

# MAINFREIGHTNEWS



## WELCOME...

Welcome to the November edition of Mainfreight News, where we are able to share some of the interesting services and activities happening in the Mainfreight world.

Leading into the peak freight season, we have to acknowledge the increased volume of freight on the move. We thank everyone for their contribution, attention and understanding during this busy period. Please be assured that our teams right around the country and the world remain focused on delivering the best possible service.

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 all a safe and happy festive season.

Enjoy,

**Dave Scott**

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Please circulate to:

Warehouse Manager	
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## ASIA HUNGRY FOR AUSTRALIAN PRODUCTS

Crops, horticulture, dairy, wool and livestock; Australian agricultural products are in high demand for both international and domestic consumption. Two thirds of our Australian agricultural is exported, with Asia accounting for almost half of the demand. One of Australia's largest markets is our nearest northern neighbour, Indonesia, while the Chinese market is rapidly expanding.

Venturing into this booming market can be an exciting opportunity filled with enormous potential for you and your business. While many countries around the world are being affected by the economic down turn, the Asian region is performing well.

If you are looking to take advantage of our proximity to this booming region, a freight forwarder will 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 product through all the export red tape and documentation processes.

Want to take advantage of Asia's increasing appetite for healthy and high quality products coming out of Australia? Ease your export worries and streamline your next shipping project by chatting to one of our export team today.

## EXCHANGING IDEAS

As a global business, our people are now thinking globally and beyond the country in which they are based.

We are now in the second year of our exchange program between Europe and Australia / New Zealand. The objective is to share our talent, to share our knowledge and to build a better global understanding of our business and our customers.

Gabrielle Fage, Graduate Coordinator in our Melbourne training team, recently took off to the Netherlands to take part in the 12 month program and in turn we are happy to welcome Sander Vreeburg from our European business into our Brisbane team.

The exchange of ideas, of concepts and cultures are set to not only enhance Gabby and Sander capabilities but will also benefit the operations in which they are based and those they will return to.

Our inaugural exchange program team member, Martin Wierzbicki, is now back on Australian soil and ready to implement all the knowledge gained from his exchange into our Somerton logistics branch. Of his 12 months working in 's-Heerenberg, Netherlands, Martin notes



Martin Wierzbicki

"the collaboration with new people and new environments allowed me to learn new methods of operations and gave me the opportunity to learn and grow with our global company."

## FULL SERVICE AT NEW & IMPROVED ADELAIDE SITE

Our 100 year vision insists that we invest in our future; in our people, in new facilities, new businesses and new services.

To ensure customers receive the very best freight services, we are investing more than \$50 million over the next 12 months to expand and build branches around Australia. Acquisitions of land and construction are underway in major cities including: Sydney, Brisbane, Melbourne, Perth and Adelaide.

Home to our Air & Ocean, Logistics and Transport teams, our Adelaide site in Regency Park is being extended and



refurbished. With completion expected in January 2014, the bigger and brighter site will allow us to grow our existing services.

The depot is receiving a complete overhaul. The freight dock will be extended creating room for 4 more B-doubles or 8 more delivery vehicles to be loaded simultaneously along with improved office areas as well as improved safety and compliance to meet our Chemcouriers business demands.

For more information on our Adelaide redevelopment, please contact one of our sales representatives.

# DIRECT REGIONAL DELIVERY, NO TRANS-SHIPMENT REQUIRED!

The strength and reach of our network is the backbone of our nationwide transport and logistics service.

To meet the ever increasing demand for freight moving into regional Australia, Mainfreight now has more direct linehaul units to more destinations. With established direct linehaul into all major cities and key regional centres, Mainfreight is adding new services to the regional areas of Cairns, Mackay, Port Macquarie, Maroochydore, Darwin, Dubbo, Newcastle, Toowoomba and more.

These direct services mean your freight will not have to be cross docked via our capital city hubs. For example freight from Melbourne to Dubbo will no longer need to travel through Sydney, reducing the risk of damage to consignments.

Leading into the busy freight season, this initiative reduces impact on our main hubs to ensure DIFOT (delivery in full on time) levels remain strong.

If you are regularly sending freight into these areas take advantage of these direct units by talking to one of our team about frequency and cut off times.

## TECH TALK: ELEVATING OUR TECHNOLOGY

As our global network continues to expand, we continually strive to add smart and efficient ways for technology to improve our business and services. We are thrilled to share with you a few key developments happening right now that will improve service.



### TRANSPORT WALLBOARDS



We are trialling transport pick-up and delivery wallboard screens at our Domestic Transport and Wharf Cartage operations. These screens give

us a view of our vehicles locations allowing greater efficiencies when allocating pick-ups; ensuring reduced waiting times for customers.

If we are booking a pick-up we can easily view the nearest Mainfreight vehicle in the area with sufficient space to ensure a quick and speedy pick up service.

### MAINFREIGHT.COM TRACKING SCREEN



Tracking is available in real time by entering the tracking number on our website. The public view allows a quick snapshot

with an option to securely log in to Mainchain for more details. We are in the process of redesigning our current tracking screen to ensure an easy to use tool for all customers. Feedback directly drives everything we do and if you have any requests for how tracking could improve please contact us at [salesenquiries@mainfreight.com.au](mailto:salesenquiries@mainfreight.com.au)

### MAINCHAIN 4.0 IS NOW LIVE



We have launched an upgraded version of our web based freight management tool Mainchain. By Air, Sea, Road or Rail, Mainchain is

our powerful online tool that lets you track and manage your freight movements with customised activity reports. To support our customers with these new changes, we have dedicated Mainchain champions located at each branch with the knowledge and experience to be called on for any queries.

## SETTLING THE GREAT FRONTIER

As part of Mainfreight's strategy of growing our global network, we are always looking opening more branches in more counties worldwide.

Already operating for over 12 months in our Toronto branch, we are now strengthening our footprint in Canada by opening a branch in Vancouver.

If you are importing or exporting to or from Canada, you now have access to Mainfreight at both ends of the supply chain. Both branches provide import and export groupage services, complemented by other international shipping services such as FCL (full container load) and customs clearance.

For peace of mind when dealing with Canada, talk to our team about our improved capabilities today.



## ALBURY TRANSPORT— LOCAL FOCUS, GLOBAL REACH

Booming agricultural and manufacturing industries in regional Australia have increased the volume of freight heading in and out of these thriving areas. On the border of NSW and Victoria, our Albury branch is perfectly located to service Southern NSW and the Murray region of North East Victoria. Matt Bonfield, Albury Sales Executive, notes “our strong presence in the region enables us to ensure a more localised service to our customers.”

Whether you are sending one pallet of wine down the road, a full truck load of machinery to the other side of the country or a full container of cotton across the globe, our Albury team provide the full spectrum of warehousing, domestic transport and international air and ocean services.

Agricultural and farming industries have a growing need for pesticides and chemicals. The current strong demand for these products is generating a surge in freight volume moving through our network into these busy regional areas. We know the product, we know the market, we know the logistics and we know how to seamlessly get it to your destination in a cost effective and timely manner.

When you have freight to move in the Murray region, contact Matt and his team at our Albury branch.

## 5 MINUTES WITH LUKE VAN MEEL

### LOGISTICS BRANCH MANAGER, SOMERTON

Fresh out of university, Luke van Meel entered Mainfreight through our Graduate Program. Hard work and determination has seen him take on a new role as Branch Manager of our Somerton Logistics branch.

#### You are one of many talented team members who have come up through our Graduate Program. How was your graduate program experience?

It was great; the ability to start on the floor really gives you an in depth view into what the team does on a day to day level. The skills gained in that first 6 months on the floor really transitioned into the skills needed as I moved around and up in the business.

#### At Mainfreight we pride ourselves on our promotion from within; can you tell us about your career path?

I spent my first year on the floor and in the inwards area to really gain experience in the processes in the branch, then I moved into an account champion’s role which allowed a shift from operations to customer focus. It was always in the back of my mind that I wanted to take on a Branch Manager’s role so when it came up I thought “what do I have to lose” - If you are not going to put your hand up then no one is aware of what you want to do.



#### Coming from the Graduate Program, if you were to get a new Graduate at your branch how would you mentor them?

I have 2, but they have been here awhile, so if I was to get a new one I would hope they have a similar experience to mine. I had so much help and mentoring from everyone; from the team on the floor, to the Branch Manager, right through to the team at the training centre and the National Team.

#### The Somerton branch and your team are famous for your BBQ’s.

We work quite long hours so sometimes I will throw on a 5am breakfast BBQ to get the team going for an early start. We also put on team BBQ’s with our customers and I am proud to say we haven’t had a burnt burger in quite a long time.

#### BBQ’s are more of a summer thing; do you have any grand plans for this summer?

I am actually a volunteer life saver down in Jan Juc, VIC. Every year in October I have to re-qualify my accreditations and then I volunteer over the summer.

#### Speedos or boardies?

Haha. Boardies all the way for me.

## 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

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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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