

# Mainfreight NEWS



## Welcome

to Mainfreight News, where we share some of the interesting services and activities in the Mainfreight world.

Building intensity in our network is an integral part of our on-going 100 year planning philosophy. However it's not just new branches we have opened - we are also building and expanding branches in our current locations.

These critical infrastructure improvements

ensure we have the right platform to deliver quality services and expand on our service capabilities.

It's a busy time of year but it's important that we take the time to keep you, our customers, up to date with the services, places and people that drive our global network.

Dave Scott

Group Sales Manager Australia

## Featured in this issue

- Australian mangoes hit the shelves in the US
- Bunbury and beyond
- Driving quality with our Assurance Program
- Mainfreight building development update
- Mainfreight gets Cricket World Cup fever - 5 Minutes with Peter Wilson





# Australian mangoes hit the shelves in the US

Famed for their unique flavor, Australian mangoes are now available in US supermarkets after our Brisbane Perishables team delivered the first ever shipment to the USA.

The Australian Government, the Australian Mango Industry Association and Horticulture Innovation Australia have been working on securing the rights to export mangoes and lychees to the US for almost two years.

As the first shipment of its kind, we had Government officials from both Australia and the US on hand as our team received and loaded 4500kg of mangoes bound for LAX. They were impressed with our Brisbane facility with multiple zones that can be set at independent temperatures and a 73m<sup>2</sup> specialised freezer designed to quickly cool down cargo. Two more shipments quickly followed and we are excited to continue this project in the next mango season.



## Exporting to the US?

It's not just mangoes and lychees; the United States is a top export market for Australian horticulture products with American consumers demanding these healthy and high quality products. If you are looking to take advantage of America's increasing demand for Australian products, our team can help you find your way through the complex international market. Our dedicated export teams are on hand to advise on services, markets, trade routes and everything you need to know to get your products through all the export documentation processes.

## North American Supply Chain Network

Our North America operation spans from coast to coast offering over 100,000m<sup>2</sup> of warehouse space, over 70 branches and a Mainfreight team of over 680 people on the ground picking up and delivering your products in the time frames expected.

Is America in your sights? Talk to our experienced team to find out more.

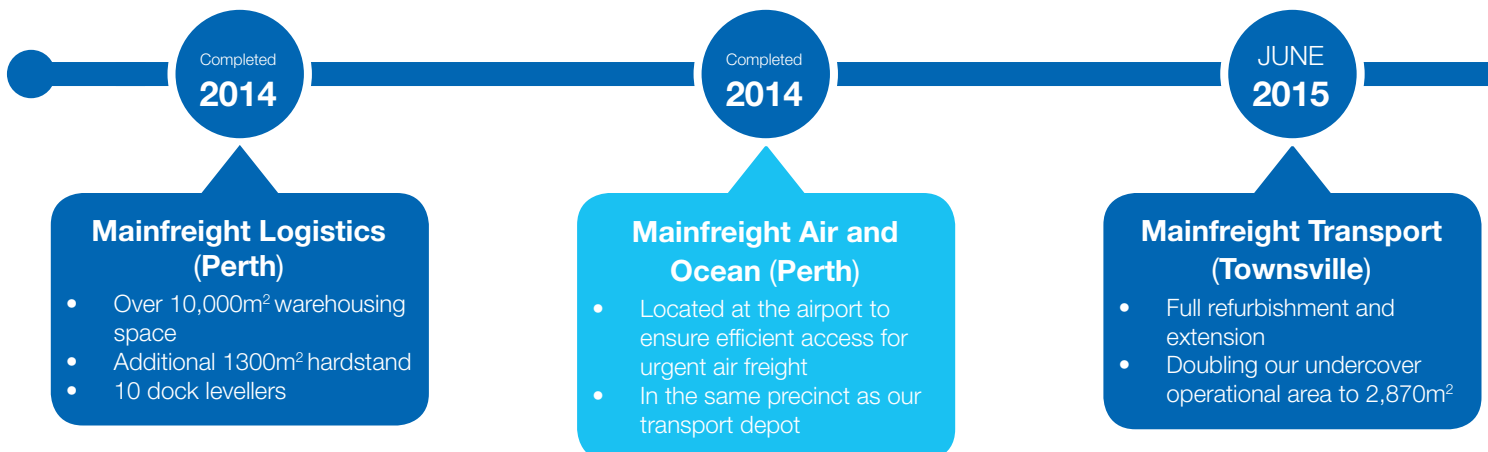
Mainfreight Transport - Perth



Mainfreight Transport & Logistics - Melbourne



## Mainfreight Under Construction - Timeline



## Regional development - Bunbury and more to come

Operating from 35 transport branches strategically located throughout Australia, we have strengthened our footprint by opening a satellite depot in Bunbury, Western Australia.

Bunbury is in the heart of the South West of Western Australia, one of the fastest growing regions in Australia. Famous for its coastal beauty and tourism, the South West also boasts booming agricultural, forestry and wine industries ensuring lasting growth in this corner.

Our linehaul vehicles are moving freight into this area daily, our Bunbury owner drivers are equipped with tail lifts and are picking up and delivering freight throughout this region, including:

Bunbury	Dunsborough
Busselton	Augusta
Margaret River	Albany
Collie	

This move into Bunbury increases our local contact in the South West region and eliminates the need to outsource transport delivery. Freight consignment information is immediately visible through our owner drivers online technology in real time and on demand.

Committed to strengthening our regional presence and delivering quality and improved transit times; we are opening more satellite depots in more Australian locations with Gosford and Wollongong on the horizon... watch this space.



## Driving quality with our Assurance Program

As a long term and sustainable national transport business, we must deliver quality services to our customers. We are always looking at innovative ways to ensure our team continues to operate at a high standard.

Investing in our Australian infrastructure allows Mainfreight to control the quality across our national network, providing our customers the high service standard we pride ourselves on.

To drive further improvement to our service standard, we are introducing the **Mainfreight Quality Assurance Program**.

What is the Mainfreight Quality Assurance Program?

Simply put, we will compensate you for the cost price of your freight up to \$2000 (including GST) per unit of goods if your freight is damaged or lost by Mainfreight Transport.

Is there an additional charge for this program?

No. This is about Mainfreight assuring our customers that we will deliver high quality services from pick up until delivery at your receivers' location

How do I get started?

Contact your Mainfreight sales executive or nearest branch and our team will provide the simple paperwork required to commence immediately.

OCT  
2015

### Mainfreight Transport (Perth)

- 8,775m<sup>2</sup> fully docked depot
- Additional 13,300m<sup>2</sup> hardstand
- 3.2 hecatres of land

NOV  
2015

### Owens (Brisbane)

- Purpose built facility in the Port of Brisbane
- 1500m<sup>2</sup> depot
- 10,000m<sup>2</sup> hardstand
- Capacity for 560 TEU and 35 reefer points

DEC  
2015

### Mainfreight Transport & Logistics (Melbourne)

- 11 hecatres of land
- Full supersite to improve express delivery time in all Melbourne suburbs



# CRICKET WORLD CUP FEVER

Hailed as the 'flagship event of the international cricket calendar', the Cricket World Cup takes place every four years with 14 competing teams from around the world.

Jointly hosted by Australia and New Zealand, Mainfreight was chosen as the logistics partner for this year's 2015 Cricket World Cup. We caught up with Peter Wilson who took up the challenge of coordinating this event:

**Have you been able to catch up on any sleep?**

Just. There were definitely some sleepless nights but we wrapped up a couple of months ago, so, I have had the chance to return to my normal routine.

**What was the fastest turn around for a team?**

We had teams playing until way past midnight then on an international flight at 6am so we were at the hotel at 3:30am for a 4:15am drop off to the airport. There were definitely some long days.

**14** COMPETING  
NATIONS



**14** DIFFERENT  
STADIUMS

**OVER 1B**  
TELEVISION AUDIENCE



**How much preparation and planning went into coordinating these movements?**

The 12 months of preparation time seemed to fly by. I flew to New Zealand to take part in the in-depth baggage master training – then returned to Australia to ensure all our team were trained and inducted officially in accordance with ICC regulations. It was a huge process but with clear communication lines we were fully prepared as the event unfolded.

**What was Mainfreight's role in the event?**

Coordinating all movements for the baggage and equipment; we supplied the truck, truck driver and a baggage master for each team movement. The team movements consisted of:

Airport → Hotel  
Hotel ↔ Training Venue  
Hotel ↔ Match Venue  
Hotel → Airport

and then all over again at the next stop

78 of our team worked as baggage masters throughout the tournament. Our team would work closely with the team liaison officer, the ICC Cricket World Cup officials and our drivers to ensure the seamless transfer of all of the team's equipment and personal luggage.

**892**  
MOVEMENTS

**Having the tournament take place across both Australia and New Zealand must have created some challenges.**

Whichever side of the Tasman we are on, our Mainfreight teams have the same easy to deal with culture which meant it all ran incredibly smoothly. Our teams are empowered to think on their feet and they all overcame the daily challenges of schedule changes with ease.

**Any major challenges?**

With any large scale event there are always challenges but we were proactive enough to have steps in place to overcome these. The major obstacles came in the full force of Mother Nature. It was the hot heat in Adelaide and Perth and the cyclone in Queensland forcing some change of venues, flight delays and even the cancellation of the Bangladesh V Australia match.

**Were you a cricket fan before this event?**

No, not at all. I had never been to a game and only watched it on Boxing Day when forced to by the family. However after this experience you can say I've been converted.

**What was your favorite moment from the Cricket World Cup?**

Watching the Aussies smash the Kiwi's in the CWC final.

Please circulate to: ■ Warehouse Manager ■ General Manager  
■ Accounting / Finance Managers ■ Distribution / Transport Managers

Let us know what you think about Mainfreight news.  
Comments and feedback are welcome at: [david.scott@mainfreight.com.au](mailto:david.scott@mainfreight.com.au)

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