To see a significant turnaround by some branches has been a great achievement – well done team. We have made many changes to find the right mix of team levels to ultimately strengthen our overall performance. There are a lot of new faces that have joined the team and it is a prime time to induct them into the family.

Education and cross-training will play a huge part in our business 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 stay 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.

It is as critical as ever to continue to differentiate ourselves from our competitors and we all need to play our part. We all know and understand the importance of our image and our requirements.

I would like to put two challenges to our team this year:

- To do your role to the best of your ability, but not to be scared to ask questions and learn something,

even if you think it may not directly be related to what you currently do. You never know when this knowledge will help you.

- The second is have fun each day you are here. It is too easy to become complacent, it is far more challenging to keep your smile going all day.

I would like to thank all our team including our owner drivers for the work and dedication that they have put in over the last few months. I know it has been pretty tough with teams putting in some huge hours; you are special people and that's what makes us different from the rest.

A Word on Sales – James Bennett

We are so proud of our sales team's performance achievements, professional sales skills development and leadership qualities that have emerged across the country. The hard work and dedication our team has put in has allowed us to power into the new financial year with strong sales momentum. We have seen good growth compared to the same period last year, achieved through both new business and much improved customer retention initiatives.

We are forging a real name for ourselves in the Australian wharf transport market by offering a quality and innovative service that is proudly Owens in the way we do things. Our image and reputation has improved not only through our growing road and infrastructure presence, but most importantly through the high quality transport services our passionate Owner Drivers and team members strive to deliver every day.

Air & Ocean is our most valued customer and a significant contributor to our revenue, however we can't rely on our fellow team members, or indeed other freight forwarders, to carry us through to achieve our growth aspirations. It is interesting to note the types of organisations and industries that are becoming prevalent in our customer mix. We are going from strength to strength servicing the alcohol and beverage industry, recycled industrial materials exporters, importers and exporters of refrigerated finished foodstuffs (including some major global brands), also perishable fruit and produce growers including wholesalers of grapes and citrus, just to name a few.

One of our most recent and exciting areas of team development has come through our Sales Cadetship. This is an area where we have stuck to what we know works well in our distinct

Things to do better in 2019

- Think of more ways to make us "Easy to Do Business" with.
- Contribute your opinion in your Positive Action Team meetings; your voice counts and it's vital that we hear each and every one of you.
- Control our costs – the economy will be tight this year and we must manage every cent.

recruitment strategy; smart people who possess the right attitude and can take initiative, some sales disposition and masses of ambition to develop real careers in our global business. A big thank you to our Branch Managers who have supported and enabled many team appointments in this area.

A Word from our Brisbane Team

Our kitchen is now up and running, with Sharon cooking up breakfast and lunch for the team and doing plenty of takeaway dinners. All team members are invited to drop in for lunch if in the Port area.

We now have our bond license and are in the process of getting our 12 fumigation pads approved, ready for the next stink bug season.



Moving a luxury boat in Brisbane Depot.



Owens Brisbane Team with their 2019/2020 Profit Pledge

Back Row L-R: Jamie Davis, Hayden Smith, Mustafa Rezaie, Paul Bellamy, Kane Pinney, Darren Copland
Front Row L-R: Adam Real, Brit Reynish, Kristie McKenna, Shareen Ali, Lisa Mahy, Niki Londy, Tim Stewart

A Word from our Melbourne Team

What an exciting & challenging time it has been for the Owens Melbourne team.

We have seen an additional four Owner Drivers join our family and we have increased our Super-B fleet to three, our sideloader fleet to 10, and there are four A-Double combinations expected for a June arrival.

Our volume has steadily grown over the last few months and we are looking to continue this sales momentum through the new financial year. Our Sales team has done a terrific job in identifying and landing new business to help cement us as a major mover in the Melbourne market place.

One of the greatest challenges our industry is facing is Chain of Responsibility (CoR) and what we do to protect ourselves, our business, our Owner Drivers and our customers. To tackle this beast head on, Jonathan Galluzzo has moved roles from Fleet Control into a branch safety role to help move freight safely through the system. With Jonathan's dedication and with support from the team we are ready to be industry leaders in this area.

Whatever the situation, the challenge or the opportunity, the team here at Owens Melbourne always finds a way to band together and get it done.

A Word from our Perth Team

Over the last six months we have witnessed some promising signs in the Perth market and feel momentum is growing with some great opportunities in front of us.

We were privileged to have Bruce pay us a visit in Perth at the end of March and spend some quality time with the team, share some of his stories and wisdom with us. It's always a great opportunity to learn our history first hand and get a culture top up.

A Word from our Sydney Team

Sydney has continued with another solid performance to date. With a commencement date of January 8th 2019, Owens Sydney started the handling of the CFS / FAK business. We were fortunate enough to commence our business with two new team members who both bring experience and knowledge in CFS handling.

The end of last year saw the appointment of a new Branch Manager in Pasqua Riservato. She has been a part of the Owens team for 20 years and brings great experience and knowledge. This was followed by the appointment of a new Operations Manager in Emily Tuitufu who has been with Owens for 5 years.



Getash Ramlukun's brand new side loader.



L-R: Bryan Curtis, Kelsey Mitchell, Nick Marshall, Bruce Plested, Laurent de Robillard, Hamish Bradley, Jocelyn McCagh, Todd Vallerine, Paul Read, Jesse Gray-Morgan, Bronwyn Wassell, Sinan Fazlilar, Nigel Leggett



Pasqua Riservato

Emily Tuitufu



Best Presented Truck (far left: 30E) at the Kookaburra Opening – congratulations Damen!
L-R: Macauley (Mac) Thomson, Damen England, Costa Xenos, Christina Papoulia, Mateusz (Mat) Tonowicz, Jordan Anderson, Pasqua Riservato, Tristram McKay (Front)

Finally, thank you to everyone in the Sydney team, including our hard working forklift operators and owner drivers. Without you guys we simply don't have a business and occasionally

some of you go above and beyond. We appreciate what you do.

Well done Sydney, let's keep building on what we achieved to date.



Mainfreight Americas – John Hepworth

We have completed our best year yet with a nice increase in all four divisions. We beat our pledge and have momentum building for the new financial year. We are proud of our team's efforts and the support they have given our customers and each other to achieve these numbers. Well done.

Our biggest challenge for the future is to improve sales growth to a level that supports ongoing expansion of our network. We are very excited to announce **Steve Turner** has relocated from Australia to head up our sales focus throughout the Americas region. Steve brings a strong pedigree in sales leadership, which will complement what we have started to build to date.

We have continued our community support programs with a further commitment to "Books in Homes USA", we have our "Food for the Soul" program running in Dallas, and recently all our Branch Managers that attended our annual Branch Managers

conference spent five hours doing a clean-up of the streets at Long Beach. Our team gets great satisfaction in giving back to the community and we thank everyone for their passion in this area.

Things we must do this year;

- 1. Sales growth is our top priority.** We must continue our revenue growth focus in all four divisions. We have so much potential in this huge market to have our brand on every street corner. Let's dream big and make this happen through strong sales growth.
- 2. We are a LCL/LTL business.** Focus on selling our consolidations domestically and internationally (both sea and air). This is our point of difference to our competitors, plus it is a great way to improve our margins.
- 3. Our fleet expansion must continue.** Our new fleet looks great, and we must continue to expand our line-haul network and intensify our PUD (pick-up & delivery) fleet. These beautifully

branded trucks are the best advertising we can have. As Shawn Roach mentions later in this report, we want to paint the highways Mainfreight blue.

- 4. Without our team, we are nothing.** We remain committed to training and ensuring our team has the best tools, facilities, and education we can provide them. We are building a strong training team and offering more training programs. We continue to upgrade our buildings and aim to offer a home away from home.
- 5. Cash flow is critical.** We must all commit to managing our Accounts Receivable and ensuring that all customers pay on time. We pay all our vendors, own drivers, and our team on time. We must expect the same from our customers.

We have an exciting year ahead. Let's ensure we dream big, aim for the stars, have the confidence we can compete against anyone, and achieve the result we expect in the largest market in the world.

Long Beach Clean Up

In February, our Americas Branch Managers participated in a day of giving back to the local community of Long Beach, CA. With the assistance

of the Long Beach Rescue Mission, the team worked on cleaning the streets in and around the area of their facility.

With the homeless population in the Greater Long Beach Area rising every year, the Long Beach Rescue Mission provides shelter for over 120 men



"The Clean-up Crew" – Branch Managers, Mainfreight Americas

each day. Offering food, rest, clothing, hygiene – along with kindness and understanding – their 140-bed Samaritan House is a refuge from daily despair for many homeless, providing a way off the streets and help getting them on to the road to recovery. While not able to house all the homeless of Long Beach, the mission also provides over 275,000

meals per year, opening up their kitchen every day for meals.

The Branch Managers cleaned alleyways, gutters, and picked up trash around a 16-block radius. This is an area that is usually neglected, and our team was excited, and humbled at making a difference to those that live and work in the area.

At the end, the team and a few local city officials gathered for refreshments as a way for the city and mission to say “thank you”.

This experience was so empowering that we plan to make volunteer work a part of ALL our future Branch Manager meetings.

North America Transport – Shawn Roach

We are a proud Transport team this year, delivering a few record results:

- Achieved double-digit revenue growth
- Record net profit,
- And the highest number of achieved Branch profit pledges at 16.

We continue to focus on driving our key imperatives in the business; quality (achieving plus 96% on time service), revenue growth, margin improvement, continued line-haul network deployment, all resulting in improved net profit growth.

A big congratulations to the Los Angeles team, led by Shane Michalick, winning overall Branch of the Year, an amazing two-year turnaround. It is important to note that the branch accomplished this result, while investing in the replacement of 40 new pieces of equipment, rebranding the whole fleet, and being the anchor of our new LTL network. Congratulations team, solid investing in our imperatives, delivers results every time!

Chicago, led by Melissa Bowder and team, also achieved a turnaround, coming in mid-year to secure the most profit in their 11-year history, beating the last record by five times.

The Houston team, led by Peter Joyce (a transfer from Air & Ocean), achieved revenue growth, increased margin, and achieved the highest profit levels in three years. Such a great team story, with everyone fighting daily to get back into profit, and starting the new financial year breaking records – keep going through to 2020 team.

Richard Aitken and team have rebuilt the Dallas Branch this year, resulting in a significant profit turnaround. They have achieved these results by stabilizing revenue, getting the structure right and holding themselves accountable every day.

Beth Rosenbrock transferred from Air & Ocean this year to take on a must turnaround branch Atlanta, not a small task. Although not the immediate results the team expected, the right actions to stabilize the branch have taken hold, and as result the branch has reported the largest Transport sales win of \$6-8M, delivering much needed results this year.

Finally Milwaukee, led by Matt Meyer, with a team that has gone from 4 to 17 in 18 months, have delivered revenue growth and net profit growth, including the deployment of 14 new pieces of equipment this year and counting. Milwaukee entered the 2020 financial year targeting to be the most profitable branch, with initial signs they are well on their way.

Strong supporting results continue to be delivered by Columbus, San Diego, McAllen and Hartford, which are also off to a very strong year.

In the first few weeks of FY2020, we have been awarded \$22 million of new business, sold on the fact we have deployed Mainfreight branded line-haul in our major branch markets, we have our brand to sell, removing the reseller model that no longer has a home in our business.

Our continued focus on our line-haul network deployment supporting our big 8 markets, Los Angeles, Newark, Dallas, Houston, Chicago, Atlanta, Toronto, and Milwaukee, has seen just

under 50% of all freight in our network moving in our own trucks. We have plans to increase our Mainfreight controlled freight to 100%. Our teams are very excited to be in control of our own quality and commitment to our customers, a real shift in our historical freight management mentality. The Big 8 have committed to deploy another 15 line-hauls by the end of June.

This year our key imperative supporting line-haul network development is our support of our sales team's success in the high value space. Although we have broken many records in one of the largest markets in the world, our revenue growth is under-done. We have full confidence in the team, and the team in themselves, that we are on the verge of breaking our revenue growth wide open with our sales pipeline at \$60+ million. We know we have something very special in our market: our team, our service offering and our give a factor!

With new facilities for Newark, San Diego and Toronto launched this past year and setting a new standard for Transport, we are welcoming new sites soon to be operational, for Chicago and Atlanta, which help to send a strong message internally and externally that Mainfreight Transport will compete at a high level, that will drive growth to dominate the LTL market in North America.

Without a doubt we see the opportunity that lies ahead, and the contribution we expect to deliver to the global network results. We have improved, now our sights are set on what success is supposed to look like.

Team, very well done and the best is yet to come.

North America Air & Ocean – Nathan Thomas

We have another year completed in the books, and for us in the Americas it was a year that reflected a classic NZ cliché, being one of “two halves”. We finished strongly and are very proud of the team for this. In the final week of the year, we made our combined branch pledge for FY19.

Well done team! This was not easy; many team members worked very hard and put in some long hours throughout our busy periods, and we are very thankful to them for this extra effort. These efforts got our customers through some unprecedented times as we faced tariff wars, blank sailings from carriers, weather issues, amongst normal peak season volumes.

We learned a lot, and will take these lessons with us as we build a bigger business.

Our success last year comes down to focus, being passionate around being best in class in our chosen Mainfreight to Mainfreight trade lanes. With our family offshore looking after our customers as well as we are locally, it is a recipe for success that will be repeated this year.

Our pipelines continue to be filled with potential customers that fit our “Ideal Mainfreight Client” model. Playing in a field where we are comfortable, confident and working with our mates globally has proven successful.

It seems normal for us now, as once again we have seen a number of our team move around the business, both

within their branch and to other locations, to take on more responsibility and grow their careers. It is exciting to see five new Branch Managers appointed last year, and two brand new locations for us in Air & Ocean. Salt Lake City opened in October, and more recently opening our first South American location in Santiago, Chile in April. We have plans to add more locations to the network this year, intensifying our locations in the USA.

Our focus for this year is more of the same, which saw significant revenue growth for Mainfreight offices again for the second year in a row. We need to continue this momentum through to next year. Build more consolidations, focus on LCL, grow the team providing careers, and delight existing and new customers.

Dallas Air & Ocean Team earns Customer Award – contributed by Michelle Worden

In January, one of our customers based in Fort Lauderdale, Florida hosted a Global Supplier Conference for all of their largest vendors and suppliers. Adam Renner and Michelle Worden from Mainfreight Dallas Air & Ocean were invited to attend. The conference was two full days of information and insight into the company and what they are seeing for their future. At the end of the conference, there was an awards ceremony to recognize the top suppliers in each of their categories. The Mainfreight team was honored to accept the Top Logistics Provider of the Year.



Adam Renner (3rd from left) and Michelle Worden (3rd from right) receiving the Top Logistics Provider of the Year from customer representatives

The award was presented by their Senior Director of Global Logistics as well as their Logistics Manager. After the awards ceremony, the team was invited to attend a final dinner. There they were asked to sit at the head

table with their executives as well as the other Top Supplier award winners. The award is a pivotal one and shortly after, Mainfreight was awarded all domestic transport lanes in the US.

Mainfreight Chile, first Air & Ocean branch in South America

Mainfreight extended their wingspan with a branch now in Santiago, capital and main city of Chile that is located just 130 KM from the main ports (Valparaiso and San Antonio). This branch is very special as it is the first Mainfreight branch in South America, expanding our Mainfreight Americas Air & Ocean network. From April 2019, Mainfreight Chile's doors opened for business. Construction of the new space was nearly complete, creating a fresh, new working environment for the team, with of course the classic Mainfreight blue walls and open floor plan.

With an economy known for the most commercial agreements in the world, Mainfreight Chile is excited to hit the ground running with their bright future ahead. Branch Manager, Beatriz Osorio, leads the team of



L-R: Daniela Vasquez, Marcelo Hermosilla, Miguel Cuevas, Francisco Melo, Diego Burgos, Héctor Lara, Beatriz Osorio, Barbara Macias

Mainfreighters and says their main focus this year is to build a strong Air & Ocean business that can expand in the future into Logistics and National Transport.

CaroTrans – Chris Wilson

We have made some solid progress and adjustments over the past 12 months at CaroTrans USA. We have seven new sales people in Los Angeles, New York and Chicago. Of these seven, four are internal promotions from our future leader program and one moved up from CaroTrans Australia. It's great to see us bringing up our own talent from within the organization. Los Angeles, Chicago and New York have huge opportunities and our expectations for all three have never been stronger. We will continue our investment in sales with new sales

team members in Dallas, Houston, Atlanta and Miami. This will bring our total sales team back over 20 and give our new Vice President of Sales, Jessica Hayes, a great team to manage and develop.

Sales is absolutely critical, but we also must continue to develop new services to compete in the market. We recently started new services from China to Baltimore, Boston and Miami. We have our sights on Minneapolis, Detroit and Philadelphia as well. In addition to China, we have new services started in Chile, Vietnam, Greece and India. Our commitment to

develop new direct services to and from USA will only grow stronger over the years.

We are pleased with our efforts and results of the past 12 months and now is the time for CaroTrans to find that next gear that will propel the business forward. This all starts with the Team and offering best in quality service and making CaroTrans the easiest NVOCC in the USA to do business with. Embrace our customers, look for the best solutions for our worldwide network of partners, and work as a Team throughout the USA to exceed our expectations.

CaroTrans – Q & A with Jessica Hayes, recently appointed VP Sales

1. Why CaroTrans? And what makes CaroTrans special?

What stood out to me at CaroTrans was their hunger for change. It radiated from Chris Wilson in our initial discussions, his passion for wanting the best for CaroTrans and truly believing in the product was most apparent. They held off looking for someone for the VP Sales role until they had restructured some other parts of the business first, so I had confidence they were ready to go at this with all effort and enthusiasm.

I personally really enjoy sales, it is a multidimensional role that takes the use of so many approaches and skillset, and so to be able to take that into new strategies, training, and processes for each rep around the country is exciting.



2. What have you done in your Mainfreight career to bring you to this point?

I feel I have always challenged myself and never got comfortable or complacent. I have surrounded myself with people smarter than me and absorbed as much knowledge as possible. Continuously looked for ways to improve.

The service I give our customers is personal; if they do not have a good experience, that is on me to a certain extent so I work on giving them the best experience, and then they don't have to worry about their business that's left in our hands.

3. What does your future with CaroTrans look like? (what are you excited for)

Gosh, everything – CaroTrans is ready to squash the competition!

The CaroTrans team are fantastic, they say the name with pride and they're passionate about what they do. I am excited to join them on the journey of success and grow the business to exceed numbers it has seen in the past, and beyond.

Mainfreight Logistics North America – René van Houtum

We can be satisfied with the progress that has been made over the last 12 months, knowing that we achieved the Logistics business's combined profit pledge for the year with significant revenue growth compared to the previous year. Moreover, we have seen our performance KPI's increase dramatically during the year and our internal audit results look much better than the year before. Equally important is that the team morale score is way above 4 (out of 5);

indicating that the team is doing well and motivated to lift the Logistics division to the next level.

One of our customers recently sent a greeting card (with treats!) to "Miss Kathy" and the Dallas Logistics team with the text: *"Thank you for ALWAYS going above and beyond! You have saved us more times than we can count!"* It is our job to contribute to the success of our customers' business; if they are successful, we are successful!



"Miss Kathy" showing the compliments from one of our customers.

Thanks a lot team for all the effort that is being made to please our customers, for coming up with innovative and creative solutions and making our business better, by focusing on continuous improvement every day of the week!

Congratulations to the Los Angeles team on being proclaimed "Mainfreight North America Turn-around Branch of the Year" during the Branch Managers conference. In all aspects, the branch has made incredible progress due to all the hard work that the team has put in. Los Angeles also won the Logistics Branch of the Year Award. I am sure that the team can expect heavy competition next year.

In Atlanta we signed a lease for a new facility and will be departing from a building that, to put it gently, was "not meeting the Mainfreight standard". We are very excited that at the end of June, by the time you will read this Newsletter, we are moving into a beautiful brand-new facility with 6,500 pallet positions in new Mainfreight blue racking. This new facility will enable us to grow our Atlanta business and improve productivity in the day-to-day operation.

By no means will we let the momentum go, moving into the new financial year. In order to secure double-digit growth, three team members have moved into a sales role. With several branches that are not at capacity yet, there is "more than enough to sell". In Los Angeles and Newark, where we are at capacity, we are building a pipeline that will be the basis for opening new warehouses in these areas.

While the footprint of our Dallas, TX warehouse is not growing, we recently increased the number of pallet positions dramatically with the construction of additional racking. This has created another 4,000 pallet positions that we need in order to keep up with the growth that the branch is achieving year on year.

It is in Mainfreight's DNA to work hard and offer our customers the best possible service. Fortunately, we always find time to have fun and spend time with our brothers and sisters. Our Los Angeles team is building up a tradition of organizing food events during the year. For the



Last year's winner Jorge Mejia (right) is handing over the trophy to this year's winner Ryan Betts

second time, the team organized the globally admired "Chili Cook-off Invitational contest" at the end of December. Ryan Betts succeeded Jorge Mejia, the undisputed winner of last year's contest. On the first day of April, the team organized the fourth "Annual Opening Day BBQ" in celebration of the start of the baseball season as well as our new financial year.

The Newark Logistics and Air & Ocean teams had a late Christmas party together in the beginning of this calendar year. Fortunately, no one ended up with an axe stuck in the head during the "Bury the Hatchet" activity...! Throwing axes cannot be

seen as our core business but the team did a good job splitting the wooden walls!

A lot of good news to share, and we will continue to work hard to become a major 3PL Logistics player in the North American market. We have learned that our culture is unique in



Back: Timothy Pinckney, Dries Pinoy, Jake Moller, Cole Hopper, Hobyung Yi, Carly Monzo, Jonas Busse, Christian Montoya, Robert Siuzdak, Eric Stockl, Bryan Landin, Jules Branswyck
 Mid: Sylvia Arroyo, Moises Rodriguez, Carmen Caroleo, Dan Hansen, Chandell Russell, Peter Kruszewski, Stephen Cacnio, Eliezer Fernandez, Jose Melendez, Alex Warton, Steven Verissimo, Svend Christensen
 Front: Carol McLeod, Rosaura Candelario, Chris Taylor, Julia Riker, Stephanie Quinonez, Luis Rivera, Lamar Massey

our market and our customers love the fact that we are easy to deal with and able to make quick decisions in order to serve them. Our first class buildings and strong IT solutions are valuable tools to sell our culture to future customers.

The words continuous improvement have already been mentioned. Continuous improvement can and

should affect all facets of our business:

Our KPI's: when we hit certain KPI's, don't be afraid to set a goal for the future that exceeds the current KPI's. Our customers love it!

Our presentation: so much progress in this area... And so much more that can be achieved.

Our culture: the three pillars are our way of life, let us never forget that!

Our brothers and sisters from other divisions: we are here to help each other to achieve the best possible results for the entire company.

We are looking forward to continuing to build a strong logistics brand in North America.

Mobile Work Stations

Capitalizing on the experience and lessons learned by our fellow team members overseas, mobile work stations were the logical next step for Logistics USA. With the increase in scale, scope and size of the logistics operations in the Americas, the teams realized they need to start working smarter and faster to get the job done and meet the needs of our customers!

Mobile workstations and carts allow our teams to take the workstations closer to products, into aisles and ultimately to the point of picking. The teams can now pick the items, print the labels and more without taking losing time navigating to a fixed workstation. The new carts were deployed in each warehouse with a champion assigned to find new process efficiencies.

The carts have added a lot of value to the business and saved a lot of back and forth, as we now can have everything we need for our day-to-day work with us. On the carts, we have a desk top printer, label printer and our laptop.

There is now no need to check an order and then run back to our desks to generate shipping documents and labels. Although we are yet to use it for stock takes, we envisage it will save a lot of back and forth to the desks! As we continue to grow we anticipate the need for more!
Danny Mason, Logistics Chicago



Sales – Steven Turner

The Americas to hit \$1B p.a. in sales by 2023! And that is no BHAG; we believe it is a minimum target as we accelerate our rate of growth to support our global development.

This bullish mindset towards growth was further fuelled after my first week on the job, when I attended a customer presentation just outside Houston at our customer's 4.1 million-square-foot facility (that is the size of 72 football fields!). The manufacturing and distribution site employs upwards of 4,000 people, and services customers throughout the Americas. Inexcusably, I was not aware of the extent of our global relationship until we prepared our presentation. The partnership started in the late 70's in Europe. Since then,



having commenced with a simple warehousing solution, we now deliver sophisticated and value-added domestic services in Europe and New Zealand (Logistics and Transport). In the US, we handle two LTL lanes ex Houston, with an immediate opportunity to expand into the Northeast and Pacific Northwest. In Australia, we are in the midst of responding to a domestic RFQ.

We are also actively identifying inbound activity that suits our Air & Ocean business, feverishly wanting our inbound services to feed our warehouses. The customer trades tens of millions of dollars p.a. with us globally, with even greater opportunities to grow together in the future – we have the network in place providing highly relevant services. For me, having been exposed to a customer of this size in my first week, the mind boggles to think of what else is out there for us!

What resonates as being imperative to our success:

- Think big, be brave and knock on those doors!
- Intensify the prospecting of our ideal customers and target profiles (Air / LCL / LTL).

- Our network is sought-after – feed it as one. By doing so, we deliver greater value to our customers through our control of services and quality.
- Know our customers – drill down to realize the opportunities within our existing customer base. It is often low-hanging fruit.
- Get a foot in the door and grab the crumbs – prove ourselves and prove we are different, then win the rest.
- Do business close to our customers – think global, act local. Demonstrate we value our group customers; be easy to do business with.

- Collaborate across brands, services and regions – work together to design the solution, be consultative. Find the margin, grow it.
- Always be looking for a better way to do things – drive efficiencies and measure our performance.
- Our people make all the difference – believe in who we are, live and breathe it.

In this exciting market, we will ensure we have the sales team to accelerate our rate of growth. Sales leadership will support the efforts of our wider team and we will build a sales force reflective of the opportunities available to us. The size of our current sales

team, at 65, is just too small. At pace, we must recruit, train and develop a team of talented people who get our culture. We must be prepared to invest now to ensure stronger sustained growth in the future. The stability of our sales team is key and the environment must inspire our people to succeed, every day of every week.

I was delighted to meet our sales team at the annual sales conference held in March. The energy was fantastic; I was also impressed by the camaraderie and a general willingness to learn.

It is a pleasure to be joining our team in the Americas! The opportunities for us are endless ...

Outward Bound – Thomas Merriman, Chicago Transport Operations Manager

It was an absolute privilege to represent Mainfreight Americas at Outward Bound. The opportunity to network with 13 teammates from around the world is an experience that is unlikely to be replicated. Over the course of 8 days in Anakiwa, NZ our team developed a strong bond that will be with us for the rest of our Mainfreight careers.

The biggest learning at Outward Bound is that the team needs us to share our experiences with them to help them grow. We get so busy at Mainfreight that occasionally we can forget the importance of understanding and implementing our culture in our teams, this is an imperative and something we must all get better at. I cannot recommend the experience at Outward Bound enough, if you would like to have a crack at it put your hand up!

A huge thanks to everyone that provided support while I was away in New Zealand; Jill Darrow, coming in from Philadelphia to help out the team, the rest of my brothers/sisters at Chicago Transport for picking up the slack, Melissa Bowder for the nomination and the Executive Team for giving the green light to attend.



Back L-R: Krystle Strachan, Serge Vermander, Jorit Sys, Jamal Stent, Luke Chance, Patrick Goossen, Presley Purcell
 Middle L-R: Wiki Abraham, Dallis Parker-Waters (Outward Bound), Kevin Tran
 Front L-R : Freya O'Donahue (Outward Bound), Thomas Merriman, Darren Sundbye (Outward Bound), Joyce Guillen Cox, Clement Chong, Angus Morrissy, Duncan Tang



Europe – Ben Fitts

And just like that, a new financial year is underway!

Thank you for the big team effort in 2018/19, you should be proud of our result. The European business has strengthened both revenue and profit growth for the combined business. We continue to expand and intensify our network, placing us closer to our customers, in excellent new facilities.

Both the Forwarding and Air & Ocean divisions have improved revenue and profit performance. The Logistics team has improved revenue and came close to last year's profit – during this time

they also created two large new branches.

The completion of three new facilities in Zwijnaarde, Born and Zaltbommel, and the addition of a branch in Hamburg sees the continued development of our network.

The targets you have set for the year ahead are aggressive and ambitious. Branch by branch they are achievable, so long as margins are managed well, and sales targets are hit.

On that note, it is so important that we get sales runs on the board early this year. Every month of trade early in the year with a new customer, sees the

benefit of that ongoing support for the entire year. This has a compounding impact on your branch's overall result. So put 100% in, work together and hustle hard! 15% growth is our target, and in smaller branches you should be looking for more.

Thank you for your focus on network cargo over the past year. Across each division this remains a priority – every time a piece of freight touches another branch, either within or across divisions, that branch also benefits and results accelerate more quickly. This fuels further network development and our overall profitability. It is important.

Team, your energy, commitment and passion for the business plays such an important part in ensuring that we continue to improve. Thank you, it is very much appreciated. Good luck for the year ahead - let's all make it a great one!

Five areas to focus on for 2019/20:

- People – Hire well, train and equip your team so that they understand the business from the ground up.
- Quality – Total Quality Management, or quality in all that we do. Measure it honestly and always seek to improve.
- Culture – The Mainfreight culture continues to strengthen and will help drive improved results if embraced deeply within all branches.
- Margin Performance – Improved gross margin and strong overhead cost management. Our entire team has a part to play in improving this. Please play your part.
- Sales Effectiveness – Hit the ground running and flood your branch with freight!

Our First Blue Blood Winner in Europe

Within Mainfreight we have quite a few traditions and awards. We are proud to say that we have introduced the “Blue Blood Award” in Europe. Many notable nominations for passionate team members who contributed exceptional acts were received. But there can only be one winner and the first Blue Blood Award winner is: **Hans Bruggeman, Forwarding 's-Heerenberg, Netherlands.**

His team members nominated Hans for supporting our brothers & sisters in Zwijnaarde (Belgium). For three months he only saw his wife Ans and dog Appie during the weekends. During the midweek he supported the team in a busy and challenging period. Throughout this period, Hans supported a relatively inexperienced team with his positivity and experience and has taken the lead in opening and supporting various groupage lines.



Ben Fitts congratulates Hans Bruggeman

This action shows that Hans' heart has blue blood pumping through his veins. Not only did he earn his well-deserved award, he will also get his name on the Blue Blood Wall! Hans, on behalf of all team members, congratulations!

Hot Cross Buns

It's the Mainfreight traditions that set us apart. For the first time we are going to visit our customers to give them hot cross buns. It is a great way to say "Thank You" to our customers and for them to share the hot cross buns with the team!



Team Poland ready to visit our customers with the hot cross buns
L-R: Aneta Kossut and Magdalena Kucia



William Marrion (Mainfreight Forwarding Paris)
together with one of our happy customers

Jason Braid – European Manager Air & Ocean

It's hard to believe that we are already a couple of months into a new financial year, and whilst for some of us last year might have felt as though we were on a roller coaster ride, all branches finished the year strongly, with some branches really starting to take off and hit their stride. Well done and thank you.

Whilst we won't spend too much time looking back, we took some big steps forward last year, not only with some great individual branch results, but also in building a much stronger foundation for which to build on. The growing success from a number of branches should bring confidence in what can be achieved.

To this point, congratulations to our Rotterdam branch who, at our Branch Managers meeting earlier in the year, won the award for the Turnaround Branch of the Year – an award they hopefully only win once!

A continued emphasis on strengthening our culture took priority last year; this will not change as we go forward. We must trust the process as,

when we have our culture right, results take care of themselves. Please be strong on this and don't let it slip, it is essential to our future success.

We are a network-focused business, now more than ever, and as we open new branches in Europe, and around the world, we are presented with even more exciting opportunities that we can build on. Let's all pitch in and work hard in helping our brothers and sisters in Japan and Malaysia establish themselves, just as the rest of the Mainfreight family helped us when we opened in Italy and the UK. A great way to start is by sending sales leads, something we can probably all improve on.

We begin this year with 12 branches across 8 countries, and if the past is anything to go by, we can be sure that this will increase in 2019. Our Hamburg ocean freight branch, which opened in December, has started well and allows us to now focus on the opening of our second UK branch, which will open in Manchester later this year. An exciting next step for our UK business.

If there's one key thing to take into 2019 however, then that is our urgency around building a stronger sales culture, and that has never been more important than it is now. We must believe in our own growth potential and in turn, have a sales team large enough to penetrate the enormous markets we're located in.

There have been some big profit pledges set by many of you this year and it's great to see you aiming so high. If we are to hit these targets however, we can't let a day go by where sales isn't a priority in all of our branches. We have seen some good progress of late in regards to the growth of our sales team, thank you and let's stay focused on this please.

Team, thank you all for the hard work you are putting in each and every day, please know this hard work does not go unnoticed. Good luck for this year ahead and make sure you have some fun and break some rules along the way. Thank you again.

Opening of our Branch in Hamburg

In December we opened our new Ocean freight branch in Hamburg, our second branch in Germany.

Our Hamburg team specializes in all things ocean freight related, and now handles all ocean freight into and out of Germany, whilst our Frankfurt branch is now our specialist airfreight branch in Germany.

The opening of our new Hamburg branch, in addition to our long established branch in Frankfurt, further strengthens our presence within Germany. Our Hamburg team, which originally started with just three team members has already increased to six.



L-R: Danny Dwenger, Jean-luc Richter, Lena Schmidt, Tamara Dwenger, Finn Hanke & Jonnes Jeuken

Congratulations and we wish Tamara and her team the best of luck going forward!

A word from Tamara Dwenger (Branch Manager)

I had the great pleasure in joining Mainfreight and opening up our second branch in Germany. In February 2019 I attended my first European Branch Manager meeting and I'm still impressed about the supportive atmosphere.

Hamburg is the place to be for handling ocean freight to and from Germany, and whilst we know we have a challenge ahead of us, it is a very positive one.

Our Hamburg team consists of Lena and myself, who started in December,

while Finn (by the way a World Champion in Mini football) joined in January. Jean-Luc, Danny and Jonnes (now in his second year of the "Future Leader Program") joined in March. We are excited and ready to paint the world blue!

Insight into what Tamara does outside of work: *I volunteer for a fan-owned football club, which is just 5 years old. The club was founded by us and we organize everything ourselves. The idea behind it is to show that football is not just about big money, it is more about the people and the members who have passion in adding value to the club.*



Opening of our New Office in Amsterdam

On 12th April we proudly opened our new office for our Airfreight branch at Schiphol airport, Amsterdam. Together with a host of supportive customers and fellow team members we cut the ribbon on what is a much more modern and Mainfreight-style office. It is certainly a step up from the cramped & archaic previous location, and the team is enjoying their new surrounds.



L-R: Rick Keurentjes, Jeroen Geerdink, Raymond English, Samuël Grootjes, Janis Dislers, Arnold Bierma, Daniel Joor, Ian Graham, Mels van Egmond, Pieterneel Beekvelt

Amsterdam is one of the major airfreight hubs of Europe and from this strategic location we are on top of one of the major gateways in Europe. With direct links to our Netherlands-based road transport and logistics

network we are in a powerful position to continue to offer quality airfreight and full supply chain services. We are excited about the future growth of our business and team in the years to come in this new branch.

Liane Philipson – European Manager Logistics

Logistics Europe has started the new financial year with all our new buildings fully operational. We have also welcomed a lot of new team members and are donating them blue blood by means of our induction course. The feedback we receive from our new team members is that our culture and open communication is very much appreciated.

Another thing that is appreciated by all our team members are our

canteens, either new or refreshed. Our own cooks serve great meals with a smile. The source of our growth are new partnerships with customers. We look forward to continue these partnerships for the next 100 years.

An important element of building a solid partnership is our Continuous Improvement Program (CIP). In this newsletter we share the results of the team that was the most active in coming up with CIP ideas.

Another important element in the relationship with our customers is to continue to surprise them with new services. A good example is the e-recognition we have received in Born, The Netherlands. This provides us with the opportunity to further streamline our customers' supply chain.

We have all the ingredients for a successful year: let's make it happen!

Opening New Canteen – Born

In February, our team in Born officially ate together for the first time in their new canteen. The professional kitchen has been created to serve healthy, nutritious and affordable meals for our team members. On this day our team members Kiki and Ivo prepared a delicious pasta which they served to our team for free.

As the opening was a really “ready-fire-aim” process, it was pretty challenging for everybody to get the job done. The team did a great job as the opening was a success and everybody enjoyed the pasta.

Left bottom – top: Yin Lin, Marshella Oosterbeek, Ronny van Cauter
Right top – bottom: Nico Wuyts, Anke Smits & Sare Cevik



Born Recognised as one of the First Logistic Service Provider for Transporting Dangerous Goods in the Air (IATA)

After a great number of meetings, implementing many procedures, and following all necessary courses and training, our team in Born is proud to announce that it has received E-recognition from the Ministry of Infrastructure and Water Management in regards to dangerous goods in the air (IATA).

This is a remarkable achievement as we are one of the first organisations to receive this recognition, which means that we can act on behalf of third parties as sender and packer of hazardous substances by air. Next to this we are entitled to draw up and sign the Dangerous Goods Declaration (DGD).

This E-recognition is of great value for our existing and new customers, as the shipment can directly go to the airport, without the intervention of third parties, which resolves delays and saves costs on extra handling on the airport.



A special thank you to our team members Arno, Eddy and Richard who made this happen!
L-R: Arno Kuijpers, Eddy Hermans and Richard Cords

Hall of Fame 10th Year Partner Award – Celebration

At the annual review with John Deere in Mannheim we received the fantastic news that we had again been awarded as a John Deere Partner Supplier.

This year is a very special one, as this partner award is number **10** in a row. You only receive the John Deere Partner status if you perform with excellence on delivery performance, quality, wavelength, cost management and technical support.

Around the globe there are 1,288 suppliers rated by John Deere and only 4 suppliers - **including Mainfreight** – have been rated as Partner for 10 years in a row!

What a great achievement! And as a thank you to all our team members we organised a celebratory lunch.



L-R: Vincent Schilp, Thomas Bijl, Ben Fitts, Frans Zuidgeest, Peter Nagel, Douwe Kaastra, Liane Philipsen



L-R: Nick van Benthem, Sjors van de Velde, Mustafa Temir



Zaltbommel is Open for Business

In April 2018 there was only a piece of bare land visible in Zaltbommel. After one year a fantastic 25,000 sqm warehouse has risen and is in operation.

In November, the team started to handle the first incoming pallets from customers into this new facility. An operation that started with 3 inbound trucks a day, grew to 7-10 trucks a day a few weeks later. In total we moved in more than 12,000 pallets.

In December, the official 'go' to make use of our ADR (dangerous goods) part of the warehouse was permitted,

and on that same day the first pallets were arriving. Ultimately, we started to pick, pack and dispatch outbound orders for our customer from January 14th. With the enthusiasm and dedication of the whole team, we have been able to achieve a smooth go-live!

Now, one year after construction started, the building is completed and painted Mainfreight blue (the paint is still wet as we speak). Our team is proud to move from the port-a-cabin outside to our brand new blue Mainfreight building!



CIP Team and Team Member of the Year 2018

Our Continuous Improvement Programme is well known in Europe. In this programme we aim for continuous improvement of our operational processes, and encourage all team members to contribute to make a difference by sharing their ideas, to make a difference for our customers and our operations.

This year's CIP Team of the Year 2018 goes to the **Fiskars Team** in 's-Heerenberg. This team submitted and implemented the most CIPs. As well as a beautiful trophy, there was a delicious cake for the whole team.

In addition to awarding the CIP Team of the Year, there is also an award for the **best CIP Idea of the Year 2018**.

This year's winner is Judith Kniest! Her idea is actually quite simple and effective. She came up with the idea of a pager system. This is actually what she saw in a restaurant, and recognised an opportunity to optimise the process for drivers who need to collect or drop off a load. This system



makes sure that the drivers report themselves after the pager goes off e.g. when their shipment is loaded and ready for take off, or driver can go to dock door x for (un)loading etc. With this idea we save lots of time, as the driver is coming to us instead of us searching for the driver, so we use the docks more efficiently. This initiative will also be rolled out in other Mainfreight branches.



Judith Kniest with Thomas Bijl

Frans Zuidgeest – European Manager Forwarding & Transport

After a strong improvement in the last financial year in both revenue and profit we need to continue to focus to further increase our performance on all levels. In summary: increase volumes, communicate well and ensure discipline!

The 's-Heerenberg team has celebrated the Branch of the Year award, a well-deserved appreciation for the team's hard work. Congratulations!

The European network will be intensified with more lanes between our own Mainfreight branches. By having sales reps in Air & Ocean offices, followed by freight forwarders we will generate volume from more regions in Europe, starting in Italy and the South of The Netherlands. The Belgium branches distributing in Northern France, Germany and The Netherlands are good examples of how we are now thinking cross-border in our own network.

With Brexit delayed till the end of October, a lot had already been prepared prior to the initial date mid-April. We will continue to follow the developments, prepare and share our knowledge.

With our volume growth ambitions we need to think in sales. The sales team is expanded further and will continue to do so. The sales cadet program has started for those interested in a sales career within our team.

Over 50% of our team has been on the customer care training. In this training for all team members it is all about the customer's perception of our service. What and how do we communicate? By improved communication in our teams we are perceived as being more easy to deal with. Moreover we support each other in our respective roles, to present a unified team in front of our customers.

The Mainmove software project is progressing, the branch in Zwijnaarde Belgium is next to go-live. With this branch fully running on Mainmove we are ready to accelerate the go-live in the other branches.

Our business is about many details that can make a difference. We should not get lost in those, however we need to focus our attention to improve day in, day out. Discipline in our operations is key to this; analysing issues and always look for improvements will increase our service and margin. KPI's are crucial in this process. Make sure that you all understand the performance indicators of your team and set targets to improve them.

Summer holidays are coming up, for those having a break enjoy and relax. Make sure we together are prepared to continue strong performance in this period of the year. We need you all on board to further expand our business!

Important to remember: *Communicate!*

- Concentrate on the facts, involve our customers.
- Use phone instead of e-mail.
- Visit each other's branches, talk to the teams and learn.
- Share developments with each other.
- Know what freight (lanes) we are looking for when planning sales calls.
- Set clear targets and share successes.
- Be curious, ask questions and have fun.

1,000,000 Shipment via Cross-dock

At the end of last year our cross-dock team managed, first time in history of Mainfreight 's-Heerenberg, to have shipped more than 1,000,000 shipments in one year. This is an incredible achievement by the whole branch and something we can all be proud of. Let's make sure that we break this record again this year! As gesture to the customer, we have sent them a special cake, which they loved!



Foreign Investment Trophy Flanders (Belgium)

At the end of 2018 we received the news that our Mainfreight Zwijnaarde branch was nominated for the Foreign Investment of the Year Trophy in Flanders, Belgium. This nomination is about remarkable investment projects of foreign companies in Flanders in 2018.

We were nominated for our investment in the brand new crossdock center in Zwijnaarde. With this project, we have invested €21 million in Flanders (over the last two years) and created 100 extra jobs. Although we did not win, we had the great opportunity to get more brand awareness of Mainfreight in Belgium.



Forwarding 's-Heerenberg Branch of the Year and Celebration

During the awards dinner at the Branch Managers meeting, it was announced that the Forwarding branch 's-Heerenberg may call themselves European Branch of the Year! This calls for a celebration of course. Early in the morning, branch manager Peter Nagel gave a speech to the team where he thanked each team member for their effort and achievement.

For the whole day (until 10pm) there was a food truck available for all the team to provide them with some good food and drinks.

Team Forwarding 's-Heerenberg, congratulations with this great achievement!



57 New Mainfreight Trucks

Our fleet is getting more and more blue! This year we have invested a lot in getting more Mainfreight blue on the streets. We are proud to say that we have added another 57 trucks to our fleet. The specifications of the trucks are different – from vans, distribution trucks to heavy long-haul trucks. As well as the trucks, we have also invested in 90 new trailers and swap bodies. Currently we have 350 trucks and 650 trailers/swap bodies; approximately 80% of the fleet now Mainfreight branded.

Just as they do every year, our workshop / garage is doing its best to get all these new trucks on the road as soon as possible.

Let's paint the world blue!



Welcome to our First Electric Pallet Trucks (EPT) for our Trucks

The first EPTs (or pallet jacks) for our trucks have arrived! These EPTs arrived in containers from China and are completely assembled by our team in 's-Heerenberg. All vehicles / trailers with a tail lift will be equipped with this

beautiful handy EPT. Crates will also be placed under the trailers, so that the EPT can be stored at the end of the ride. Trucks and trailers are also provided with a small extra box, containing a charger to charge the

2nd battery. The big advantage is that the driver can never stand still with an empty battery. Drivers are now instructed about the use of this new EPT. We wish all drivers good luck!



New Zealand – Craig Evans

We currently have 15 building projects either underway or in design across New Zealand. These range from extending existing facilities to brand new sites under development. For New Zealand this is unprecedented as we continue to address current and future growth

challenges. Our goal remains to provide world-leading facilities designed to optimise freight handling techniques both domestically and internationally. At the same time protecting our environment, attracting and retaining talent for the future, and delighting customers through operational efficiency and service.

There is not one role or task within the business nowadays, shielded from the pressure of evolution, as markets and expectations change at an accelerated rate, not only here but around the world. In everything we do, no matter how small, we must challenge and seek ways to improve.

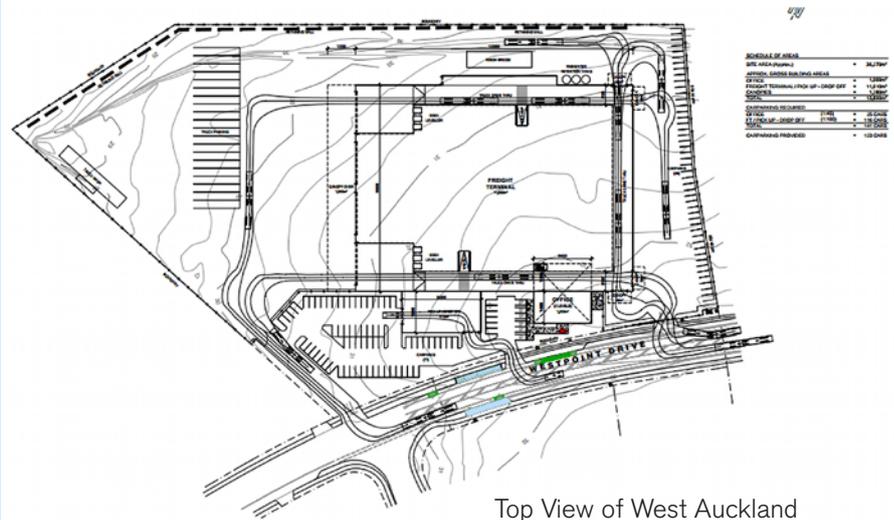
West Auckland

We are building a new freight branch in West Auckland, opening in 2021, to navigate city congestion with a faster, more efficient delivery service into and out of the western and northern Auckland City regions. We will operate daily, direct, intercity linehaul services between key main centres. The building incorporates modern design and operating techniques used in our new Mount Manganui development that opens later in 2020.

Looking after our environment continues to be important to us, as we seek ways to do the right thing for future generations. One example is our Westney Road operation in Auckland, which is shared between Logistics (warehousing) and Air & Ocean, where we have just commissioned New Zealand's largest solar farm, generating 400Kw of power capable of running our chillers and freezers during daylight hours.

Our commitment to protecting the environment will require endurance and contribution from us all in the interests of future generations. Alternative power, water harvesting, food scrap and waste recycling programmes are just some examples which will become prominent discussions points with our customers, providing insight into what we represent as a family oriented organisation.

From 1st October, we will no longer accept wooden pallets being thrown out as rubbish.



Top View of West Auckland



Repurpose alternatives include:

- Repair and reuse
- Offer to customers
- Offer to our Logistics business
- Donate to the Corrections Dept to assist furniture-making programmes for inmates
- (Badly broken ones) Offer for local firewood

Important Reminders

- Truck sayings – must be at the top rear of every vehicle (min 70mm font) so they can be read by the third car in line following.
 - All sayings must be from the approved master list and sanctioned by your branch manager.
- New paint specifications have been published for ease of standardising our respective brand livery on all vehicles. Please make sure your painter and sign writer are aware of this to avoid vehicles being withdrawn from service because they don't meet this criteria.
- Keep guest parks clear for guests.
- If it's worth doing, then do it right; half-baked efforts reflect indecision.
- Update and refresh quality boards daily/weekly.
- Only measure what's important
- We proudly pay our bills on time every time, we expect the same from our customers
- If your uniform is looking untidy, have it replaced, you're carrying our image.
- Declutter offices, it represents mind-sets.
- Our most successful people build a powerful network of mates, so do a mate a favour today.

New Zealand Forwarding – Carl George

It has been a strong year for the New Zealand domestic transport business, with strong revenue and profit results, combined with improving quality and delivery performance.

This is the first year for some time where we have not had distractions of significance, allowing the teams to have more focus on key deliverables.

We continue to be challenged in many of our depots with volumes that never slow, and challenge each and every team member daily, to facilitate and meet customer expectations.

Everyone however, just gets on with the job, as we have seen this year. It may mean having to do things differently, plan more, challenge what has been the norm for many years, but we get the job done.

This year was the first time we held a Driver Appreciation Week in New Zealand, with recognition for the amazing job our Owner Drivers do for us every day, the investment they have made, and the strong customer relationships that they have formed.

It was great to see the initiatives teams from all divisions set up and was well received by all involved.

Earlier this year, I was lucky enough to take part in the Main Divide, a week long walk/raft from Lake Ohau over the Broderick Pass, finishing near Haast on the West Coast of the South Island. A hand-picked group, who came from different backgrounds and branches, took part and experienced a once-in-a-lifetime journey. It goes without saying, as we continually look for the next leaders in our business, it does not matter what path you have come from, or what you are currently doing in the business, everyone has the opportunity. It is about backing yourself, having belief in your ability and a drive to succeed; the opportunities are endless.

Now that we are into our new financial year, we must all ensure that we show improvement in all areas. Continuing the good momentum we have seen and not taking a step back in quality and profit this year is paramount.

Thoughts for This Year:

1. Understand where the black dots are in your branch and always have a plan to remove them
2. Ensure your branch is a breeding ground for the next leaders in our business, and be prepared to share with the wider group
3. Let us all have great appreciation for our wonderful Owner Drivers who are the face of our business with our customers
4. We should continually challenge the way we do things now, and have courage to try new ways of identifying efficiency and cost out and service wins. How can we find time by increasing the velocity of how we operate?
5. Be a protector of our image and reputation in your branch, make sure we are regarded highly in the communities that you are a part of
6. If you have challenges, do not be over-awed, break it down into smaller, manageable pieces and make a start!
7. Like every year, let's all look for those new customers in our towns and convert them to team blue

Driving Force

Our June Driving Force event had our National Managers Mitch Gregor, Nic Kay and Carl George on the panel for a Q&A evening. Everyone came along with the burning questions that we had been dying to ask our Mainfreight leaders. Mitch, Nic and Carl talked about their journey through the business, their biggest wins and most challenging days, as well as attacking more specific questions about the business and future projects in place.



Claims Performance

Outward Consignments Per Claim				Inwards Consignments Per Claim			
Branch	To Mar 2019	To Sep 2018	To Mar 2018	Branch	To Mar 2019	To Sep 2018	To Mar 2018
Chem Auckland	1823	2146	2328	2Home Auckland	4144	3886	901
New Plymouth	1775	1458	1359	Whanganui	2907	3500	5943
Invercargill	1130	1440	709	Chem Auckland	2571	1826	5106
Whangarei	1107	753	1510	Ashburton	1998	4200	1816
MF Hamilton	1095	1297	1013	DF Auckland	1634	1154	902
Chem Christchurch	919	902	658	MF Christchurch	1633	1203	1209
2Home Auckland	831	1062	618	MF Auckland	1593	1356	1078
MF Wellington	830	768	533	Masterton	1564	1357	New branch
Napier	805	703	630	Thames	1479	946	1351
DF Christchurch	794	819	483	Chem Christchurch	1445	1466	1693
Dunedin	781	886	580	MF Hamilton	1410	1627	1137
Masterton	748	816	New branch	New Plymouth	1315	1212	1023
Rotorua	731	921	662	Taupo	1225	1505	1814
Mt Maunganui	703	862	660	Owens Auckland	1130	1146	1444
Palmerston North	691	626	670	DF Christchurch	1127	1622	731
Whanganui	686	849	605	MF Wellington	1015	877	945
2Home Christchurch	675	860	544	Invercargill	1009	981	749
Ashburton	626	423	1004	Total Company	901	850	843
DF Auckland	617	532	379	2Home Christchurch	879	1288	597
Total Company	528	473	498	Napier	813	744	738
MF Auckland	501	433	453	Mt Maunganui	765	748	923
Cromwell	486	364	193	Palmerston North	671	585	902
Owens Christchurch	424	354	457	Rotorua	657	690	853
Thames	400	262	636	Whangarei	652	652	776
MF Christchurch	376	303	391	Cromwell	529	453	312
Blenheim	331	233	348	Blenheim	506	366	568
Nelson	251	320	286	Dunedin	504	524	500
Taupo	220	164	117	Owens Christchurch	443	485	653
Owens Auckland	200	165	290	Nelson	335	322	321

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.

Main Divide

The journey of a lifetime. The Main Divide 2019 team setting off on a week-long journey over the Broderick Pass – Main Divide from the East to the West Coast of the South Island.

An amazing week filled with a range of challenges for all involved. It was great to see the team work together to ensure everyone achieved the objective of the week.



L-R Syd Woods (Instructor), Slee Larcombe (Instructor), Jonevan Togiama, David Searle, Andre Russ-Kite, Randall Dennis, Chris Vaiangina, Aldre Albarro, Paul Chatterton, Liam Menheere, Henare Morton, Jason Waho, Joshua Haunga, Carl George

Barrels, Barrels and More Barrels

Every year between February and April as the regions are gearing up for the year's grape harvest, our FTL South Island division, along with several other branches around the country (Napier, Nelson, Blenheim and Cromwell) get stuck into barrel season. Most wineries around the country get a new stock of imported wine barrels in for the current season's vintage. These barrels come into New Zealand through a small number of importers over a period of 2-3 months and whilst some of the larger wineries will get full containers delivered to their site to unpack themselves, we handle a very large

number through our network.

The barrel season is usually a demanding couple of months for us, often with multiple containers arriving on the same vessel and then wineries looking for urgent deliveries to coincide with the timing of their harvest, especially when containers have been delayed arriving into the country. We have been looking after these customers for the last 12 years; it's become an integral part of our year and we look forward to continuing the relationships with the customers and trying to delight them with our service and quality.



City Harvest Food Rescue, Canterbury - Countdown Generosity

In response to the recent events in Christchurch, Countdown asked Mainfreight if we could move some pallets to City Harvest to distribute through the community. Mohit, one of our drivers delivered these to City Harvest where they were greatly received. Mohit was glad to be involved after losing a close friend.



Mohit Kumar - delivering pallets from Countdown to City Harvest

Girls Can Do Anything

We are investing in some young talent in our domestic business, who are pioneering a newly created leadership framework. Their focus is to build knowledge and confidence in the business, develop their personal brand and know how to leverage it, make strong connections with the wider team, give back to Mainfreight and the community, and create a support team that encourages development and growth.

They have adopted the Maori name Whanake, meaning to move onwards and upwards, which encompasses our Mainfreight philosophy to promote from within and support personal growth and talent.

The group has been charged with putting their hands up to take on new challenges and to get comfortable with feeling uncomfortable, whatever comes their way. So far the team has achieved getting their Class 2 truck licence, and their dangerous goods and forkhoist licences.



Emma Lowry and Kendal Stratford with the PassRite instructor

They have also put these skills into practice by doing deliveries for the branches and relocating trucks around the country.



Charlotte Carpenter and Alexia van der Zanden

This is a year-long programme which requires commitment and dedication as well as the support from their own Branch Managers who had nominated them. We look forward to tracking their progress, successes and guiding them through this journey.

Fleet Ramp Up

Growing our Owner Driver fleet nationally has been assisted by Daimler-Benz with specbuilt units that new and existing Owner Drivers can purchase. We have completed six so far, a further five coming on-stream in the next two months, and an additional 14 units planned.

All are 50 max truck and trailers with mezzanine floors and are multi-branded.



New Zealand Logistics - Mitch Gregor

The best preparation for tomorrow is doing your best today

The beauty of being part of the Mainfreight team is we start our careers the same way; which role, branch, business and country that you ultimately end up in is up to you.

But this doesn't happen straight away and it isn't achieved without passion and hard work.

There is a direct correlation between career growth and your progression, with your attitude, personal brand, work ethic, your ability to listen and learn, connect with others, be part of a team and being able to embrace our culture.

This takes time, it's not a box ticking exercise, slow down and learn the important stuff, experience and appreciate what goes into making this business successful, why we do the things we do, find the recipe, listen and learn from others. Your time will come and when it does what you have learnt will be put to the test.

There are plenty of special people, men and women from all walks of life in our business, from all over the world, who can share stories and provide inspiration to help you grow and create your own journey with us.

We need more leaders, we need leaders who understand what we are

about. We challenge you all to do this and help us grow.

For our New Zealand Logistics business our financial year reflects another solid result, much has been achieved, yet there still remains plenty to do.

We approach the year ahead with excitement, and remain committed to continued profitability and growth. Our key focus remains on sales, strong cost management, intensification of the network and developing our people with a level of energy and responsibility to make this a great business.

Key Topics:

- With recent sales gains we have commissioned another Auckland warehouse from 1 June. This is located on Savill Drive, Otahuhu and is a newly built 11,000 pallet capacity leased property. Commencing at 50% full, we need your help to grow
- From 1 April, Hamilton and Cromwell Logistics sites are being reported as part of the New Zealand Logistics business.
- Hamilton – we remain focussed on securing the right piece of land for building a warehouse. We are exploring a number of options.
- Sales growth – new business sales growth remains a priority for all together with stronger account management. We have an exciting pipeline, with a number of key gains which have committed to start during the new financial year.
- A continued focus on health & safety, quality and improved operational performance – we have decided to review our approach to training in 2019.

The 2019 Branch Managers meeting was recently held in Taupo with the theme of 'Accelerating Future Momentum'. It's about building on the success we have and continuing to raise the bar in quality, culture and profit.

Key points of focus for the year:

- Aggressive sales growth
- Achieving financial success
- Investing in our facilities and infrastructure
- Developing our team with particular focus on new recruitment
- Quality and professionalism and having some fun

Goals for the Year Ahead

Some simple goals for the year ahead, some key areas of focus include:

1. Every branch to achieve their profit targets for 2019/20
2. Lift our image in all operations
3. Delight our customers
4. Continued focus on quality, safety and continuous improvement in our operations
5. Grow our sales pipeline and new business prospects for 2019
6. To work more closely with our customers and Air & Ocean, to get the inbound freight into our warehouses (Air and Sea, customs clearance and wharf cartage)
7. Embracing technology and the use of tools for efficiency
8. Training our team (a trained team is more productive)
9. Career and leadership development of our people, the next level leaders
10. To make sure we achieve a fair recovery and contribution from our customers for the rising costs to operate our business, so we can deliver a great service to them

Thank you to everyone in the Logistics team across New Zealand for your continued efforts and the commitment you and your families make to ensure our business is successful, we really appreciate your hard work.

It Really is a Family Business



Like father; like son

Geoff Baird (Dunedin) and Craig Baird (Islington) are our first father and son Branch Managers in Logistics New Zealand - something which we are all very proud of!



The Hegan Boys

Shannon Hegan, previously Branch Manager of Westney Rd Logistics and now Air & Ocean Auckland Seafreight, and Clarke Hegan, our latest Branch Manager at Cromwell Logistics



Band of brothers

Shailesh Bhuthadia (Business Development) and Nilesch Bhuthadia (IT) who both joined us from their family business and are forging fantastic careers within Mainfreight.



Walking PATs

If you're thinking of doing something different for your next PAT why not get outside?

We recently got some of the Auckland BMs together for an early morning walk at 6am followed by a coffee.



L-R: Bharat Kesry, Travis Hari, Hamish Woods, Shailesh Bhuthadia, Ben Hadley, Andrew Sesani, Jeremy Williams, Kris Maddaford, Paul Claydon, Mitch Gregor, Dan Sharma

Westney Road

Westney Road team have had a powerful year again and made a great contribution to our quality and success. It's looking good too, as you can see from recent pictures!



Back row – Tony Sagaga, Ankush Nagol, Mandeep Singh, Zane Polley, Vai Televave, Levi Kite, Tau Kaho, Ankur Ghuliani, Tom Hughes, Tim Logan, Mandeep Singh, Simi Mareko, Dallas Rwiri, Roneel Raj, Ioasa Ioasa
 Middle row – Deborah Jackson, Dan Sharma, Jai Prasad, James Fuamatu, Graham Poching, Denis Kovalev, Khodie Tagoai, Evelyn Pak, Patricia Papani, Sam Irving, Zach Butler, Jason Byun, Neil Harding, Warren Hall, Gino Tapuina, Travis Hari
 Front row – Ashwin Mohan, Kelvin Prasad, Avi Lal, Dan McGrath, Tony Amituanai, Salesh Kishore, Nobby Varghese, Josh De-Thierry, Tangi Pekepo, Abraham Suryantyo

Dream Big, Achieve More!

We were privileged to have Cam Calkoen as guest speaker at the March Branch Managers Conference. In Cam's words, "Life is what we make it, and the values needed to achieve awesomeness are simple – we need to believe, and then doing so, leave no stone unturned!"



New Zealand Branch Managers and Cam Calkoen

Out with the Old and In with the New

We have now completed our roll out period of the new logistics devices and MIMS+ application across New Zealand, Australia and the US. That's over 700 devices that have been rolled out globally to our branches!

These devices have been seen as a great benefit to the business due to the speed and the new pick checking module that allows the team to check products more freely than before.

Then MC95/MIMS Mobile



Now: CT60/MIMS+



Leadership appointments

As the New Zealand Logistics operation continues to grow, we are proud to announce four new Branch Managers:



Savill Drive - Dan Sharma

Dan Sharma will head up our newest warehouse in Savill Drive, Auckland, which officially opens on 3 June.



Hamilton - Ash Tauai

Ashleigh (Ash) Tauai leads our Logistics operation in Hamilton, taking on the role from 1 April when the operation transferred into the Logistics business.



Cromwell - Clarke Hegan

Clarke became Branch Manager officially on 1 April, when Cromwell came under the Logistics umbrella.



Owens Logistics Kahu St - Andrew Sesani

Back in March, Andrew Sesani replaced Jeremy Williams, Branch Manager for Owens Logistics Kahu Street – Jeremy has moved into a Branch Manager role at Logistics Manu Street.

Logistics Emerging Talent 2019

With a real focus on identifying talent and succession planning across the business, we recently brought together key team members from across New Zealand for a two-day Leadership and Operations workshop.



Mitch Gregor, Alvin Swamy, Hardeep Singh, Som Nuttamon, Luke Rudolf, Dean Williams, Akshay Jindal, Natalia Fanene, Christian Vaalu, Tanisha Haumu, Marcio Silva, Carissa Leka, Roneel Raj, Brandon Fonoimoa, Zane Polley, Emily Fowler, Kaleb Lockyer, Ivan Peek, Sam Peterson, Phil Koopu, Kris Maddaford - Absent: Janal Johnston

Mainfreight Air & Ocean – Nic Kay

Our 2018/19 year was once again another positive year for the Air & Ocean business in New Zealand and globally. We have continued to build our business and service offering, providing the confidence to invest back into the business. Investment into additional team, training, and infrastructure that will support our growth aspirations. We have a solid foundation and we are excited about the opportunities for our business – we must now accelerate this momentum to another level.

Our regional branches have again been the standout performers. The importance of being closer to the customer, and building strong relationships with our customers, local authorities and the local community is very important to us all. Our main centres have delivered improved results in these larger markets, but we must increase our market share through stronger sales growth and account management.

It is critical that we all understand the part we play in the global network and our service offerings to customers. If we help each other out across all branches, delivering customers a consistent experience in service and quality, we will build a stronger business. We must be easy to deal with, for both customers and our global network.

The focus on building airfreight consolidations and LCL consolidations across Mainfreight to Mainfreight trade lanes, will keep “feeding” our global network. We need to work closer as a networked business, and ramping up consolidations on key trade lanes will be a focus for us all in 2019.

To the new team members to our business this year – welcome to the Mainfreight family, we are all here to support and look forward to supporting your career and journey with Mainfreight.

As a team, we must strive for improvement in the below three key objectives. If we can all make progress in each area below, we will enhance our service offering to customers, our team and global network – please make this a priority. Remember the part you play in ensuring we have Quality + Culture = Profit.

My Mainfreight Career

- Set up mentoring programmes in the business
- Ongoing skill alignment/training – pathways specific to Air & Ocean
- Training register for every team member
- Recruitment/succession plans – employ only the best people who are promotable
- Challenge yourself every day!

Accelerate Momentum

- Sales growth – we must increase ACTIVITY levels and aggression in the market!
- Everyone in the business is a salesperson
- Cross-selling across the services
- Look for extension business with existing customers
- Increase margins through smart operational decisions and procurement
- Cost Control
- Quality + Culture = Profit

Think like a Customer (always put yourself in the customer’s shoes)

- Professional communication (phone/email etiquette, knowledge of the customer)
- Proactive communication – own the customer!
- Customer “FIRST” approach, make us Easy to Deal With as a business
- Customer on-boarding check list for all customers as they start with our service
- Structured account management plans, with multi-level relationships with customers – add value
- Everyone in our team influences the customer perception – let’s delight them!

Team, thank you and your families for your support and encouragement you have provided. The dedication that families and partners provide our business, is very much appreciated and sets us apart from the others!

Balloons over Waikato

Air & Ocean Hamilton have just said goodbye to the Hot Air Balloon season for 2019. We worked closely with Balloons over Waikato, getting the balloons into the country, unpacked, cleaned, delivered, and then back out of the country all within short timeframes.



L-R Jordan Cox and Albertine Woodd

Auckland & Tauranga Embracing the April 2019 Global Italian Fire Drill

Global Fire Drills are not only important to the growth of our business and our internal relationships, they are a great way to let our customers know that we have supply chain capabilities in countries/regions that they might not know we operate in.

With the focus on Mainfreight to Mainfreight Groupage/FAK containers, this Fire Drill was well timed with the launch of our weekly FAK service from Italy to Auckland. The New Zealand team looks forward to being a solid contributor for cargo routings from Italy to New Zealand.

Continuate così Air & Ocean New Zealand and Italy!



Westney Road
Leaning Tower – where's the pizza? L-R: Daniel Plested and James Gatley



Tauranga
L-R: Margie Brunton, Enora Moalic, Shane Williamson, Jo Smart, Georghia McFetridge

CBAFF NZ Young Achiever Award

Congratulations to Henry Hawkins from Air & Ocean Auckland Seafreight on becoming one of three finalists for the CBAFF NZ Young Achiever Award.

While ultimately Henry didn't win the award, we are very proud of him!

Henry also recently graduated from Massey University with a PGDip in Supply Chain & Logistics.



Henry Hawkins

Duffy Books in Homes Board Meeting and Visit to Paihia School

In February, Chris (A&O), Sam and Todd (Transport) had the opportunity to head up north from Whangarei to the scenic Paihia School to put on a barbeque to coincide with the school hosting the Duffy Books Board Meeting, feeding students and board members alike. Paihia as usual put on a beautiful day which helped get our grill cranking to optimum temperature to feed the 200+ hungry mouths in attendance. We were able to provide the kiwi classic of sausages and bread, as well some healthy options

like fruit and water to ensure everyone had a full belly after lunch.

The food proved popular as we had some kids coming back as many as four times, every time with impeccable manners!

After the food was served we were treated to a rousing Haka by the schools Kapa Haka group, comparable to the All Blacks in full flight.

All in all it was a great day with the students, Kevin Drinkwater, Bruce Plested and the rest of the Duffy books team!



Mainfreight Japan

The Hamilton Air & Ocean team celebrated the opening of the Mainfreight Japan branch with a Japanese themed day, everyone got involved and really enjoyed supporting a new branch.



L-R: Albertine Woodd, Olivia Clark, Amber Woodward, Greg Waylen, Carmen Hadfield, Jordan Cox



Pou Maumahara to Belgium – Mainfreight Air & Ocean Tauranga

We recently moved a six-tonne Pou Maumahara (memorial carving) from New Zealand Maori Arts and Crafts Institute at Te Puia in Rotorua to Passchendaele Memorial Park in Zonnebeke, Belgium, in time for its Anzac Day unveiling.

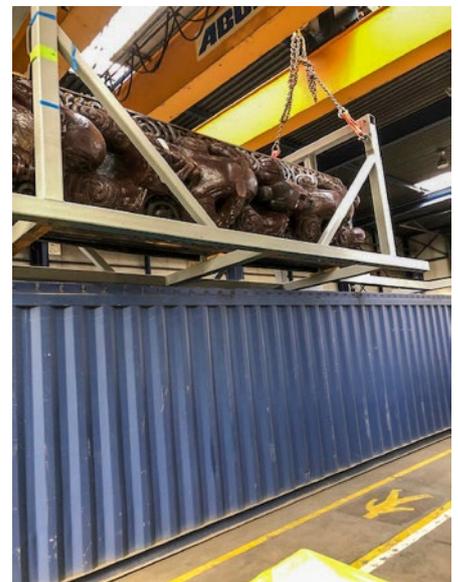
Carved by master carvers from the New Zealand Māori Arts and Crafts Institute (NZMACI), at Te Puia in Rotorua, the Pou is a tribute to Māori who served in the First World War, including the Māori (Pioneer) Battalion, other New Zealand soldiers and their allies.

The Pou was gifted to commemorate the two countries' shared wartime history and the significant contribution the Māori (Pioneer) Battalion made.

The memorial has been named Pōhutukawa, likened to the poppy at Passchendaele when it blooms, as well as the star in the constellation of Matariki associated with those that have passed.

Carved from 4,500-year-old swamp kauri, the memorial has been four years in the making, stands eight metres tall and weighs just over six tonnes.

The carving has two sides representing war and peace.



“The Tūmatauenga (war) side faces the northwest towards the ‘jumping off line’ for New Zealand soldiers for the Battle of Passchendaele and commemorates those soldiers who left New Zealand shores to fight in the war – many of whom never returned.

“The Rongomaraeroa (peace) side faces the southeast, acknowledging those who remained home in Aotearoa/New Zealand, including those who opposed conscription.”

An example of great team work between the Air & Ocean and Transport teams, on both sides of the world!

... And from our Team in Europe

On 11th March our team had the great honor to deliver a 40ft open-top container with a very special shipment – the “Pou Maumahara” – from New Zealand to Belgium.

The Pou Maumahara was subsequently officially revealed and installed in the grounds of the Memorial Museum of Passchendaele on ANZAC Day on 25th of April.

Several members of our team were there for the unveiling. In Ben Fitts' words: “It was an incredible morning, from the dawn service through to the unveiling. A real sense of togetherness between all those there, Belgians, Aussies and Kiwis, and a few Germans as well”.



Mainfreight Europe team at the unveiling of the Pou Maumahara

L-R: Peter Roos, Patrick van der Hoek, Max Defer, Paul Joosten, Wim Foulon, Frederik Gielis, Charlotte Egrix, Jason Braid, Ben Fitts, Sandro Arena and Sander Xhajaj





Mainfreight & CaroTrans Asia – Cary Chung

It has been a remarkable year for the Asian family as we extend our reach to Malaysia and Japan. This puts our Asia footprint to eight countries. We would like to take this opportunity to welcome our Malaysian and Japanese family once again!

In the past year, we have attracted a wide range of customer sectors that we have never thought we would be able to bring on-board. This is a great tribute to our team!

With a focus on the new financial year, we have very important messages to our teams;

1. Sales – we need to have quality pipelines. Every week starts by having a proper plan with quality sales appointments all booked and confirmed.
2. Sales – we need to ensure that each and every one of us is ready to sell. It's all about asking that question and putting forward that extra effort with the customer on the phone or in front of you.
3. Sales – we need to groom True Blue-Blood Mainfreighters in this part of the world to attract customers to enjoy our services, understand our point of difference and our culture!
4. Asia is the biggest freight market and there are tons of businesses that are either controlled locally here or where decision makers are based around the corner from us! We need to tweak the ways our team think that we only handle routed business, to start thinking commercially to produce more contributions to the greater Mainfreight Group.

We need ongoing improvements in all our service offerings, embrace all the technologies we now have and remember that anything we do, the end goal is to deliver the freight on time as we promised our customers!

Finally, Thanks to all our team and your families for supporting a company that doesn't sleep!!!
READY FIRE AIM!

PS - The Asian operation is a very unique one as we are in many countries dealing with multiple cultures and languages. Did you know that Cantonese and Shanghainese are second and third most spoken Chinese languages after Mandarin? And the three combined are the most spoken across ASEAN countries after their official languages!

New Branches & Sales Offices

Kuala Lumpur, Malaysia – opened 15 October 2018



L-R: Penny Lim, Vanessa Ng, Thomson Teoh, Jin Ang (Branch Manager), Ian Liang, Grace Chew, Jacelyn Lee

Tokyo, Japan – opened 18 February 2019



L-R: Tomoko Sonoda, Mami Konishi, Saori Takashita, Motoko Murata, Rui Kawasaki (Branch Manager), Seiichiro Fukuda, Ryosuke Tohma

Sales Office: Hanoi, Vietnam – opened 18 February 2019



L-R: Michael Phung, Kevin Tran, Stormy Vu

Sales Office: Fukuoka, Japan – opened 1 March 2019



Motoko Murata & Tomoko Sonoda

Hong Kong Airfreight Relocation

Finally! Air and Freight stick together!

On 1st December 2018, our Hong Kong airfreight team moved to a new warehouse facility close to Hong Kong international airport.

With the new working environment, the team can bridge the warehouse door gap. Everyone works together on a daily basis, a level of understanding is established and is seen as part of a team. We now can have the fastest and most accurate shipment details, provide support to customer service and sales colleagues so can have the quickest and best response to customers' need. On an operational aspect, nothing is better than seeing the freight physically instead of on computer screen & paper. A full understanding on feature of each customer's cargo is important to move every single space and kilo effectively.

We appreciate the efforts from everyone in setting up the new

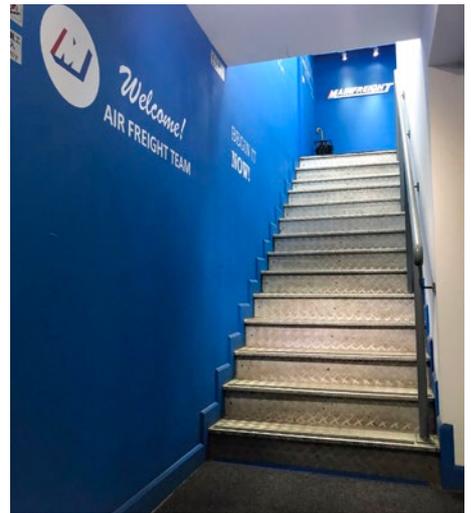


Front (L-R): Franklin Hui, Wayne Lee, Hailey Koon, Nicky Wong, Burt So, Cary Chung, Kurt Kwan, Gary Lau
Back (L-R): Edmond Cheng, Joe Lee, Gary Chan, Ming Pang, Jason Leung

airfreight office – Cary Chung, Gary Lau, Admin & Account teams and all the airfreight boys – that makes a smooth and successful process. Being the department to coordinate with various parties, customer service,

operation, trucking & warehousing and airlines, it means a lot to us.

Apologies to all the airfreight fans at Hong Kong main office – we know all of you miss the 'noise' of the airfreight boys, however, we belong to the AIR!



China International Import Expo – Shanghai Team

We were glad to visit the 1st China International Import Expo (CIIE). Attending the event are 172 countries, regions and international organizations, more than 3,600 companies and more than 400,000 Chinese and foreign buyers who were all there to explore business deals.

The section of trade in goods includes 6 exhibition areas: High-end Intelligent Equipment; Food & Agricultural Products; Medical



L-R: Billy Zhang, Kelvin Guo, Cici Wang, Joan Ji, Michael Xu, Aaron Wu, Steven Wang

Equipment & Medical Care Products; Consumer Electronics & Appliances; Automobile; Apparel, Accessories &

Consumer Goods. Our team mainly focused on the first three parts and aimed to develop our import business.

Mainfreight Japan – Rui Kawasaki, Japan Branch Manager

As Mainfreight Japan is a brand new branch in Asia and officially opened on 18th February, we got a good chance to post in "Daily Cargo" newspaper which is a well-known industrial news for logistics in Japan. The content of the article included Mainfreight history and culture, official operation date, our service & business development planning and so on.

NZ物流大手メインフレイト

日本法人を設立

ニュージーランド物流大手のメインフレイトは日本法人「メインフレイトジャパン」を設立し、18日に営業開始した。強みとする生鮮品の取り扱いのほか、ハイテク、自動車関連などの取り扱い拡大を目指す。日本法人の代表取締役に着任した川崎暎氏は「カスタマーサービスを充実させ、顧客満足度でトップを目指すことで事業を成長させたい」と話す。

CS重視で事業拡大へ

メインフレイトは1978年創業のニュージーランド老舗物流企業。同国の物流市場ではトップシェアを持つ。2018年3月期の業績(円換算)は売上高2090億円、EBITDA 171億円、純利益90億円。従業員数は7500人以上。売り上げの約4割は航空・海上貨物で、取扱量は航空が12万2000ト、海

上が28万TEUの規模を誇る。拠点数は23カ国・地域247拠点。売上高の地域別シェアはニュージーランド/オーストラリアが約5割、米州が2割強、欧州が2割と、欧米の事業基盤も強い。アジアでは、リージョナル本部のある香港に加え、中国、台湾、シンガポール、タイ、ベトナム、マレーシア、ロシア、そして日本に法人を立ち上げ、事業を展開している。

日本法人の設立はグローバルでの拡大戦略の一環。2年間で約160億円を投資する方針で、ネットワー

ク拡張やITシステムへの投資などを行っている。ネットワーク面では昨年11月にマレーシアに法人を設立している。

日本でのサービスは、従来から代理店を通じて提供しており、生鮮輸入を中心に航空・海上ともある程度の実績がある。これまでの業務を日本法人で引き継ぐとともに、独自案件の獲得を進めていく方針だ。得意とする生鮮品に加え、ハイテク、自動車関連などをターゲットに営業開拓する。

日本法人は香港法人の全額出資で設立した。ブランドイメージを重視する方針から、独立での拠点展開を進めているという。東京に本社を置き、近く日本各地の顧客に対応するカスタマーサービス拠点も開設する予定だ。顧客対応を集約す



日本法人の川崎暎代表取締役

フェデックス・ロジスティクス 米本社を元ギブソン・ギター工場に移転

フェデックスコーポレーションはこのほど、国際フレイトフォワーディング(FWD)部門を手掛けるフェデックス・ロジスティクスの米本社を移転すると発表した。世界的ギターメーカーのギブソンがテネシー州メンフィス市内に構えていた工場建物を2020年4月から賃借する。周辺

ることで、品質向上と業務効率化を両立させる。メインフレイトは営業とCSの役割を明確に分けており、営業がCSにタッチできないシステムになっているという。その分、CSの機能を充実させ、満足度

Business Development Trip in Vietnam & Thailand – Stanley Su, Taiwan Branch Manager

Since more and more new branches have opened within our group in Intra-Asia, we believe there are lots of opportunity for Taiwan especially for Vietnam which has lots of factories setup by Taiwan companies like shoe, garment, electronic industries over many years. We also discovered since the trade war began there are more and more factories moving from China to Vietnam. For Thailand we also found there are lot of opportunity for import from Taiwan and nominate locally.



Two Branch Managers
Richard Nguyen (Vietnam BM) & Stanley Su (Taiwan BM)

It was great to meet with team members and we did the joint sales call with local sales teams. During the trip,

we have found potential opportunities with customers and the most important thing is we believe we have built

stronger relationships internally with our overseas branches during the trip within Asia Region branches.

Sharing Import Business – Steven Wang, Shanghai Sales team

In 2018, Shanghai branch has focused on developing imports of perishable goods, we have team here to do the customs clearance and cool-chain transport for the clients. And Shanghai Sales team has a chance to introduce perishable import business development on the last Sales conference.

Shanghai sales team has gained the business of fresh milk & fresh cherries, and we now have a lot of experience in importing fresh milk and fruit. The photo shows Steven Wang sharing his experience and process of importing fresh milk at the Sales Conference in Hong Kong.



Steven's presentation at Sales Meeting

Rail-Sea Service Introduction – Ningbo Team

As a world class logistics service provider, Mainfreight anticipates changes in customer and market demands. We put ourselves in our customer's shoes and provide optimal supply chain solutions specifically designed to suit the needs of our customers. It is faster, more efficient but lower cost.

In the USA, rail dominates inter-modal transport. It's a current trend in China also. Mainfreight works in close partnership with all major sea-rail service providers (e.g. Ningbo Zhoushan Port Limited Company) providing one of the fastest and most reliable services into the heart of China. Regular double-stack trains connect ports of the east coast to major inland destinations and distribution centers.

Sea-rail combined transportation refers to a mode of transport in which the import and export cargoes are transported by railway through the coastal ports and connected with the ship transport. And the entire process can be completed only by one declaration, one inspection and one releasing. It's also a special form of intermodal transportation.

In 2018, one of our providers (Ningbo Zhoushan Port Ltd. Co.) vigorously promoted the construction of Sea-Rail combined transportation logistics channels from inland business points to ports. Nine lines, including Chongqing, Pingdingshan, Wuhan, Bengbu, Fuyang, Zhuji will be opened. The frequency of trains in Chengdu, Zhumadian, Xiangyang will be increased. Among them, the train in Yiwu has maintained stably three



shifts every day. The quantity of containers has been increased month by month. And it has become normal for the monthly business quantity to exceed 10000 standard containers.

Thinking outside of the box. Applying supply chain expertise and teamwork

Mainfreight Logistics identifies and evaluates every possibility and opportunity. We offer our customers the best solutions with the goal of meeting or exceeding their expectations. To learn more about our logistics solutions, please contact your local Mainfreight logistics representative.

Promotion consol box from Shenzhen to Auckland – Shenzhen team

We have been promoting the consol box from Shenzhen to Auckland since March 2019. Every week, the shipments ETD Shenzhen on Wednesday and transit time 15 days to Auckland.

To grow our volume between origin and destination, we did the sales campaign. Meanwhile, our customer services did the same promotion when calling with shippers. All Shenzhen team members joined efforts to build up our groupage products.

In April, we also promoted weekly consols to Melbourne ex Shenzhen. We should let our team be a hunter to make these products successful.

MAINFREIGHT
RATE CARD
Ocean LCL from Shenzhen to Auckland

OCEANFREIGHT: USD 25 per w/m

Shenzhen Local Charges			
Document Fee	RMB	500	Per HBL
Custom Declaration	RMB	350	Per Entry
CFS	RMB	100	Per cbm
Handling	RMB	200	Per HBL
Telex Release (if required)	RMB	200	Per HBL
VGM Admin Fee	RMB	165	Per Shipment

Auckland Local Charges			
Port Service Charges	NZD	97	Per w/m
Delivery Order	NZD	45	Per Set
Carrier Doc Fee	NZD	15	Per Set
Admin & Biosecurity Fees	NZD	10	Per Set

**Custom Clearance and Delivery per request; Duty/Tax at cost*

Standard Terms & Conditions:

- Rate quotation is subject to select customer.
- Rate do not apply to hazmat cargo, oversized pieces or any shipment requiring special handling.
- Ocean: Rate quotations are subject to GRI (General Rate Increase) and PSS (Peak Season Surcharge).
- Transit-time estimates are based on carriers of the shipment. Departure days and CFS cutoffs are subject to change.
- In addition, above quotation is subjected to revision, please kindly confirm the effectiveness of cargo readiness.
- Rate valid till 30th June, 2019.





L-R: Tiger Li, Sherman Yuen, Michelle Yip, Vincent Sun, Cindy Qi

Mainfreight Asia Supply Chain

This year, we held our first supply chain meeting hosted by Michelle Yip in Hong Kong in late February. We welcome our logistics team (Tiger Li, Cindy Qi, Vincent Sun, Sherman Yuen and Magic Tsang) working in different areas of our business including Qingdao, Shanghai, Shenzhen and Hong Kong, and who bring a wealth of knowledge to a new challenge.

We set our strategy and development direction for supply chain in the meeting. Logistics workshop sessions

have been arranged in Hong Kong and Shenzhen so that we understand what each other is doing. Each of us also prepared a comprehensive presentation to introduce the market of our area, technology capability and share our SWOT analysis. It's always a wonderful way for us to learn the best practice and grow from our experience.

Our team is very positive and passionate to achieve more in 2019.

Mainfreight Hong Kong 20th Anniversary

1st September 2018 was a big day for our Mainfreight Hong Kong Branch. Hong Kong was the first place that Mainfreight set up its Asia business. Looking back over the past 20 years, all achievements are not easy.

We were happy to have Don Braid help us celebrate this big day with us in Hong Kong. In addition, Don brought a precious gift, Kopae, to Hong Kong team representing eternity, continuity and togetherness.

There were over 160 guests, in addition to the Hong Kong team, Hong Kong major customers, service providers, and all Asia Branch Managers were invited and all celebrated the 20th years of Hong Kong Branch. The event ends with happiness and laughter.



L-R: Cary Chung, Michelle Braid, Don Braid, Gary Lau

Stepping into the next decade, the pace of moving forward will keep going. Hong Kong Team continues

to expand its Asia market and strength our network. We are heading towards 100 years!

Career Fair – Hong Kong Polytechnic University

It was our pleasure to be invited to join Poly University's Career Fair on 19th March, 2019.

Poly U in QS World University ranking for 2019 is 106th. We have 13

universities in Hong Kong, and Poly U is one of the universities in Hong Kong that has a Bachelor of Science for Global Supply Chain Management related to logistics degree.

This is a good chance to see students' needs and thought, hunting new blood and sharing Mainfreight culture to fresh graduates. Let's see who is our next future leader?



L-R: Jacky Lam, Jerry Chan



L-R: Jerry Chan, Sherman Yuen, Kris Yu, Nichi Zhui, Michelle Yip

Social Responsibility – Roney Fang, Shanghai

Roney Fang, one of our members from Shanghai has his own stories to share with you and it all started with his course in Junior Achievement China. JA is one of the largest youth-serving NGOs, with over 100 member countries reaching 10 million students annually, founded in 1993. JA China partners with the business and education sectors to cultivate students about work readiness, principled entrepreneurship, and financial literacy, preparing them for success in the global economy.

Roney joined Mainfreight in 2014, he chose his first job with Mainfreight as a result of a strong calling when he engaged with our company's Culture and most importantly Mainfreight group's contribution to the societies in New Zealand. Since 2017, he became a business volunteer in JA, responsible to act as a bridge connecting schools and business, improve the comprehensive quality of Chinese teenagers. After two years being in this role, he was awarded for his great contribution to the community in the year of 2018 which was published on JA China's social media.



Roney Fang

Like all the Mainfreight team, he has dedication to his job and social responsibilities to the community. Quote from Roney: "If one day, I am able to contribute to the public, I'll be the happiest guy".

Lion Dance during Chinese New Year – Hong Kong Team

Good to see a lion dance performance at Hong Kong office to celebrate Chinese New Year, the lion dance team also performed the traditional custom of "cai qing" (採青), literally meaning "plucking the greens", whereby the lion plucks the auspicious green lettuce either hung on a pole in front of the door. In Chinese cǎi (採, pluck) also sounds like cài (菜, meaning vegetable) and cái (财, meaning fortune).



The 1st row L-R: Janly Wai, CK Yuen, Michelle Wong, Kittie Lau, Jackie Lo
The 2nd row L-R: Chloe Ngai, Sherman Yuen, Rose Wong, Stanley Chan, Gary Lau, Cary Chung
The 3rd row L-R: Winnie Huen, Mapy Chow, Crystal Wong, Wilson Chen, Andrew Chan, Joyce Lau, Michelle Yip, Nichi Zhui

Technology – Kevin Drinkwater

Mainfreight Number 1 Innovator in CIO50

It gave us immense pride to be named New Zealand's number one Innovator in Technology by the internationally-recognised CIO Magazine, when they were announced their 2019 Top 50 awards in March this year. While the award is nominally given to myself as CIO of Mainfreight, the fact is that this award is one that belongs to the whole IT team and to the wider business.

We have maintained a spot in the top 10 since the awards began in 2017, which is another feather in the caps for our IT teams and the businesses we support. We believe this is exceptional performance when you compare our size and spend with many of the others in the Top 50.

The following is an excerpt from an article by Divina Paredes, the editor of CIO magazine, which explains more.

Mainfreight's Kevin Drinkwater is top ranked leader in 2019 CIO50

The CIO50 report - which features the 50 technology and digital leaders, and those who are 'ones to watch' - was launched in breakfast forums this week in Auckland and Wellington.

The research is held in conjunction with CIO50 in Australia. Together, the executives in these lists will comprise the first batch of CIO100 ANZ leaders.



Nilesh Bhuthadia, Logistics and Transport IT Project Manager, received the CIO50 award on behalf of Kevin Drinkwater, at the CIO50 events in Auckland and Wellington

A panel of judges scored the CIO50 entries based on questions under two pillars - innovation and leadership. Before revealing the top-ranked CIO50 leader, CIO New Zealand editor Divina Paredes said the recipient leads a global team, so their innovations have to work and scale across geographies.

But even their smaller projects can have significant impact on a crucial area of the business - such as ensuring the health and safety of their teams, their customers and emergency personnel.

Paredes noted how the recipient constantly pushes the IT team to spend time with people in the business.

It was Mainfreight's technology-enabled projects that Kevin Drinkwater spearheaded which led him to be named as the top ranked leader in the inaugural 2019 CIO50 in New Zealand.

Nilesh Bhuthadia, Logistics and Transport IT project manager, represented Kevin Drinkwater in the awarding ceremonies in Auckland and Wellington.

Drinkwater later received the CIO50 certificate at the Mainfreight headquarters.

"This is an amazing tribute to our team," he states. "We have a team of approximately 120 people around the world, and they all contributed to this and made it happen."

"We also have to remember our partners, specifically Sandfield Associates and Designertech," he says. "They have been working with us for nearly 30 years, and we also have some new entrants, such as the work we do with Animation Research for NZ Fire Service." CIO New Zealand has also honoured Kevin Drinkwater and his team in 2017 and 2018, ranking in the top 10 each year.

Nilesh Bhuthadia, logistics and transport IT project manager, received the CIO50 award on behalf of Kevin Drinkwater, at the CIO50 events in Auckland and Wellington.



Kevin Drinkwater, receives the CIO50 award from CIO NZ editor Divina Paredes, at Mainfreight Auckland.

Project Real Time – Record Data as it Happens

Now that Mainstreet is firmly bedded in as our Transport Management System, in Australia, New Zealand and the USA, we have a platform that will allow us to improve the way the system can improve the life of our teams.

We have agreed a strategy with the business to improve the timeliness of information being recorded into our system with the aim of recording the operational action simultaneously with recording the data. This will create significant efficiencies by ensuring that when one person takes an action, like loading freight, everyone on the system will know. It will mean that we move some of the administrative work performed in the office into our depots. An example of this is the mobile stocktake of freight, which is detailed later in the team contributions section.

Other initiatives include working with customers to receive their EDI data earlier and having our Logistics branches giving earlier insight into the freight they are going to give us.

European Technology Update – Rob Verheijen

2019 is for Europe a year of change, not only in uplifting our current technology but also new technological opportunities to investigate which will be new to Mainfreight Europe. Two major projects will run, Mainmove deployment in Ghent (BE) replacing the current TMS, and a new WMS will be introduced, starting with a pilot in Q2. We are also introducing a new process to manage changes to our IT systems avoiding risks and business interruption, called Change Management. Giving financial insight to the business from an IT perspective is important. Team members who are financially responsible will gain insight in their IT spend and can act on it. Therefore, we are starting with assigning costs to services to have a specific break down of costs.

Foundational IT

In 2018 we started a program to upgrade several IT systems to become compliant to current market standards. These IT systems (laptops etc) are located at our company premises, where the threat of cybercrimes is the most present

and viable. In 2019 we will give attention to our core systems which are important in hosting our business applications, Email, Internet and branch connectivity.

Mainmove

Our new TMS, Mainmove is almost 100% implemented in the Netherlands and we are planning to deploy it in Ghent in June 2019. Whereas the Netherlands was a soft gradual GoLive, Belgium needs to be a big bang approach, where everything switches at one time.

This is considerably a riskier option, but we have no real alternative.

The keys to mitigating this risk are:

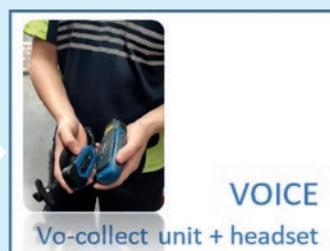
- undertaking a comprehensive training program
- intensive simulation testing, to ensure that all scenarios are catered for

We will also need to ensure that there are no significant performance issues when we add 30% more users to the system. Team members are being trained to help out in Belgium, but also for the other countries, so we have a combined team with a European focus.

Enabling you to use Voice & RF with one device! – Hannalore De Muijnck

The Logistics Solutions team is working on integrating Voice Picking on our new CT60 wands uses in the Logistics operations.

At the moment the team has to carry around two devices



We are working towards using just the one device for both Voice & Mobile activities



With this move Mainfreight is investing in the latest innovative technology and will be leading the industry.

Connectivity with Mainfreight even Easier for Customers – Lawrence Dunn

Conversations about customer integrations can quickly turn technical for our sales team, so we've come up with a way for customers and team

members to find the answers they need online. As part of a suite of solutions we've added an integrations page on the Mainfreight website

which is designed for a wide audience to discover our capability in four key areas:

- Domestic Freight Estimates
- Bookings and Orders
- Tracking and Status Updates
- Reporting and Documents

Our Global Integration Capabilities

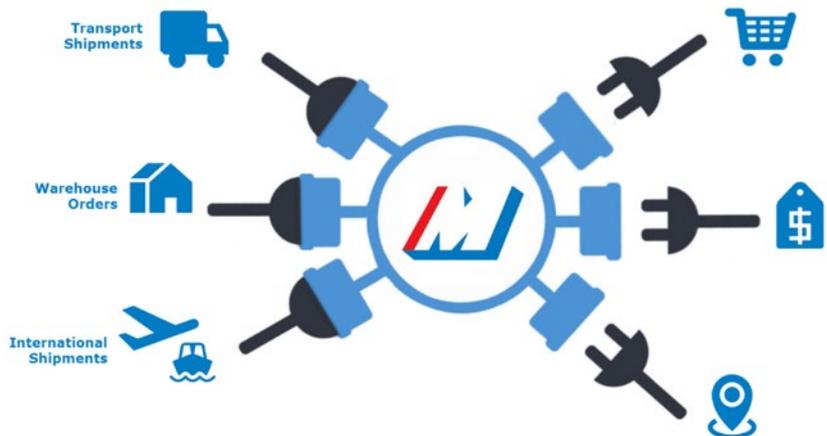
OPTIONS	DOMESTIC	WAREHOUSING	AIR & OCEAN
Estimates	YES		
Freight Bookings	YES		YES
Purchase Orders		YES	YES
Sales Orders		YES	
Order Confirmation		YES	

We've gone even further to cater for developers by providing our latest APIs on the Mainfreight Developer Portal. APIs are the new standard of integration and offer the ability to do useful things like freight estimates, warehouse orders and tracking in a secure, structured way.

API documentation is presented in an industry-standard format making it easy to read with useful code samples and a sandbox to test with. Developer registration is as simple as filling out a form and selecting which APIs are required.

To get started or just have a browse, you can check out our integrations info at: www.mainfreight.com/nz/integrations.aspx or visit our developer portal at: <https://developer.mainfreight.com>.

If you have a customer who might be interested, why not share these links with them to kick off some discussions.



Developer Registration

Hello Lawrence,

Fill out the form to request access for an API

Existing Customer

Company:

Account Code:

Request access to

Transport API

Status API

Logistics API

New Age of Real Time – Mobile Stocktake for Transport – Pateriki Te Pou

We are excited to announce that the Mobile Stocktake is on its way!

This is part of our Real Time strategy where we are focussing on providing you with a tool to do your job on the spot and not have to walk to a PC.

Pilot trials started in April in our Auckland region, based on the results we will then push this out to the rest of the country. This will be rolled out to ALL NZ Transport Branches by end of June 2019.

As this is the first introduction to Real Time, there are other processes that we will be making available for you to do on the floor.

Look out for our next update, as we will be able to give you an insight about what this will be. Our main goal is to give you a tool to save you time and the stock take is the first stage towards this.



Group Training & Development – Martin Devereux

“Think Globally, Act Locally” has been a phrase used often throughout our business to reinforce the importance of recognising our full scale and scope, but not losing sight of the small things. The small things which are fundamentally us, and the things which regardless of size, reach and sophistication we will continue to do every day, every week and every year.

The manner with which we answer the phone for instance. “Welcome to Mainfreight, Maureen speaking”. Who would have thought a decade ago this kind of phone greeting from an actual

person would be something unique and different. How we took for granted and never fully appreciated the warm tones of a pleasant receptionist welcoming and helping you find your way around a business.

Further to this, who would have thought our commitment to answer the phone in three rings would in many ways set the tone for the pace with we approach every part of our day. It is these day-to-day contributions that set us apart from not just our competitors but increasingly from companies throughout the world.

This commitment to keeping the personal touch, along with many other special parts of our culture, continue to drive not only the Training and Development teams across our business but also our branches worldwide. Whether the course is about operational topics such as “Re-weighs and re-measures” or a Customer Care workshop we continue to connect the subject matter with the culture of Mainfreight and the stories that bring our culture to life.

Read on to see the various events and projects that pop up in the people space around our regions:

The Americas

We were very proud to hold our inaugural Air & Ocean Induction course in Los Angeles. Twelve team members from around the USA spent three days together learning about our culture and how we form a key part of our global network. In true Mainfreight fashion they started each morning with exercise and ended their days with a meal together to discuss the events of the day.

The first half of 2019 has also seen a strong focus on showcasing career pathways within our business. The team have been busy attending careers fairs at colleges located nearby our branches and also hosting tours from schools at our facilities. What better way for people to learn about us than by spending some time with us!



USA Air & Ocean Induction Course
 Back L-R: Carol McLeod, Martin Lopez, Angel Rivera, Delayel Mukhtar, Caitlin Laos, Hope Ruggiero, Desiree Martinez.
 Front L-R: David Wassef, Cathey Bartholomew, Minh Ninh, Marie Fohet, Jasmina Catic and Melissa Bosnic



Driving Force LAX April 2019 – Rob Croft with members of our LA team



Team leader training in Miami
 L-R: Jessica Ramos, Greg Meier, Susan Melara, Pedro Pombo, Bryan Meza and Victoria Whalen



Matt Gustafson & Sam Comfort
 Careers Fair, University of Wisconsin

Europe

2019 has commenced with a real focus on placing the customer at the forefront of what we do and putting ourselves in their shoes. A series of workshops on how to best care for customers has proved valuable in raising our awareness of how we can all influence the customer experience. Whether it is how we answer the phone or focusing on being easy to deal with, team members from sales through to those organising planning have got involved in conversations.

Like the Americas, we have also started to focus on extending our Induction course offerings. For the past five years we have had huge success focusing on Air & Ocean induction courses, and the feedback as to their value has led to a real concerted focus on fast-tracking the development of similar courses for Forwarding and Logistics. The aim is simple. To help our team understand more about why we do things the way we do and how we can delight our customers both internally and externally.

Another key project we are delighted to be supporting the business on, is a recent Logistics operational course co-constructed with our Logistics team in Belgium. The intent was to start developing internal knowledge on how to best pick-and-pack orders prior to the anticipated peak season for one of our key customers. Another great opportunity to establish ourselves as a true support team for the business.



Best Traineeship Benelux – second year in a row we have won the Award.
L-R: Maarten Mol (Branch Manager Rotterdam), Anne-Kim Alserda (T&D), Nena van Londen (T&D) and Jurriaan Cijssouw (Future Leader).



Elif Bilici (Training and Development) - right, preparing a vlog about Promotion from Within with Rob van der Zee (Future Leader).

New Zealand

In classic Mainfreight style, the Training Team has always been ready and raring to help out our brothers and sisters when needed. Over the 2018/2019 summer peak season we swapped our office wear for high-vis and our heels for steel-caps, and have been able to get out into the operations around the business.

Sometimes this has been chipping in working night shifts and other operational projects to speed up our own learning, and at other times it has been putting our new Class 2 licenses



Rachel Hustler off to make deliveries into Russell

to use relocating vehicles or helping out by making much needed deliveries.

A key focus for 2019 is the development of a broader learning culture across the business. Encouraging our team to develop skills that will help them be more in control of their lives and futures. First project was to pilot a “Managing my Money” workshop which was developed in conjunction with Westpac, one of our banking partners. Our focus was simple and based around giving our team the knowledge to make better financial decisions. Once the pilot is complete we will take this to other parts of the country and also start to develop other courses to upskill our team.



First “Manage your Money” Course
 Back L-R: Giovana Tabarini, Tarryn Lanner, Kevin Tram, Neelam Lata, Sean (Westpac), Radha (Westpac), Amanda Smith, Ropisone Toma, Beau Birtwhistle, Logan Williams, Armani Rajan
 Front L-R: Emma Lowry, Pat Iese, Kathryn Wilson, Iulieta Leafa

Like our other Training & Development teams we have enjoyed hosting a number of Driving Force events allowing our team to meet and spend time with other team members from around our global business.

Whether it be the whirlwind Forkenbrock experience or an amazing session with Jason Braid, the team have loved expanding their networks and knowledge bases.



Chris Vaiangina (NZ Training Team) helping out at Owens with Joylene Malofie, Kathryn Wilson, George Francis



Standing room only for Jason Braid’s presentation in Auckland

Australia

With IT roll-outs a 2018 legacy, we are finally able to return to developing our team’s broader skills across the business. Early 2019 has seen a strong commitment to deliver the new version of ‘Easy to Deal With’ across Australia with the core of this topic involving a walk down memory lane. A journey into our past to identify what it is about Mainfreight that makes us special and to learn some of the stories underpinning the origins of our special culture.

Of the many lessons we are learning through these courses the one which stands out the most are the vast number of personal stories which existed from one branch to the next which brought the cultural trait, or milestone, to life. It’s important to remind ourselves of the value of telling stories and taking the time to help our team understand where we have come from and why we do things the way we do. The difference between talking to people about what Mainfreight is and being able to help them understand who Mainfreight is.



Epping Health & Safety March 2019
 The Melbourne Training Centre always a hive of activity for our team.

We have found that in Australia we have our own unique interpretation of our culture and it is important we take that responsibility down to an individual level to not only investigate deeper into who we are but to also help those around us better understand us. Never forget what it was like to walk into your first branch and experience the truly unknown.

Some of our legends have forgotten more than we have ever learnt, so ask questions and get involved.

Additionally our team have been excited to create and facilitate learning sessions across the country. Designed

as modular content, our team have been taking sessions on a range of topics to as many branches as we can, covering off topics such as how our financials work, health & safety, sales overviews, the role of IT within our business, just to name a few.

One of the courses receiving strong support is a Speechcraft program which helps our teams develop greater confidence with public speaking and presentation skills in general. Often an area our team wishes to improve, it has been very exciting seeing the progress our team members are making with a renewed focus in this area.

2019 Global Awards Ceremonies

Australia

Branch of the Year

The deserving winner of this year's Australian Branch of the Year award was our Air & Ocean Perth team. Branch Manager, Jocelyn McCagh, celebrated her team's achievement at the Branch Managers conference held in February.



Back row L-R: Debra Carr, Brendan Ryan, Luke Chance, Grant Draper, Dave Coughlin, Tony Naumoff, Drew Bowler, Vanessa Carangelo, Tarun Kumar, Travis Dellar, Chris Bamford, Leasa Rowley
Front row L-R: Jodie Dirksen, Lisa Harrison, Jocelyn McCagh, Jade Fogwell, Angela Etika-Fenwick

Salesperson of the Year

At the recent National Sales Conference, four team members were recognised and awarded State Sales Executive of the Year:

- James McCrone - Sales Executive of the Year SA/WA
- Natalee Fox - Sales Executive of the Year NSW
- Monicque Bamford - Sales Executive of the Year QLD
- Michael Pryor - Sales Executive of the Year VIC

From the four State winners, Monicque Bamford took out the coveted 'Stuart Simpson Memorial Award' for Australian Salesperson of the Year.



Photo line-up left to right: James Bennett, Steven Turner, Monicque Bamford, Brendan Ryan, Aladin Basic, Rodd Morgan, Dave Scott

Asia

Branch of the Year

22nd February, 2019 is a memorable and fantastic day for all Shanghai Branch team members. Cary Chung (Asia General Manager) announced that Shanghai is Asia Branch of the Year and handed over crystal Lucky Fish to Joan Ji (Shanghai Branch Manager). This is the best reward for all team members' hard work they have done in the past year. A great achievement for the whole team and everyone who contributed to winning the award.



The Judges & Winner
L-R: Franky Lui, Billy Zhang, Cary Chung, Joan Ji, Clement Chong, Michelle Yip



Mainfreight Shanghai Team
1st row: L-R: Allen Yi, Steven Wang, Andy Liu, Terry Jiang, Neal Chen, Kelvin Guo
2nd row: L-R: Kathy Zhao, Rody Luo, Cindy Qi, Joan Ji, Caroline Ding, Cici Wang, Nina Huang, Cherry Wang
3rd row: L-R: Zoey Zhou, Kristy Wei, Apple Zhu, Alice Sheng, Mario An, Yuki Xu, Vivien Zhang, Joanna Fan, Jenny Shui, Una Xu, Nancy Fan, Lily Yang, Echo Mao, Aki Ding, Joyce Li, Penny Tang, Anny Liu, Tweety Ding
4th row: L-R: Daniel Zhou, Tom Liu, Enali Wu, Wintour Yan, Kimi Zhang, Lydia Jin, Joy Cai, Joyce Xie, Ranki Yu, Marry Jiang, Daisy Li
5th row: Joe Chen, Leo Cai, Eric Sun, Vincent Zou, Eddy Yao, Squall Cai, Onew Zhang, Frank Fei, Patrick He, Aaron Wu, Minnie Zhao, Nick Jin

Sales Awards



Top Sales Team of the Year
Mainfreight Hong Kong



Top Salesperson of the Year
Duncan Tang, Hong Kong

Americas



Mainfreight / CaroTrans USA Branches of the Year

The awards for Branch of the Year were handed out at our awards dinner during our Branch Manager's conference held in early March. This year we gave out Branch Awards to recognize achievement in each of our divisions, and to our Franchise of the Year. From those recipients, we selected our Branch of the Year. This year we also awarded our first Turnaround Branch of the Year to Los Angeles Logistics.

Mainfreight USA is pleased to recognize Los Angeles Transport as the Mainfreight Branch of the Year and winner of the travelling Springsteen Guitar. The Los Angeles team is led by Shane Michalick, and this is the second time he has led a



L-R: René van Houtum, Chris Wilson, John Hepworth, Shawn Roach, Shane Michalick (Branch Manager of Los Angeles Transport), Nathan Thomas

team to winning Branch of the Year, does 20 years ago count?

Congratulations also goes out to CaroTrans Seattle as CaroTrans

Branch of the Year, Mainfreight Charlotte as Air & Ocean Branch of the Year, Mainfreight Los Angeles as Logistics Branch of the Year, and to Hartford as Franchise of the Year.

Mainfreight USA – Salesperson of the Year

Each of our business divisions selected their Salesperson of the Year, with these awards given out at the annual Sales Conference, as follows:

- Brian Heidrich, Transport Salesperson of the Year
- Emma Howard Smith, Air & Ocean Salesperson of the year
- Darren Justice, CaroTrans Salesperson of the Year
- Michelle Worden, Key Account Manager of the Year

- Nicole Szelest, Rookie of the Year
- Jonas Busse, Supply Chain Salesperson of the Year

Jonas Busse took the overall Americas Salesperson of the year. Congratulations to all of you!!



John Hepworth and Jonas Busse



Brian Heidrich – Transport, Darren Justice – CaroTrans, John Hepworth, Jonas Busse, Emma Howard-Smith – Air & Ocean, Shawn Roach, Nathan Thomas, Chris Wilson

Europe Branch of the Year

The highlight of every annual Branch Managers meeting is the awards dinner, where we congratulate all branches that achieve their target, and announce the branch of the year. This year we can congratulate our Forwarding 's-Heerenberg Team for winning the title European Branch of the Year! A great achievement by Branch Manager Peter Nagel, the complete team, and everyone who contributed to winning this title.



L-R: Ivo du Plessis, Peter Nagel, Roy Verploegen, Ben Fitts, Frans Zuidgeest, Don Braid

Sales Conference 2019

This year's sales conference was held at a venue with a difference, namely on one of the most impressive and prestigious ships in Rotterdam, "SS Rotterdam". The highlight of the sales conference is the sales award dinner, where team members are rewarded for their sales efforts.

We congratulate Ivo du Plessis for being the European Sales Team Member of the Year!



L-R: Frans Zuidgeest, winner Ivo du Plessis, Ben Fitts



L-R: Ben Fitts, Antoine Maslyczyk, Alexandru Carbuneanu, Gabriela Vlad, Bob de Ruijter, Roxana Bunea, Giovanni Tornabene, Andrei Bajenaru, Douwe Kaastra, Winfried van Vessem, Hubert Kamphuis, Maria Strous, Anke Harding, Anke Geebelen, Liane Philippen
Bottom row: Frans Zuidgeest, Lieke Brom, Edwin Heijnen, Nick Verweij, Ivo du Plessis, Harald van Schooten, Gerben Müller

New Zealand Branch of the Year

A big congratulations to Malcolm Holm and all the team at Daily Freight Auckland for winning Branch of the Year. A huge job to align the stars, especially in such a big operation. Well done team!



Carl George, Malcolm Holm and Craig Evans

Turnaround Branch of the Year

Unbelievable turnaround for the Cromwell Transport branch this past 12 months. Not only was the profit turnaround amazing, the turnaround in our image and representation in Central Otago is outstanding!



Mitch Gregor, Nathan McEldowney and Clarke Hegan

Salesperson of the Year

Congratulations to Matt Irvine taking out Salesperson of the year for 2018. Well done!



Matt Irvine and Rob Croft

Bereavements

Philip Camilleri, Mainfreight Logistics Prestons

Phil Camilleri passed away on Sunday 3rd February 2019. He was a Team Leader at Prestons Logistics and had been a valued member of the team since 2007.

Phil was a natural leader and a unique sense of humour, and always managed to motivate those he was working with.

We greatly miss Phil, but his spirit lives on – with his family (son Charlie is also a Mainfreighter, pictured to the left of his dad), and with his fellow team members.



Arjan Maas, Mainfreight Logistic Services 's-Heerenberg

On 20th March 2019 we lost a beloved and helpful team member, when Arjan Massed passed away suddenly at the age of 46. It was a big shock to the John Deere LCC team which he was an important part of, but also to the many friends he made in his 27 years career within the company.

Arjan started 27 years ago as a driver, and at the end of 2012 he made a career switch, joining the John Deere logistics team. He was assigned to the Late Configuration Centre (LCC) and this became his next big passion. Because of his technical skills he helped everybody out – if you had a problem with a machine, he came to help and always found a solution to fix it.

Arjan was someone with lots of words but also a very good heart. His presence, knowledge, stories and help will be missed by all of us. We lost a real Mainfreight man.



Tom Oosterwaal, Mainfreight Forwarding Oostende/Gent

In January of this year Tom Oosterwaal, Branch Manager for Ostend/Ghent Forwarding passed away. Tom joined our team in 2015 and his priority was to prepare our branch in Ostend for the future move to Zwijnaarde, Gent. During his period at Mainfreight, Tom achieved many changes and improvements. Together with the team, he made the move to the new facility in Gent possible.

In December 2017, Tom was diagnosed with a severe illness. Even after that time, his involvement with Mainfreight and his team remained impressive. Just before he passed away he left us the following message: ***'Life was too short, do not delay things you still want to do and take care of each other.'***



Bereavements

Eric Raaijman, Mainfreight Cross-Dock

Friday February 1st Eric Raaijman passed away at the age of 49. Eric had worked as part of our crossdock team since 1st November 2007. At the start of January, Eric didn't show up for his shift, which was very unusual, so we knew something had to be wrong. Unfortunately, we learned that Eric was very ill and wouldn't recover. Eric had to face a battle he couldn't win.

Eric was a very hard working, loyal team member and will be missed by all of us. Even though we knew his illness was incurable, we were deeply saddened to learn of his passing. Our thoughts are with Eric's family (especially his mother) and friends.



Keith (Midnight) Robb, Mainfreight Transport Auckland

Midnight was a Character with a capital C, and added great value to our team here at Mainfreight Auckland.

He was always smiling, and always ready for a story and a laugh. His gift of the gab made him great company at the lunch table, and also made for interesting conversations with customers and teams.

Midnight would always be available to listen and offer advice. He was always ready to help out with our IDEA (IHC) Days, and would rally all the muscle cars and motorbikes so that everyone had a wonderful time.

Middy – we will miss your laughs, your banter, your stories, our burnouts at the IDEA Day and you just being a good bugger. Rest in peace brother.



SERVICE ACHIEVEMENTS

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

John Giezenaar	40 years	Mainfreight Forwarding Netherlands
Erik Lammers	40 years	Mainfreight Transport Netherlands
Jos Marissink	40 years	Mainfreight Forwarding Netherlands
Jan Ursinus	40 years	Mainfreight Crossdock
Geoff Baird	35 years	Mainfreight Dunedin Logistics
Ton Broekhuizen	35 years	Mainfreight Transport Netherlands
Hemmy de Reus	35 years	Mainfreight Transport Netherlands
Seila Fiso	35 years	Daily Freight Wellington
René Luijmes	35 years	Mainfreight Transport Netherlands
JK Kerr	35 years	Owens Transport Christchurch Owner Driver
Tim Williams	35 years	Mainfreight New Zealand National Team
Carol Bausch	30 years	Mainfreight New Jersey
Robin Cook	30 years	Mainfreight Transport Christchurch
John Dash	30 years	Mainfreight Transport Auckland
Ramon de Bakker	30 years	Mainfreight Crossdock
Dinie Dijkman - Reessink	30 years	Mainfreight Holding
Mirjan Donkers - Liebrand	30 years	Mainfreight Forwarding Netherlands
Mike Freriks	30 years	Mainfreight Holding
Detlef Hawranke	30 years	Mainfreight Logistic Services Netherlands
John Hepworth	30 years	Mainfreight Americas National Team
Eddy Hermans	30 years	Mainfreight Logistic Services Born
Hennie Karsten	30 years	Mainfreight Transport Netherlands
Maresa Kilepoa	30 years	Mainfreight Transport Wellington
Carolyn King	30 years	Mainfreight Air & Ocean Melrose Drive
Marc Maerten	30 years	Mainfreight Forwarding Belgium
Glenn Matthews	30 years	Mainfreight Transport Auckland
Wayne Mullins	30 years	Mainfreight Napier Owner Driver
Frank Ramakers	30 years	Mainfreight Logistic Services Born
Oscar Rossini	30 years	Mainfreight New Jersey
Sandra Ruikes	30 years	Mainfreight Holding
Gary Semmler	30 years	Mainfreight Transport Adelaide
Ruud van Buuren	30 years	Mainfreight Crossdock
Schirelle Wildbore	30 years	Mainfreight Transport Tauranga
Erwin Willemsen	30 years	Mainfreight Holding
Daisy Attard	25 years	Mainfreight Air & Ocean Melrose Drive
Robin Boeijink	25 years	Mainfreight Forwarding Netherlands
Eric Boerboom	25 years	Mainfreight Logistic Services Netherlands
Kim Brett	25 years	Mainfreight New Zealand National Support
Todd Chandler	25 years	Mainfreight Air & Ocean New Zealand Support
Luke Farrugia	25 years	Mainfreight Transport Adelaide
Edwin Geurts	25 years	Mainfreight Logistic Services Netherlands
Pat Henderson	25 years	Mainfreight Wellington Owner Driver
Noel Hughes	25 years	Daily Freight/Chemcouriers Auckland
Steven Longstaff	25 years	Mainfreight New Plymouth Owner Driver
Ross McDonald	25 years	Mainfreight Palmerston North Owner Driver
Robert McGrath	25 years	Mainfreight Wellington Owner Driver
Ray Prideaux	25 years	Mainfreight Palmerston North Owner Driver
Graham Ralston	25 years	Daily Freight Wellington Owner Driver
Darren Richardson	25 years	Mainfreight Hamilton Owner Driver

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

SERVICE ACHIEVEMENTS

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

Maurice Ruesink	25 years	Mainfreight Transport Netherlands
Craig Stewart	25 years	Daily Freight Christchurch
Jason Street	25 years	Mainfreight Auckland Owner Driver
Glen Symons	25 years	Mainfreight Mobile Auckland
Richard Vlasblom	25 years	Mainfreight Australia Transport Support
Bronwyn Wassell	25 years	Mainfreight Air & Ocean Perth
John Williamson	25 years	Mainfreight Port Ops Christchurch Owner Driver
John Wright	25 years	Mainfreight Forwarding Support
Joseph Yearbury	25 years	Mainfreight Transport Whangarei
Bastiaan Besselink	20 years	Mainfreight Crossdock
Denis Christmas	20 years	Mainfreight Christchurch Owner Driver
Kirsty Davis	20 years	Mainfreight Air & Ocean Melrose Drive
Greg Delautour	20 years	Mainfreight Transport Larapinta
Travis Dellar	20 years	Mainfreight Air & Ocean Melbourne Perishables
Toon Elting	20 years	Mainfreight Logistic Services Netherlands
Adrian Ferguson	20 years	Mainfreight Port Ops Christchurch Owner Driver
Mark Feukkink	20 years	Mainfreight Forwarding Netherlands
Diane Franks	20 years	Mainfreight Logistics Christchurch McAlpine
Raewyn Glamuzina	20 years	Mainfreight Americas Training Team
Fiona Goodwin	20 years	Mainfreight Air & Ocean Melrose Drive
Nada Gvozdenovic	20 years	Mainfreight Air & Ocean Tauranga
Anouk Hendriksen - Evers	20 years	Mainfreight Logistic Services Netherlands
Wilco Hogenkamp	20 years	Mainfreight Forwarding Netherlands
Greg Howard	20 years	Mainfreight Transport Paraparaumu
Rukua Kavakura	20 years	Daily Freight Wellington
Jan Kniest	20 years	Mainfreight Australia National Team
Jeff Larsen	20 years	Mainfreight Air & Ocean Wellington
Ivo Leurs	20 years	SystemPlus Logistics Belgium
Elisa Lupian	20 years	Mainfreight Los Angeles
Joylene Malofie	20 years	Owens Auckland
Peggy Reinders - van Koot	20 years	Mainfreight Customs Clearance
Daniel Riddell	20 years	Daily Freight Auckland Owner Driver
Sandra Ritchie	20 years	Mainfreight McAlpine Log
Kevin Roberts	20 years	Mainfreight Transport Whangarei
Melanie Savona	20 years	Mainfreight Air & Ocean National Support
Gary Sellars	20 years	Mainfreight Port Ops Christchurch Owner Driver
Charles Simpson	20 years	Mainfreight Metro Wellington
Tonny Smeenk	20 years	Mainfreight Logistic Services Netherlands
Tonny Stoffels	20 years	Mainfreight Logistic Services Netherlands
Robert Stout	20 years	Mainfreight Transport Dunedin
Garth Sutton	20 years	Mainfreight Logistics Christchurch McAlpine
Kelvin Thorburn	20 years	Mainfreight Transport Invercargill
Mateo Tino	20 years	Owens Logistics Kahu St
René van den Broek	20 years	Mainfreight Transport Netherlands
Roger Van Dorsten	20 years	Mainfreight New Zealand IT
Kees van Grootveld	20 years	Mainfreight Transport Netherlands
Sofie van Hee	20 years	Mainfreight Support Belgium
Mark Willis	20 years	Mainfreight Air & Ocean Dunedin
Sander Wolsink	20 years	Mainfreight Forwarding Netherlands

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

Long Service Legends



Andrew Sesani presenting Mateo Tino with his 20 years' service certificate



L-R: Maninder Singh, Mitch Gregor, Kris Maddaford, Shailesh Bhuthadia, Jason Byun, Rajiv Reddy, Jeremy Williams, David Stein, Mateo Tino, Gerard Doctora, Gemma Walker, Andrew Sesani, Jodi McLaren, Milka Sagi, Anthony Levao, Colin McPherson, Sukhjit Gill, Jeremy Chin, Mandeep Singh, Koneilo Leone, Travis Hari

Andrew Sesani and the Kahu Street team congratulate Mateo Tino on his recent 20 years' service milestone with the presentation of his favourite team's jersey and morning tea



Jason Braid 20th Anniversary at Hong Kong office

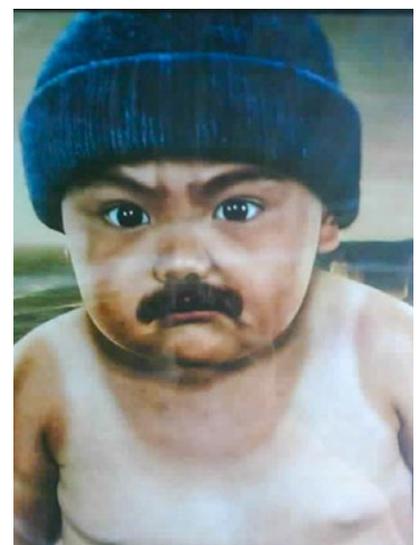
The Mainfreight Hong Kong team hosted the Air & Ocean GMs meeting, and surprised Jason Braid for his 20th Anniversary

Back L-R: Franky Lui, Chris Wilson, Cary Chung, Nic Kay, Don Braid, Clement Chong, Nathan Thomas, Grant Draper
Front L-R: Edwin Chan, Nichi Zhui, Kittie Lau, Joyce Lau, Michelle Yip, Jouann Lee, Jason Braid, Carrie Hui, Wilson Chen, Raymond Lo



Long Service Legends Retiring

Our Southland legend Harry Reynolds has retired after 30 years of service. Harry has been a stalwart for the Transport business and will be missed, but will always have that 'blue blood' in him! Thanks Harry.



Back on day one ...

Lyn Rogers' Retirement

Lyn Rogers was acknowledged for her service and contribution by Paul Claydon, Logistics O'Rorke Road. Lyn has been an absolute star in our Logistics business and after almost 20 years has decided to retire and take up fishing. Lyn has been a great example for so many and has made an outstanding contribution to our team.



Mike Tapper Retires

After 40+ years of service, Mike received a warm farewell as team mates from across the Mainfreight business recognised his outstanding contribution.



L-R: Don Braid, Carl George, Mike Tapper, Malcolm Holm



Mitch Gregor presenting Geoff Baird with his 35 years long service certificate.



It's our people that make the difference....some team shots from around the traps!



Teamwork makes the dream work! Fillo Logistics team at Melbourne's Run for the Kids. Rhys Alvarez carries Hannah Zhou down the Bolte Bridge with Karim Moham



Caroline Ding (Left) & Joanna Fan (Right)



COSCO Delivery Ceremony – Shanghai team

Shanghai Seafreight team attended the handover ceremony of new COSCO ship - COSCO SHIPPING ANDES at the end of last year. The new vessel is available to load 14,500 TEU and provide service on Asia-North Europe trade lane.



L-R: Will Huddleston, Becky van Wylick, Krystle Bouchahine & Tom Cussen

CaroTrans Dallas – Spa Day

CaroTrans Dallas team knows the importance of self-care and team bonding! The team went out together for facials. The better care we take of ourselves, the better we can take care of our customers!



New Zealand Open Mini Golf Champion

Congratulations to Cameron Couper from CaroTrans Auckland who was recently crowned New Zealand Open Mini Golf Champion.

The Nationals were held in Rotorua, where Cameron competed against New Zealand's best Mini Golfers, the event was over 8 rounds and he ended up winning by 8 strokes.

Well done Cam on your achievement!



Leo Carmichael rocking his MF Onesie – future 20 year legend. Dad is Chris Carmichael, Air & Ocean Whangarei Branch Manager



CaroTrans Miami Team – Visiting the Port of Miami

L-R : Host Amparo of Seaboard Marine, with Bruno Barbi, Greg Meier, Daniella Dellisanti, Jackie Ramos and Juan Melendez



International Women's Day Celebrated in 's-Heerenberg

L-R: Karolina Kaszyca, Anke Harding, Aneta Kossut, Magdalena Kucia, Marije Beliën, Lieke Brom, Astrid Van Cauwelaert, Yvonne van den Berg, Anke Geebelen, Courtney Bould, Orlane Revellin-Falcoz, Gabriela Vlad, Roxana Bunea, Laetitia Gourmelin, Valeria Ratti, Katarzyna Deineko, Front row: Saskia Daams, Elina Malakhova, Ludmila Grot, Chow-Ling Chong



Future CaroTrans Cadets! CaroTrans kids joined their parents at work for fun day at the Miami branch recently.



Hidden talents from our Mainfreight Los Angeles team at a recent Paint Night event! L-R: Jackie Ganther, (Non-team Event Coordinator), Joyce Guillen-Cox, Vicki Friedland, Ajanæ Hunter



Global A&O Ops Team - Organized Cooking School Front Row L-R: Chef George, Jouann Lee (Asia), Carrie Hui (Asia), Michelle King (Americas), Lucy Partridge (Europe), Laurie Hamid (US IT), Desiree Martinez (Americas), Jennine Cosgrave (New Zealand), Chef Teri, Analisa Dennis (US IT) 2nd Row L-R: Troy Kirwin (Australia), John Eshuis (New Zealand), Barry Ehrreich (US IT)



Amazing what you find cleaning up after conference – at least now we know why Denis Law's kids always do so well in the Christmas card competition – family talent!



Mainfreight Europe: The first Mainfreight Montferland Run



Adelaide Team Members at Hamburg Sud Tennis Day L-R: Bianca Moseley, Joe Covino, Jess Hautop, Jodie Dirksen

Feedback

Mr Braid
Mainfreight Limited
PO Box 14 038
Panmure
Auckland 1741.

13 December, 2018

Dear Mr Braid,

Thank you for the Mainfreight Award for Excellence in Attitude that I have received.

My family is very proud of me and the trophy is in a special place in our sitting room. Thank you also for the World Family Reference Atlas. This is a very interesting and special book.

I have attended Wiri Central School since I was five years old. I have enjoyed the opportunities that this school gives to everyone. Some school events I have participated in include school concerts, sport teams and the school choir. I have also been a whānau leader, a road patroller and a school librarian. I am also very proud of my Samoan culture and have taken every opportunity to perform the siva Samoa at school events.

I would also like to take this opportunity to thank you for all the Duffy books that I have received during my time here at Wiri Central School. I still have all my books at home and I read them to my little brother.

Our school has a tradition where the the winner of the Mainfreight Award comes back to present the award in five years time. I am looking forward to doing this.

I appreciate your generosity - thank you again.

Yours sincerely



Maryanne Levao



From: riccardo t
Sent: dinsdag 13 november 2018 2:20
To: Jean - Baptiste Topenot; Nicole Messing;
Wouter Jansen MF EUROPE
Subject: SHIPPING 1012018

Hello,

Regarding the following shipping, I just want to thank you and the whole of Mainfreight for the incredible speed that it took you to deliver. It was planned for the 15th but it was delivered today, saving our company from a very uncomfortable situation. We are happy we can count on such a great partner!

Have a good day
Riccardo

From: Pippa T
Sent: Thursday, 30 May 2019 1:36 PM
To: Henry Boon, MF Palmerston North
Subject: Re: Freight transport with special requirements.

Hey Henry

Your team did a great job today - best we have ever used. They were very aware and careful about the environment they were working in and did the job quickly with little fuss.

Best of all they had good humour- please pass on our best to them

Pippa

From: Don Braid
Sent: Wednesday, 17 April 2019 2:31 PM
To: Nick Hyde (MFT Taupo)
Cc: Carl George; Craig Evans
Subject: FW: Thank you

Nick,

Just great to receive these sorts of notes...can you thank your team and share the feedback. This is what we are all about.
Many thanks
Don

From: Marty S
Sent: 17 April 2019 13:32
To: Don Braid
Subject: Thank you

Dear Mr Braid,

I just wanted to record the appreciation of my wife and I for some excellent service we recently received from some of your Taupo crew. The jobs were, by Mainfreight standards, very small and involved transporting of furniture items from Auckland to Taupo and then to our Taupo property.

Alex and Ahu (and I think the other fellow was named Charlie) were the operators on these two different jobs and they could not have been more helpful and obliging. On time, efficient, cheerful and patient ... terrific qualities in a client service business ... plus .. my wife admired that they were also clearly very strong !! The guys were outstanding!

I know Mainfreight has a strong focus on culture and it is quite apparent that it flows onto client dealings.

Congratulations to your local Taupo branch, the guys themselves and to the wider company. It makes us proud to be Mainfreight shareholders, albeit very small ones, and we wish you and your team every success for the business year.

Kind regards
Marty & Julie Anne S

From: Raelene B
Sent: 8 January 2019 23:03
To: Don Braid
Subject: A huge thank you
Hi Don,

My name is Raelene and I've talked of sending an email to Mainfreight for years!

This may be one of the strangest emails you have ever had, however when I saw a Mainfreight yard the other day I was prompted to send the email I have for years intended to.

For 8.5yrs I was a Chaplain and worked in the gaols in Western Sydney. It was a very draining job, emotionally, mentally, spiritually and physically.

I lived almost an hour from the gaols and used to travel along the M5 & M7 in Sydney most days at all sorts of hours. As I travelled these roads I became aware of the Mainfreight trucks. They became like an excitedly anticipated friend on the roads.

In all those years I never experienced anything but courteous driving by the Mainfreight truck drivers. I would see the blue in the distance and something in my spirit would ignite!! I would love driving behind them and reading the quote. It was a comfort to see them on my journey. It truly made my day.

I now have moved to Newcastle and life is very different, however I still do travel a lot on the roads. My husband, whom I married 4 years ago, always sees the Mainfreight trucks and says 'sweets, there's your trucks!' Yes I have shared the story of how the Mainfreight trucks became such a comfort to me on the roads.

So here I am finally sending the kooky email!!

I want to thank each of your drivers, and everyone else who makes the company what it is. I probably haven't articulated it well, but the feeling that was evoked within me over those tough years in the gaols STILL is evoked in me every time I see the Mainfreight trucks!!

I always wanted the 'bosses' to know how much these trucks made a difference to me on the roads AND still bring a smile to my face.

Thank you Don for whatever the culture is that management have cultivated. This is one road user's life, that was and still is comforted, knowing Mainfreight trucks are on the road.

Blessings,
Raelene B

发件人: Lee Hong Khoo
发送时间: 2019年3月20日 17:02
收件人: Monty Sullivan
主题: RE: Air Ex Urumqi China to Brisbane

Hi Monty,

Thanks for your help and arrange the shipment so fast. We really appreciate it. Your China party reply very fast, keep us updated info.

I am trying to get more order to you.
I may start the NZ company 1st, will come back to you ASAP.

And also will always recommend other company work with Mainfreight such as my Malaysia supplier arrange the return from NZ company.

Thanks,

Regards,
Khoo

From: Marsden
Sent: 13 December 2018 20:53
To: M2Home AKL Enquiries
Subject: Thank you!

Hi there,

I just wanted to say thank you to your Auckland customer service team who helped get my bouncy castle down to Christchurch this week. It was my first time dealing with you guys, and it was such a pleasure. You were super helpful and friendly (and patient) and at the busiest time of year the package got to Christchurch today after only a few days. Super impressed with your service in every aspect.

My son's birthday is on Saturday and I'm sure he will love playing on the bouncy castle! Thanks a million!

Merry Christmas to you all.

Regards,
Kate McK

From: Steve F
Sent: Friday, 22 February 2019 10:43
To: Elvis Sehovic, Chemcouriers Australia
Cc: Liam Hastings, Chemcouriers Australia
Subject: IMPORTANT Sales Order

Hey Elvis.

Hope this email finds you well. I think it will because you'll read it when you return from leave, (I'm yet to find out who authorised that by the way).

Anyway this is just a quick thank you from me personally because yet again you've made my job much easier and at the same time put Chemcouriers up in lights which needs to happen from time to time here because it's usually only bad news that gets reported upwards in our world. And I do mean our world, meaning Logistics.

The work completed to get this consignment out to Windsor yesterday was outstanding as our customer had been promised product. We had a slow down on the shipping into port side here in Melbourne so in fact a container unpacked at 12 noon at the DGL warehouse was at our customer miles out of Sydney the next afternoon! Along with all the emergencies I/we throw your way, you and Liam are my go-to off the top because I know my requests are considered honestly as "what can we do, how can we make this happen" and I thank you for your drive and capability.

As late as near 11pm last night our Account Manager was still contacting me amazed with the service here, word for word he said, "This was great work. As good as I can ever remember. Ship arrives Tues 6.00am into Mel Port and we deliver Thursday into Sydney at 12.30pm".

Regards,
Steve F



20 May 2019

Mr Patrick van der Hoek
Mainfreight
Noorderlaan 31A
2030 Antwerpen

Dear Patrick

I would like to extend my sincere thanks to Mainfreight for its support for the pou maumahara unveiling on Anzac Day. As a New Zealander, I was enormously proud to be part of the extraordinary ceremony to unveil the pou and proud that such a magnificent and significant Māori carving stands in Passchendaele in the heart of Europe. And I'm proud that an iconic New Zealand company like Mainfreight could be part of this project and help make it happen.

I am especially grateful to Mainfreight for transporting the pou maumahara and arranging for its care for the weeks it was in storage in Belgium. I know that at times this was complicated and it did not happen without effort and so I want to acknowledge the commitment and hard work that made this possible.

We very much value our relationship with Mainfreight and we would be delighted to welcome you and your staff at any of our events here if you'd like to be part of some New Zealand activities. I hope we have the opportunity to work together again in the future.

Yours sincerely

Gregory Andrews
Ambassador

Cc Jason Braid
Ben Fitts



New Zealand Embassy
Te Aka Aorere

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Belgium

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From: Sonya G
Sent: Wednesday, 13 February 2019 11:58
To: Rodd Morgan
Cc: Craig Smith
Subject: Compliment on your Sydney Metro branch

Hi Rodd,

I trust this email finds you well.

As I myself can appreciate, it is rare that customers take the time to provide a compliment when they receive really good service. Which is why I thought it was important I let you know of a recent experience I had with one of your employees Kylie (I didn't catch her surname) from your Sydney Metro transport team.

On Friday, Kylie was able to go above and beyond to help me with a delivery of furniture that I needed by Saturday, and this not only meant I was able to fulfil commitments I had for Sunday, but left a lasting impression on me about Mainfreight.

I am truly thankful that Kylie was able to do this for me. It is the kind of experience I now share about Mainfreight and ensures I would use and recommend Mainfreight in the future.

Please pass on my gratitude and thank you again for excellent service!

Warm regards,
Sonya K

From: Natalia W
Sent: donderdag 29 november 2018 11:21
To: Jordy Bergman
Subject: RE: HR58 - 1 truck to Croatia

Did I already told you that I really love to work with you ☺

There are no other forwarder who will be on top of everything as you.

Big thanks!

From: Tigs L
Sent: 16 January 2019 11:10
To: Greg Waylen (Air & Ocean Hamilton)
Importance: High

Hi Greg,

I would like to this opportunity to let you know how I rate the Team I deal with at Mainfreight, the service I receive from all the Team there is absolutely brilliant communication and everything is EXCEPTIONAL, from now on I will be using Mainfreight as my preferred Shipper, please pass this on to the Team.

Once again Greg thanks for the great Service.

Regards
Tigs L

LET'S CELEBRATE!

SHOUT!

Mainfreight Team

A big shout out to the Mainfreight team – there have been a number of great examples of late which show that our relationship continues to grow, well supported by Stan, Maddie and Warren.

DOT 99.1% - this is the highest result achieved since commencing our contract and to achieve this in peak is testament to the hard work being done across all areas of the network

Woolworths redeliveries – although not a problem free process, Melbourne Metro provided great support and flexibility at short notice to assist with redelivery of a number of large loads which were rejected due to WW capacity issues.

Adhoc stock movements – Maddie continues to provide great support and ownership across the regular network as well as extra requests of an adhoc nature. A recent example of a multi-stop movement of equipment for recorking clinics across SA, VIC and NSW, went without issue despite tight timelines and has been recognised by others in the company.

A big thank you to all!



ASIA



AUSTRALIA



NEW ZEALAND



EUROPE



AMERICAS



www.mainfreight.com



www.facebook.com/mainfreight

From: Admin@XXX <admin@...com>
Sent: Friday, March 8, 2019 2:01 PM
To: Ben <ben.t@...com>; Barry Martin <barry@...com>
Subject: Issues with delivery today

Hi Ben & Barry,

I'm at a total loss...
 A major part of my job is chasing up sub-standard suppliers and contractors. I make angry phone calls, I type out passive-aggressive emails. I bitch and moan about this stuff to anyone who will listen. But today...

Mainfreight delivered.

On time.

With a tail lift.

And nothing has been damaged in transit.

What am I going to do with all this free time??????????  
 HAHHAHA!

Thanks ♥! Have a great weekend!

Jaz x

Kind Regards,
Jasmin D

***We love it when our customers are happy;
 We love it when our customers' customers are happy – thanks for sharing this
 with us, Ben & Barry!***



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