

MAINFREIGHT NEWS



WELCOME ...

to the December edition of Mainfreight News, the quarterly bulletin dedicated to discussing the constant growth of our business right across Australia and throughout the world.

As our business develops we can offer more and more services, by using the capability of our growing network to give customers greater choice and efficiency under the one Mainfreight relationship.

In this issue we bring you new branches, new team members and catch up on what makes Mainfreight special.

It's a busy time of year and it's never more important to make time for family and loved ones. From the entire Mainfreight team, I would like to wish you and yours a safe and happy festive season.

Enjoy.

Dave Scott
Group Sales Manager Australia

IN THIS ISSUE

IT'S THE MOST WONDERFUL TIME OF YEAR	2
REGIONAL PRESENCE SURGES FORWARD	2
OWENS EXPANDS FROM EAST TO WEST	2
ELEVATING OUR TECHNOLOGY	3
EMERGING FROM ANTARCTICA	3
RIPPING IT UP IN THE USA	3
A STABLE PRESENCE IN EUROPE	4
FIVE MINUTES WITH RENÉ	4

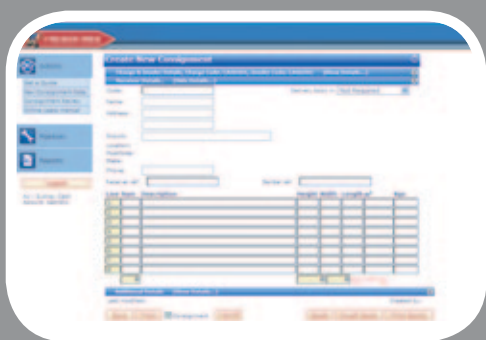
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Warehouse Manager	
General Manager	
Accounting / Finance Managers	
Distribution / Transport Managers	



IT'S THE MOST WONDERFUL TIME OF YEAR

Leading into Christmas, we have to acknowledge the increased volume of freight on the move. Being diligent in the packaging and labelling of freight will ensure we minimise the chance of error. FremanWeb, our free web-based application for Australian and New Zealand domestic freight customers, not only enables great tracking of your freight, but produces easy to read destination labels online.



We thank everyone for their contribution, attention and understanding leading into this period. Please be assured that our teams right around the country remain focused on delivering the best possible service.

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

REGIONAL PRESENCE SURGES FORWARD

Mainfreight has recently made a real commitment to supporting growth in regional areas by opening a branch in Albury. Regional branches such as Newcastle, Townsville, Ballarat and now Albury give Mainfreight a genuine presence across Australia. The growing number of branches, now reaching 11 separate locations, allows real improvement in servicing these country and remote areas.

Albury branch manager Steve Beaumont notes "Albury consists of a fantastic facility with B-double drive-through access and an extensive fleet of compliant vehicles servicing Albury, Shepparton, Wagga Wagga and surrounding areas."

This branch expansion delivers greater control over pick-ups and delivery services by eliminating double handling and outsourcing in these areas.

Steve comments that "with consistency of service and volume growth, our service is only going to get better."

Increased control and flexibility over the services in these areas means improved freight handling processes, speedier country customer delivery lead times, faster delivery data availability (POD) and improved data accuracy for Mainfreight's web tracking site.



OWENS EXPANDS FROM EAST TO WEST

Mainfreight is a multi-modal company, utilising road, rail, sea and air services. The Owens brand is our dedicated national presence in wharf cartage.

The Owens business has spread to the West Coast, opening up all of Australia and allowing a single wharf carrier to meet your national container movements. A single point of contact, billing and technology platform adds enormous benefit to your supply chain needs.

The newly opened Perth branch offers a full suite of services including skels, side loaders, unpack options and re-delivery.

Branch Manager Sandra Ali notes that as a growing business, Owens is offering flexibility, "tailoring personal customer solutions."

Technology at Owens now allows customers the comfort of automated emails on submissions for timeslots and dehire notification.

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



ELEVATING OUR TECHNOLOGY

Mainchain is our online customer portal, connecting all aspects of our worldwide technology network so that you can manage your freight movements and inventory through the one portal.

We proactively advanced our technology to offer a more tailored view into our network.

IT specialist Alistair Hughes explains: "Our new multi lingual site is shaped on the surveys from 1300 customers, team feedback and a series of one-on-one interviews."

Alistair and the team are constantly improving and developing Mainchain in response to changing customer



requirements and have created a personalised experience for all your supply chain needs.

Supporting international online bookings, advance tracking, stock on hand and a quick track tool box, this customer friendly site has a focus on making information easily available.

Learn more about the benefits of Mainchain and FremanWeb by contacting your sales representative. Contact details are on the back of this newsletter.

RIPPING IT UP IN THE USA

Emulating the Australian and New Zealand operations, Mainfreight USA has now expanded into two separate and bigger units: Domestic and International.

John Hepworth, CEO of Mainfreight USA, notes that "it is about growth and plenty of it. To gain the momentum expected we need to align our business with the remainder of the group to ensure we are working as one team."

"With the acquisition of Wim Bosman (Europe) we now have a real drive in developing the 2 major trade lanes in the world, they being, Asia-USA-Asia and USA-Europe-USA," adds John.

Australian customers can look forward to a stronger focus on both international and domestic products.

"By creating these two businesses, resources can be targeted to improve our network, add more specialised training, and provide a better overall service," explains John.

EMERGING FROM ANTARCTICA

Specialising in niche products can mean coming across some interesting freight, none more so than when the team at the International Perishable branch at Mainfreight were challenged with transporting Antarctic Gentoo and King Penguins from New Zealand to the Melbourne Aquarium.

You might think that aquariums, zoos and sanctuaries are where animals are kept from their natural habitat. In reality, the purpose of this exercise is for breeding and for everyone to experience these creatures so we can better understand and respect their environment.

Mainfreight plays a key role in the supply chain by safely delivering these birds for the public to view and appreciate.

Transporting penguins requires management of the environment. Antarctica remains "below zero" meaning no bacteria grows, so any exposure outside these conditions can be harmful. Mainfreight vehicles and equipment are heavily disinfected to retain the natural habitation.

Greg Giarratana, our National Airfreight Development Manager, has direct control over the penguins. Along with the curator from the sanctuary, he travels with the birds, overseeing the loading of them from Kelly Tarlton's Underwater World in Auckland onto the refrigerated truck and their journey all the way to the sanctuary destination.



"The birds remain with Mainfreight until just before departure, so we can protect their environment in our cool rooms," explains Greg.

Penguins are accustomed to temperatures between zero and five degrees, so gel packs are used during the flight to keep them cool. In the air, Greg monitors the penguins to verify their conditions are similar to their customary environment. Mainfreight

have negotiated with airport officials that the birds be loaded on a "last on, first off" basis. Mainfreight can also load directly on the tarmac, limiting exposure for the birds.

Almost four years since the first penguin relocation, the Antarctic Gentoo and King Penguins are settled and well-bred. Mainfreight are now in the process of exporting twelve of these penguins to Japan for the first time. Look out for future reports in Mainfreight News about the creatures' journey into Asia.

A STABLE PRESENCE IN EUROPE

While some European countries are dealing with big challenges, Mainfreight is stabilising its presence in Europe after eight months of owning and running the Wim Bosman Group. If you are importing or exporting to or from Europe, you now have access to Mainfreight at both ends of the supply chain.

This well established business offers local contact and peace of mind when dealing in Europe, creating the opportunity for Australian customers to experience a seamless transition into one logistics network. Our European presence has already opened wonderful opportunities for our team members. René van Houtum, previously in the Netherlands branch, has recently joined our Australian team as National Logistics Manager.



FIVE MINUTES WITH RENÉ

René van Houtum, National Manager of Mainfreight Logistics, Australia

René, you are leaving us next week for five weeks to go on an amazing adventure. Tell us more.

Yes, I'm taking part in the Mt Everest Marathon. I depart for Kathmandu and will then trek for 17 days to reach the start: the Mount Everest Base Camp, situated at an altitude just over 5200 metres. The marathon starts early in the morning, finishing at the mountain village of Namche Bazaar after many hours and more than 42 kilometres later. The race will take place on snow, ice, rocks and all other conceivable types of surface.

How much training is involved with a journey like this?

Six months of training, just running in the mornings around 6am before work. There is no way to prepare for the altitude that I will be experiencing, but I have trekked in these conditions before and believe I will be fine.

After recently moving from the Netherlands how are you settling into the Australian way of life?

I moved at the end of September, but have travelled here previously. We came out in 2005 and travelled by campervan from Sydney to Cairns and then returned in 2008 and travelled by jeep from Darwin to Adelaide. I have always enjoyed the atmosphere of everyday life here; everyone is so welcoming and friendly. It has made settling in very easy.



What is the number one thing you are looking forward to exploring when you return to Australia?

The pubs. After my extensive training for this marathon, I'm looking forward to the Australian summer and checking out some of the beautiful cafés and restaurants I have been seeing in my new neighbourhood.

What is the number one thing you would bring from Wim Bosman and integrate into Mainfreight Australia?

Measurements in regards to productivity; this can be done through continuous improvement. We need to specifically talk about business improvement and work with our customers to deliver improved supply chain efficiencies.

Finally, as a Dutchman in Australia, are you missing your bicycle?

(laughs) No.



MAINFREIGHT CONTACT DETAILS

Branch	Distribution, Chemcouriers, Metro & FTL	Logistics (Warehousing)	Owens Wharf Cartage	International Freight Forwarding
Adelaide	08 8300 5500	08 8300 5550		08 8300 5555
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 3908 5600	07 3906 9890
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 8368 6800	03 9330 6000
Newcastle	02 4954 1100	02 4954 1100		02 4954 1100
Perth	08 9352 4200	08 9453 8712	08 9352 4290	08 9352 4277
Sydney	02 8784 2200	02 9426 7100	02 9666 0000	02 9384 7900
Townsville	07 4760 6000	07 4760 6000		07 4774 3461

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Let us know what you think about Mainfreight News. Comments and feedback are welcome at: david.scott@mainfreight.com.au

