

Mainfreight

NEWS



Welcome

The Mainfreight Team consists of 5688 passionate people; we set tough goals for ourselves so we will strive for greatness and not settle for being average. As one of our truck sayings goes 'Reach for the high fruit first; you can get the low hanging ones anytime'.

With a can-do attitude and world class technology, we are always working towards making our business better. Focusing on our internal operations

and efficiencies ensure we are able to offer continuous improvement opportunities to you, our customers.

In this Mainfreight newsletter we bring you news on upgraded facilities, broader capabilities and keep you in touch with what makes Mainfreight truly special.

Enjoy
Dave Scott

Featured in this issue

- Mainfreight Invests in Perishables
- Branch of the Year
- Happy Feet head to the UK
- On the Move - Melbourne
- All Systems go in New and Upgraded Mainfreight
- 5 Minutes with Darius – Owner Driver from Brisbane



Mainfreight Invests in Perishables

Fresh flowers, tropical fruit, meat, fish and seasonal products are available in stores all year round. Consumer expectations of perishable product availability have become more demanding over time, triggering huge growth in the variety of perishables needing to be shipped globally.



Shipping fresh products around the world is a highly specialised task. The need for delicate handling, temperature management and speed to maximise the shelf life is imperative. Understanding the unique requirements of freight with a limited lifespan, our perishables team is a crucial partner when sending perishable products internationally.

With branches in Melbourne and Sydney well-established, we are tackling this growth and high demand by opening a new purpose built depot in Brisbane.

The new 930m2 temperature controlled facility features multiple zones that can be set at independent temperatures and a 72m2 specialised freezer designed to

quickly cool down cargo. Justin Keir, Brisbane perishables Branch Manager, notes “we are located near the Brisbane airport to ensure efficient access for urgent and perishable products 24/7”.

With firm airline agreements and service offerings in customs clearance, AQIS, fumigation, pre-despatch quality inspections, packing for peak freshness and more, we are supremely positioned to offer a full end to end service to our customers in Brisbane.

If you need your perishable products delivered on time and in peak condition, talk to one of our team today.

Branch of the Year

At Mainfreight we continue to believe that the quality and success of our global supply chain is measured by the perception our customers have of the service we provide; therefore we have procedures in place ensuring we are striving to achieve the highest level of service at all times.

Regardless of the service type, location or brands, each branch across all Mainfreight business units undergo strict internal auditing programs. These integral audits evaluate the performance of each of our branches in a number 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.

The audits also measure team performance, team morale and critical key performance indicators. From these strict audits, one of our branches receives the Branch of the Year award and this year it was our Sydney Rd, Somerton, Logistics Branch in Victoria.

Sydney Rd is one of our 5 Victorian warehouses and specialises in the logistics management of Fast Moving Consumer Goods. Branch Manager, Colm Scully,



put the success of his branch down to his teams focus on improving quality of our processes. “The warehouse is at 100% utilisation, our stocktake result is at 100% and we aim for 100% in everything we do”.

He also notes that the Positive Action Team meetings that are held weekly ensure the growing team at Sydney Rd has the same renewed focus week in and week out on quality improvement.

Branch Manager,
Colm Scully





Happy Feet head to the UK

Some people think aquariums, zoos and sanctuaries are where animals are kept from their natural habitat. The purpose of these places is primarily for breeding programs ensuring their survival and our understanding of their environment.

Mainfreight plays a key role with many sanctuaries by safely transporting these animals to their new homes. Recently 12 Antarctic Gentoo travelled between Auckland, Dubai and then into the UK all while under the careful watch of the Mainfreight team.

Since our first shipment of penguins in 2011 to Copenhagen, our Mainfreight perishables team have continuously improved our processes to ensure the best possible transit for the birds.

Mainfreight designed and built a unique pod installed with specialised air conditioners that recreates the birds Antarctic environment. The process is co-ordinated by National Airfreight Manager, Greg Giarratana.

In the air, temperature monitoring devices are mapped throughout the pod and supervised by Greg. Mainfreight has patented this design making us the only transport company to use this cutting edge technology which we see as the safest way to transport penguins around the world.

Due to Antarctica's sub zero temperatures, penguins are not exposed to bacteria in their natural environment, so any exposure outside these conditions can be harmful. To ensure precise control:

- Birds remain in our cool rooms until just before departure, limiting exposure.
- Special arrangements with airlines allow us to load directly on the tarmac and on a "last on, first off" basis.

Mainfreight are now in the process of furthering our temperature control technology and transporting more animals around the world; look out for future reports in Mainfreight news about the movement of more penguins, sharks and even live crocodiles.



All Systems go in New and Upgraded Mainfreight Facilities

As we move another year into our 100 year vision, we remain focussed on building a stronger and bigger business by investing in our network and infrastructure.

Over the last few months our teams have been working hard to ensure a smooth transition into their new or redeveloped sites.

- Our Brisbane Supersite has been completed and our team are now settled into their 27,000sqm facility. Uniquely designed and purpose built the new layout improves productivity and ensure the efficient and effective handling of freight.
- Additionally in Brisbane our Air and Ocean team have moved to a new and larger facility near the airport.
- Extensions have been completed in both Adelaide and Sydney with our teams relishing in the upgrades.
- Similarly in Sydney our Owens team have moved into their new purpose built facility in Port Botany. With 9,000m2 hardstand space, quarantine and bond licensing onsite we are looking to add further value to our customers.

These investments are designed to optimise productivity and increase service levels for our customers.

We look forward to bringing you more updates of more branches in the months to come.

On the Move – Melbourne

The Campbellfield team have moved to a bigger and brighter facility just around the corner in bordering suburb Somerton. Located adjacent to the Hume Hwy, our new facility puts us in close proximity to key highways and convenient access to main arterial roads triggering earlier and consistent delivery times.

The move combines our Transport, Metro and Logistics operations on the one site; the perfect platform to offer a complete logistics service for our customers in the Northern and Western suburbs. Complete with a full suite of services, the branch is supported by an owner driver fleet based at Somerton to improve delivery quality on that side of town.

The Campbellfield depot was opened almost 2 years ago to compliment our Clayton branch in Melbourne's South-East, allowing us to facilitate customer needs on both sides. Strong growth has meant we have needed to find this new larger site in Somerton.

Our improved presence promotes growth in the Western and Northern suburbs of Melbourne and allows us to cement our service capabilities in preparation for opening a purpose built supersite in neighbouring suburb Epping during 2015. Set on 11 hectares of land and with careful planning and preparation underway, the supersite will deliver a new world-class freight facility and warehouse on the same site.



5 Minutes

with Darius – Owner Driver
from Brisbane

Darius, as part of the Brisbane Transport team you have just moved into the supersite in Larapinta, how was the move?

The branch is state of the art, it is fantastic to be in a fresh and modern facility. The move has been interesting with some challenges adapting to the new space.

What do you think of the new layout?

The purpose built depot has been specifically designed for B-double access which improves productivity. Our raised docks have been designed with finger docks that cleverly combine rear and side loading; this efficiency has been triggering earlier and more consistent delivery times.

What are the benefits from an owner driver point of view?

The location, right on the motorway.

The access has sped up travel and delivery times to most areas. It's also close to home, which doesn't hurt.

Have you got a story about why your truck is called Blue Blood?

When noticing that my number plate was the Brisbane branch code, one of the sales reps for the Brisbane team gave me the nick name Blue Blood. It has stuck and as I upgrade my vehicles they get the same name.

You have just invested in a new vehicle.

I have, Blue Blood II and I have only recently added an 8 pallet trailer so it's now between a Semi and B-Double. The addition adds a lot of versatility and of course it looks great all painted in Mainfreight Blue.

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



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