



MAINFREIGHT NEWS



WELCOME...

It seems like as soon as you say “Mainfreight Blue” we’re opening another branch, in another city or in another country. 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 support our ongoing 100 year planning philosophy. It’s not about short term profit, it’s about ensuring we have the right team and infrastructure in place to deliver a quality service and be sustainable as a business over the long term. With a renewed focus on our core capabilities we are taking steps to ensure we improve our quality and productivity in everything we do.

Enjoy,

Dave Scott

IN THIS ISSUE

INTERNATIONAL GROWTH IN THE AMERICAS – IS MEXICO IN YOUR SIGHTS?

TWO YEARS WITH THE BUNNINGS CORE CARRIER PROGRAM

OUR TEAM’S CHAIN OF RESPONSIBILITY

MOVING BULK CHEMICALS WORLDWIDE

BRANCH OF THE YEAR – NOBLE PARK, VIC

SYDNEY READY TO EXPAND

GETTING DANGEROUS IN BRISBANE

5 MINUTES WITH COLIN VEARER

Please circulate to:

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



INTERNATIONAL GROWTH IN THE AMERICAS – IS MEXICO IN YOUR SIGHTS?

Further strengthening our America trade lane and our ongoing commitment to network expansion, we have opened our first international branch in Mexico.

Over the past few years, Mainfreight has been building strategic partnerships in Mexico in preparation for our new branch. Located in Mexico City, our newly opened branch will facilitate the rapid transit of imports into and exports from this booming region and gives us access to this South American industrial corridor, right where the action is.

There are number of factors that make Mexico an attractive location to source manufactured goods, including:

- Strong Australian dollar
- Lower manufacturing costs
- Free trade agreements meaning tariff savings when importing and exporting in Mexico

The growing amount of goods being manufactured in Mexico and transported around the world has created a new market and a growing export destination for Australian businesses. Our new branch in Mexico combined with the continuous development of our global network ensures our customers greater choice, control and efficiency over their South American movements.

If Mexico is in your sights, make sure you speak to one of our team.

OUR TEAM'S CHAIN OF RESPONSIBILITY

Compliance, training and safety are woven into the way we do things.

Looking to continuously improve our practices and complement those already in place, our in-house training centre develop training courses, safety material and operations processes throughout the year. Recently we had a nationwide drive to refresh the training of every Mainfreight team member across Australia on the features and requirements of the Chain of Responsibility laws. With penalties reaching \$10,000 per business and per individual it is important to understand any party is responsible and legally liable.

Chain of Responsibility means all those with responsibility for activities that affect compliance with the road transport laws are legally accountable if they don't meet their compliance responsibility. The strict penalties ensure compliance with the road transport laws and promote safe loading and safe driving.

Our training team held multiple COR courses at over 40 of our branches ensuring that every team member is aware of their individual responsibilities as well as those of the team, our business and our customers. The course covers all aspects of the Chain

of Responsibility; the team completed an assessment to confirm their understanding, including targeted areas such as:

- Securely built and restrained loads
- Complying with working / driving hours and monitoring records to prevent breaches
- Loading vehicles to comply with dimension and weight restrictions
- Empowering our team to hold compliance over any other consideration

Supervisors and key loaders also attended a course specially designed for Mainfreight, to show the theory and practical components of the National Load Restraint Guide when it comes to restraining loads.

Our training team focus on continuously developing the skills of our team members. The message from this course is that these procedures affect us all and we all play a part in ensuring compliance with Chain of Responsibility. Find out more about our training initiatives and our training centre by contacting your sales representative.



BRANCH OF THE YEAR – NOBLE PARK, VICTORIA

There are no shortcuts when it comes to the handling, managing and distributing of our customer's freight; therefore we have procedures in place to ensure we are achieving the highest level of compliance.

Bi-annual internal auditing programs evaluate the performance of each of our branches in a numbers of areas, ranging from measuring the response time for a depot freight search, compliance and safety right through to how tidy the stationary cupboard is. From these strict audits, one of our branches receives the Branch of the Year Award, this year it was our Noble Park Logistics Branch.

Noble Park is our specialised dangerous goods warehouse and has all the resources

to store any dangerous goods, hazardous material and general cargo safely and efficiently. With two AgSafe accredited team members on hand and regular dangerous goods training, our Noble Park team are skilled in the logistics handling of all hazardous materials.

Branch of the year is also judged on team performance, team morale, and critical key performance indicators. Interested in knowing more about the advantages of dangerous goods handling through Noble Park? Contact your local sales representative or Branch Manager, Wayne Harris, directly on 0400 084 401.

SYDNEY READY TO EXPAND

TWO YEARS WITH THE BUNNINGS CORE CARRIER PROGRAM

Bunnings Warehouse is a leading retailer of home improvement and outdoor living products in Australia and New Zealand and a major supplier to project builders, commercial tradespeople and the housing industry.

With over 1500 suppliers delivering into their network of over 250 stores throughout Australia and New Zealand, Bunnings needed to develop a solution to relieve congestion issues in their goods inwards area caused by queues of trucks from multiple transport companies.

Looking to improve the efficiencies in each store, Bunnings created a Core Carrier Program allowing their suppliers to choose from a number of transport carriers to deliver into their stores. In August 2011, Bunnings selected Mainfreight as one of their transport and logistics providers.

Coming up to two years in the core carrier program, more and more suppliers are converting to Mainfreight and taking advantage of our full suite of logistics services. In the last two years we have worked hard to create strong partnerships with the growing numbers of Bunnings suppliers and have implemented measures in our business to ensure we meet the strict Bunnings delivery windows set for all our customers and store locations.

Firmly setting our sights on the continuous improvement of our quality and productivity, our Sydney depot is getting bigger and better.

Our Prestons branch has secured the land next to our supersite. The new land acquisition allows us to add another 25 metres to our raised freight dock, relieving congestion for waiting trailers and drivers wanting to cross-dock freight.

The raised docks allow all freight to be contained in a visible and controlled area and improve accuracy and safety when loading customer's freight for transport. At the end of the dock there will be 7 rear loading dock levellers and with the additional space, the extension provides space for 20 more vehicles to be loaded at any given time. This extra efficiency will allow greater choice and control when moving product.

Designed to cater for B-Double access, the new extension will boast even more hard stand space at the back of the building for efficient large vehicle access. With 131 owner drivers currently servicing our Prestons

supersite, Branch Manager, Mike Reid, notes "the extra room will add enormous benefit to our operations team, drivers and in turn our customers".

Our Prestons operation consists of two separate buildings connected by a breezeway which combines our transport and logistics services in one supersite, enabling us to offer a seamless and transparent supply chain service for both national and local transport.

Prestons warehouse is fully HACCP accredited, with compliant and temperature controlled areas which will be continued through to the additional 13,250sqm being added with the remodel. This is a critical requirement for our growing food grade and beverage industry customers.

Find out more about how we can help you with your freight needs in Sydney; Australia and throughout the world by contacting your sale representative.

MOVING BULK CHEMICALS WORLDWIDE

By the pallet, by the container and even by the tank.

With the huge variety of chemicals needing to be shipped internationally, our bulk tank service is becoming an appealing option for our customers. Understanding the unique requirements of chemical shipments, our dedicated bulk liquids team deliver a full suite of logistics services from source to destination.

Committed to the safe handling of industrial hazardous and non-hazardous liquids, our tanks are monitored for temperature and humidity during shipment in both flexi and ISO tanks. Our complete solution includes modern facilities where tanks are cleaned on the inside and outside, where heating facilities

and spinners are used to ensure tanks are hygienic and ready for the next load.

Interested in finding out more about our specialised bulk liquids services? Feel free to contact one of our sales representatives or our Bulk Product Manager, Travis Dellar, directly on 0414 612 468.

GETTING DANGEROUS IN BRISBANE

Anyone involved in moving dangerous goods and hazardous materials must comply with strict legislation requirements on packaging, labelling, segregation and carrying the correct transport documentation. To address these needs, Chemcouriers, our niche dangerous goods brand follow strict safety practices and source specialised equipment to ensure the safe, compliant and legal transport of hazardous substances and packaged chemicals. In Brisbane, Colin Vearer is at the helm of the Chemcouriers Brisbane team and he has taken some time out from his busy day to explain what makes Chemcouriers so special.



5 MINUTES WITH COLIN VEARER

Although I am an Aussie through and through, I started off working in Mainfreight New Zealand over 15 years ago. Over the years I have worked in 10 different branches, have been Branch Manager in 6 different branches and have moved across the Tasman to do it. As of February 2012 I moved from Branch Manager of Mainfreight Logistics in Sydney to take over the Branch Manager role here at Chemcouriers. My family also joined Mainfreight; my partner works in the Brisbane transport team and my daughter works in Mainfreight Auckland, so it is all in the family.

Chemcouriers has grown rapidly over the past few years. What is it about this niche brand that sets it apart?

We are not cowboys. Many transport companies may dabble in dangerous goods movement but when it comes to the transport of hazardous substances you are either 100% compliant or you're not at all.

We are 100% compliant. Just like our operations, our reputation is also growing and companies wanting to be compliant in dangerous goods transport are coming to us to do it.

How have you seen the implementation of the Graduate Program have an effect on our business?

As I have moved from branch to branch I have seen some sensational grads move through our business. Joe joined our team in December last year and has been a great addition to the team. Our business recognises the potential in these grads and aims not to baby them, but develop them into future leaders.

If we came to your house for dinner tonight, what would you prepare for us?

Curry. Chicken Madras that I'd make from scratch. I'd get all the spices and grind them all myself. I'd also enjoy a glass of red while cooking it.

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 5514 5600	07 5514 5600	07 5514 5600	
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
Sunshine Coast	07 5452 0410	07 5452 0410	07 5452 0410	
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

Let us know what you think about Mainfreight news.

Comments and feedback are welcome at: david.scott@mainfreight.com.au



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