

# MAINFREIGHTNEWS



## WELCOME...

to the April edition of Mainfreight News. Recently we were able to gather a large number of team members from all of our Australian Mainfreight businesses at our annual conference. We discussed our expanding branch network that is driven by a need to control quality and expand our supply chain capabilities.

We talked about our worldwide footprint, and the role we play in assisting customers not only in Australia, but customers across our global network by continuously looking for opportunities to reduce costs and improve their entire supply chain capability.

Read on to learn about the initiatives we are taking to drive improvement. We continue to believe that the success of our company is based on two unshakeable beliefs:

- The only way to keep ahead of our competitors is by the superior performance of our people
- The only measure of superior performance is how the customer perceives it

Enjoy.

**Dave Scott**  
Group Sales Manager Australia

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Please circulate to:

Warehouse Manager	
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## MAINFREIGHT UNCOVERS VICTORIA'S SECRET

In response to the fast growing Victorian market, Mainfreight has increased our presence in the state by despatching interstate vehicles from our Campbellfield branch to facilitate customers' needs on both sides of Melbourne. Combined with our branches in Clayton and our rural branches in Ballarat and Albury we are strategically positioned to service customers from every corner of Victoria and consequently our customer's right across Australia.

Jordan James our Melbourne Transport Unit Co-ordinator proposes that Mainfreight "need to be coming up with new and efficient ways to service our customers' needs." Despatching from our Campbellfield branch, in Melbourne's Northern suburbs, means earlier departure times triggering earlier and more consistent arrival times in other states.

This movement does not only promote growth in the Western and Northern suburbs of Melbourne, but also frees up resources around our Clayton branch – to support growth in all areas of Victoria.

Jordan launched the initiative from Campbellfield in October and has been despatching B-Double trailers daily ever since. Jordan notes "service to our customers is what keeps us in business and we want to make sure that the service is at its best." With the daily linehaul now established, Jordan and his growing team in Campbellfield are working to add more services to the site.

Like to find out more about our Campbellfield branch and how it can help you with your freight needs? Contact your local Mainfreight sales representative.

# MAINFREIGHT'S RUNNING MAN

In the last Mainfreight News issue we were able to report that our Australian Logistics Manager was participating in the Mt Everest Marathon. On Friday December 2nd 2011 while we were all participating in some Christmas shopping or partaking in the Christmas festivities, René van Houtum was undertaking a run of a lifetime – the Mt Everest Marathon. The Everest event is listed in the Guinness Book of Records as the highest marathon in the world.

The Everest marathon takes place on snow, ice, rocks and all other conceivable types of surface; René came in at 13th out of the 68 International participants, completing the 42km race in 7 hours and 46 minutes, relaying that "good work takes some time."

René recently competed in the Herald Sun's Run for the Kids. The run through Melbourne's city centre raised more than \$1.65 million for the Royal Children's Hospital Good Friday Appeal.



The 2012 Run for the Kids incorporates all of the unique features that have made it a landmark charity event and gives participants a sense of devotion to the great cause. For the seventh year running Mainfreight team members and their families joined 33,000 Victorians on the 5.2km and 14.38km routes. Mainfreight encouraged team members to take part in the run with t-shirts, morning tea and donating the entry fee which automatically is contributed to the charity.



## DIMINISHING DAMAGED FREIGHT

Our Mainfreight team are always looking for new and exciting opportunities to advance our service capabilities. In doing so, Mainfreight have acquired new B-Double trucks with double mezzanine decks. We use mezzanine floors in all our trucks to increase efficiency and increase the safety of our customer's treasured goods, therefore reducing damaged freight.

The specialised 3 level B-Double separates the freight to enhance freight protection for all our customers' goods.

The new trailers boast an enhanced suspension system for a smoother freight ride and have improved loading times and loading efficiency during the evenings.





## OWENS JOINS THE REDS IN NORTH QUEENSLAND

Over recent years, Mainfreight has achieved massive growth in our Queensland area; now we are cementing this progression by introducing Owens Transport capabilities in Townsville. Owens Transport provides importers and exporters with reliable container transport to and from the wharf and associated tasks.

Owens Townsville can offer container transport, general/break bulk transport and crane truck services, covering the Townsville area and linking into our Australian transport network. Queensland branch manager Dean Ashton notes that "combined with

our branch in Brisbane, we are in a unique position of generating a real presence in Queensland and throughout Australia".

The newly opened Owens Townsville is joined by our Owens branches in Brisbane, Melbourne, Perth and Sydney to offer our customers a single wharf carrier for all container movements.

Interested in learning more about our growing business in wharf cartage? Contact your local Owens or Mainfreight sales representative. More contact details are on the back page of this newsletter.

## ADELAIDE GAINS DIRECTION

In acknowledgement of the growing International trade and demand out of China, Mainfreight have expanded our International services into Adelaide.

Freight to Adelaide is currently being transported via Melbourne, and then unpacked and transported via trucks to Adelaide. Mainfreight are in the unique position of being able to offer a direct LCL service from China; from start to finish the freight will be under Mainfreight control. Adelaide Branch Manager Ogi Vuksanovic notes "South Australian customers deserve a service that is not constantly influenced by Melbourne and we are delighted to be able to offer it."

The new service, which no other freight forwarder is doing directly, will cover all major ports in China and Hong Kong direct into Adelaide.

The direct service is taking advantage of the capabilities of our growing network to give our customers greater choice and efficiency. Ogi adds "We are genuinely excited about launching this unique service which is absolutely focused on the needs of our customers and our desire to offer them a world class solution".

## MAINFREIGHT PERISHABLES LAND IN SYDNEY

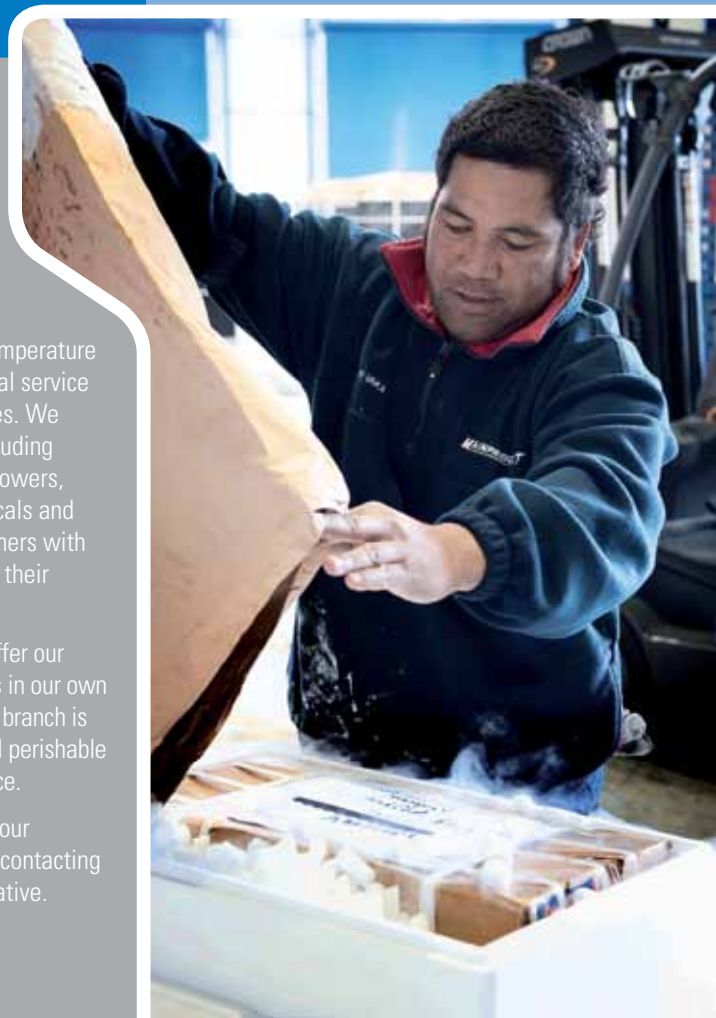
Fresh flowers, tropical fruit, meat, fish and highly seasonal products are available in our Australian stores 12 months of the year. Australian consumers' expectations of availability of these perishables products are now firmly in place. To assist, Mainfreight are servicing the delivery of these products to their markets all year round.

Due to the high demand of perishables being imported and exported globally, Mainfreight have now doubled our perishable capabilities by opening a new branch in Sydney. With years of operating experience in our Melbourne branch, Mainfreight Sydney can now service the growing market for perishable transportation worldwide.

The transportation of time and temperature sensitive goods is the fundamental service offered by Mainfreight Perishables. We move a full range of products including fruit, vegetables, fish, dairy, cut flowers, plants, bulbs, meat, pharmaceuticals and live animals, providing our customers with effective handling services for all their perishable needs.

The new NSW branch is able to offer our customers Sydney based solutions in our own "state of the art" facility. Our new branch is equipped to handle, store and cool perishable products during the logistics service.

Learn more about the benefits of our expanding perishables branch by contacting your Mainfreight sales representative.



## ENCOUNTERING OUR MAINFREIGHT GRADUATE PROGRAM

Our Training and Development team were on hand at the nationwide University Career Expos recently. Students from RMIT, Monash, Griffith, Macquarie and Bond University were able to talk to our team and discover more about our Mainfreight Graduate Program.

Our ability to grow as a business is only limited by our ability to grow our own people. The Mainfreight Graduate Program coupled with our training and development initiatives are committed to developing the Mainfreight team for tomorrow. Our Graduate Program Co-ordinator Gabrielle Fage is currently attending University Career Expos looking for graduates who are open to discovering careers they never even thought possible.



A Mainfreight career is not just about working; our graduate program aims to attract, develop and retain graduates who are committed to real life learning, understanding the business from the ground up and joining our culture.

Fresh from her recent trip to Auckland, Gabrielle notes that "travelling the world doesn't need to start with a letter of resignation." With our International Exchange Program and over 120 branches across Asia, Australia, Europe, New Zealand and the USA, the global work opportunities for our graduates and team members are growing every day.

## 5 MINUTES WITH GABRIELLE FAGE

Graduate Program Co-ordinator,  
Training and Development

### So you came from the Graduate Program yourself?

18 months ago I joined Mainfreight, I had my sights set on a sales role but Mainfreight's the kind of place you can discover positions and careers you'd never even heard of – and make them your own! For me, it was a graduate recruitment role with our training team. I thought, 'This is right up my alley.' These days I'm travelling all over Australia interviewing graduates for our Graduate Program and roles across our different brands.

### You have had a pretty remarkable University experience yourself in the USA?

Yes, as a 16 year old I was part of a travelling team that played against Arizona State University, the next year I was recruited and spent the next 4 years on a basketball scholarship. It was a world away from my high school experience in Melbourne.

### That's pretty impressive. What was the highlight of basketball life in the USA?

For me it was making the Elite 8, which is the top 8 teams in America, in my freshman and junior year. I was also able to score a marketing internship with the Phoenix Suns, it was right when they were in the playoffs and I was able to interact with players like Steve Nash, Amare Stoudemire and Shaquille O'Neill.



### Why is the Graduate Program so integral to our business?

Due to our growing business we have the need for young intelligent future leaders and what better way than to have graduates join us and learn the business from the ground up. Graduates bring fresh ideas and with the right experience have the capabilities to learn and grow with our business and improve our systems.

### Gab, you just returned from New Zealand?

Yes, I was over there ironing out some details for our new Australian Graduate Program website. It is important to visit other branches around our company to build connections with our team and to improve our capabilities, plus it was great to be able to find out where it all started.

If you are interested in learning more about our Mainfreight Graduate Program or our Training and Development team visit our website [www.mainfreightgraduates.com.au](http://www.mainfreightgraduates.com.au)

## MAINFREIGHT CONTACT DETAILS

Branch	Domestic Transport, Chemcouriers, Metro & FTL	Logistics (Warehousing)	International Freight Forwarding	Owens Wharf Cartage
Adelaide	08 8300 5500	08 8300 5550	08 8300 5555	08 8300 5500
Albury	02 6049 5201	02 6049 5201	02 6049 5201	
Ballarat	03 5339 1927	03 5339 1927	03 5339 1927	
Brisbane	07 3875 8500	07 3906 9855	07 3906 9890	07 3908 5600
Canberra	02 6260 1072	02 6260 1072	02 6260 1072	
Gold Coast	07 5656 1800	07 5656 1800	07 5656 1800	
Melbourne	03 9265 5300	03 9930 3000	03 9330 6000	03 8368 6800
Newcastle	02 4954 1100	02 4954 1100	02 4954 1100	
Perth	08 9352 4200	08 9453 8799	08 9352 4277	08 9352 4290
Sydney	02 8784 2200	02 9426 7100	02 9384 7900	02 9666 0000
Townsville	07 4760 6000	07 4760 6000	07 4760 6000	07 4774 2064

[www.mainfreight.com](http://www.mainfreight.com)

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)

